



# CXone Mpower EXPERT

## Vscan升级后的性能问题(超时)

[https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/Performance\\_issues\\_timeouts\\_after\\_...](https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/Performance_issues_timeouts_after_...)

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### 适用场景

- ONTAP 9
- CIFS/SMB
- 病毒扫描(Vscan)
- McAfee (Trellix)端点安全存储保护(ENSSP)

### 问题描述

- 配置防病毒(Vscan)时的CIFS或SMB性能问题(超时)
- 已断开Vscan服务器的连接
- EMS日志报告以下事件
  - `Nblade_CifsOperationTimedOut_1:error: params: {'remoteBladeID': 'x (x)', 'cmdRestartCnt': '0', 'vserverId': 'x', 'commandName': 'SMB2_COM_SET_INFO', 'isQoSEnabled': 'QoS_disabled', 'lastSpinNpError': 'SPINNP_ERR_OFFBOX_VSCAN_REQD', 'localIpAddress': 'x', 'lastCsmError':`

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'CSM_OK', 'clientIpAddress': 'x', 'suspensionCnt': 'x', 'dsId': 'x'}
```

- Nblade.vscanConnBackPressure:error : For Vserver "x", AV server "x" is too busy to accept new scan requests.
- Nblade.vscanNoScannerConn:EMERGENCY : Vserver "x" has no virus scanner connection.