# || Parallels<sup>®</sup>

## 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).
- 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.

<u> </u>	list
_	not

#### Limit

Number of results to return per page.

#### Offset

The initial index from which to return the results.

#### Ordering

Which field to use when ordering the results.

#### domain

Domain id to filter on.

#### domain\_name

OPS-TEST

Domain name to filter on.

#### user

Return only files for filtered user, also for admins

#### search

"cour	it": 4,
"next	": null,
"prev	ious": null,
"resu	lts": [
	ſ
	"hackend", "CTES
	"config": []
	"description", "
	"demoin", "http://
	"aeme": "Heme Da
	name : Home Dr.
	unc : \\ops-ac-
	uri : smb://op:
	use_domain : ta.
	Iabels : [ ], ▼ "uses labels", [
	' user_labels : [
	"group:OPS-A
	"group:OPS-A
	"group:OPS-A
	"group:OPS-A
	],
	"uri": "http://op
	"smb_max_protocol

GET /api/v2/drives/?

"smb\_max\_protocol "is\_preview\_only" "dirents": "http: "copy": "http://d "move": "http://d

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.

The best way is to try all SMB versions to see which protocol works for the NetApp device. The same applies to other file servers that are not compatible with the default SMB2 protocol that Parallels Secure Workspace uses. The major versions in this list are SMB1, SMB2 and SMB3. Then click **[Send request]**.

A

## ≓ partial\_update

ID *
1
A unique integer value identifying this drive.
Backend

v

The protocol used for accessing the drives. Can be "CIFS" (a.k.a. SMB or Samba), "WEBDAV" or "ONEDRIVE".

8. The SMB protocol for the selected drive will now be changed.

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