

## FreeNAS - Bug #16757

### CIFS no longer seen on windows network area

08/09/2016 08:02 AM - Christian Gaudin

<b>Status:</b>	Resolved	
<b>Priority:</b>	Nice to have	
<b>Assignee:</b>		
<b>Category:</b>	OS	
<b>Target version:</b>	Master - FreeNAS Nightlies	
<b>Seen in:</b>	N/A	<b>Needs Merging:</b> Yes
<b>Severity:</b>	New	<b>Needs Automation:</b> No
<b>Reason for Closing:</b>		<b>Support Suite Ticket:</b> n/a
<b>Reason for Blocked:</b>		<b>Hardware Configuration:</b>
<b>Needs QA:</b>	Yes	<b>ChangeLog Required:</b> No
<b>Needs Doc:</b>	Yes	

#### Description

Hi,  
i use freenas 9.10.1 (d989edd) version, since few days i've seen freenas server was not seen in Computer network on all windows machine i have running W7 to W10.

maps are always working with net use command or with \\servername command.

i've checked CIFS settings, rebooted server with no more result.

Nothing change on my server settings but i applied all the update when they came. I'm not sure 100% but it was working fine before the 2 previous updates.

#### History

##### #1 - 08/09/2016 08:03 AM - Christian Gaudin

- File debug-SRV-SATURNE-20160809170251.txz added

##### #2 - 08/09/2016 08:07 AM - Kris Moore

- Assignee changed from Kris Moore to Anonymous

##### #3 - 08/09/2016 10:56 AM - Anonymous

- Status changed from Unscreened to Screened

##### #4 - 08/09/2016 05:14 PM - Anonymous

What happens when you do service samba\_server restart from the command line

##### #5 - 08/10/2016 01:20 AM - Christian Gaudin

- File freenas capture.JPG added

Hi, when command is executed in CLI, all returns are ok, no error messages , but nothing change freenas server is not seen in windows workgroup

##### #6 - 08/11/2016 12:59 PM - Anonymous

Can we do a Teamviewer sometime soon?

##### #7 - 08/11/2016 03:09 PM - Christian Gaudin

Yes that's possible , tomorrow morning it's possible, i'm in France are you in same hours? if it's possible for you since 10 AM (France hours)we can have a TW session.

where do i have to send ID and PWD ?

**#8 - 08/15/2016 11:36 PM - Christian Gaudin**

Hi, are you always waiting for a TW session ? i haven't received answer from you

**#9 - 08/16/2016 01:17 PM - Anonymous**

Sorry about that, please email me erin 'at' ixsystems.com and we'll work out the scheduling, I am on PDT so we might have to try to figure out a time that works for both of us.

**#10 - 08/16/2016 01:38 PM - Christian Gaudin**

What is PDT ?

**#11 - 08/16/2016 01:40 PM - Anonymous**

California Pacific time

**#12 - 08/16/2016 01:43 PM - Anonymous**

I'm available now if you are

**#13 - 08/16/2016 01:46 PM - Christian Gaudin**

you have -9 hours from us, for now it's near 23h what do you want to do ? a TW session ?  
i send you id and pwd on your mailbox

**#14 - 08/16/2016 01:59 PM - Christian Gaudin**

ok i've send settings for teamviewer

**#15 - 08/16/2016 02:20 PM - Christian Gaudin**

Are you always available because i can't stay a long time , i need to sleep, so if you want to do something now it's ok otherwise we'll try to be in touch tomorrow at 9h AM for you.

**#16 - 08/16/2016 02:41 PM - Anonymous**

does tomorrow at 10:30 AM my time work for you?

**#17 - 08/16/2016 11:11 PM - Christian Gaudin**

Hi Erin,  
it will be 19:30 for me so that's possible. i'll send you new mail with Id and password for TeamViewer.

**#18 - 08/17/2016 09:46 AM - Christian Gaudin**

Hi Erin, i've sent on your mail adress new settings for teamviewer

**#19 - 08/17/2016 11:04 AM - Anonymous**

I looked around on teamviewer but could not see anything obvious, will see if I can reproduce the problem locally, meanwhile it is still serving cifs shares and he can map it with \\servername but it does not show up in the workgroup browsing

**#20 - 08/19/2016 05:43 PM - Anonymous**

- Status changed from Screened to 15

I can't seem to reproduce this with the current stable or in nightlies. Can you try booting back into an old boot environment and see if it shows back up in the workgroup or not?

**#21 - 08/20/2016 12:39 AM - Christian Gaudin**

- Priority changed from No priority to Nice to have

Hi Erin,

Have tried with old Boot from 9-10-STABLE-201605021851 installed on 3rd of may, the problem stay the same, server is always unseen in workgroup. I've seen SAMBA version changed with 9.10.1, when i use an old boot is it working with same samba version or the one it was before 9.10.1 ?

So for now no improvement.

**#22 - 08/20/2016 12:12 PM - Anonymous**

It should be using the old samba version, you can confirm this by running samba -V from the command prompt to see which version is present.

**#23 - 08/22/2016 12:55 AM - Christian Gaudin**

This morning i received an email to update, i applyied the new freenas 9.10.1 version with no effect on my problem even if there was a lot of bugs fixed.

**#24 - 08/23/2016 11:02 AM - Anonymous**

Christian tells me it started working again after the update and a few tweaks, as per his request I will leave the ticket open for a couple days to confirm it is working again.

**#25 - 08/23/2016 01:24 PM - Christian Gaudin**

Hi Erin ,

just after the update, it was not working, today i try to change smb protocol settings in CIFS section.

i added a value SMB2 for minimum protocol and SMB3.11 for max

and i check the box to bind protocol to server ip adress, i enable CIFS and came in workgroup and miracle server was visible. i accessed network area from w7 and w10 computers , it was good for both.

sorry for my poor English.

Hope you are not on fire area, have a good day.

Thank you for your help, i appreciate.

**#26 - 08/26/2016 01:39 PM - Kris Moore**

- Seen in changed from Unspecified to N/A

**#27 - 09/06/2016 05:23 PM - Anonymous**

- Status changed from 15 to Resolved

I'm going to go ahead and close this out since I haven't heard any new developments from Christian. If you have any further troubles please feel free to open a new ticket.

**#28 - 10/26/2016 12:51 AM - Christian Gaudin**

Hi Erin,

I have the same problem on another freenas server (server is up to date), i've compared the settings from mine working well now but i haven't seen any difference.

Do you remember what files you send me to fix the problem and try to do the same with this other server?

Thanks

**#29 - 08/08/2017 07:18 AM - Dru Lavigne**

- File deleted (*debug-SRV-SATURNE-20160809170251.txz*)

**#30 - 08/08/2017 07:18 AM - Dru Lavigne**

- Private changed from *Yes to No*

**#31 - 11/22/2017 06:33 AM - Dru Lavigne**

- Target version set to *Master - FreeNAS Nightlies*

**Files**

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freenas capture.JPG	26.6 KB	08/10/2016	Christian Gaudin
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