

How to Resolve CIFS-mounted Backup Drive Permissions Errors

Overview

When you attempt to perform a backup to a [Common Internet File System](#) (CIFS)-mounted drive, you may receive errors that resemble the following example:

```
/bin/cp: failed to preserve ownership for `': Permission denied /bin/cp: failed to preserve ownership for `':  
Permission denied
```

These permission denied errors may result from missing extended attributes on the CIFS-mounted drive. This document describes how to resolve these permission denied errors.

Resolve the error

To resolve the permission denied errors for the CIFS-mounted drive, perform the following steps:

1. Edit the `/etc/fstab` file so that the CIFS-mounted drive uses [the `user_xattr` option](#). This will resemble the following example:

Important:

We **strongly** recommend that you store your CIFS-mounted drive's access credentials in a separate, secure file.

```
/dev/mapper/centos_centos--7--clone-root /          xfs     defaults    1 1  
UUID=01c6e08e-bbd1-4046-af48-beaf233746d4 /boot      xfs     defaults    1 2  
/dev/mapper/centos_centos--7--clone-swap swap       swap    defaults    0 0  
//192.0.2.0/mybackup /user_xattr cifs user,uid=500,rw,suid, credentials=/root/.cifs 0 0
```

Note:

In this example, line 4 displays the CIFS-mounted drive entry.

- The local user owns the mounted files.
- The CIFS drive's access credentials reside in the `/root/.cifs` file.

2. Run the `remount mount` command to remount the CIFS-mounted drive.
3. Run the `lsattr /CIFS_mount` command to add the extended attributes.

Important:

The mount does not support extended attributes if the `lsattr /CIFS_mount` command returns the following error:

```
|Error means not available: lsattr: Inappropriate ioctl for device While reading flags on ...|
```

A mount that does not support extended attributes will **not** function with cPanel & WHM backups.

For more information about CIFS, read our [Backup Configuration](#) documentation.

Additional documentation

- [How to Purchase a JetBackup License](#)
- [How to Run Backups on Locally-Mounted Remote Filesystems](#)
- [How to Manage Metadata Settings](#)
- [How to Resolve CIFS-mounted Backup Drive Permissions Errors](#)
- [Remote Restoration](#)