



CommVault备份失败、并显示"Sp纳 差速器扫描失败"错误

https://kb-cn-stage.netapp.com/on-prem/ontap/dp/SnapDiff/SnapDiff-KBs/Commvault_backup_fails_wit...

Updated: Wed, 22 Apr 2026 08:01:10 GMT

适用场景

- ONTAP 9
- Commvault
- SnapDiff
- NFS

问题描述

通过Commvault(Linux File System iDataAgent,利用NetApp SnapDIFS)对SnapMirror目标卷进行增量备份失败，并出现以下错误：

来自**Commvault**-的错误消息 [10006][I2P lookup failed].

```
254899 3e489 06/19 15:42:34 2852377 Failed snapdiff next. Returned non-success  
[10006][I2P lookup failed].  
254899 3e489 06/19 15:42:34 2852377 Closed ManageOntap object.  
254899 3e489 06/19 15:42:34 2852377 ManageONTAP::DeInit() - Calling na_shutdown...
```

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```
254899 3e489 06/19 15:42:34 2852377 CSnapDiffScanEngine::ProcessWorkUnit(522) -
SnapDiff scan failed, LocalVolumeName=/opt/commvault/ProductionData/
SnapVolumeMounts/SnapMnt_1_2_7517992_91_2105603/
Error:0x800703E3:{CSnapDiffScanEngine::SnapDiffScanForVolumeNetApp(1127)/W32.995.(The
I/O operation has been aborted because of either a thread exit or an application
request. (ERROR_OPERATION_ABORTED.995))-Error in getting changed file:[]}
```

NetApp同时发生的事件EMS-LOG-FILE.GZ() - I2P lookup failed error:11

```
Mon Jun 19 15:42:35 +0800 [NODE: worker_thread_697: snapdiff.spinnp.aborted:debug]:
Encountered unexpected Data ONTAP error while computing differences between Snapshot
copies using SnapDiff API. Snapdiff v2 session ID
5159e873-9810-4d18-8a96-b0df34331eed, volume name VOLUME, base Snapshot copy
SP_2_2828993_1686672315, base Snapshot copy ID 325, diff Snapshot copy
SP_2_2837615_1686845119, diff Snapshot copy ID 329, error message I2P lookup failed
error:11 fsid:1143 inode:1318150snap_id:329, file prod/common/snapdiff/api/
snapdiff_api.c, line 3717.
```

```
Mon Jun 19 15:42:35 +0800 [NODE: sd_spinnp_main: snapdiff.spinnp.aborted:debug]:
Encountered unexpected Data ONTAP error while computing differences between Snapshot
copies using SnapDiff API. Snapdiff v2 session ID
5159e873-9810-4d18-8a96-b0df34331eed, volume name VOLUME, base Snapshot copy
SP_2_2828993_1686672315, base Snapshot copy ID 325, diff Snapshot copy
SP_2_2837615_1686845119, diff Snapshot copy ID 329, error message I2P lookup failed,
file prod/common/snapdiff/api/snapdiff_api.c, line 5123.
```