

How To Fix Group Policy: Error Windows could not determine if the user and computer accounts are in the same forest

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If you have an issue where the User Policy doesn't get updated and gives you an error about the user and computer accounts being in the same forest, then you're in luck. The solution is actually rather simple, although an odd one that you usually wouldn't run into. The full error message probably looks like this:

```
PS C:\WINDOWS\system32> gpupdate  
Updating policy...
```

```
Computer Policy update has completed successfully.  
User Policy could not be updated successfully. The following errors were  
encountered:
```

```
The processing of Group Policy failed. Windows could not determine if the user  
and computer accounts are in the same forest. Ensure the user domain name  
matches the name of a trusted domain that resides in the same forest as the  
computer account.
```

HOW TO FIX GROUP POLICY: ERROR WINDOWS COULD NOT DETERMINE IF THE USER AND COMPUTER ACCOUNTS ARE IN THE SAME FOREST

To fix this error, you just need to start a Windows Service and you'll probably want to set it to automatic to prevent the issue from coming back in the future.

- Click on **Start**
- Type in **Services** and select the one with the gear icon
- Scroll down and look for **Netlogon**, if the status is not Running, then that's why you're getting this issue
- Double-Click on **Netlogon** and change the Startup Type to **Automatic** and click the **Start** button
- Once the service is running, click the **OK** button
- Now try running **gpupdate** again

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