



Unable to authenticate to AD Domain after adding new route to ONTAP SVM

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

Updated: Sun, 05 Apr 2026 05:45:03 GMT

Applies to

- ONTAP 9
- CIFS/SMB
- Domain Tunnel

Issue

- After adding a new default route (gateway) to a vserver (SVM), authentication to ONTAP via CIFS/SMB fails.
- The SVM hosting the domain tunnel cannot communicate with Active Directory Domain Controllers (AD DCs), resulting in authentication and login failures for AD accounts.
- Users are unable to provision NAS from Trident, impacting production.

- When only the original default route is present, connectivity and authentication work.
- When a second default route is added, the SVM becomes unreachable, and the CIFS check command shows the service as down.
- Secd logs show errors such as:

```
[14054] FAILURE: Could not authenticate as `user@DOMAIN':Cannot contact
any KDC for requested realm (KRB5_KDC_UNREACH)
[16054] TCP connection to ip 10.x.x.x, port 445 failed: Operation timed
out.
[16056] No servers available for MS_NETLOGON:vserver:6,
domain:domain.local.
[16056] Unable to make a connection
(NetLogon:DOMAIN.LOCAL)RESULT_ERROR_SECD_NO_SERVER_AVAILABLE
[16056] secd.conn.auth.failure: Vserver(vservername) could not make a
connection over the network to server(dc-name.domain.local).
[14022] FAILURE: Could not authenticate as `svc_account@DOMAIN': Cannot
contactany KDC for requested realm (KRB5_KDC_UNREACH)
```