



Troubleshoot XCP SMB Errors

XCP 1.6.2

Amanda Stroman, Ciaran McNamara
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Issue	Solution
xcp: ERROR: This license has expired	Renew or obtain the new XCP license from http://xcp.netapp.com .
This copy is not licensed	Obtain the appropriate XCP license file. Copy the XCP license to the c:\netapp\xcp folder on the XCP host. Run the xcp activate command to activate the license
xcp: ERROR: XCP not activated, run 'activate' first	Download the XCP license from http://xcp.netapp.com . Copy the file on the XCP Linux client host at c:\netapp\xcp on the XCP host. Run the xcp activate command to activate the license.
xcp: ERROR: License file C:\NetApp\XCP\license not found	Register for the XCP license at http://xcp.netapp.com . Download and copy the license file to C:\NetApp\XCP\ on the XCP Windows client host.
xcp scan Error: The network name cannot be found	Rerun the command with correct share name
xcp copy Error: ERROR failed to obtain fallback security principal Error message logged in xcp.log file: pywintypes.error: (1722, 'LookupAccountName', 'The RPC server is unavailable.')	Add the destination box in the hosts file (C:\Windows\System32\drivers\etc\hosts). Netapp storage destination box entry must be in the below format: <data vserver data interface ip> 1 or more white spaces <cifs server name>
xcp copy: ERROR failed to obtain fallback security principal (Post adding destination box entry in the hosts files) Error messaged logged in xcp.log file: 'No mapping between account names and security IDs was done'	The fallback user/group does not exist at the target system (destination box) or active directory. Rerun the command with correct fallback user/group options
xcp copy: ERROR failed to obtain fallback security principal (Post adding destination box entry in the hosts files) Error messaged logged in xcp.log file: pywintypes.error: (87, 'LookupAccountName', 'The parameter is incorrect.')	Incorrect parameter for fallback user/group option. Rerun the command with the correct syntax for fallback user/group options

Issue	Solution
<p>xcp copy with acl migration</p> <p>Error message logged in xcp.log file:</p> <pre>pywintypes.error: (1314, 'GetNamedSecurityInfo', 'A required privilege is not held by the client.')</pre>	<p>A user is facing an issue related to security descriptors because with the privileges that the migrations user owns, XCP can only get owner, group, and DACL, but, it cannot get SACL.</p> <p>Add your migration user to "Manage Audit and Security Log" policy in your Active Directory.</p> <p>Reference: https://docs.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2012-r2-and-2012/dn221953%28v%3Dws.11%29</p>

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