



在MCC切换后、Commvaults备份失败

https://kb-cn-stage.netapp.com/on-prem/ontap/dp/NDMP/NDMP-KBs/Commvault_backups_are_failing...

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适用场景

- ONTAP 9
- CommvaultIntelliSnap 备份

问题描述

- 在MCC切换后、Commvault"无法连接到NetApp存储。
- 在NetApp存储上未从Commvaultserver收到 启动备份的API请求。
- CommVault服务器上出现以下错误。

```
ERROR:
Detected Criteria: Job Failed
Failure Reason: Failed to prepare snapshot. : [Failed to determine volume and
path info.
Error[0xEDDD0001:{CvNetAppArrayOps::determineVolumeAndPath(365)/Int.1.0x1-Connection
failed. Error[[]]}]]
```

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