



CXPLAT-215 : RFE : SCV 应删除 Windows VM 上客户文件还原对内置域管理员帐户的要求

<https://kb-cn.netapp.com/data-mgmt/SnapCenter/SC-Issues/CXPLAT-215>

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问题描述

尝试运行 **Guest File Restore** 时出现错误消息：

```
Failed to access guest system using specified credentials.
```

```
Please verify VMWare tools is installed/running on the system and account used has domain administrator privileges.
```

```
Error is ApiException Failed to start process in guest system SystemError vix error codes = (3004, 0).
```

出现在{ }vmcontrol_jetty_server.log{ }：

```
com.netapp.nvpf.api.model.ApiException: Failed to access guest system using specified credentials.
```

```
Verify if VMWare tools is installed or running on the system and the account is built-in administrator account. Error is ApiException Failed to start process in guest system InvalidGuestLogin
```