

Mac OS X 10.2: "SMB Connect Error = -36" Alert When Connecting to a Windows-Compatible Computer

If you see an alert box with the message "SMB Connect Error = -36", this means the Microsoft Window-compatible computer (PC) has refused your connection.

This article has been archived and is no longer updated by Apple.

Symptom

When you try to connect to a Windows-compatible computer, an alert box with this message appears:

"SMB Connect Error = -36"

Solution

There are many reasons why the connection may be refused by the shared Windows computer.

First, make sure that the share point you are trying to connect to is set up correctly and that other users can log in to the computer.

You should also verify that the user account you are using is set up properly. When you log in to the computer, make sure you are entering your user name and (case-sensitive) password correctly.

If you are connecting to Windows XP, make sure that the Internet Connection Firewall settings are not interfering with your connection. SMB uses ports 137, 138 and 139. These ports should be open on the Windows XP computer.

Additionally, you should review all of the notes in technical document 106471, "[Mac OS X 10.1 or Later: How to Connect to Windows File Sharing \(SMB\)](#)".

Information about products not manufactured by Apple is provided for information purposes only, and does not constitute Apple's recommendation or endorsement. Please contact the vendor for additional information.

Document 17159, "[Locating Vendor Information](#)", can help you search for a particular vendor's address and phone number.

Published Date: Oct 10, 2016