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SMB2 Protocol Issues

Microsoft has acknowledged that the Server Message Block version 2 (SMB2) protocol may cause stability problems with applications that require real-time file information over a network. SMB2 is the default protocol for most actively supported Windows operating systems. Many versions of Windows require a patch to work correctly with SMB2. Use the chart below to determine which fixes are needed for the computers on your environment. The Microsoft Knowledge Base article links are provided below. The hot fixes are available from the Knowledge Base articles.

SMB2 has also been associated with performance issues. An alternative solution is to disable SMB version 2 and use SMB version 1 on the network. This may not be an option if there are any network attached devices that require SMB2.

While you are installing the hotfix from Microsoft, you may receive a message that it can damage your computer or your files. If you are sure you are downloading from Microsoft, ignore the message and continue installing.

Operating Systems	Directory Locking Hotfix KB2646563	Data Cor-ruption Hotfix KB2028965	Data Corruption Hotfix KB2618096	Lost Folder Sharing Registry Keys KB2461645
Windows 8	-	-	-	-
Windows 8.1	-	-	-	-
Windows Server 2012	-	-	-	-
Windows Server 2012 R2	-	-	-	-
Windows 7	yes	yes	-	-
Windows 7 SP1	yes	-	-	-
Windows Vista SP1	-	yes	-	yes
Windows Vista SP2	-	yes	-	yes
Windows Server 2008	-	yes	-	yes
Windows Server 2008 SP2	-	yes	-	yes
Windows Server 2008 R2	yes	yes	yes	-
Windows Server 2008 R2 SP1	yes	-	yes	-
Small Business Server 2008	-	yes	-	yes
Small Business Server 2011	-	yes	yes	-
Small Business Server 2011 SP1	-	-	yes	-

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Installing Hot Fixes
To install a hotfix, click on the corresponding link which takes you to the Microsoft website. At the top of the page you will see a button you click that reads "Hotfix Download Available". You may continue reading about the hotfix on this page and then click the button, accept the terms, select your operating system and provide your email. Once you click "Request Hotfix" at the bottom, Microsoft will email you a download link. Use the link to install the hotfix.

Note: The hotfix must be downloaded on the machine it is being installed on. This is due to the fact that Microsoft only presents applicable hotfixes based on the architecture that you are running (e.g. x386 vs x64). Alternatively, you can click the "Show hotfixes for all platforms and languages" link, and then download the appropriate hotfix.

While you are installing the hotfix from Microsoft, you may receive a message that it can damage your computer or your files. If you are sure you are downloading from Microsoft, ignore the message and continue installing.

Hotfix	Microsoft Download Request Link
Directory Locking KB2646563	http://support.microsoft.com/kb/2646563
Data Corruption KB2028965 Hotfix	**http://support.microsoft.com/kb/2028965**
Data Corruption KB2618096 Hotfix	**http://support.microsoft.com/kb/2618096**

Lost Folder Registry Keys
<u>IMPORTANT</u>: The recommended fix involves making changes to the Windows Registry. It is highly recommended that these changes be made by someone who is very comfortable using REGEDIT. Configure the following registry key:

- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanWorkstation\Parameters
- Create a DWORD value named DirectoryCacheLifetime and give it a binary or hexidecimal value of 0.

For more information on configuring this registry key, see
    http://support.microsoft.com/kb/2461645