



NTLMv2 Scan to folder issues.

Travis Daniels to: April Ellington, Blake Sims, Brad Peters,
Brent Wright, Edward Bohan, Edward
Rutherford, Hilary Brennan, Jeff Haynes,
Cc: Freddie Gragg, Linda Agro, Robert Nibbs

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All,
Guys be on on the look out for this issue. I think we have been seeing this more lately and not realizing it. If the policy on the server is changed to NTLMv2 only and Refuse LM and NTLM, the MFPs will fail with an authentication error message. This is because NTLMv2 Authentication is not enabled on the MFP. I swear this use to work without enabling this settings but here you go. There are a few GKB articles under NTLMv2 and SMB Client Auth as well. Just keep this in mind when troubleshooting scan to folder issues. Ask if they are using NTLMv2 and make sure the NIB firmware is up to date.

Local Policies/Security Options

Interactive Logon

Policy

Interactive logon: Prompt user to change password before expiration

Network Access

Policy

Network access: Allow anonymous SID/Name translation

Network access: Do not allow anonymous enumeration of SAM accounts

Network access: Do not allow anonymous enumeration of SAM accounts and shares

Network Security

Policy

Network security: Do not store LAN Manager hash value on next password change

Network security: LAN Manager authentication level

1. Telnet into the device.

```
C:\WINDOWS\system32\cmd.exe
D:\documents and settings\tdaniels\Desktop>telnet 151.114.17.145
```

A red arrow points to the IP address 151.114.17.145 in the telnet command.

2. Login with admin

```
C:\ Telnet 151.114.17.145
RICOH Maintenance Shell.
User access verification.
login:admin
Password:_
```

3. Do a show command

```
C:\ Telnet 151.114.17.145
RICOH Maintenance Shell.
User access verification.
login:admin
Password:
User access verification ... OK.
RICOH Aficio MP C6501
Network Control Service Ver. 9.64
Copyright (C) 1994-2011 Ricoh Co.,Ltd. All rights reserved.
msh> show_
```

4. Scroll down to the SMB sections and find the Client Auth Level. It should be 0.

```
C:\ Telnet 151.114.17.145
NDS Tree Name:
Transfer Protocol: IPv4 IPX(IPv4 priority)
SMB:
Switch: 0x0e
Mode: Workgroup
Direct print: On
Notification: Off
Workgroup name: WORKGROUP
Computer name:
Comment:
Share name[1]: MPC6501
Protocol: IPv4
Client port: 139
Client auth level: 0
Ethernet:
802.1X Authentication: Off
DNS:
IPv4:
```

5. Type "smb client auth 1" to change it to NTLMv2

```
smb comp [name]
smb comment [string]
smb clear {group!comp!comment}
smb notif [on/off]
smb protocol
smb client port [139:445]
139 = try 139 first, then 445
445 = try 445 first, then 139
smb client auth [0:1]
0 = use NTLM/LM
1 = use NTLMv2/NTLM/LM
msh> smb client auth 1_
```

6. Logout

```
smb client port [139!445]
139 = try 139 first, then 445
445 = try 445 first, then 139
smb client auth [0!1]
0 = use NTLM/LM
1 = use NTLMv2/NTLM/LM
msh> smb client auth 1
msh> logout
```

7. Enter "yes" to save.

```
445 = try 445 first, then 139
smb client auth [0!1]
0 = use NTLM/LM
1 = use NTLMv2/NTLM/LM
msh> smb client auth 1
msh> logout
Logout Maintenance Shell.
Do you save configuration data? (yes/no/return) > yes
```

8. If you log back in, the Auth level should set to 1 now and Scanning using only NTLMv2 should work now.

```
NDS Tree Name:
Transfer Protocol: IPv4 IPX(IPv4 priority)
SMB:
Switch: 0x0e
Mode: Workgroup
Direct print: On
Notification: Off
Workgroup name: WORKGROUP
Computer name:
Comment:
Share name[1]: MPC6501
Protocol: IPv4
Client port: 139
Client auth level: 1
Ethernet:
802.1X Authentication: Off
```

Regards,

Travis Daniels

Product Support Consultant Technical Support

Technology Support Services Center

CCNA, MCSE, MCTS, LPIC-1, UCP, Novell CLA, ACSP(10.7), Sonicwall CSSA

Ricoh USA

4667 North Royal Atlanta Dr.

Tucker, GA, 30084

Phone : 888.424.1573 x34452

Email : travis.daniels@ricoh-usa.com



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