

[V7] ISSUE: When performing a VMware Run Direct restore on AhsayOBM the following error is shown "The NFS Service on this machine is not started or not functioning properly. This service is required for VM Run Direct."

Article ID	Reviewed	AhsayOBM	Operating System
5232	2017-03-03	7.9.0.0 to 7.x	Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description:

When performing a VMware Run Direct restore from AhsayOBM the following error is shown in the restore log:

No.	Type	Time stamp	Log
*
*	Info	YYYY/MM/DD hh:mm:ss	Start creating Shadow Copy Set...
*	erro	YYYY/MM/DD hh:mm:ss	Failed to restore "New Virtual Machine". Reason = "The NFS Service on this machine is not started or not functioning properly. This service is required for VM Run Direct. Please restart the service "NFS Service (Ahsay Systems Corporation)". (PortMap daemon failed to open port 111)
*

Cause:

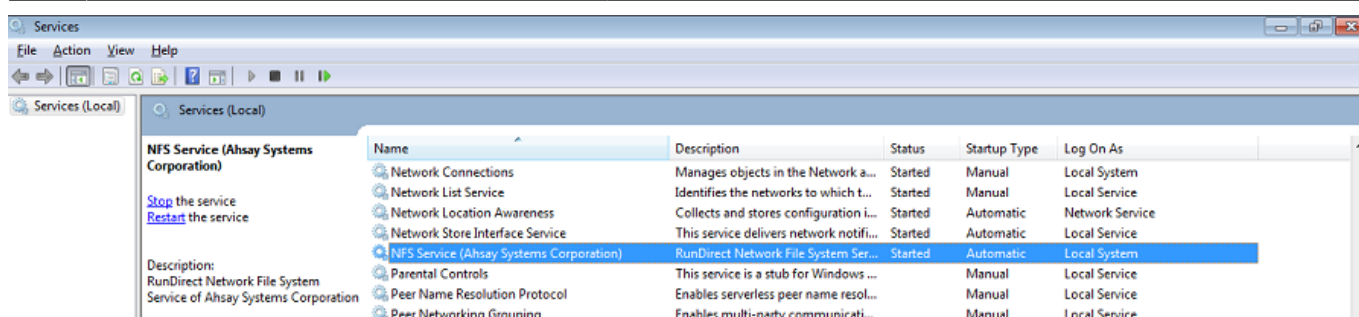
VMware Run Direct restore requires the following service "NFS Service (Ahsay Systems Corporation)" and it should be using the default listening ports 111, 1058, and 2049. If there are other services using these ports on the AhsayOBM client machine they need to be reconfigured to free up ports 111, 1058, and 2049 for the NFS service.

Resolution:

Check if either the NFS service is not started or port 111 is been used by another service on the AhsayOBM client machine:

1. To restart the NFS service:

Go to [Services]>[NFS Service (Ahsay Systems Corporation)] and verify the service status is started. Otherwise start the service.



2. To verify if the NFS service port is used by another service:

- Open a command prompt.
- Use the following command “netstat -ab” to verify.

Example:

The AhsayOBM NFS service on a Windows 2008 R2 64bit machine [nfsX64.exe] listening to ports 111, 1058, and 2049.

```
C:\Users\Administrator>netstat -ab
```

Active Connections

Proto	Local Address	Foreign Address	State	
TCP	0.0.0.0:111	WIN-TU41RC45MK0:0	LISTENING	[nfsX64.exe]
TCP	0.0.0.0:135	WIN-TU41RC45MK0:0	LISTENING	RpcSs
TCP	0.0.0.0:1058	WIN-TU41RC45MK0:0	LISTENING	[nfsX64.exe]
TCP	0.0.0.0:2049	WIN-TU41RC45MK0:0	LISTENING	[nfsX64.exe]
TCP	0.0.0.0:2179	WIN-TU41RC45MK0:0	LISTENING	[vmms.exe]
TCP	0.0.0.0:3389	WIN-TU41RC45MK0:0	LISTENING	TermService
TCP	0.0.0.0:1311	WIN-TU41RC45MK0:0	LISTENING	[dsm_om_connsvc32.exe]

Note: If AhsayOBM is installed on a Windows 32bit machine the AhsayOBM NFS service will be shown as [nfsX86.exe].

Keywords:

Run Direct, NFS Service, OBM, VMware, restore, vCenter, ESXi, restore, guest virtual machine, VM

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