

# 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

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [How to Configure Google Drive as a Backup Additional Destination](#)
- [Backups](#)
- [Backup Retention Behavior](#)
- [How to Exclude Files From Backups](#)
- [How to Run Backups on Locally-Mounted Remote Filesystems](#)
  
- [Backup for cPanel](#)
- [Backup Wizard](#)
- [File and Directory Restoration for cPanel](#)
  
- [Remote Restoration](#)
- [The backup\\_restore\\_manager Script](#)
- [Backup Restoration](#)
- [The backups\\_create\\_metadata Script](#)
- [Legacy Backups FAQ](#)
  
- [WHM API 1 Functions - backup\\_set\\_list\\_combined](#)
- [WHM API 1 Functions - backup\\_config\\_get](#)
- [WHM API 1 Functions - backup\\_config\\_set](#)
- [UAPI Functions - Backup::fullbackup\\_to\\_scp\\_with\\_password](#)
- [UAPI Functions - Backup::fullbackup\\_to\\_ftp](#)