NTLMv2 Scan to folder issues.

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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 troublehsooting scan to folder issues. Ask if they are using NTLMv2 and make sure the NIB firmware is up to date.

1. Telnet into the device.

2. Login with admin

Telnet 151.114.17.145

RICOH Maintenance Shell.
User access verification.
login:admin
Password:_

3. Do a show command

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.

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,

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