



Users receive access denied when accessing files on CIFS share



https://kb.netapp.com/Advice_and_Troubleshooting/Data_Storage_Software/ONTAP_OS/Users_receiv...

Updated: Wed, 31 Aug 2022 14:31:45 GMT

Applies to

- ONTAP 9
- VSCAN

Issue

- Users receive access denied when trying to access files on CIFS shares even though the correct permissions are in place
- This issue could occur when VSCAN is enabled for affected vservers

Cause

- If scan-mandatory is enabled, and ONTAP is unable to communicate with the virus scan server, ONTAP will not allow access to any files it cannot scan
- To verify if scan-mandatory is enabled run the following command:

```
::> vsriver vscan on-access-policy show -vsriver <vsriver> -fields scan-
mandatory
vsriver  policy-name      scan-mandatory
-----  -
<vsriver> <policy_name>  on          <<<<<
```

Solution

1. Disable scan-mandatory with the following command:

```
::> vsriver vscan on-access-policy modify -vsriver <vsriver> -policy-name
<policy_name> -scan-mandatory off
```

2. Confirm change has been made:

```
::> vsriver vscan on-access-policy show -vsriver <vsriver> -fields scan-
mandatory
vsriver  policy-name      scan-mandatory
-----  -
<vsriver> <policy_name>  off         <<<<<
```

3. With scan-mandatory disabled, ONTAP will allow access to files even when the virus scan server is unable to scan files

Additional Information

[Potential connectivity issues involving the scan-mandatory option](#)