



# 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

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#### 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:

### **Solution**

1. Disable scan-mandatory with the following command:

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

2. Confirm change has been made:

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