[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 IDReviewedAhsayOBMOperating System52322017-03-037.9.0.0 to 7.xWindows

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.	Туре	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.

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Services (Local)	Services (Local)						
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	NFS Service (Ahsay Systems Corporation)	Name	Description	Status	Startup Type	Log On As	^
		Retwork Connections	Manages objects in the Network a	Started	Manual	Local System	
	Stop the service Restart the service Description: RunDirect Network File System Service of Ahsay Systems Corporation	Retwork List Service	Identifies the networks to which t	Started	Manual	Local Service	
		Network Location Awareness	Collects and stores configuration i	Started	Automatic	Network Service	
		🔍 Network Store Interface Service	This service delivers network notifi	Started	Automatic	Local Service	
		NFS Service (Ahsay Systems Corporation)	RunDirect Network File System Ser	Started	Automatic	Local System	
		Real Parental Controls	This service is a stub for Windows		Manual	Local Service	
		Peer Name Resolution Protocol	Enables serverless peer name resol		Manual	Local Service	
		🔍 Peer Networking Grouping	Enables multi-party communicati		Manual	Local Service	

- 2. To verify if the NFS service port is used by another service:
- i. Open a command prompt.
- ii. 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
                      Foreign Address
      Local Address
                                       State
ТСР
    0.0.0:111 WIN-TU41RC45MK0:0 LISTENING
                                                [nfsX64.exe]
ТСР
    0.0.0.0:135 WIN-TU41RC45MK0:0 LISTENING
                                                RpcSs
ТСР
    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
ТСР
     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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