



Cloud sync relationship fails to sync with error mount - timed out

https://kb-stage.netapp.com/cloud/ncds/Cloud_Sync/Cloud_sync_relationship_fails_to_sync_with_error...

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Applies to

- Cloud Sync
- ANF
- SMB

Issue

- Sync fails with error "failed to sync"

- **Data Broker logs show mount timed out :**

```
[INFO] [MASTER] [0] [893107] Executing command { command: "mount -t cifs //10.xx.xx.xx/'sec' mnt/61xxxxxxxxxxxx/6cxxxx-sssss-dddddddd-aaaaaa5_src -o domain=ent,vers=2.1,file_mode=0666,dir_mode=0666,icharset=utf8,mapchars,mfsymlink timeout: 20000 }
```

```
[ERROR] [MASTER] [0] [893107] Failed to execute command Error: Command failed: mount -t cifs //10.xx.xx.xx/'src' mnt/61xxxxxxxxxxxx/6cxxxx-sssss-dddddddd-aaaaaa5_src -o domain=ent,vers=2.1,file_mode=0666,dir_mode=0666,icharset=utf8,mapchars,mfsymlink
```

```
  at ChildProcess.exithandler (child_process.js:383:12)
```

```
  at ChildProcess.emit (events.js:400:28)
```

```
  at ChildProcess.emit (domain.js:475:12)
```

```
  at maybeClose (internal/child_process.js:1058:16)
```

```
  at Process.ChildProcess._handle.onexit (internal/child_process.js:293:5) {
```

```
  killed: true,
```

```
  code: null,
```

```
  signal: 'SIGTERM',
```

```
  cmd: "mount -t cifs //10.xx.xx.xx/'src' mnt/61xxxxxxxxxxxx/6cxxxx-sssss-dddddddd-aaaaaa5_src -o
```

```
  domain=ent,vers=2.1,file_mode=0666,dir_mode=0666,icharset=utf8,mapchars,mfsymlink }
}
```

```
[INFO] [MASTER] [0] [893107] SEND MESSAGE:
```

```
{"message":{"step":"INITIALIZE","relationshipId":"61xxxxxxxxxxxx","status":"FAILED"
execution: mount -t cifs //10.xx.xx.xx/'src' mnt/61xxxxxxxxxxxx/6cxxxx-sssss-dddddddd-aaaaaa5_src -o
domain=ent,vers=2.1,file_mode=0666,dir_mode=0666,icharset=utf8,mapchars,mfsymlink
- timed out"
```