



Vscan server disconnect due to Kerberos pre-authentication failure

https://kb-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/Vscan_server_disconnect_due_to_Kerb...

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Applies to

- ONTAP 9
- VSCAN
- ONTAP AV Connector

Issue

- VSCAN server is in disconnected status as the machine account on the domain-tunnel server has failed to authenticate to the domain server.

```
Cluster1::> vserver vscan connection-status show-all -vserver <vserver-name>
```

Connection

Vserver Reason	Node	Server	Status	Disconnect
DataSVM	node1	10.x.y.z	disconnected	-

- ONTAP AV connector polls cluster management LIF via domain user
- AVShim log:
 - REST API call to 10.231.x.y> using account " domain1\user1" failed. The remote server returned an error: (401) Unauthorized.
- EMS log from domain tunnel vserver:
 - Mon Jun 02 13:28:34 -0500 [vserver-name: secd: secd.kerberos.preauth:error]: A Kerberos pre-authentication failure occurred for SVM "domain-tunnel-vserver" due to invalid credentials for domain-tunnel-vserver\$@domain.com.
 - Mon Jun 02 21:35:52 -0500 [vserver-name: secd: secd.kerberos.preauth:error]: A Kerberos pre-authentication failure occurred for SVM "domain-tunnel-server" due to out-of-sync machine account password.
 - Sun Jun 22 04:36:43 -0500 [hz-com-clsp-a04-s03: OffboxVScanTableUpd: Nblade.scannerDisconnected:notice]: Vserver "cpsprod-a0439" disconnected from Vscan server (IP: 10.x.y.z).