



SnapCenter—备份失败—无法获取虚拟磁盘的存储映射

https://kb-cn.netapp.com/data-mgmt/SnapCenter/SC_KBs/SnapCenter_-_backup_failed-Could_not_get...

Updated: 周五, 11 7月 2025 13:30:44 GMT

适用场景

- 适用于vSphere vCenter (SCV)的SnapCenter插件 4.3及更高版本
- 适用于SQL的SnapCenter插件(SCSQL) 4.3及更高版本
- 适用于Windows的SnapCenter插件(SCW) 4.3及更高版本
- SnapCenter服务器(SC) 4.3及更高版本

问题描述

- SnapManagerWeb_xxx.log文件包含以下条目：

```
Could not get storage mapping for virtual disk  
6000c293f43f0f12e1202a1ac3ee1848. SnapCenter Plug-in for VMware vSphere
```

might not have discovered this disk.

The user you are trying does not have permission to access the system.
Please re-authenticate to continue or contact your administrator.

- **SMCore**作业日志和**vmcontrol**作业日志显示以下错误：

The user you are trying does not have permission to access the system.
Please re-authenticate to continue or contact your administrator.

当选择控制阀尝试联系**SnapCenter**服务器上的**SMCore**时，将会收到以下消息：

Connecting to url: https://<SNAPCENTER_SERVER_FQDN>:8146/
StorageService.svc/GetNASStorageInfo