NetApp Knowledge Base

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

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

```
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 bug 1289920 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

additionalInformation_text