

## Change SMB protocol used for a CIFS drive (for compatibility with NetApp and older file servers)

• Parallels Secure Workspace

## Resolution

Some NetApp appliance firmware versions have trouble communicating with the drive components of Parallels Secure Workspace. Sometimes other file servers also need to use a different SMB protocol version.

Changing the maximum allowed SMB protocol that Parallels Secure Workspace uses for the drives can fix this. However, it requires a change through the API.

- 1. Log in to the Parallels Secure Workspace appliance as an administrator.
- 2. Open the **API Docs** app from the workspace or go to the API docs URL (example https://**<workspace\_uri>**/api/v2/docs).
- 3. Using the navigation bar, navigate to Drives > list.On the right side, click the [Interact] button.Use the domain\_name field to specify the domain name in capitals.
  - Press [Send request].
- 4. A list of drives in this PWorkspace domain is shown. Look for the drive for which you want to change the SMB protocol. Take a look at the **URI** of that drive configuration. At the end, there should be an ID.

In the example above, the drive named "Home Drive" has ID 1.

- 5. Close this window.
- 6. In the API documentation, go to **Drives > partial update**. On the right side of the page, click [Interact].
- 7. The **partial\_update** window appears.

First, remove the curly braces ( $\{\}$ ) and the brackets ([]) from all the fields where they are present. Then, fill in the drive ID at the top.

Finally, scroll down to the bottom of the window until you see **SMB max protocol** (the default is SMB2) setting. From the drop-down choose a different SMB drive protocol.

Which version of the SMB protocol to use, will depend on the version number of the NetApp firmware.

