

Scan to Folder (SMB Scanning) not working with Windows and Window Servers

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[Symptom]

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[Cause]

Microsoft update - MS16-077: Description of the security update for WPAD: June 14, 2016 - was installed.

"As a result NETBIOS communication outside of the local subnet is hardened. Therefore, by default, some features that depend on NETBIOS (such as SMB over NETBIOS) will not work outside the local subnet. "

For more information on what Windows Products are affected by this security update please see [Microsoft Security Bulletin MS16-077 - Important](#)

[Resolution]

Change the SMB port from 139 (NETBIOS) to 445 (TCP/IP)

The can be changed via Telnet:

```
msh> smb client port
-Displays the current setting
msh> smb client port 445
```

It might also be necessary depending on model to update to NTLMv2

The devices listed in are NTLMv2 compatible, but none of them have it enabled by default.

NTLMv2 can only be enabled via telnet:

```
msh> smb client auth
-Displays the current setting
msh> smb client auth 1
-Enables NTLMv2
```

Note: If the customer requires the use of Port 139 please perform the registry updates in the Microsoft link below

[Microsoft Knowledge Base Article 3165191](#)

All Registry updates should be performed by a qualified IT Administrator

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