

## @mindtouch"

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 15:07:41 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
```

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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

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