



# **Troubleshoot connectivity issues**

**ONTAP 9**

NetApp  
July 12, 2023

This PDF was generated from <https://docs.netapp.com/us-en/ontap/antivirus/vscan-server-connection-concept.html> on July 12, 2023. Always check docs.netapp.com for the latest.

# Table of Contents

- Troubleshoot connectivity issues ..... 1
  - Potential connectivity issues involving the scan-mandatory option ..... 1
  - Commands for viewing Vscan server connection status ..... 1

# Troubleshoot connectivity issues

## Potential connectivity issues involving the scan-mandatory option

You can use the `vserver vscan connection-status show` commands to view information about Vscan server connections that you might find helpful in troubleshooting connectivity issues.

By default, the `scan-mandatory` option for on-access scanning denies file access when a Vscan server connection is not available for scanning. Although this option offers important safety features, it can lead to problems in a few situations.

- Before enabling client access, you must ensure that at least one Vscan server is connected to an SVM on each node that has a LIF. If you need to connect servers to SVMs after enabling client access, you must turn off the `scan-mandatory` option on the SVM to ensure that file access is not denied because a Vscan server connection is not available. You can turn the option back on after the server has been connected.
- If a target LIF hosts all the Vscan server connections for an SVM, the connection between the server and the SVM will be lost if the LIF is migrated. To ensure that file access is not denied because a Vscan server connection is not available, you must turn off the `scan-mandatory` option before migrating the LIF. You can turn the option back on after the LIF has been migrated.

Each SVM should have at least two Vscan servers assigned to it. It is a best practice to connect Vscan servers to the storage system over a different network from the one used for client access.

## Commands for viewing Vscan server connection status

You can use the `vserver vscan connection-status show` commands to view summary and detailed information about Vscan server connection status.

| If you want to...   | Enter the following command...                                  |
|---|---|
| View a summary of Vscan server connections                      | <code>vserver vscan connection-status show</code>               |
| View details for Vscan server connections                       | <code>vserver vscan connection-status show-all</code>           |
| View details for connected Vscan servers                        | <code>vserver vscan connection-status show-connected</code>     |
| View details for available Vscan servers that are not connected | <code>vserver vscan connection-status show-not-connected</code> |

For more information about these commands, see the man pages.

## Copyright information

Copyright © 2023 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

## Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.