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## 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...](https://kb-cn.netapp.com/Cloud/ncds/Cloud_Backup_Service/BlueXP_Browse_and_Restore_fails_to_lo...)

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### 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：



Select Source



Select Items



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日志中出现的错误：

```
{"log":"[16.04.2025 21:37:07] [ERROR] [] [virtual std::pair\u003cunsigned char *const, uint64_t\u003e AzureObjStore::get_object_buffer_work(const std::string \u0026, const std::string \u0026, ObjStoreError \u0026, bool \u0026, uint64_t, uint64_t, bool, std::string *)]Request failed exception. Status Code: 0, Reason Phrase: , Exception: Fail to get a new connection for: https://netappbackupbucket.blob.core.windows.net:443.Problem with the SSL CA cert (path? access rights?)\n","stream":"stderr","time":"2025-04-16T21:37:07.669872245Z"}
```