

Re: Handheld device remote networking issues into RAS

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.networking/2006-01/msg00571.html>

- *From:* "nosurfdj" <nosurfdj@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 23 Jan 2006 11:20:04 -0800
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I set "Store password using reversible encryption for all users in the domain" on the default domain policy--this setting is found in computer/security/account policies/password policy.

I then tested one of the handhelds, and I was not able to connect. Same thing happened that always happened.

Am I setting it in the wrong location?

"Bill Grant" wrote:

> The message you quote tells you why CHAP isn't working. It needs the
> reversibly encrypted password option. This is off by default in server 2003.

>

> nosurfdj wrote:

>> We have a bunch of NEC MobilePros, mainly 770, 780, 790s that remote
>> users use to dial in to our RAS server.

>> Everything was working fine until we moved RAS to a Windows 2003
>> server, from a NT Server.

>> The handhelds will dial and connect to the server, but as soon as that
>> happens there is a message displayed on the handhelds that says:
>> responding to authentication challenge

>>

>> Another window pops up almost simultaneously that says:

>> Disconnected.

>>

>> I checked the event log on the server and found this warning event:

>> Source--Remote Access

>> Event ID 20187

>> The user domain\user failed an authentication attempt due to the
>> following reason: The user could not be authenticated using Challenge
>> Handshake Authentication Protocol (CHAP). A reversibly encrypted
>> password does not exist for this user account. To ensure that
>> reversibly encrypted passwords are enabled, check either the domain
>> password policy or the password settings on the user account.

>>

>> There is another event right after it, same source

>> Event ID 20014

>> The user domain\user has connected and failed to authenticate on port

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- *Follow-Ups:*
 - ◆ **Re: Handheld device remote networking issues into RAS**
 - ◇ *From:* Bill Grant

- *References:*
 - ◆ **Re: Handheld device remote networking issues into RAS**
 - ◇ *From:* Bill Grant

- Prev by Date: **Porfast connection info on Windows ?**
- Next by Date: **Re: Porfast connection info on Windows ?**
- Previous by thread: **Re: Handheld device remote networking issues into RAS**
- Next by thread: **Re: Handheld device remote networking issues into RAS**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**