



升级到SC 5.0后、SnapCenter保留失败

https://kb-cn.netapp.com/data-mgmt/SnapCenter/SC_KBs/SnapCenter_retention_fails_after_upgrading...

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适用场景

- SnapCenter服务器(SC) 5.0
- 适用于SQL的SnapCenter插件(SCSQL)
- 适用于Exchange的SnapCenter插件(SCE)
- ONTAP 9.14.1P2及更高版本
- PowerShell工具包(PSTK)

问题描述

在升级到SnapCenter Server并将SCSQL"插件升级到5.0之后、SQL 备份保留开始失败、并显示以下错误：

SnapCenter UI：

Full Backup retention failed with error: Retention: Error: Snapshot enumeration failed. The operation has timed out

SMCoreService.log:

DEBUG SMCore PID=[5776] TID=[43] Command: Remove-NcSnapshot. Storage System: <SVM_IP>. Version: NetApp Release 9.14.1P2: Tue Mar 19 23:28:08 UTC 2024. Connection Mode: REST

DEBUG SMCore PID=[5776] TID=[43] ex.Message : The running command stopped because the preference variable "ErrorActionPreference" or common parameter is set to Stop: Record doesn't exist

DEBUG SMCore PID=[5776] TID=[43] Remove Snapshot <RGROUP_NAME>_<HOST_FQDN>_<DATE>_<TIME>.### on <SVM_NAME> is failed. Error: 102

DEBUG SMCore PID=[5776] TID=[43] Command: Get-NcSnapshot. Storage System: <SVM_IP>. Version: NetApp Release 9.14.1P2: Tue Mar 19 23:28:08 UTC 2024. Connection Mode: REST

DEBUG SMCore PID=[5776] TID=[43] ex.Message : The running command stopped because the preference variable "ErrorActionPreference" or common parameter is set to Stop: The operation has timed out

SnapManagerWeb_<Job_ID>.log:

ERROR SnapManagerWeb_34643 PID=[4188] TID=[257] ErrorCode (-1), ErrorMessage (Error: Snapshot enumeration failed. The operation has timed out)

WARN SnapManagerWeb_34643 PID=[4188] TID=[257] DeleteSnapshotInfo failed with errorcode: -1. Error message: Error: Snapshot enumeration failed. The operation has timed out

ERROR SnapManagerWeb_34643 PID=[4188] TID=[257] RemoveBackupComponentByBackupAndResourceId failed: Error: Snapshot enumeration failed. The operation has timed out

ERROR SnapManagerWeb_34643 PID=[4188] TID=[257] Asynchronous retention failed for backupId: <BU_ID>, backupJobId: <JOB_ID> with error: Retention : Error: Snapshot enumeration failed. The operation has timed out