NetApp® Knowledge Base

Cannot mount NFS due to error code 7208 in "check-access" command

Applies to

- ONTAP
- NFS

Issue

- Unable to mount, browse or list contents of NFS exports.
- EMS messages include:

```
mgwd: exports.hostname.transient:error]: Hostname "hostname.fqdn.com"
could not be resolved to an IPv4 address (error 8) when evaluating export-
policy rule at index "index #" in policy-id "policy id" on Vserver
```

"vserver".

- Signature error message when running `vserver export-policy check-access -vserver <vserver> -client-ip <ip> -volume <vol> -authentication-method sys -protocol nfs3 -access-type read-write` against an affected client :

  ```
  Lookup failed on vserver "vserver" volume "vol" client-ip "client ip"
  authentication-method "sys" protocol "nfs3" access-type "read-write":
  Failed to check exports for Vserver "vserver". The command returned an
  error when evaluating the client match "client.fqdn.com" for rule at index
  "index number" in export policy "export policy". Error code: 7208. The
  problem appears to be in the name service configuration for the client
  match specified in the rule. Wait for a few seconds, and then try the
  command again. If this error persists, contact technical support personnel
  for assistance.
  ```

Cause

DNS can not resolve fully qualified domain name (FQDN) of hostnames in export policies if it is not properly configured on the domain controller.

Solution

Non Disruptive Solution:

1. Identify the affected rule from the signature error message: `for rule at index "index number" in export policy "export policy"`.
2. Use OnCommand System Manager to locate the export policy and the rule.
3. Observe the entry for the rule, whether it be hostname or FQDN of the affected client.
4. Either have network team add A records into DNS for the client to match the entry or delete the client FQDN rule and add the IP address instead.

This will resolve the "check-access" command lookup and ultimately restore normal NFS functionality.

Additional Information

To proactively prevent this issue, follow NFS in NetApp and ONTAP Best Practices and Implementation Guide.