

■ NetApp* Knowledge Base

"nfs: server hostname not responding, still trying" connecting to ONTAP 9.6 or later in a network with high packet loss



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Applies to

- · ONTAP 9.6 and later
- ONTAP Select
- NFS
- · Network with high packet loss

Issue

· NFS client logs error messages about nfs server being unreachable

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nfs: server <hostname> not responding, still trying

- · NFS client needs to be rebooted to recover
- · A packet trace will show
 - A very high retransmission timeout for packets coming from the client to the storage
 - What appear to be DSACK ranges sent by the storage controller LIF

Cause

- Due to <u>bug 1289920</u> spurious DSACK ranges could be sent by the storage controller
- Linux NFS clients that receive such packets will retransmit packets only after a long time (up to 1 2 minutes)
- · Issue is present only in network with high packet loss

Solution

Fix packet loss in the environment

Additional Information

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