



BlueXP 浏览和还原无法加载文件夹或文件

https://kb-cn.netapp.com/Cloud/ncds/Cloud_Backup_Service/BlueXP_Browse_and_Restore_fails_to_lo... Updated: Sun, 12 Oct 2025 01:17:07 GMT

适用场景

- BlueXP备份和恢复
- 浏览并还原
- 文件还原

问题描述

在BlueXP 中使用浏览和还原执行文件还原时、会出现以下错误:

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	Select Source Select Items 3 Select Destination
	Select Items
	There are no folders or files in the selected Volume Backup
	Return to the Select Source step to select a different Backup copy
ADC日志	4中出现的错误:
cl st \u St	"log":"[16.04.2025 21:37:07] [ERROR] [] [virtual std::pair\u003cunsigned har *const, uint64_t\u003e AzureObjStore::get_object_buffer_work(const td::string \u0026, const std::string \u0026, ObjStoreError \u0026, bool u0026, uint64_t, uint64_t, bool, std::string *)]Request failed exception. tatus Code: 0, Reason Phrase: , Exception: Fail to get a new connection or: https://netappbackupbucket.blob.core.windows.net:443 . Problem with the SL CA cert (path? access

rights?) \n", "stream": "stderr", "time": "2025-04-16T21:37:07.669872245Z"}