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Connecting to SMB share on a Windows 2000-based computer or a Windows Server 2003-based computer may not work with an alias name

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ⓘ **System Tip**   ✕

This article applies to a different version of Windows than the one you are using. Content in this article may not be relevant to you.Visit the Windows 7 Solution Center

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SYMPTOMS

When a client computer connects to a Microsoft Windows 2000-based computer or a Microsoft Windows Server 2003-based computer by using an alias name, the client may receive the following error message: System error 52 has occurred.
A duplicate name exists on the network.

CAUSE

This problem can occur when you try to connect to the server by using a CNAME alias that is created in the DNS zone. For example, this problem may occur with a command similar to the following sample command   **net view *alias*.*domain name*.com**   where *alias* is a CNAME record that is created for the server in the *domain name*.com zone. The server is not "listening" on the alias, and therefore is not accepting connections to that name.

RESOLUTION

Windows 2000 Server

To resolve this problem, obtain and install the latest Windows 2000 service pack, and then edit the registry.To resolve this problem, obtain the latest service pack for Windows 2000. For additional information, click the following article number to view the article in the Microsoft Knowledge Base: 260910 (http://support.microsoft.com/kb/260910/EN-US/) How to Obtain the Latest Windows 2000 Service Pack

Hotfix information

A supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described in this article. Apply this hotfix only to systems that are experiencing this specific problem.

If the hotfix is available for download, there is a "Hotfix download available" section at the top of this Knowledge Base article. If this section does not appear, submit a request to Microsoft Customer Service and Support to obtain the hotfix.

Note If additional issues occur or if any troubleshooting is required, you might have to create a separate service request. The usual support costs will apply to additional support questions and issues that do not qualify for this specific hotfix. For a complete list of Microsoft Customer Service and Support telephone numbers or to create a separate service request, visit the following Microsoft Web site: http://support.microsoft.com/contactus/?ws=support (http://support.microsoft.com/contactus/?ws=support)   **Note** The "Hotfix download available" form displays the languages for which the hotfix is available. If you do not see your language, it is because a hotfix is not available for that language.

File information

The English version of this fix should have the following file attributes or later:

```
 Date Time Version Size File name -------------------------------------------------------------- 02-Jul-2001 22:52
  5.0.2195.3804 1,685,632 Ntkrnlmp.exe 02-Jul-2001 22:53 5.0.2195.3804 1,685,312 Ntkrnlpa.exe 02-Jul-2001 22:53
  5.0.2195.3804 1,705,984 Ntkrpamp.exe 02-Jul-2001 22:51 5.0.2195.3804 1,663,424 Ntoskrnl.exe 02-Jul-2001 23:44
```

```
5.0.2195.3805 237,072 Srv.sys 02-Jul-2001 23:53 5.0.2195.3805 73,488 Srvsvc.dll
```

After you install the hotfix

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base: 322756 (http://support.microsoft.com/kb/322756/) How to back up and restore the registry in Windows   Additionally, to resolve this problem in Windows 2000 Server, you must follow these steps:

1. Create the CNAME record for the file server on the appropriate DNS server, if the CNAME record is not already present.
2. Apply the hotfix to the computer for which the CNAME record was created, not the DNS server. (Unless the DNS server and file server in question is the same computer, and then all of the changes is applied is to that server.) This hotfix affects the LAN Manager Server Service and does not affect DNS functionality.
3. Apply the following registry change to the file server to which you installed the hotfix. To do so:
   a. Start Registry Editor (Regedt32.exe).
   b. Locate and click the following key in the registry: **HKEY_LOCAL_MACHINE\System \CurrentControlSet\Services\LanmanServer\Parameters**
   c. On the **Edit** menu, click **Add Value**, and then add the following registry value: Value name: DisableStrictNameChecking
      Data type: REG_DWORD
      Radix: Decimal
      Value: 1
   d. Quit Registry Editor.
4. Restart your computer.

Windows Server 2003

To resolve this problem in Windows Server 2003, follow these steps:

1. Create the CNAME record for the file server on the appropriate DNS server, if the CNAME record is not already present.
2. Apply the following registry change to the file server. To do so, follow these steps:
   a. Start Registry Editor (Regedt32.exe).
   b. Locate and click the following key in the registry: **HKEY_LOCAL_MACHINE\System \CurrentControlSet\Services\LanmanServer\Parameters**
   c. On the **Edit** menu, click **Add Value**, and then add the following registry value: Value name: DisableStrictNameChecking
      Data type: REG_DWORD
      Radix: Decimal
      Value: 1
   d. Quit Registry Editor.
3. Restart your computer.

You may also have to set the SPN (Service Principal Name) for the Alias Name.

For example, you may have to enter a command that resembles the following commands:

```
setspn -a host/aliasname targetserver
```

```
setspn -a host/aliasname.contoso.com targetserver
```

For more information, visit the following Microsoft Web sites: Setspn Overview
http://technet2.microsoft.com/windowsserver/en/library/b3a029a1-7ff0-4f6f-87d2-f2e70294a5761033.mspx
(http://technet2.microsoft.com/windowsserver/en/library/b3a029a1-7ff0-4f6f-87d2-f2e70294a5761033.mspx)   Setspn Syntax
http://technet2.microsoft.com/WindowsServer/en/library/318642de-15a3-4478-beb0-8022696def511033.mspx
(http://technet2.microsoft.com/WindowsServer/en/library/318642de-15a3-4478-beb0-8022696def511033.mspx)

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article. This problem was first corrected in Windows 2000 Service Pack 3.

MORE INFORMATION

The registry key that is mentioned in the "Resolution" section is applicable only to SMB 1.0. To communicate over the SMB2.0 protocol, or CIFS (Common Internet File System), you do not have to set the registry key. SMB 2.0 allows for the functionality described in this article to to work by default without additional configuration. Computers that run Windows Server 2008, Windows Server 2008 R2, Windows Vista, and Windows 7 support both SMB 1.0 and SMB 2.0. Windows includes an SMB client component (Client for Microsoft Windows) and an SMB server component (File and Printer Sharing for Microsoft Windows). By default, SMB 2.0 is the file sharing protocol that is used when both client and server support it.

The SMB protocol revision to be used for file operations is decided during the negotiation phase. A Windows Vista or later client advertises to the server that it understands the new SMB 2.0 protocol. If the server understands SMB 2.0, SMB 2.0 is used for communication. Otherwise, the client and server use SMB 1.0. If SMB 1.0 is expected to be used, you can set the registry key that is mentioned in the "Resolution" section on Windows Server 2008, Windows Server 2008 R2, Windows Vista, or Windows 7.

SMB 2.0 was redesigned for networking environments that include wireless, possible high loss, time-outs, high latency, and other networkss. SMB 2.0 also meets the needs of the next generation of file servers that include Encrypting File System (EFS) over the wire and Offline Files and Folders improvements.

For more information about how to obtain a hotfix for Windows 2000 Datacenter Server, click the following article number to view the article in the Microsoft Knowledge Base: 265173   (http://support.microsoft.com/kb/265173/) The Datacenter Program and Windows 2000 Datacenter Server Product   For more information about how to install multiple hotfixes with only one reboot, click the following article number to view the article in the Microsoft Knowledge Base: 296861   (http://support.microsoft.com/kb/296861/) Use QChain.exe to Install Multiple Hotfixes with One Reboot This hotfix corrects the problem that is described in the following article in the Microsoft Knowledge Base: For more information about how to install Windows 2000 and Windows 2000 hotfixes at the same time, click the following article number to view the article in the Microsoft Knowledge Base: 249149   (http://support.microsoft.com/kb/249149/) Installing Microsoft Windows 2000 and Windows 2000 Hotfixes

APPLIES TO

- Microsoft Windows 2000 Server
- Microsoft Windows 2000 Advanced Server
- Microsoft Windows 2000 Professional Edition
- Microsoft Windows Server 2003, Standard Edition (32-bit x86)
- Microsoft Windows Server 2003, Enterprise Edition (32-bit x86)

Keywords: kbautohotfix kbhotfixserver kbqfe kbbug kbfix kboswin2000fix kbwin2000presp3fix kbwin2000sp3fix KB281308

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