

SMB and Active Directory logon credentials problem

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We have a Canon scanner/copier/facsimile/printer (iR3300). MS has confirmed a problem with logon credentials when Active Directory is present (detailed in article 811497). This device is one of those affected. When scanning or receiving facsimiles, it is not possible for the machine to write them to a network drive due to this problem. Canon's suggested workaround is to modify the local security options policy (using gpedit). I drilled down to the Computer Configuration\Windows Settings\Security Settings\Local Policies\Security Options folder. The entry 'Microsoft network server:Digitally sign communications (always)' was enabled. Canon's instructions were to disable it. It was not possible to change it, however – it was greyed out. I then noticed a 'lock' symbol on all folders in the hierarchy from Security Settings on down.

I did some research and thought that perhaps group policies for domains was controlling this and making the local policy unchangeable. I went to the domain policy editor and found that this value was 'not configured' for the domain. I configured it as disabled and then used gpupdate /force to propagate it. I went back and found that there was no change – security settings were still locked and the digital signing was enabled (in contrast to the domain policy which states it is disabled). I am now confused and could use some guidance.

In short, how do I 'unlock' the security settings so that I can modify them in the local group policy object editor so the Canon can write directly to the server? Also, did I set the domain policy correctly and if so, why would local policy not conform?

Thank you.

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