



Commvault IntelliSnap 硬件快照失败

https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/Commvault_IntelliSnap_hardware_s...

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适用场景

- Commvault 11 SP20.128 IntelliSnap
- ONTAP 9
- VMware ESXi 7.0
- FC
- ZAPI

问题描述

- 在 `snapshot-multicreatesnapshot-delete` 发生意外事件之前、Commvault通过ZAPI发送和接收API调用、如 `audit-mlog-txt.gz` ASUP中所述：

```
[kern_audit:info:2446] 8503e800da8260c :: ontapclustername:ontapi ::  
clientip:51614 :: svmname:groupname\username :: <netapp nmsdk_language="C"  
nmsdk_platform="Windows Server 2019 Standard AMD64" version="1.7"  
xmlns="http://www.netapp.com/filer/admin" nmsdk_version="9.6"
```

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```
vfiler="svmname"><snapshot-multicreate><cleanup>>true</cleanup><snapshot>SP_2_1228076_1673224433</snapshot><volume names><volume-name>volume05</volume-name><volume-name>volume07</volume-name>...
```

```
[kern_audit:info:2446] 8503e800daee022 :: ontapclustername:ontapi :: clientip:51614 :: svmname:groupname\username :: <netapp nmsdk_language="C" nmsdk_platform="Windows Server 2019 Standard AMD64" version="1.7" xmlns="http://www.netapp.com/filer/admin" nmsdk_version="9.6" vfiler="svmname"><snapshot-delete><snapshot>SP_2_1228076_1673224433</snapshot><volume>volume05</volume></snapshot-delete></netapp>...
```

- 直到Commvault客户端登录 vsbkp.log 其：

```
2392 3ee4 01/10 22:01:55 1229025 CVMWareInfo::_GetVolumeList() - Disk Standard Inquiry Type is Empty. Please check the ESX-server storage connection and try again after a vCenter Refresh operation on the relevant Storage Adapter.
2392 3ee4 01/10 22:01:55 1229025 CVMWareInfo::PreSnap() - _GetVolumeList FAILED
392 3ee4 01/10 22:01:55 1229025 VSBkpSnapController::InitSnapBackup() - PreSnap failed!!
2392 3ee4 01/10 22:01:55 1229025 CheckVMInfoError() - Error with vol snap info
2392 3ee4 01/10 22:01:55 1229025 CheckVMInfoError() - VM [vmname] Error with vol snap info.
```

- ONTAP EMS 中或 audit-mlog-txt.gz 中的时间戳周围不会记录任何相关错误 vsbkp.log
- 从同一客户端IP和组/用户名：
 - snapshot-multicreate 未收到任何请求
 - 但 snapshot-delete 仍会收到请求、确认网络基础架构中没有问题描述