# [V7] ISSUE: LAN manager authentication level must be 3 or higher (cannot create MS Exchange mail level backup)

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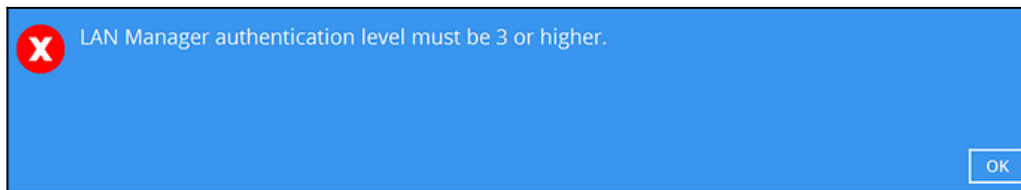
**Product Version:**
AhsayOBM: 7.3.0.0 to 7.x
OS: Windows

**ATTENTION** 1st January, 2022: v7 officially End-of-Life [details]

# Problem Description

When creating a MS Exchange Mail Level Backup Set, the following error message is displayed:

*LAN Manager authentication level must be 3 or higher.*



# Cause

The error message suggested that for the domain which the Exchange server reside, the Network security: LAN Manager authentication level policy setting must be set to level 3 or higher (Registry security level), which is one of the following:

- Send NTLMv2 response only
- Send NTLMv2 response only. Refuse LM
- Send NTLMv2 response only. Refuse LM & NTLM

Reference:
https://docs.microsoft.com/en-us/windows/security/threat-protection/security-policy-settings/network-security-lan-manager-authentication-level

# Resolution

To resolve the issue, please refer to the following steps:

- Open **Local Security Policy** from **Administrative Tools**.

- Under **Security Settings**, expand **Local Policies**, **Security Options**, **Network security:**

**LAN Manager authentication level**.

- Ensure that the setting is configured to use NTLMv2, for example:

    - Send NTLMv2 response only
    - Send NTLMv2 response only. Refuse LM
    - Send NTLMv2 response only. Refuse LM & NTLM
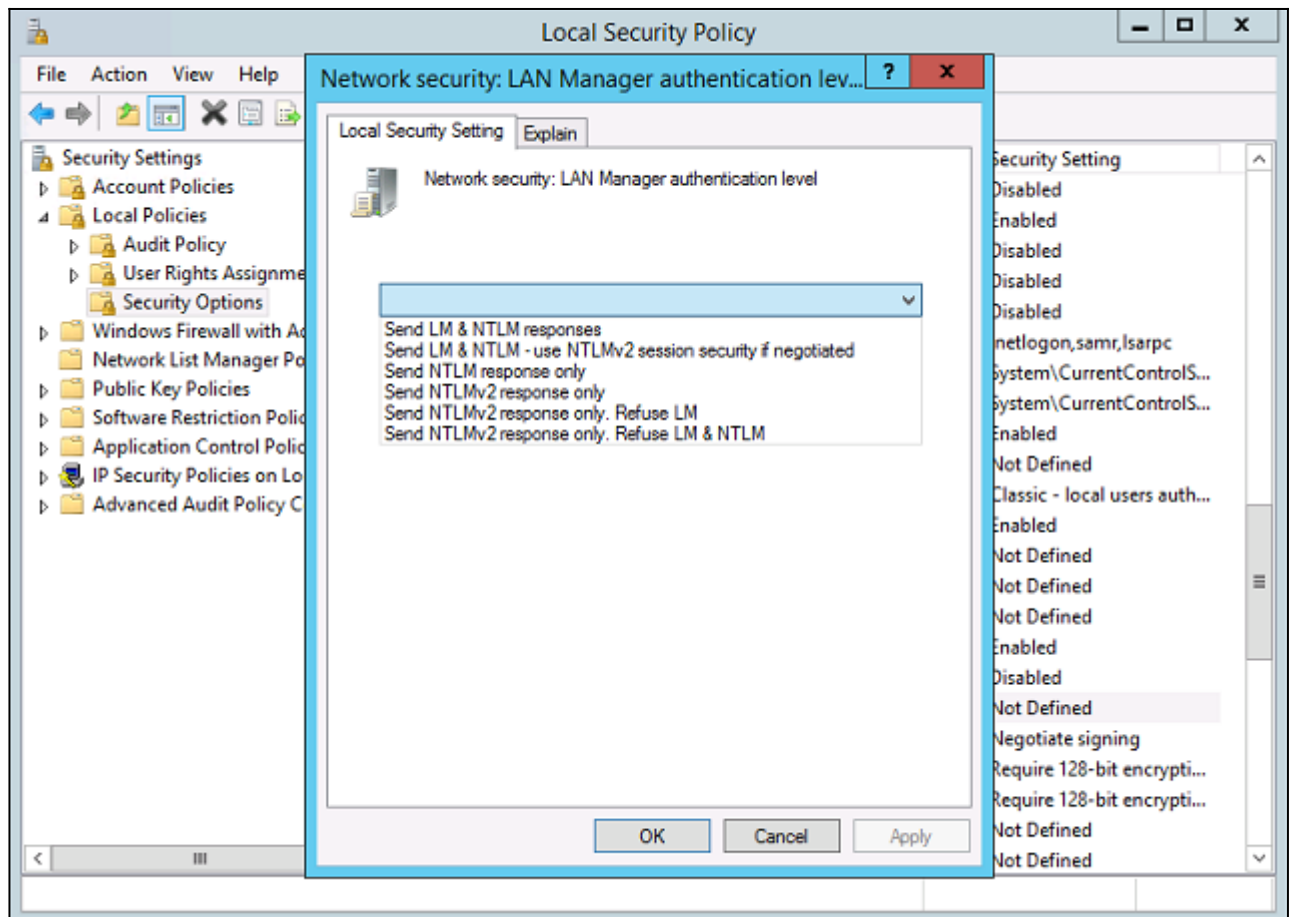
# Keywords

lan, manager, obm, ahsayobm, exch, exchange, msexchange, auth, authentication

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