



Unable to access cifs shares with FQDN, error "access is denied" although its accessible via ip



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

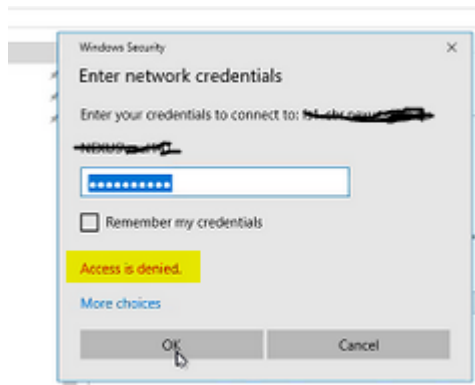
Updated: Wed, 31 Aug 2022 14:31:33 GMT

Applies to

- ONTAP 9
- Kerberos
- CIFS/SMB

Issue

- Not able to access cifs share using FQDN, it pops up for credentials and then getting error as "access is denied". Below is error screenshot:



- When try to access the same share at the same time using lif ip address, it is accessible with no issues.
- Issue persists for few hours with FQDN access and gets auto corrected with no change from storage or client end. Able to access the same share using FQDN after few hours.
- Issue is only faced by users whose group membership recently updated in AD to allow access to the cifs share.

Cause

cause_text

Solution

Flush Kerberos ticket from client end using below command:

```
C:\Users\user1>klist purge
```

Additional Information

Why FQDN fail and ip access work?

- Accessing cifs with FQDN will use Kerberos and ip access will always use NTLM.
- NTLM use LSA calls to fetch user's group membership whereas Kerberos use different calls if required.

