Network Connectivity Settings

BC Biomedical manufactures several products such as the ESU-2400 and IPA-3400 that use shared folders that allow the user to view saved data on their device from their PC that is connected to the same network as the device. There are several settings in windows that can cause this connection to fail. Each of these failures results in a unique error message from Windows.

**Problem 1 – Unspecified Error, code 0x80004005**

![Network Error Window]

The default setting for Authentication on Windows 7 and Windows 10 defaults to NTLMv2 authentication. This is not compatible with the ESU-2400 or IPA-3400.

**Windows 7/10 Professional**

Solution, On Windows 7 machine run secpol.msc, find Security Settings - > Local Policies - > Security Options. Look for Network Security: LAN Manager Authentication Level, and set it to 'Send NTLM response only'.

**Windows 7/10 Home**

The solution: Registry editing for LAN manager authentication level (in Home edition this can be configured through registry)

How to do it:
1. Open registry editor (Start search - regedit)
2. Browse to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa
3. Create a new DWORD value with the following properties: NAME: LmCompatibilityLevel
   VALUE: 1
4. Restart your PC and try the connection again...
Problem 2 – The account is not authorized

This error is caused by the RequireSecuritySignature key in the windows registry.

1. Open registry editor (regedit)
2. Browse to:
   \HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanWorkstation\Parameters
3. Select the RequireSecuritySignature and change the value to 0
4. Close the Registry Editor and reboot the machine.