



## 使用自动挂载器时挂载挂起

[https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/Mount\\_hangs\\_while\\_using\\_automou...](https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/Mount_hangs_while_using_automou...)

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### 适用场景

- ONTAP 9
- NFS
- 多协议

### 问题描述

- 在客户端上使用自动挂载器时、挂载将进入挂起状态
- DNS检查失败、并显示"没有路由到主机"

```
::> dns check -vserver svm1
                        Name Server
Vserver      Name Server      Status      Status Details
-----
svm1         10.yy.xx.5        down        No route to host.
svm1         10.xx.xx.228      down        No route to host.
svm1         10.xx.xx.236      down        No route to host.
```

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3 entries were displayed.

- LDAP检查显示状态为"down"、并显示详细信息"DNS解析失败"

```
::> ldap check -vserver svml
      Vserver: svml
Client Configuration Name: qed-ldap
      LDAP Status: down
      LDAP Status Details: DNS resolution failed for all the hostnames specified
with "-ldap-servers", Vserver: "svml".
      LDAP DN Status Details: DNS resolution failed for all the hostnames specified
with "-ldap-servers", Vserver: "svml".
```

- EMS日志显示使用源LIF 10.ss.xx.xx与LDAP和DNS的连接失败、并显示"无法路由到主机"

```
svml-12      ERROR      secd.nfsAuth.noUnixCreds: Vserver "svml" cannot determine
UNIX identity. Error: Acquire UNIX extended credentials procedure failed
[ 1 ms] Entry for user-id: 90565 not found in the current source: FILES.
Ignoring and trying next available source
[ 2] No servers available for LDAP_NIS_AND_NAME_MAPPING, vserver: 9, domain:
.
[ 3] Failed to connect to 10.xx.xx.228 for DNS via Source Address
10.ss.xx.xx: No route to host
[ 3] Failed to connect to 10.xx.xx.236 for DNS via Source Address
10.ss.xx.xx: No route to host
[ 3] Failed to connect to 10.yy.xx.5 for DNS via Source Address 10.ss.xx.xx:
No route to host
[ 3] Entry for host-name: QED-LDAP-FILER-WDC-VIP.netapp.com not found in any
of the available sources
[ 3] Hostname found in Name Service Cache
[ 3] Refreshing cached entry failed. Using expired cache entry.
[ 3] Resolved LDAP servers: 10.ss.xx.22 Vserver: 9
[ 4] TCP connection to ip 10.ss.xx.22, port 389 via interface 10.ss.xx.xx
failed: No route to host.
[ 4] Unable to start TLS: Can't contact LDAP server
[ 4] Unable to connect to LDAP (NIS & Name Mapping) service on qed-ldap-
filer-wdc-vip.netapp.com
[ 4] No servers available for LDAP_NIS_AND_NAME_MAPPING, vserver: 9, domain:
.
**[ 4] FAILURE: Unable to make a connection (LDAP (NIS & Name Mapping):),
result: 6940
[ 4] Source: LDAP unavailable. Entry for user-id:90565 not found in any of
the available sources
[ 4] Unable to retrieve credentials for UNIX user with UID 90565

svml-12      ERROR      secd.nfsAuth.problem: vserver (svml) General NFS
authorization problem. Error: Get user credentials procedure failed
[ 0 ms] Determined UNIX id 65534 is UNIX user 'pcuser'
[ 0] Mapping Successful for Unix-user 'pcuser' to Windows user '*\pcuser' at
position 2
[ 0] Wildcard domain mapping
[ 6] Failed to connect to 10.xx.xx.228 for DNS via Source Address
```

```
10.ss.xx.xx: No route to host
[    6] Failed to connect to 10.xx.xx.236 for DNS via Source Address
10.ss.xx.xx: No route to host
[    6] Failed to connect to 10.yy.xx.5 for DNS via Source Address 10.ss.xx.xx:
No route to host
**[    6] FAILURE: Unable to contact DNS to discover domain controllers.
[    6] Unable to make a connection (LSA:NA.NETAPP.COM), result: 6812
```