

## Product Alert #186

6-00960-186, August 2025

### Product

Appliance Controller NAS Plugin.

### Summary

Customers using RFC 2307-based ID mapping for Active Directory authentication should avoid installing Windows Update KB5062557 (Windows Server 2019) or KB5062572 (Windows Server 2022).

These updates may cause SMB shares to become inaccessible, preventing users from accessing or mounting network storage.

### Affected Systems

Customers using Appliance Controller or NAS systems with Active Directory authentication and RFC 2307 ID mapping should be aware of potential compatibility issues following recent Windows Server updates.

### Problem Description

On July 8, 2025, Microsoft released a cumulative security update for supported versions of Windows Server:

- KB5062557 for Windows Server 2019
- KB5062572 for Windows Server 2022

This update introduces a security enhancement to the Microsoft RPC Netlogon protocol by enforcing stricter access checks. As a result, anonymous RPC requests to the Netlogon service are no longer permitted.

Systems using Samba versions prior to 4.22.3 may experience connectivity or authentication issues with Active Directory domain controllers after applying this update.

### Symptoms

After applying Windows Update KB5062557 (Windows Server 2019) or KB5062572 (Windows Server 2022), customers using Active Directory authentication with RFC2307 ID mapping may lose access to Quantum NAS systems.

- Users will be unable to authenticate, preventing the creation of new shares or mounting of existing ones.
- Clients already connected during the update may stay connected temporarily but will eventually be disconnected and unable to reconnect.

### Solution

Quantum is actively working to resolve this issue. Until an update is provided by Quantum, you can implement one of the following workarounds:

- Migrate to a different Active Directory ID mapping that is not affected by this issue, such as qtm\_guid.
- Revert the Microsoft patch on the Active Directory server to restore access to your storage.

If you are affected by this issue, contact [Quantum Support](#).

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