System Error 5 Access Denied Mount Command_Storage

Last updated by | Kevin Gregoire | Apr 14, 2022 at 9:20 AM PDT

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Contents

- Symptoms
    - Symptom 1
    - Symptom 2
- Cause
- Resolution
    - Scenario 1: Receive the error when trying to mount the Az...
        - Windows
        - Linux
    - Scenario 2: Receive the error when trying to mount the Az...
- More Information

- Need additional help or have feedback?

Symptoms

You see the following error when you try to mount an Azure file share in a **Windows** or **Linux** client:

Symptom 1

```
System Error 5 'Access Denied'
```

Symptom 2

```
'mount error(13): Permission denied'
```

Cause

Azure Files requires SMB 3.0 for communication across regions in Azure or On-Premises to Azure.

Resolution

Scenario 1: Receive the error when trying to mount the Azure file share on-premises or in a different Azure region

Windows

To mount an Azure file share outside of the Azure region it is hosted in, such as on-premises or in a different Azure region, the client's OS must support SMB 3.0 with encryption. Check the following table to see if the client that you used to mount the file share supports SMB 3.0.

Windows Client	SMB Version Supported
Windows Server 2008 R2	SMB 2.1 (access only from VM in same region as share)
Windows 7	SMB 2.1 (access only from VM in same region as share)
Windows Server 2012	SMB 3.0
Windows Server 2012 R2	SMB 3.0
Windows 8 .1	SMB 3.0
Windows 10[1]	SMB 3.0
Windows Server 2016	SMB 3.0
Windows Server Semi-Annual Channel[2]	SMB 3.0

[1]: Windows 10, versions 1507, 1607, 1703, and 1709.

[2]: Windows Server Semi-Annual Channel, version 1709.

Linux

To mount an Azure file share outside of the Azure region it is hosted in, such as on-premises or in a different Azure region, the client's OS must support SMB 3.0 with encryption. SMB 3.0 encryption support was introduced in Linux kernel version 4.11.

List of recommended Linux images:

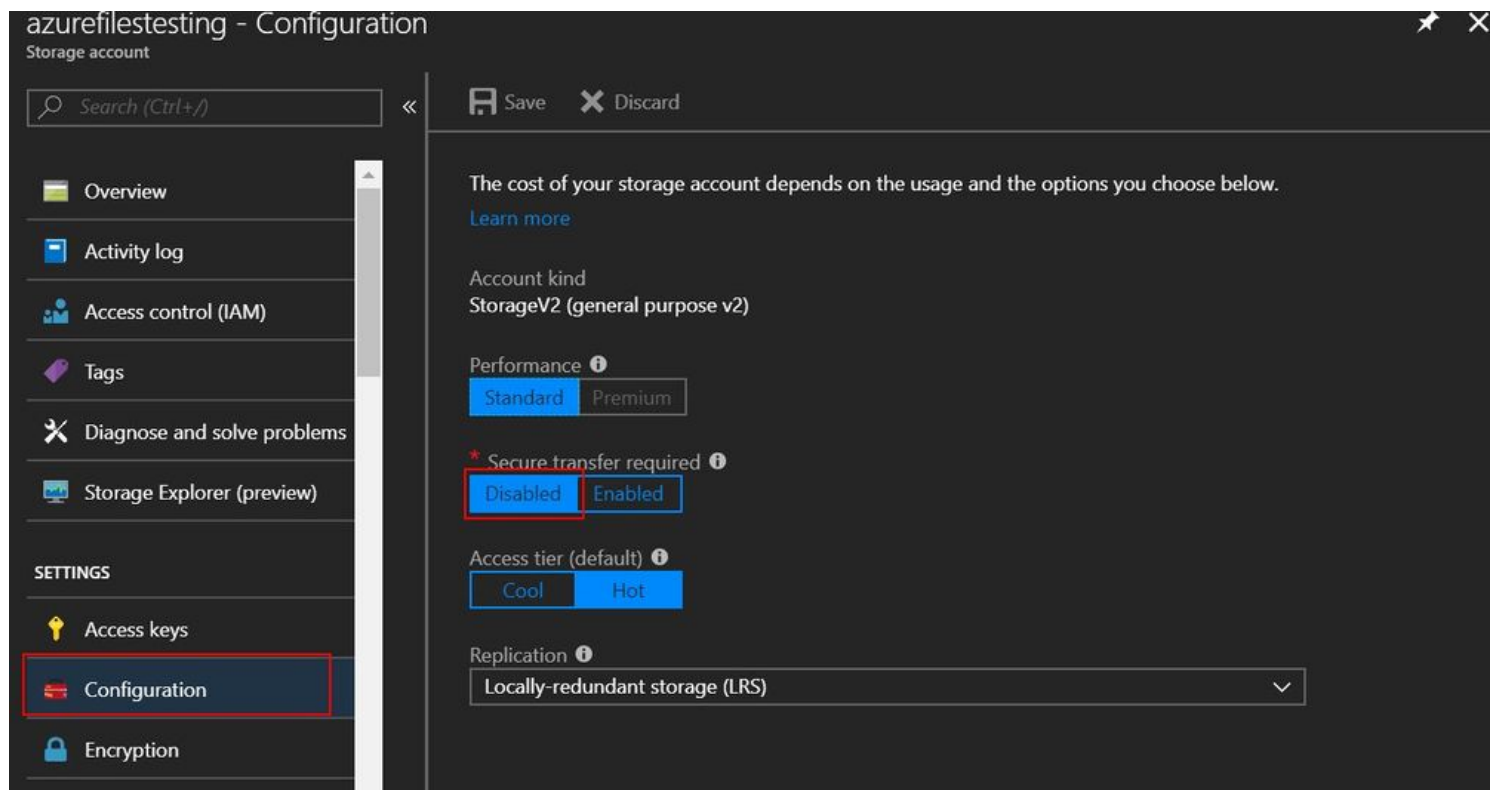| Linux distributions	SMB Version Supported
Ubuntu Server 14.04+	SMB 2.1 and 3.0
CentOS 7+	SMB 2.1 and 3.0
Open SUSE 13.2+	SMB 2.1 and 3.0
SUSE Linux Enterprise Server 12+	SMB 2.1 and 3.0
SUSE Linux Enterprise Server 12+ (Premium Image)	SMB 2.1 and 3.0

SMB support and features per different Linux Kernel versions:

Kernel version	SMB Client version	What's missing?	Comments
All before version 3.5	SMB 1.0	No Encryption, File permissions not working, No secure authentication!	30 years old protocol. Vulnerable to ransomware. Never use it on VMs with public IPs!!
Kernel_3.5*	SMB2.1	No Encryption, File permissions not working, No secure authentication!	Insecure, should not be used to connect with on-premises machines.
Kernel_3.12*	SMB2/SMB3	No Encryption, File permissions not working, No secure authentication!	NOT REAL SMB3 support! SMB2/SMB3 now symlinks to SMB2.1
Kernel_4.5*	SMB2/SMB3	SMB1/SMB2 - No Encryption, File permissions not working, No secure authentication!	First phase of SMB3 per-share encryption support begun (not complete in 4.5).
Kernel_4.11.12	SMB2/SMB3	SMB1/SMB2 - No Encryption, File permissions not working, No secure authentication!	**Full support of SMB3 protocol.**
Kernel_4.13*	SMB2/SMB3	SMB2 is no longer default, replaced by SMB3	**Full support of SMB3 protocol.**

Scenario 2: Receive the error when trying to mount the Azure file share in an Azure VM that is in the same Azure region as the Azure file share

When you use the Azure Files service, any connection without encryption fails when "Secure transfer required" is enabled. This includes scenarios that use SMB 2.1, SMB 3.0 without encryption, and some versions of the Linux SMB client.

1. Sign in to Azure portal.
2. Go to the storage account that hosts the Azure file share.
3. Select **Configuration**, make sure that the **Secure transfer required** option is disabled.

More Information

https://docs.microsoft.com/en-us/azure/storage/common/storage-require-secure-transfer ⧉

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