

FreeNAS - Bug #18137

[Regression] Update Broke AD

10/10/2016 07:05 AM - Jeremy Robertson

| | | |
|---|---------------------------|----------------------------------|
| Status: | Closed: Behaves correctly | |
| Priority: | Important | |
| Assignee: | Erin Clark | |
| Category: | OS | |
| Target version: | N/A | |
| Seen in: | N/A | Needs Merging: Yes |
| Severity: | New | Needs Automation: No |
| Reason for Closing: | | Support Suite Ticket: n/a |
| Reason for Blocked: | | Hardware Configuration: |
| Needs QA: | Yes | ChangeLog Required: No |
| Needs Doc: | Yes | |
| Description | | |
| After being heckeled for a week about installing updates I finally did and after the updates installed freenas will no longer connect to Active Directory and I can't access the share. | | |

History

#1 - 10/10/2016 07:05 AM - Jeremy Robertson

- File *debug-cobnas1-20161010090539.txz* added

#2 - 10/10/2016 07:56 AM - Heather Ownby

- Assignee set to *Erin Clark*

#3 - 10/10/2016 03:14 PM - Erin Clark

- Status changed from *Unscreened* to *Screened*

#4 - 10/10/2016 06:39 PM - Erin Clark

What happens if you go to Kerberos Realms under Directory Service and delete the Realm for your domain and try to rejoin?

#5 - 10/11/2016 05:36 AM - Jeremy Robertson

Jeremy Robertson wrote:

After being heckeled for a week about installing updates I finally did and after the updates installed freenas will no longer connect to Active Directory and I can't access the share.

After I did as requested and removed the kurberos Realm and re-added back to AD I got an error that the service could not be started.

#6 - 10/11/2016 05:38 AM - Jeremy Robertson

I also get 2 alerts

WARNING: Oct. 11, 2016, 7:32 a.m. - ActiveDirectory did not bind to the domain

WARNING: Oct. 10, 2016, 8:58 a.m. - smartd is not running.

#7 - 10/11/2016 03:20 PM - Erin Clark

Did you make sure your clock was synchronized?

#8 - 10/12/2016 05:55 AM - Jeremy Robertson

Erin Clark wrote:

Did you make sure your clock was synchronized?

I checked and the time is synchronized with the rest of the domain

#9 - 10/12/2016 06:02 AM - Jeremy Robertson

This morning I am no longer getting the error that active directory did not bind, so I am unsure if AD is working now, but I am still unable to access the share.

when I browse to the freenas by name or IP I get windows cannot access.

#10 - 10/12/2016 11:02 AM - Erin Clark

Do the users appear now in either the drop down or in `wbinfo -u`? Also can you rebind if you boot into a known good boot environment?

#11 - 10/12/2016 11:27 AM - Jeremy Robertson

Erin Clark wrote:

Do the users appear now in either the drop down or in `wbinfo -u`? Also can you rebind if you boot into a known good boot environment?

I am not sure what you mean by users appearing in any drop down or in `wbinfo -u`.

I opened the shell and ran the command `wbinfo -u` and got nothing. I have not tried to boot into any other boot environment, since booting the system has not been the problem. I can try that.

#12 - 10/12/2016 11:36 AM - Jeremy Robertson

Jeremy Robertson wrote:

Erin Clark wrote:

Do the users appear now in either the drop down or in `wbinfo -u`? Also can you rebind if you boot into a known good boot environment?

I am not sure what you mean by users appearing in any drop down or in wbinfo -u.

I opened the shell and ran the command wbinfo -u and got nothing. I have not tried to boot into any other boot environment, since booting the system has not been the problem. I can try that.

The system works fine when booted to the previous boot environment.

#13 - 10/12/2016 12:13 PM - Kris Moore

- Priority changed from No priority to Important

- Target version set to 9.10.2

#14 - 10/12/2016 12:13 PM - Kris Moore

- Subject changed from Update Broke AD to [Regression] Update Broke AD

#15 - 10/12/2016 01:12 PM - Erin Clark

alright well is there sometime in the near future we could do a teamviewer so I can see if I can figure out anything with this?

#16 - 10/13/2016 05:49 AM - Jeremy Robertson

Erin Clark wrote:

alright well is there sometime in the near future we could do a teamviewer so I can see if I can figure out anything with this?

Yes I can do this today just let me know when.

#17 - 10/13/2016 01:07 PM - Erin Clark

would you be available either nowish before 3:00 PDT or sometime after 4:30 PDT?

#18 - 10/13/2016 01:10 PM - Jeremy Robertson

Erin Clark wrote:

would you be available either nowish before 3:00 PDT or sometime after 4:30 PDT?

now is good

#19 - 10/13/2016 01:31 PM - Erin Clark

alright if you could email me your creds for teamviewer erin 'at' ixsystems.com I'll hop on and take a look

#20 - 10/13/2016 01:35 PM - Jeremy Robertson

Erin Clark wrote:

alright if you could email me your creds for teamviewer erin 'at' ixsystems.com I'll hop on and take a look

Email sent. Did you receive it?

#21 - 10/13/2016 01:37 PM - Erin Clark

I did and I just replied, need the correct password :)

#22 - 10/13/2016 01:51 PM - Erin Clark

- Status changed from Screened to Closed: Behaves correctly

We booted the FreeNAS box into the new boot environment and AD decided to just work this time, must have just been some kind of unhappiness between FreeNAS and the AD server. Going to close the ticket for now, feel free to open a new ticket if you have any further issues.

#23 - 07/19/2017 09:19 AM - Kris Moore

- Seen in changed from Unspecified to N/A

#24 - 08/01/2017 09:06 AM - Dru Lavigne

- File deleted (debug-cobnas1-20161010090539.txz)

#25 - 08/01/2017 09:06 AM - Dru Lavigne

- Target version changed from 9.10.2 to N/A

- Private changed from Yes to No