



## 由于 Trend Micro AV 扫描问题导致的 CIFS 延迟

[https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/CIFS\\_latency\\_due\\_to\\_Trend\\_Micro\\_...](https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/CIFS_latency_due_to_Trend_Micro_...)

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### 适用场景

- ONTAP 9
- Trend Micro ServerProtect for Storage ( SPFS ) 6.0

### 问题描述

- 防病毒扫描导致的CIFS延迟
- 即使 "[scan-mandatory](#)" 选项设置为off、也会发生问题描述
- 事件日志中可能会出现以下错误：

```
[?] Fri Dec 16 02:11:08 +0530 [Node-01: kernel: Nblade.vscanConnInactive:notice]:  
For Vserver "SVM1", ONTAP(R) forcibly closed the vscan connection originated from  
the nonresponsive AV server "170.a.b.c".
```

```
Fri Dec 16 09:29:39 +0530 [Node-01: kernel: Nblade_CifsOperationTimedOut_1:error]:
```

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```
params: {'remoteBladeID': '87de8df4-eb84-11e5-ad1e-3fd4a0c213e7 (Node-01)',  
'cmdRestartCnt': '0', 'vserverId': '3', 'commandName': 'SMB2_COM_CREATE',  
'isQosEnabled': 'QoS_disabled', 'lastSpinNpError': 'SPINNP_ERR_OFFBOX_VSCAN_REQD',  
'localIpAddress': '170.x.y.z', 'lastCsmError': 'CSM_OK', 'clientIpAddress':  
'170.a.b.c', 'vserverName': 'SVM1', 'suspensionCnt': '4', 'dsId': '1044'}
```