



BlueXP Classification scan and delete policy unable to delete files on ONTAP shares

https://kb-stage.netapp.com/cloud/ncds/Cloud_Data_Sense/BlueXP_Classification_scan_and_delete_p...

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Applies to

- BlueXP Classification (also known as Data Sense)
- ONTAP 9
- Active Directory (AD)

Issue

- Data Sense is unable to run policy to scan and delete files on mapped ONTAP shares. Error in BlueXP Classification Configuration tab:

```
"The CIFS credentials that you provided don't have sufficient permissions.  
Provide different credentials or modify the Active Directory permissions.
```

"

- Error in ONTAP EMS log:

```
[cluster-01: secD: secD.conn.auth.failure:debug]: Vserver (svm_name) could not make a connection over the network to server (ip 10.x.x.x, port 389). Error: Operation timed out ().
```

- CLI command to check the effective permissions on the target ONTAP share using the domain user fails with error:

```
cluster01::> file-directory show-effective-permissions -vserver <svm_name> -win-user-name "<domain\user>" -path <share_name> (vserver security file-directory show-effective-permissions)
```

Error: Lookup of CIFS account name procedure failed

```
[ 0 ms] No servers available for MS_LSA, vserver: 4, domain: hmt.local.
```

```
[ 2017] TCP connection to ip 10.X.X.X, port 389 failed: Operation timed out.
```

```
[ 6057] Could not find Windows name 'domain\user'
```

```
[ 6057] CIFS name lookup failed
```

Error: show failed: Failed to convert Windows name to SID. Reason: "SecD Error: no server available".