



UNIX user cannot access NTFS volume due to name mapping failure



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

Updated: Wed, 31 Aug 2022 13:33:43 GMT

Applies to

- ONTAP 9
- NTFS security style volume
- NFS

Issue

- UNIX user from NFS client cannot access data on NTFS security style volume
- EMS contains an error that shows name mapping failure for the user in the discussion

```
[?] Tue Jul 14 15:03:34 CEST [node-01: secd:  
secd.nfsAuth.noNameMap:error]:vserver (SVM) Cannot map UNIX name to CIFS
```

```

name.Error: Get user credentials procedure failed
[ 0 ms] Determined UNIX id 100 is UNIX user 'test'
[ 0] Trying to map 'test' to Windows user 'test' using implicit mapping
[ 1] Successfully connected to ip 10.11.12.13, port 445 using TCP
[ 8] Successfully authenticated with DC domain.local
[ 11] Could not find Windows name 'test'
[ 11] Unable to map 'test'. No default Windows user defined.
**[ 11] FAILURE: Name mapping for UNIX user 'test' failed. No mapping
found

```

- Name mapping configuration shows that explicit mapping is defined for the same user

```

Maaz94::> vserver name-mapping show -vserver cifs_svm -direction unix-win

Vserver:    SVM
Direction:  unix-win
Position Hostname      IP Address/Mask
-----
1          -           10.10.10.20/32      Pattern: test
                                           Replacement: DOMAIN\\TEST_USER

1 entries were displayed.

```

Cause

- Name Mapping configuration contains specific IP address range
- Name Mapping will succeed only if the request comes in from this particular range of client
- Secd log clearly shows the problem, IP of the incoming client is different that the one configured on SVM

```

00000012.007f0521 0686138d Tue Jul 14 2020 15:03:34 02:00
[kern_secd:info:10090] | [000.000.648] debug: srcName and Pattern matched.
replacement = 'DOMAIN\\TEST_USER'. Trying to match IP-qualifier: { in
matchEntry() at src/name_mapping/secd_name_mapping.cpp:504 }
00000012.007f0522 0686138d Tue Jul 14 2020 15:03:34 02:00
[kern_secd:info:10090] | [000.000.655] debug: Compare ClientIP:
10.10.10.95 against the Configured IP: 10.10.10.20 at position: 4 { in
matchIPQualifier() at src/name_mapping/secd_name_mapping.cpp:392 }

```

OR

- Name Mapping rule contains typo error

Solution

Correct the [name mapping configuration](#):

- Either, remove the client IP parameter completely or, include the new client IP to the configuration as well
- Correct the typo error in the name-mapping rule

Additional Information

additionalInformation_text