Azure file share mount issues on MAC OS_Storage

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Tags	
cw.Azure-Files-All-Topics	cw.TSG

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How to mount file share on MAC-OS

You can use one of the below two options:

[Mount an Azure file share via Finder](#) ↗

[Mount an Azure file share via Terminal](#) ↗

Known-issues

1. There is a bug at OS level regarding this unsupported character "/". Please refer to [Cannot mount file share to MacOS no route to host](#)

2. Connection failures. Error " There is a problem connecting to the server : *.file.core.windows. "

3. Error: RPC struct is bad when mounting on 10.13 High Sierra

Troubleshooting steps

1. Please refer to [Cannot-mount-file-share-to-MacOS-no-route-to-host](#)

   If it fails, generate two network capture traces.

   Generate the network capture trace when you try to mount the failing file share. For more information related to the Wiresahark installation and usage, please refer to the below TSG:

   [Wireshark overview tool](#)

   Test network connectivity to the file share endpoint by using the Telnet/Test-NetConnection/netcat . If it fails, advise customer to engage with their ISP.

   ```
   nc -vz storageation -Comaccount.file.core.windows.net 445
   Test-NetConnecputerName storageaccount.file.core.windows.net -Port 445

    The succesful output should be as below:

   outif en0 src 10.10.10.175 port 56736 dst 20.38.118.136 port 443
   rank info not available TCP aux info available
   Connection to storageaccount.file.core.windows.net port 443 [tcp/https] succeeded!
   ```

2. The cause of the error is that the port 445 is not open at the customer side.

   a. Check on the [Jarvis ⧉](#) for the storage account by selecting the Event as XSMBPerfMetric. If the port 445 is blocked you might not be able to see any errors.

   b. You can also use ASC > XDiagnostics and check during the timestamp provided by the customer. No errors might be reported if the port 445 is blocked at customer side as the communication will not reach the backend.

   c. Test network connectivity to the file share endpoint by using the Telnet/Test-NetConnection/netcat command:

   ```
       Test-NetConnecputerName storageaccount.file.core.windows.net -Port 445
   ```

3. This error was only seen on Mac OS running below 10.13 (High Sierra). To troubleshoot it , you can follow the below troubleshooting flow:

   a. Check on the [Jarvis ⧉](#) for the storage account by selecting the Event as XSMBPerfMetric. There might be no errors if the request is not reaching to our storage backend.

   b. You can also use ASC ASC > XDiagnostics and check during the timestamp provided by the customer. There might be no errors if the request is not reaching to our storage backend.

   c. Test network connectivity to the file share endpoint by using the Telnet/Test-NetConnection/netcat command:

How the event should be seen on the traces: We can see the client stopped sending further SMB call to storage after we responded with negotiation response:

Response sent from storage

Good trace with a proper response

At this point, it is best to have MAC support engaged to review the client side log to tell why the client does not respond properly at the SMB negotiation. Not happpening on MAC OS 10.15 Catalina.

Ask Customer to engage Apple

Refference ICM

How to create a MAC OS VM with Virtual Box for testing purposes - Extra Mile

To replicate the issue you can install MacOS by either using your machine or by using an Azure Ubuntu VM. You can follow the below steps :

a. Download the Virtual Box latest version and the ISO.

b. Reconfigure the settings to have at least 4 VCPU and 128Mb for the display settings.

c. CMD commands to run as Administrator:

Replace "Virtual Machine Name" with your Machine name and make sure that you close the VirtualBox prior running them.

Code for Virtualbox 5.x.x or higher:

```
cd "C:\Program Files\Oracle\VirtualBox\"

VBoxManage.exe modifyvm "Virtual Machine Name" --cpuidset 00000001 000106e5 00100800 0098e3fd bfebfbff

VBoxManage setextradata "Virtual Machine Name" "VBoxInternal/Devices/efi/0/Config/DmiSystemProduct" "iMac1

VBoxManage setextradata "Virtual Machine Name" "VBoxInternal/Devices/efi/0/Config/DmiSystemVersion" "1.0"

VBoxManage setextradata "Virtual Machine Name" "VBoxInternal/Devices/efi/0/Config/DmiBoardProduct" "Ilovea

VBoxManage setextradata "Virtual Machine Name" "VBoxInternal/Devices/smc/0/Config/DeviceKey" "ourhardworkb

VBoxManage setextradata "Virtual Machine Name" "VBoxInternal/Devices/smc/0/Config/GetKeyFromRealSMC" 1
```

You can also create an Ubuntu VM , install RDP and install MAC OS .

References

https://docs.microsoft.com/en-us/azure/storage/files/storage-how-to-use-files-mac

https://github.com/MicrosoftDocs/azure-docs/issues/43666

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