



Unable to login via Domain user on SVM without CIFS server configured

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

Updated: Sat, 04 Apr 2026 20:52:31 GMT

Applies to

- ONTAP 9
- CIFS
- Active Directory

Issue

An Active Directory domain user fails to login to the SVM which does not have any CIFS Server configured.

Example:

```
login as: DEMO\test
```

```
Keyboard-interactive authentication prompts from server:
```

```
| Password:  
End of keyboard-interactive prompts from server  
Access denied_x000D__x000D_  
EMS Error :_x000D__x000D_
```

```
cluster1::> event log show
```

```
Time Node Severity Event
```

```
-----  
-----
```

```
3/19/2025 16:24:49 cluster1-02 NOTICE sshd.auth.loginDenied:  
message="Failed keyboard-interactive / pam for DEMO\test from  
192.168.0.5 port 52379 ssh2 "
```

```
3/19/2025 16:24:45 cluster1-02 ERROR secd.cifsAuth.problem: vserver  
(svm2) General CIFS authentication problem. Error: Ontap admin cifs  
authentication basic procedure failed
```

```
[ 0 ms] Kerberos authentication failed. Trying NTLM
```

```
**[ 0] FAILURE: Ontap-admin-login-cifs failed
```