



CXone Mpower EXPERT

在CommVault上创建卷快照失败

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

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适用场景

- ONTAP 9
- Commvault(Cv)

问题描述

- CommVault出错-

```
Client:Error Code: [32:392] Description: Create Volume Snaps failed : [Failed to snap Devices]
```

- 从指定SVM的ONTAP Audit-M日志中、没有 用于创建快照的API调用。
- 从CV中 IdaSnapUtil.log :

```
325 25 03/23 20:46:37 1584491 ManageONTAP::OpenConnection Failed to get HTTPS system version for server[X.X.X.X]. Error:[13011][HTTP POST - Forbidden]. This
```

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could be because 1. The server is powered down. 2. The server name is not resolvable from this host 3. Error with HTTPS configuration. Please rectify the above errors (if any) and try again.

- 但是、它尝试访问的LIF已启用HTTPS服务策略。
- 同时收集数据包跟踪、以了解CV介质代理与ONTAP LIF之间的通信。