

## Mamoon Ansari

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**From:** Ryan Davies  
**Sent:** Thursday, August 25, 2016 10:31 AM  
**To:** Mamoon Ansari; Alain Renaud; DL-SN-SES; DL-AMER-SPS  
**Subject:** RE: StorNext Escalation Summary: (StorNext M-Series, OPEN MEDIA FOUNDATION) SR 3719478 - M440/ cannot mount share over SMB on MAC client with Apple Open Directory

Sure! Then send me the link. :D

Ryan Davies | SES | Quantum Corporation | Mobile: +1 (208) 419-6548 | [ryan.davies@quantum.com](mailto:ryan.davies@quantum.com)

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**From:** Mamoon Ansari  
**Sent:** Thursday, August 25, 2016 9:30 AM  
**To:** Alain Renaud; Ryan Davies; DL-SN-SES; DL-AMER-SPS  
**Subject:** RE: StorNext Escalation Summary: (StorNext M-Series, OPEN MEDIA FOUNDATION) SR 3719478 - M440/ cannot mount share over SMB on MAC client with Apple Open Directory

Thank you Ryan, Alain.  
Do you want this posted on the QWiki?

Thanks,

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Mamoon R. Ansari | Technical Support Engineer, Software Product Support | Office: 630.640.1025 | [mamoon.ansari@quantum.com](mailto:mamoon.ansari@quantum.com)  
| [Quantum.com](http://Quantum.com) | Support: 800.827.3822



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**From:** Alain Renaud  
**Sent:** Thursday, August 25, 2016 10:20 AM  
**To:** Ryan Davies; DL-SN-SES; DL-AMER-SPS  
**Subject:** Re: StorNext Escalation Summary: (StorNext M-Series, OPEN MEDIA FOUNDATION) SR 3719478 - M440/ cannot mount share over SMB on MAC client with Apple Open Directory

Perfect explanation.

Thanks.

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**From:** Ryan Davies <[Ryan.Davies@Quantum.Com](mailto:Ryan.Davies@Quantum.Com)>  
**Date:** Thursday, August 25, 2016 at 10:55  
**To:** DL-SN-SES <[DL-SN-SES@Quantum.Com](mailto:DL-SN-SES@Quantum.Com)>, DL-AMER-SPS <[DL-AMER-SPS@Quantum.Com](mailto:DL-AMER-SPS@Quantum.Com)>  
**Cc:** Alain Renaud <[Alain.Renaud@Quantum.com](mailto:Alain.Renaud@Quantum.com)>  
**Subject:** FW: StorNext Escalation Summary: (StorNext M-Series, OPEN MEDIA FOUNDATION) SR 3719478 - M440/ cannot mount share over SMB on MAC client with Apple Open Directory

**I just wanted to point out how important this is!**

I'm copying Alain so he can keep me honest.

I had a few SRs that I escalated to Alain and they all were resolved by making sure the name being used to connect to shares matched what was in the Directory Services. This is all part of how Kerberos works. At the most basic level, without giving a lesson on Kerberos, this is what happens:

1. Client tries to connect to share on an SN Appliance named node1.quantum.com with the UNC of [\\node1\share](#), or smb://node1/share for OSX
2. Client is bound to the directory services used in the customer environment
3. Client sends a TGT (ticket granting ticket) to the KDC (key distribution center)
  - a. This TGT is a request for a session to the name "node1"
4. The client eventually gets a ticket and sends it to the SN appliance for authentication
5. The SN appliance tries to verify the request against what is in Kerberos and fails because node1 does not exist in the Kerberos database.
6. However, node1.quantum.com does exist. So we start the process all over again using [\\node1.quantum.com\share](#) and authentication is now successful

Another SR had a similar problem but was using Active Directory. The customer had created an alias in DNS for the IP on which smbld was listening on the SN Appliance.

1. The hostname of node2 was studio51-util2
2. They created an alias in DNS called "utility" that pointed to the samba IP on studio51-util2
3. When trying to connect to the share manually from a MAC that was bound to AD and logged in as an AD user, they were prompted for authentication
4. This happened because "utility" did not exist in AD, so it did not exist in the Kerberos database
5. They used studio51-util2.nylstudio51.com and were then able to connect

**Also important:** All of this information ALSO needs to be in DNS.

So next time you find yourself troubleshooting an authentication problem using AD or AOD, make sure:

1. DNS records for SN Appliance exist and are accurate
2. Customer is using the correct name to connect to the share from the clients

Hope this is of help to someone in the future.

Ryan Davies | SES | Quantum Corporation | Mobile: +1 (208) 419-6548 | [ryan.davies@quantum.com](mailto:ryan.davies@quantum.com)

-----Original Message-----

From: [ryan.davies@quantum.com](mailto:ryan.davies@quantum.com) [<mailto:ryan.davies@quantum.com>]

Sent: Thursday, August 25, 2016 8:30 AM

To: DL-SN-SES

Cc: Ryan Davies; DL-Service EMEA - SW; StorNext Sustaining Engineers; DL-AMER-SPS; DL-KL ASPS Tech Support; Joshua Martin

Subject: StorNext Escalation Summary: (StorNext M-Series, OPEN MEDIA FOUNDATION) SR 3719478 - M440/ cannot mount share over SMB on MAC client with Apple Open Directory

Summary submitted by: ryan.davies@quantum.com

SR : 3719478

Customer Name : OPEN MEDIA FOUNDATION

Summary : M440/ cannot mount share over SMB on MAC client with Apple Open Directory

StorNext Platform : StorNext M-Series  
StorNext OS : RH 6 U6 64 bit (2.6.32-504)  
StorNext Version : 5.3.0  
StorNext Build : 60525A

SR Complaint/Description:

M440/ cannot mount share over SMB on MAC client with Apple Open Directory

Investigation Overview:

Customer had added M440 to Open Directory but when they tried to connect to the share, permission was denied. Everything in the configuration appeared to be accurate.

Workaround :

In Finder when launching the \*Connect to Server\* dialogue box we used the FQDN of the SN appliance instead of the IP or short name.

When connecting to a share on a Stornext Appliance that is bound to Open Directory, the FQDN must be used for kerberos authentication to work properly.

CR #1 :  
CR #1 Subject :  
CR #2 :  
CR #2 Subject :

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-----Original Message-----

Reply-to: ryan.davies@quantum.com,mamoon.ansari@quantum.com  
Subject: StorNext M-Series Escalation To SnSUS From SES: SR3719478, Customer:OPEN MEDIA FOUNDATION -- M440/ cannot mount share over SMB on MAC client with Apple Open Directory, Serial Number: AV1520CKD00081  
To: EscalateToStorNextEng@quantum.com  
From: ryan.davies@quantum.com,mamoon.ansari@quantum.com  
Cc: ryan.davies@quantum.com,mamoon.ansari@quantum.com, DL-ServiceEMEA-SW@quantum.com,DL-SN-SES@quantum.com,joshua.martin@quantum.com

Need Help With :

I need assistance from someone who actually knows what they're doing. I'd like to troubleshoot this live when the customer is available to do so. Once this escalation is assigned we'll finalize the logistics of a Webex to get this fixed.

Current Severity : Major  
Current Customer Temp : Luke Warm  
Current Site Status : Limping

SR : 3719478  
Customer Name : OPEN MEDIA FOUNDATION  
Summary : M440/ cannot mount share over SMB on MAC client with Apple Open Directory  
Escalated On: : Aug 22, 2016 13:51:35 MDT

StorNext Platform : StorNext M-Series  
StorNext OS : RH 6 U6 64 bit (2.6.32-504)

StorNext Version : 5.3.0  
StorNext Build : 60525A  
HA System : Yes

Overview :

Customer is using Open Directory on El Capitan. We've followed the El Capitan specific steps to create the keytab file and imported it.

We've been testing with two accounts. lancetest1 and lancetest2. id lookups work for lancetest1 but for lancetest2 they return \*invalid user\*.The only difference I can identify between the two accounts is that lancetest1 is in the \*admin users\* parameter for one of the shares.

Suspected Bugs : Bug 59516 - auth config instruction for OpenLdap does not work On Yosemite and E  
Logs Location : <http://susrepo/ticketinfo/SR3719478>

Your Email Address : ryan.davies@quantum.com  
Previous Sender : mamoon.ansari@quantum.com

This email was generated by: <http://denlgservicev1.quantum.com/cgi-bin/escalations/index.cgi>

-----Original Message-----

Reply-to: mamoon.ansari@quantum.com  
Subject: StorNext M-Series Escalation To SES From SPS: SR3719478, Customer:OPEN MEDIA FOUNDATION -- M440/  
cannot mount share over SMB on MAC client with Apple Open Directory, Serial Number: AV1520CKD00081  
To: DL-SN-SES@quantum.com  
From: mamoon.ansari@quantum.com  
Cc: mamoon.ansari@quantum.com, DL-ServiceEMEA-SW@quantum.com,DL-  
KL\_ASPS\_Tech\_Support@quantum.com,DL-AMER-  
SPS@quantum.com,isabel.vigil@quantum.com,kevin.poole@quantum.com,StorNextSustainingEngineers@quantum.co  
m,joshua.martin@quantum.com

SR : 3719478  
Customer Name : OPEN MEDIA FOUNDATION  
StorNext Serial Number: AV1520CKD00081  
Summary : M440/ cannot mount share over SMB on MAC client with Apple Open Directory  
Escalated On: : Aug 2, 2016 14:32:06 MDT

Severity : Major  
Customer Temp : Normal  
Site Status : Normal  
New Install : No  
Has it worked before : Unknown  
Secure site : No  
HA System : Yes

Suspected Bugs : Bug 59516 - auth config instruction for OpenLdap does not work On Yosemite and E  
Logs Location : <http://susrepo/ticketinfo/SR3719478>  
Your Email Address : mamoon.ansari@quantum.com

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Installation Details

StorNext Platform : StorNext M-Series  
StorNext OS : RH 6 U6 64 bit (2.6.32-504)  
StorNext Version : 5.3.0  
StorNext Build : 60525A

Client Platform : Other  
Client OS : OSX  
Client Version : Other  
Client Build : el capitan

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Problem is on : Client  
Date/Time Occurred : 01-AUG-2016 18:07:49

Description :  
M440/ cannot mount share over SMB on MAC client with Apple Open Directory customer is using OpenDirectory server  
customer is asking to do a webex to look at issue with escalation engineer

What has been done and results:

1. tried to mount via Finder. It finds the share and asks for id/password, but then never goes further even though password is correct
2. tried increasing log level to 3 but no entries were shown in log while trying to mount
3. tried to mount via cmd line using:  
mount -t smbfs //ADUSER@ONEBLOX1/ADSHARE /Volumes/adshare
4. comes back with \*authentication denied\* error
5. nas version: Version: quantum-snfs-nas-1.2.0-4642.x86\_64

samba log indicates following: (note user lancetest1 does exist in OD)

```
2016/08/02 10:30:35.632024, 3] ../source3/auth/auth.c:177(auth_check_ntlm_password)
  check_ntlm_password: Checking password for unmapped user [DOM-OD1.INSIDE.DOM.PVT]\[lancetest1]@[OMFEDIT13] with the new password interface
[2016/08/02 10:30:35.632054, 3] ../source3/auth/auth.c:180(auth_check_ntlm_password)
  check_ntlm_password: mapped user is: [DOM-OD1.INSIDE.DOM.PVT]\[lancetest1]@[OMFEDIT13]
[2016/08/02 10:30:35.632116, 3] ../source3/auth/check_samsec.c:399(check_sam_security)
  check_sam_security: Couldn't find user 'lancetest1' in passdb.
[2016/08/02 10:30:35.632149, 3] ../source3/auth/auth_winbind.c:60(check_winbind_security)
  check_winbind_security: Not using winbind, requested domain [DOM-OD1.INSIDE.DOM.PVT] was for this SAM.
[2016/08/02 10:30:35.632171, 2] ../source3/auth/auth.c:288(auth_check_ntlm_password)
  check_ntlm_password: Authentication for user [lancetest1] -> [lancetest1] FAILED with error
NT_STATUS_NO_SUCH_USER
[2016/08/02 10:30:35.632206, 2] ../auth/gensec/spnego.c:743(gensec_spnego_server_negTokenTarg)
  SPNEGO login failed: NT_STATUS_NO_SUCH_USER
```

Questions :

1. why doesnt mac client connect to share via smbfs 2. does the NAS version need to be upgraded 3. is system properly bound to Apple Open Directory

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Configuration Changes

Any recent changes? : No  
Stornext : No changes  
System SW : No changes  
System HW : No changes  
Network : No changes  
RAID : No changes

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