



Administration

Snap Creator Framework

NetApp

January 20, 2026

This PDF was generated from https://docs.netapp.com/us-en/snap-creator-framework/administration/concept_benefits_of_using_snap_creator.html on January 20, 2026. Always check docs.netapp.com for the latest.

Table of Contents

Administration Guide	1
What Snap Creator Framework does	1
Benefits of using Snap Creator	2
Snap Creator architecture	2
Snap Creator Server overview	3
Snap Creator Agent overview	5
Plug-ins for application integration	6
Managing Snap Creator Server	7
Starting, verifying, and stopping Snap Creator Server on Windows	7
Starting, verifying, and stopping Snap Creator Server on UNIX	8
Changing the Snap Creator Server port after installation	8
Setting Snap Creator Server credentials	9
Managing Snap Creator Agent	10
Starting, verifying, and stopping Snap Creator Agent on Windows	10
Starting, verifying, and stopping Snap Creator Agent on UNIX	11
Changing the Snap Creator Agent port after installation	11
Snap Creator Agent security	12
Backup and recovery workflow	13
Creating profiles	14
Creating global configuration files	15
Creating configuration files	16
Creating backups	19
Monitoring jobs	21
Monitoring logs	22
Creating scheduled jobs	22
Creating retention policies	24
Creating clones	28
Performing restore operations	30
Managing user access	33
Users	33
Roles	33
Permissions	34
Operations	35
Profiles	35
Managing user access for storage controllers	35
Creating Snap Creator users	35
Assigning profiles to Snap Creator users	35
Viewing a list of Snap Creator users and assigned profiles by using the CLI	36
Creating Snap Creator roles	36
Assigning roles to Snap Creator users	36
Viewing a list of Snap Creator users and assigned roles	37
Viewing Snap Creator users assigned to a role by using the CLI	37
Creating Snap Creator permissions by using the CLI	37

Assigning permissions to Snap Creator roles	37
Creating a list of all Snap Creator permissions by using the CLI	38
Viewing Snap Creator permissions assigned to a role	38
Managing profiles	38
Creating profiles	38
Viewing profiles	39
Deleting profiles	39
Managing configuration files	39
Creating configuration files	39
Creating new configuration files by downloading existing configuration files	42
Creating new configuration files by copying existing configuration files	42
Viewing a list of configuration files assigned to a profile	43
Deleting configuration files from a profile	43
Managing retention policies	43
Creating backup types	43
Creating policy schedules	44
Creating policies	44
Assigning policies	46
Viewing retention policies	46
Deleting retention policies	46
Managing backups	47
What Snap Creator information should be backed up	47
Creating backups	47
Viewing a list of backup copies of a configuration file	49
Deleting backups	50
Managing scheduled jobs	50
Creating scheduled jobs	50
Running scheduled jobs	52
Viewing a list of scheduled jobs	52
Editing scheduled jobs	53
Deleting scheduled jobs	53
Managing clones	53
Creating clones from a new backup	53
Creating clones from an existing backup	54
Unmounting clones	55
Plug-in information required to configure Snap Creator	55
Archive log plug-in	59
Citrix XenServer plug-in	59
DB2 plug-in	61
IBM Domino plug-in	62
MaxDB plug-in	63
MySQL plug-in	65
Oracle plug-in	67
Red Hat KVM plug-in guidelines	69
SAP HANA plug-in	70

SnapManager for Microsoft Exchange plug-in	71
SnapManager for Microsoft SQL Server plug-in	72
Sybase ASE plug-in	73
VMware VIBE plug-in	75
Using the plug-in framework to create custom plug-ins	80
Configuring Snap Creator for multilevel application quiesce operations when using hypervisor plug-ins	81
Troubleshooting Snap Creator issues	85
Types of error messages and troubleshooting logs	85
Troubleshooting Snap Creator GUI errors	87
Troubleshooting network issues	88
Troubleshooting security issues	90
Troubleshooting Snap Creator Server or Snap Creator Agent issues	91
Troubleshooting CLI command errors	92
cloneVol reports that aggregate does not exist	95
Error messages	95
Snap Creator configuration file variables, parameters, and commands	120
Snap Creator variable and parameter descriptions	121
Parameters for configuring the Snap Creator Agent host client and Snap Creator Server	126
Parameters to connect to vFiler units and interfaces	131
Parameters to set up cloning operations	132
Parameters for setting up event management	135
Parameters to set up Operations Manager console	137
Parameters to set up OSSV	137
Parameters for setting up SnapMirror	139
Parameters for setting up Snapshot copies	141
Parameters to set up SnapVault	143
Parameters to set up the NetApp Management Console data protection capability	145
APP commands	146
Mount and unmount commands	147
PRE commands	147
POST commands	148
Snap Creator terminology	149
Guidelines for using the Snap Creator command-line interface	152
Snap Creator CLI commands for workflow actions	154
Commands used to manage Snap Creator user access	181

Administration Guide

This guide describes how to manage Snap Creator Server and Agent for Snap Creator 4.3.3, including user access and profiles, policies, schedule jobs, and backup and recovery operations.

What Snap Creator Framework does

The Snap Creator Framework enables you to use prepackaged and custom plug-ins that standardize and simplify data protection for a wide variety of third-party applications, databases, and hypervisors in Windows and UNIX (AIX, HP-UX, Linux, and Solaris) environments.

Snap Creator provides the following by leveraging Snapshot, SnapVault, Open Systems SnapVault, and SnapMirror functionalities, as well as NetApp Management Console data protection capabilities, the Operations Manager console, and FlexClone:

- Application-consistent data protection

A centralized solution for backing up critical information, integrating with existing application architectures to ensure data consistency and reduced operating costs.

- Extensibility

Achieve fast integration using modular architecture and policy-based automation.

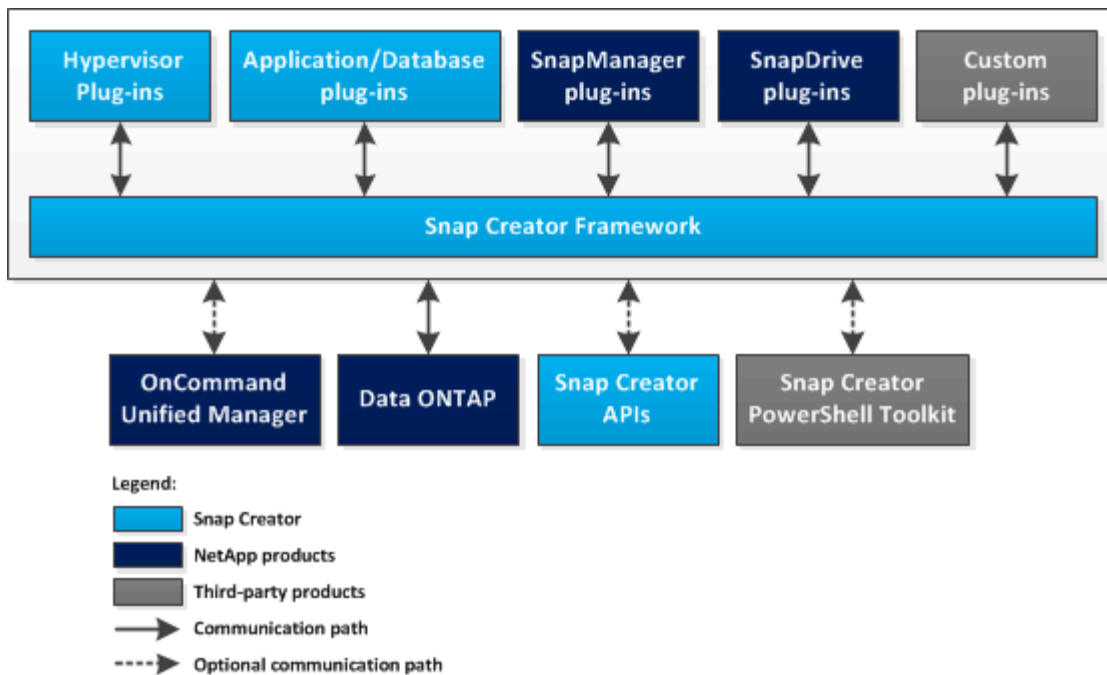
- Cloud readiness

An operating system-independent Snap Creator functionality that supports physical and virtual platforms, and interoperates with IT-as-a-service and cloud environments.

- Cloning capability

Space-efficient data cloning is supported for development and testing purposes.

The following illustration shows the components of the Snap Creator Framework:



Benefits of using Snap Creator

The Snap Creator Framework provides a simple and flexible software framework that addresses various storage requirements.

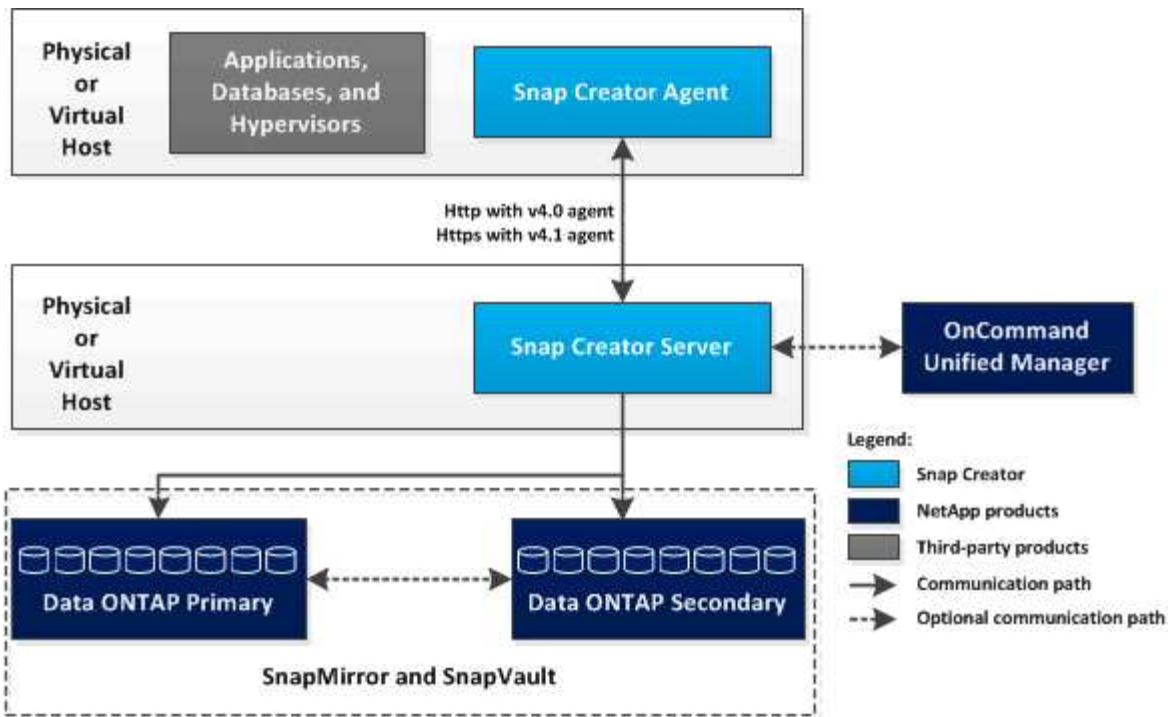
Snap Creator is used in the following contexts to address various storage requirements:

- As a single interface for managing environments that have multiple operating systems, hypervisors, applications, and databases.
- For backup, recovery, and cloning of applications or databases that do not have a SnapManager offering; for example, IBM DB2, MaxDB, or SAP HANA.
- As a centralized interface for backup and monitoring if SnapManager for Microsoft Exchange Server and SnapManager for Microsoft SQL Server have been set up in your environment.
- When an application or database (such as Oracle) that has a SnapManager offering is used, but the host environment does not meet Interoperability Matrix (IMT) or similar requirements.
- For replacing custom scripts for storage actions, thus offering a consistent method to create Snapshot copies, perform SnapVault updates or SnapMirror updates, clone volumes or LUNs, and call custom scripts anywhere through the Snap Creator workflow.

Snap Creator architecture

Snap Creator has a full-featured server and agent architecture, which consists of three main components: Snap Creator Server, Snap Creator Agent, and plug-ins.

Snap Creator interacts and integrates with various technologies and products as depicted in the following high-level diagram:



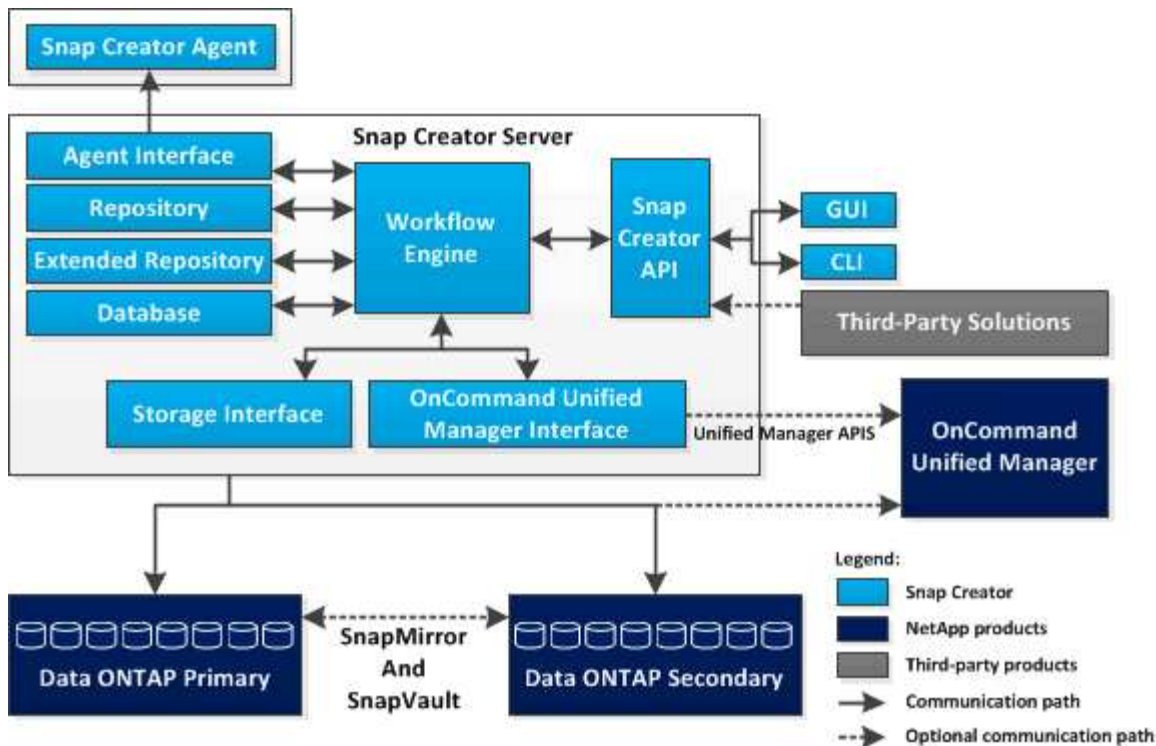
The NetApp software products in the high-level diagram are optional; except for Snapshot technology, the other software products are not required for the Snap Creator Framework to function.

Snap Creator Server overview

The Snap Creator Server is the main engine of the Snap Creator Framework.

Typically, the Snap Creator Server is installed on a physical or virtual host. The server hosts the Snap Creator graphical user interface (GUI) and the databases required for storing information about jobs, schedules, users, roles, profiles, and configuration files, as well as metadata from plug-ins. The Snap Creator Server is sometimes shortened to scServer within Snap Creator.

The following illustration depicts the architecture for the Snap Creator Server:



The Snap Creator Server component, which is written in Java, is typically installed on a central backup server. In smaller environments, this component can be installed on the host on which the application or database that you want to manage is installed. The Snap Creator Server component includes the following parts:

- **Workflow engine**

Runs all the Snap Creator tasks and commands. The XML-driven, multi-threaded workflow engine is the central component of Snap Creator.

- **Snap Creator Application Programming Interfaces (APIs)**

Used by the Snap Creator GUI and command-line interface (CLI).

- **Snap Creator repository**

Contains information about Snap Creator profiles and configuration files, including global configurations and profile-level global configurations.

- **Snap Creator extended repository**

Provides a database location for every job that is run in Snap Creator, including important information about the job as well as metadata generated by plug-ins.

- **Snap Creator database**

Stores information about Snap Creator schedules and jobs as well as role-based access control (RBAC) users and roles.

- **Storage Interface**

Serves as a common Snap Creator interface for NetApp storage systems, which uses Data ONTAP APIs to handle operations such as creating Snapshot copies, SnapVault updates, and SnapMirror updates.

- **Active IQ Unified Manager Interface**

For optional communication with NetAppActive IQ Unified Manager, this interface uses Unified Manager APIs instead of Data ONTAP APIs for operations such as creating Snapshot copies, SnapVault updates, and SnapMirror updates.

- **Agent Interface**

Communicates with Snap Creator agents. Although the Snap Creator Agent and Snap Creator Server are usually installed on different physical or virtual hosts, both can be installed on the same host.



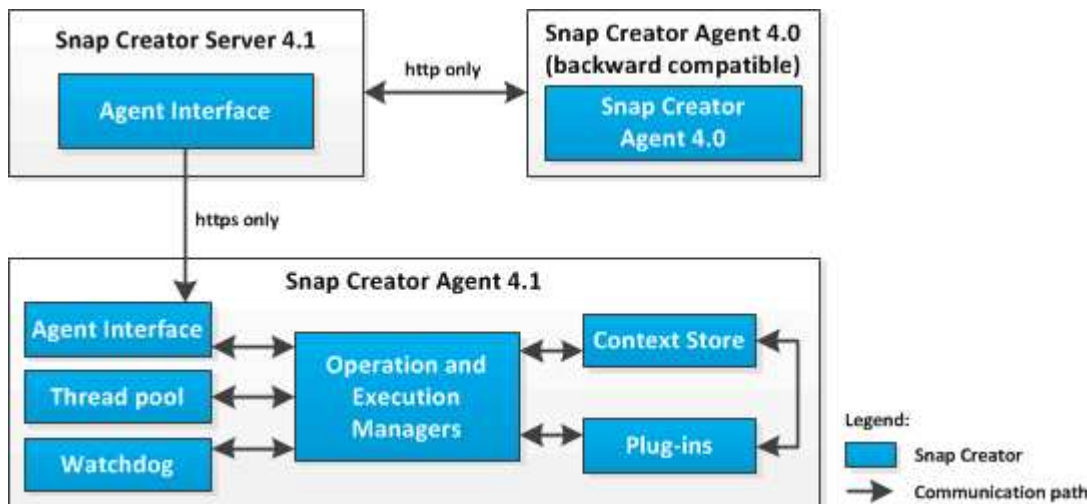
Snap Creator Server 4.3.0 supports only Snap Creator Agent 4.1.x and 4.3.x. Snap Creator Server 4.3.0 does not support Snap Creator Agent versions before 4.1.x.

Snap Creator Agent overview

The Snap Creator Agent, typically installed on the same host where an application or database is installed, handles quiesce and unquiesce commands from the Snap Creator Server to a given application, and is where the plug-ins are located. Agent is sometimes shortened to scAgent within Snap Creator.

The Snap Creator Agent receives communication from the Snap Creator Server's Agent Interface through the Agent RESTful interface, and through HTTPS only. This means secure and encrypted communication, which is a very important feature in multi-tenant and cloud environments. Self-signed certificates allow the use of a generated certificate with the Snap Creator Agent. Furthermore, the Snap Creator Agent is protected by a configurable user and password combination, which is stored on disk.

The following illustration depicts the architecture of the Snap Creator Agent:



The Snap Creator Agent (sometimes shortened to scAgent within Snap Creator itself) component includes the following parts:

- **Operation and Execution Managers**

The Operation Manager takes care of the incoming, outgoing, and completed requests. The Execution Manager is responsible for executing the requests.

- **Thread pool**

Consisting of worker threads, the thread pool is used to execute multiple tasks.

This determines the number of concurrent operations at any given time. The Execution Manager executes a plug-in, and it executes it in one of the threads in the thread pool. If the thread pool has eight threads, you can run eight plug-in operations concurrently. New incoming operations are queued, until threads become free again.

- **Watchdog**

Triggered by the Execution Manager for certain operations, typically quiesce, the Watchdog calls back to the Execution Manager after a specified time to stop the operation, if necessary, and executes a corresponding undo operation. For example, the Plug-in quiesce function is called to put the application into a backup mode. The Watchdog starts listening. If the unquiesce is not executed within the specified time window, the Watchdog unquiesces the application, putting it back into normal operation mode. This is to ensure that the database does not get stuck in backup mode.

- **Context Store**

Holding all information needed for the lifetime of the workflow, the Context Store provides context objects to the plug-in as needed, and, if a workflow fails or is never completed, the context object is deleted after a period of time.

For workflows that do not finish or that fail in an undefined state, there is a maximum context time specified in `install_path/etc/agent.properties`: `CONTEXT_LIFETIME_IN_MSEC=1800000` (the default value, 30 minutes). If this value is increased, the Snap Creator Agent occupies more memory.

- **Plug-in Factory**

The Plug-in Factory starts the plug-in and ensures that it runs in an isolated space. The Plug-in Factory also communicates with the Context Store to access stored information. It also enables running Perl-based and native plug-ins from Snap Creator using the Plug-in Integration Engine.

The Snap Creator Agent can also use plug-ins written in languages other than Java.

Plug-ins for application integration

Plug-ins are used to put applications or databases into a consistent state. Snap Creator contains several plug-ins that are part of the binary file and do not require any additional installation.

The types of applications that are supported include database, email, hypervisor, and custom applications. The following plug-ins are supported for use with Snap Creator:

- Application and database plug-ins:
 - DB2
 - IBM Domino (Domino)
 - MaxDB
 - MySQL



The MySQL plug-in does not support backup and restore operations for multiple databases.

- Oracle
- SAP High-Performance Analytic Appliance (HANA)
- Sybase Adaptive Server Enterprise (ASE)
- SnapManager plug-ins:
 - SnapManager for Microsoft Exchange
 - SnapManager for Microsoft SQL Server
- Hypervisor plug-ins:
 - Citrix XenServer
 - Red Hat Kernel-based Virtual Machine (KVM)
 - VMware (vSphere for individual virtual machine backup and vCloud Director for vApp backup)

For more information, see the plug-in information required to configure Snap Creator. Custom plug-ins (also called "community plug-ins") are created by the developer community, and can be enabled by Snap Creator; however, custom plug-ins are not supported. These plug-ins leverage the interface provided by Snap Creator.

For more information, see [Snap Creator Framework Discussions Community forum](#).

Related information

[Plug-in information required to configure Snap Creator](#)

Managing Snap Creator Server

You can start, verify, and stop Snap Creator Server, as well as change the Server port, on your Windows and UNIX systems.

Starting, verifying, and stopping Snap Creator Server on Windows

You can start and stop the Snap Creator Server service, and verify whether the Snap Creator Server service is running on your Windows system.

1. If the Snap Creator graphical user interface (GUI) is not open, open it:
 - a. Enter the URL of the Snap Creator Server in a web browser: "https://IP_address:gui_port"

By default, the port is 8443.

- b. Log in by using the credentials for the Snap Creator GUI.

If the Snap Creator GUI opens, then the Snap Creator Server service is running.

2. From the command prompt, start or stop the Snap Creator Server service, or verify whether the Snap Creator Server service is running, as applicable:

If you want to...	Enter the following...
Start the Snap Creator Server service	<code>sc start snapcreatorserverservice</code>
Verify whether the Snap Creator Server service is running	<code>sc query snapcreatorserverservice</code>
Stop the Snap Creator Server service	<code>sc stop snapcreatorserverservice</code>

If you want to run Snap Creator in the foreground, then instead of using the `sc start` command, perform the following steps:

- a. Open a command prompt on the host where the Snap Creator Server is installed, and then navigate to the Snap Creator Server directory: `cd \install_path\scServer4.3.0\bin\`
- b. To start the Snap Creator Server, run the batch script: `scServer.bat start`

Closing the command prompt stops the Snap Creator Server service. Because the batch script (`scServer.bat`) runs Snap Creator in the foreground, the Snap Creator Server will run only as long as the command prompt is open. To run Snap Creator in the background, you should use the Snap Creator Server service command.

Starting, verifying, and stopping Snap Creator Server on UNIX

You can start and stop the Snap Creator Server service, and verify whether the Snap Creator Server service is running on your UNIX system.

1. Start the Snap Creator Server service: `install_path/scServer4.3.0/bin/scServer start`
2. Open the Snap Creator graphical user interface (GUI):
 - a. Enter the URL of the Snap Creator Server in a web browser: "`https://IP_address:gui_port`"

By default, the port is 8443.

- b. Log in by using the credentials for the Snap Creator GUI.
3. Verify whether the Snap Creator Server service is running or stop the Snap Creator Server service, as applicable:

If you want to...	Enter the following...
Verify whether the Snap Creator Server service is running	<code>install_path/scServer4.3.0/bin/scServer status</code>
Stop the Snap Creator Server service	<code>install_path/scServer4.3.0/bin/scServer stop</code>

Changing the Snap Creator Server port after installation

To change the port that the Snap Creator Server uses, you can edit the

snapcreator.properties file and restart the server.

The procedure for changing the Snap Creator Server port is the same for Windows and UNIX. The following procedure uses examples from the UNIX environment.

1. Log in to the system on which the Snap Creator Server is running, and switch to the etc subdirectory within the installation directory.

```
cd /install_path/scServer4.3.0/engine/etc
```

2. Using a text editor, open the snapcreator.properties file.
3. Change the value of the port (by default, 8443) in the following parameters to the new port:

```
...
SNAPCREATOR_STARTUP_PORT=8443
...
SNAPCREATOR_STORAGE_URL=https\://localhost\:8443/services/v1/StorageService
...

```

4. Save and close the snapcreator.properties file.
5. Restart the Snap Creator Server.

```
/install_path/scServer4.3.0/bin/scServer restart
```

Setting Snap Creator Server credentials

You can store the Snap Creator Server credentials (such as server host name or IP address, port, user, and password settings) to avoid entering the credentials on the command-line interface (CLI) multiple times. When required, you can remove the stored credentials.

The procedure for setting the Snap Creator Server credentials is the same for Windows and UNIX. The following procedure uses examples from the UNIX environment.

1. On the host where the Snap Creator Server is installed, enter the following command from the Snap Creator Server installation directory:

```
/install_path/scServer4.3/snapcreator --credentials
```

The following output is displayed, enabling you to set the default credentials for the Snap Creator Server:

```
Enter user: SCadmin
```

```
Enter password:
```

```
Enter Snap Creator server hostname or IP [localhost]:
```

```
Enter Snap Creator server port [8443]:
```

```
Enter Profile name ( or * for any profile: *
```

```
Enter Config name ( or * for any config: *
```

2. Enter the appropriate information for each entry.

After you enter your input for the Config name entry, the credentials are saved, and the following message is displayed: INFO: CLI credentials stored successfully. The credentials are stored in the snapcreator.credentials file in the .snapcreatordirectory or folder in the home directory.

3. If you want to remove the stored credentials, delete the snapcreator.credentials file.

Managing Snap Creator Agent

You can start, verify, and stop Snap Creator Agent, change the Agent port, and manage Agent security on your Windows and UNIX systems.

Starting, verifying, and stopping Snap Creator Agent on Windows

You can start and stop the Snap Creator Agent service, and verify whether the Snap Creator Agent service is running on your Windows system.

1. From the command prompt, start or stop the Snap Creator Agent service, or verify whether the Snap Creator Agent service is running, as applicable:

If you want to...	Enter the following...
Start the Snap Creator Agent service	sc start snapcreatoragentservice
Verify whether the Snap Creator Agent service is running	sc query snapcreatoragentservice
Stop the Snap Creator Agent service	sc stop snapcreatoragentservice

If you want to run Snap Creator in the foreground, then instead of using the sc start command, perform the following steps:

- a. Open a command prompt on the host where the Snap Creator Agent is installed, and then navigate to the Snap Creator Agentdirectory: `cd \install_path\scAgent4.3.0\bin\`
- b. To start the Snap Creator Agent service, run the batch script: `scAgent.bat start`

Closing the command prompt stops the Snap Creator Agent service. Because the batch script (scAgent.bat) runs Snap Creator in the foreground, the Snap Creator Agent will run only as long as the

command prompt is open. To run Snap Creator in the background, you should use the Snap Creator Agent service.

Starting, verifying, and stopping Snap Creator Agent on UNIX

You can start and stop the Snap Creator Agent service, and verify whether the Snap Creator Agent service is running on your UNIX system.

1. Start or stop the Snap Creator Agent, or verify whether the Snap Creator Server service is running, as applicable:

If you want to...	Enter the following...
Start the Snap Creator Agent service	<code>install_path/scAgent4.3.0/bin/scAgent start</code>
Verify whether the Snap Creator Agent service is running	<code>install_path/scAgent4.3.0/bin/scAgent status</code>
Stop the Snap Creator Agent service	<code>install_path/scAgent4.3.0/bin/Agent stop</code>

Changing the Snap Creator Agent port after installation

To change the port on which the Snap Creator Agent is listening, you can make a change in the `Snap Creatoragent.properties` file and restart the agent.

The procedure for changing the Snap Creator Agent port is the same for Windows and UNIX. The following procedure uses examples from the UNIX environment.

1. Log in to the system on which the Snap Creator Agent is running, and switch to the `etc` subdirectory within the installation directory.

```
cd /install_path/scAgent4.3.0/etc
```

2. Open the `agent.properties` file using a text editor.
3. Change the value of the `DEFAULT_PORT` parameter to the new port (by default, the port is 9090).

For example, to use port 9191, change the `DEFAULT_PORT` parameter as follows:

```
DEFAULT_PORT=9191
```

4. Save and close the `agent.properties` file.
5. Restart the Snap Creator Agent.

```
/install_path/scAgent4.3.0/bin/scAgent restart
```



If the Snap Creator Agent is running when any changes are made to the `allowed_commands.config` file or the `agent.properties` file, then the agent must be restarted.

Snap Creator Agent security

Snap Creator Server communicates with Snap Creator Agent only through HTTPS, which ensures a secure and encrypted communication. This feature is important in a multitenant environment. Self-signed certificates enables you to use your own generated certificate with Snap Creator Agent.



This is supported only for Snap Creator 4.1 and later.

Managing Snap Creator Agent security

You can manage the security settings of the Snap Creator Agent by adding commands that can be used by Snap Creator. You can also limit communication to specific Snap Creator servers.

The procedure for managing Snap Creator Agent security is the same for Windows and UNIX. The following procedure uses examples from the UNIX environment.

1. Log in to the system where the Snap Creator Agent is running, and switch to the `etc` subdirectory within the installation directory.

```
cd /install_path/scAgent4.3.0/etc
```

2. If you want to add commands that can be used by Snap Creator, perform the following steps:
 - a. Open the `allowed_commands.config` file in a text editor.
 - b. Add commands as needed, with each command on a separate line.



The commands entered in the `allowed_commands.config` file are case sensitive and must exactly match the commands in the configuration file, including capitalization and quotation marks.

```
command: "C:\Program Files\NetApp\SnapDrive\sdcli.exe"
```



If the command contains any spaces, then you must enclose the command within quotation marks.

- c. Save and close the file.
3. If you want to limit communication to specific Snap Creator servers, perform the following steps:
 - a. Open the `agent.properties` file in a text editor.
 - b. Change the `AUTHORIZED_HOSTS` parameter, using commas to separate the host names.

Both host names and IP addresses are supported.

```
AUTHORIZED_HOSTS=Lyon, 10.10.10.192, Fuji01
```


- c. Save and close the file.
4. Restart the Snap Creator Agent.

```
/install_path/scAgent4.3.0/bin/scAgent restart
```

Customizing the default keystore

You can customize the default keystore or certificate by using the `keytool` command that is available on Windows and UNIX.

The `keytool` command is provided by Java. In some environments, you might have to switch to the Java installation directory in order to run the `keytool` command.

Snap Creator does not support truststores.

1. Stop the Snap Creator Agent.
2. Generate a new keystore with a single certificate:

```
keytool -genkeypair -alias alias_name -keystore keystore_file -keypass  
private_key_password -storepass keystore_password
```

```
keytool -genkeypair -alias servicekey -keystore serviceKeystore.jks -keypass kypswd123 -storepass  
kystpswd123
```

3. Copy the keystore file to the `scAgent4.3.0/etc/` directory.
4. Update the `KEYSTORE_FILE=keystore_file` and `KEYSTORE_PASS=keystore password` parameters in the Snap Creator Agent configuration file (`scAgent4.3.0/etc/allowed_commands.config`).
5. Start the Snap Creator Agent.

Related information

[Starting, verifying, and stopping Snap Creator Agent on Windows](#)

[Starting, verifying, and stopping Snap Creator Agent on UNIX](#)

Backup and recovery workflow

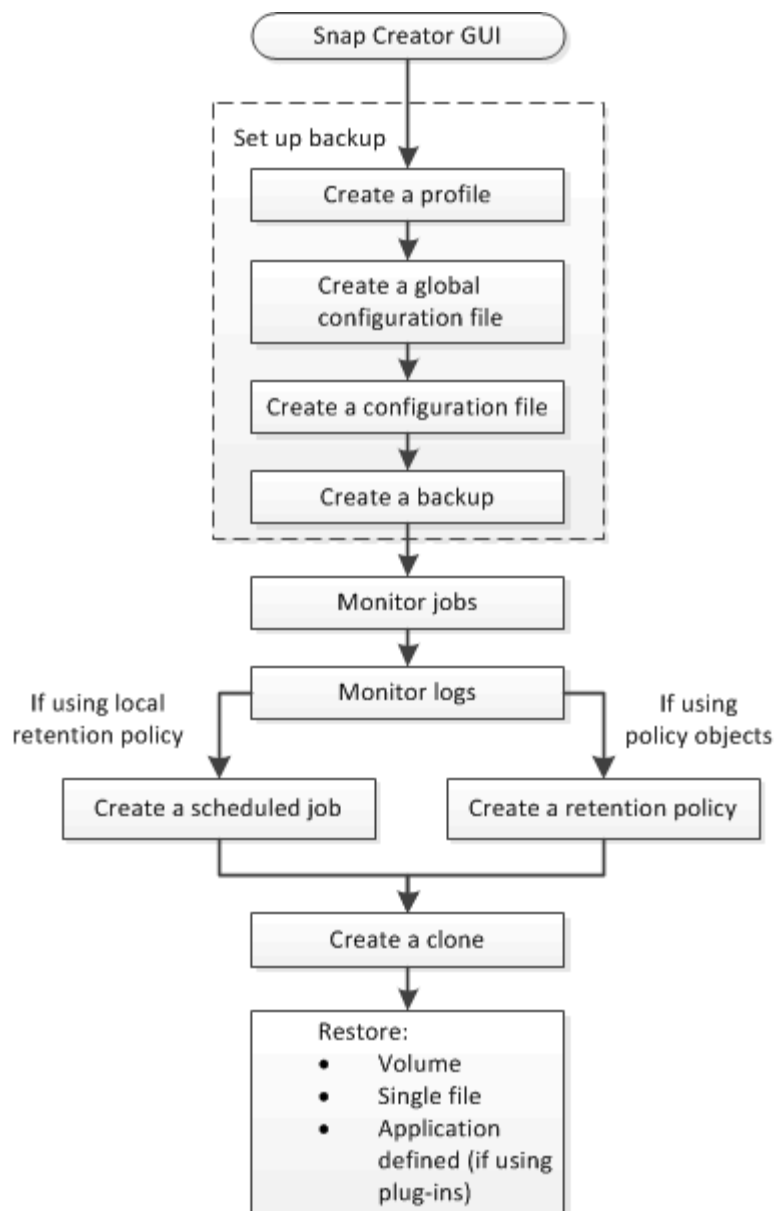
You can use the workflow as a guideline for your backup and recovery process using the Snap Creator GUI.

When performing these tasks, Snap Creator must be running and the Snap Creator GUI must be open. If it is not, you can enter the URL of the Snap Creator Server in a web browser ("`https://IP_address:gui_port`" by default, the port is 8443), and then log in by using the Snap Creator GUI credentials.

The following illustration depicts the complete set of tasks when performing a backup and recovery of your system when using plug-ins:



The tasks outlined in the workflow can also be performed from the command-line interface (CLI). For details about the CLI, see the related references for information about the CLI command line.



Related information

[Guidelines for using the Snap Creator command-line interface](#)

Creating profiles

You can create profiles to organize configuration files by using the Snap Creator GUI.

The first time that you open the Snap Creator GUI, the New Profile dialog box is displayed automatically, prompting you to create a new profile.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Profiles and Configurations** pane, click **Add Profile**.

The New Profile dialog box is displayed.

3. Enter the name of the new profile, and then click **OK**.

The new profile is listed in the **Profiles and Configurations** pane, and the Configuration wizard is displayed in the right pane.

Creating global configuration files

You can create a global configuration file to separate the storage controller, storage virtual machine (SVM), or VMware credential configuration from the backup policy.

Global configuration files enable you to control access and to handle backup and restore operations.

You can create two types of global configuration files:

- **Super Global**

This configuration applies to all the configurations in all the profiles.

- **Profile Global**

This configuration applies to all the configurations created within a profile.

1. From the main menu of the Snap Creator GUI, select **Management > Global Configurations**.
2. In the Global Configurations pane, click **Create Global**.

The Configuration wizard for Global Configurations opens in the right pane.

3. Complete the Configuration wizard to create the configuration file:
 - a. On the **Configuration** page, select the global configuration type (Super Global or Profile Global).

The name of the configuration file is set to global by default. You cannot change this name.

If you selected Profile Global as the global configuration type, select the profile.



By default, password encryption is enabled to prevent passwords from being displayed in clear text in the configuration file.

- b. On the Plug-In Type page, select the type of plug-in.

The page that you advance to in the wizard depends on the option that you select.

Plug-in type option	Next page	Next page
Virtualization plug-in	Virtualization plug-ins Select the plug-in to configure.	Authentication Information Provide the authentication information for the selected plug-in option.
None	Storage Connection Settings	

For more information about plug-in credentials, see the plug-in documentation.

- c. On the Storage Connection Settings page, select the transport type (HTTP or HTTPS).

The standard port for the selected transport type is displayed. If the storage system uses a non-standard port, enter the port information in the port field.

- d. On the Controller/Vserver Credentials page, enter the IP address and login credentials for each storage controller or SVM that contains the volumes in this configuration file.



You must add at least one storage controller or SVM to the configuration. To use the vsim tunneling feature, select the **IP Tunneling** check box (for cluster only).

- e. On the Controller Credentials page, verify that the controllers display the correct information.

If changes are required, select a controller, and then click **Edit**.

- f. On the DFM/OnCommand Settings page, if you want to integrate the Snap Creator configuration with NetApp OnCommand management tools, select and provide the details.
- g. Review the summary, and then click **Finish**.

Creating configuration files

You can create configuration files by using the Configuration wizard.

1. From the main menu of the Snap Creator GUI, select **Management > Configurations**.
2. In the Profiles and Configurations pane, right-click the profile in which you want the new configuration file to be located, and then select **New Configuration**.

The Configuration wizard opens in the right pane.

3. a. On the Configuration page, enter a name for the configuration file.



By default, password encryption is enabled to prevent passwords from being displayed in clear text in the configuration file.

- b. On the Plug-In Type page, select the type of plug-in.

The page that you advance to in the Configuration wizard depends on the option that you select.

Plug-in type option	Next page	Next page
Application plug-in	Application plug-ins Select the plug-in to configure.	Plug-in Parameters Provide the configuration details associated with the selected plug-in option.
Virtualization plug-in	Virtualization plug-ins Select the plug-in to configure.	Plug-in Parameters Provide the configuration details associated with the selected plug-in option.
Community plug-in	Community plug-ins Select the plug-in to configure.	Plug-in Parameters Provide the configuration details associated with the selected plug-in option.

Plug-in type option	Next page	Next page
None (if you are not using a plug-in)	Agent Configuration	

For more information about plug-in parameters and configuration, see the plug-in documentation.

- c. On the Agent Configuration page, enter the configuration information for Snap Creator Agent.
- d. On the Storage Connection Settings page, select the transport type (HTTP or HTTPS).

The standard port for the selected transport type is displayed. If the storage system uses a non-standard port, enter the port information in the port field.

- e. On the Controller/Vserver Credentials page, enter the IP address and login credentials for each storage controller, SVM that contains the volumes in this configuration file.



You must add at least one storage controller or SVM to the configuration.

- f. In the Controller/Vserver Volumes pane, select each volume that you want to include, and either drag it to the right pane or click the right arrow to move the volume to the right pane, and then click **Save**.



If you are planning to replicate Snapshot copies to a SnapMirror or SnapVault destination, the name of the SVM that you enter in this step must be exactly the same as the name of the SVM that you used when you created the SnapMirror or SnapVault relationship. If you specified a fully qualified domain name when you created the relationship, you must specify a fully qualified domain name in this step, regardless of whether Snap Creator is able to find the SVM with the information that you provide. The case that you use for the name (upper case or lower case) is significant.

You can use the `snapmirror show` command to check the name of the SVM on the primary storage system:

```
snapmirror show -destination-path destination_SVM:destination_volume
```

where `destination_SVM_name` is the name of the SVM on the destination system, and `destination_volume` is the volume.

- g. On the Controller Credentials page, verify that the controllers display the correct information.

If changes are required, select a controller, and then click **Edit**.

- h. On the Snapshot Details page, provide the Snapshot copy details.

Field	Description
Snapshot copy Name	<p>Enables you to specify the Snapshot copy name. Typically, the Snapshot copy has the same name as the configuration file; however, the Snapshot copy name can reflect the data that is being backed up.</p> <p>+ NOTE: Do not use special characters when specifying the Snapshot copy name.</p>
Snapshot copy Label	<p>Enables you to specify the Snapshot copy label. This option is valid for clustered Data ONTAP 8.2 and later. For Data ONTAP releases prior to clustered Data ONTAP 8.2, this field will not provide any functionality.</p>
Policy Type	<p>Enables you to select the policy type. There are two options:</p> <ul style="list-style-type: none"> • Policy: This option enables one of the built-in policies shown in the Snapshot copy Policies area, and specifies the retention (the number of backups to be retained) • Use Policy Object: This option should be selected if a policy object has already been created.
Snapshot copy Policies	<p>Provides the option to select the policy that is to be enabled.</p>
Prevent Snapshot copy Deletion	<p>Enables you to determine whether to prevent the deletion of the Snapshot copy.</p>
Policy Retention Age	<p>Enables you to specify the policy retention age.</p>
Naming Convention	<p>Enables you to specify the naming convention (Recent or Timestamp) of backups. "Recent" is not supported for Plug-ins like SAP HANA, Vibe, and Domino.</p> <p>+</p>

- i. On the Snapshot Details Continued page, configure any additional settings that are applicable to your environment.
- j. On the Data Protection page, select whether integration with SnapMirror or SnapVault operation is required.

Additional information is required if either SnapMirror or SnapVault technology is selected. For SnapMirror and SnapVault technology, you must provide the storage system name and not the IP.

address.

- k. On the DFM/OnCommand Settings page, if you want to integrate the Snap Creator configuration with NetApp OnCommand management tools, select and provide the details.
- l. Review the summary, and then click **Finish**.

Creating backups

You can create backups by using the Snap Creator GUI.

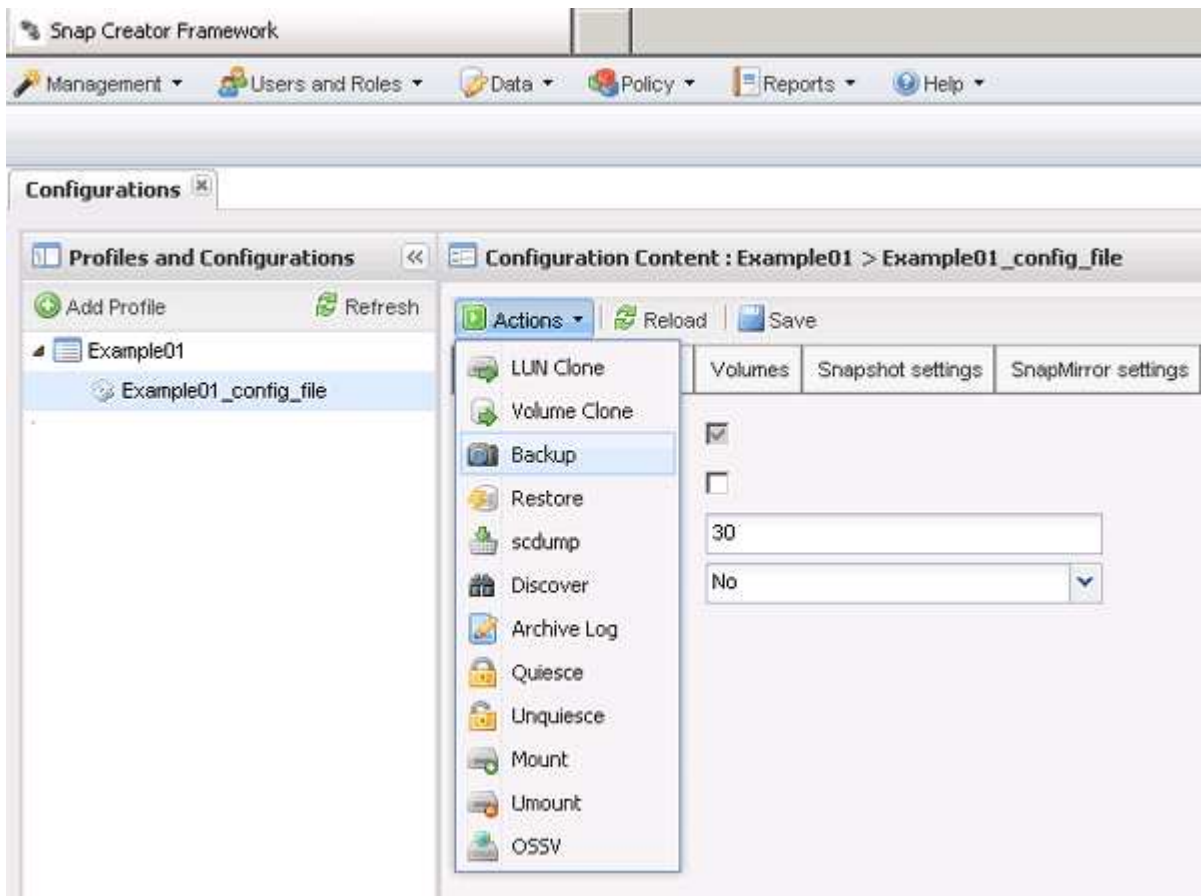
One of the following conditions must be met:

- A backup policy must be defined in the configuration file; or,
- A policy object must be configured and assigned to the profile.



If a policy object is defined, it will overrule any entries that might be in the configuration file.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, in the **Profiles and Configuration** pane, select the configuration file.
3. Select **Actions > Backup**.



4. In the Additional Parameters dialog box, select the policy, and then click **OK** to start the backup.



If no user-created policy is assigned to the configuration, hourly, daily, weekly, and monthly are the available selections in the **Policy** drop-down list. If one or more user-created policies have been assigned to the configuration, they are displayed in the **Policy** drop-down list instead.

Backup action for: Example01 > Example01_config_file

Additional Parameters

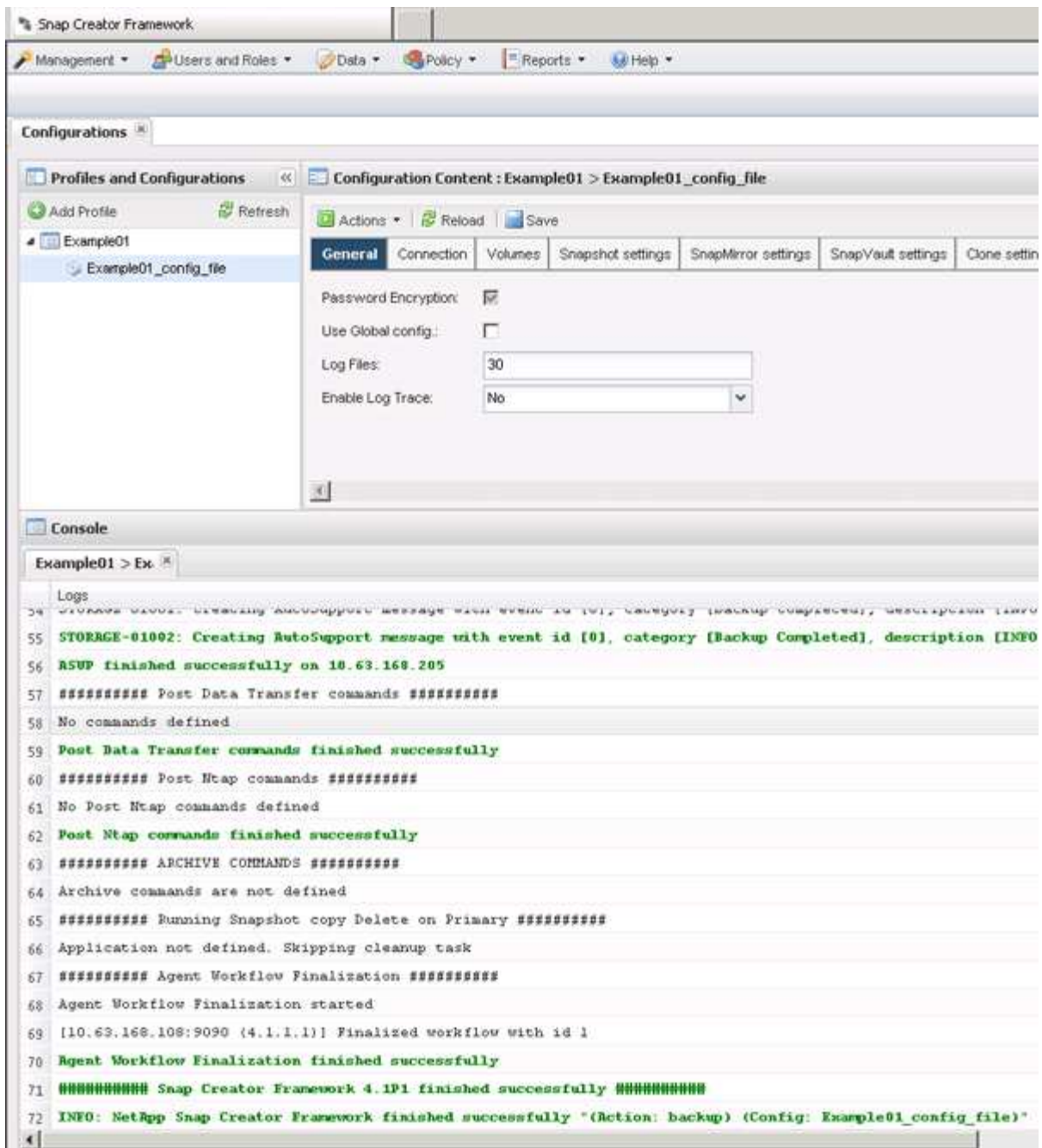
Policy:

User Defined Variable:

☐ Add/Override Parameters

OK Cancel

5. Verify that information about the backup job is displayed in the **Console** pane.



In this example, the output indicates that the Snap Creator operation finished successfully.



The **Console** pane only displays the most pertinent information; this is the verbose mode. To see detailed information about the job that just ran, select **Reports > Logs** at the top of the page. From the Logs view, the profile, configuration file, log type, and specific log can be selected.

Monitoring jobs

You can monitor the status of the jobs being performed by Snap Creator by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Management > Job Monitor**.

A list of the running jobs is displayed.

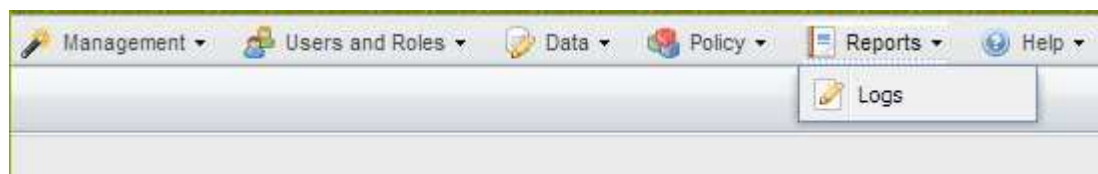
2. To stop a running job, select the job and click **Cancel**.

Monitoring logs

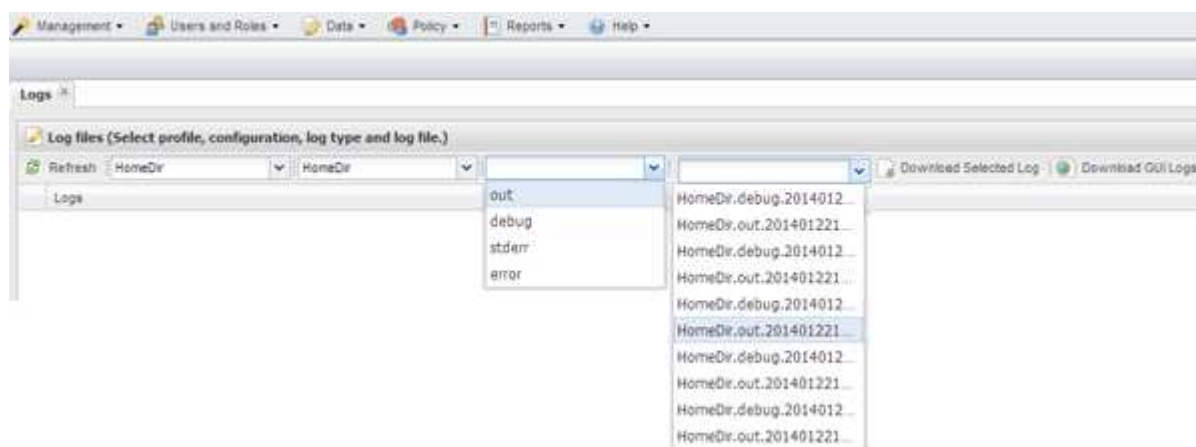
You can view the logs for every profile and configuration by using the Snap Creator GUI.

You can view the Out, Debug, Error, and Stderr logs to assist in troubleshooting operations. See the related references for more information about these troubleshooting logs.

1. From the Snap Creator GUI main menu, select **Reports > Logs**:



2. Select logs by profile, configuration file, log type, or specific log, as necessary:



The selected log can also be downloaded by clicking **Download Selected Log**. The downloaded log file is stored in the directory (or folder) that is specified by the browser for downloads.



The out, debug, stderr, and agent logs are retained as defined by the LOG_NUM value in the configuration file, but the error log is always appended.

Related information

[Types of error messages and troubleshooting logs](#)

Creating scheduled jobs

If you are using a local retention policy (located in the configuration file), you can use the Snap Creator graphical user interface (GUI) scheduler to create schedules and run tasks. The scheduler—which is contained within Snap Creator Server—can schedule backups (Snapshot copies), LUN clones, volume clones, application-defined clones, Open Systems SnapVault (OSSV) transfers, archive jobs, and custom actions.

If you plan to use policy objects instead of a local retention policy, you should skip this procedure and create a policy schedule instead.

- 1. From the main menu of the Snap Creator GUI, select **Management > Schedules** and click **Create**.
- 2. In the New Job window, enter the details for the job.

New Job

Job Name:

Start Date:

Active:

☒

Profile:

Configuration:

Action:

Policy:

Frequency:

Save

Field	Description
Job Name	Specify the name of the scheduled job.
Start Date	Select today's date or a future date.
Active	Set to Active to signify that the job will run as scheduled. Active is the default setting.
Profile	Select the profile to be associated with this job.
Configuration	Select the configuration to be associated with this job.

Field	Description
Action	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • Backup: Creates a backup by using NetApp storage technology. • CloneLun: Creates a backup and clones one or more LUNs by using the lun clone command. • CloneVol: Creates a backup and clones a volume. • Clone: Performs a plug-in-driven clone operation. • OSSV: Uses Open Systems SnapVault to perform the backup. <p>No primary backup is created.</p> <ul style="list-style-type: none"> • Arch: Performs archive log management only. <p>No backup is created.</p> <ul style="list-style-type: none"> • Custom: Executes a plug-in-defined cloning action.
Policy	Select the policy to be associated with this job.
Frequency	<p>Select the frequency for this job. Depending on your selection, you must select the appropriate time fields for running the scheduled job.</p> <p>+</p>

3. Click **Save**.

Related information

[Creating policy schedules](#)

Creating retention policies

If you plan to use policy objects instead of a local retention policy (which is contained in the configuration file), you can create a retention policy.

As part of creating a retention policy, you can create a backup type and a policy schedule.

Guidelines to define Snap Creator policies

Snap Creator policies are user-defined Snapshot copy retentions that apply to the Snapshot copies on the primary storage and SnapVault and SnapMirror copies on the secondary storage. You can use a policy to define the number of Snapshot copies that

you want to retain and the Snapshot copy age.

You must define at least one policy in the **Snapshot Retention Count** field. For SnapVault, you can associate the same policy with different SnapVault retention periods. For example, to create daily Snapshot copies and retain them for seven days on the primary storage and one month on the secondary storage, you must use the following Policy options and settings:

- **Snapshot Retention Count:** daily:7
- **SnapVault Retention Count:** daily:28

You can also specify the minimum number of days after which a Snapshot copy is deleted. Based on the preceding example, you should use the following options and settings:

- **Snapshot Retention Age:** 7
- **SnapVault Retention Age:** 28

Additionally, you can specify the Snapshot copy deletion by age by setting the following parameter in the configuration file:

NTAP_SNAPSHOT_DELETE_BY_AGE_ONLY=PRIMARY|SECONDARY|BOTH



This parameter is not available through the Snap Creator GUI. See the related references for more information about configuration file parameters used to set up Snapshot copies.

Snap Creator can run only one policy at a time. The maximum age value is a global parameter that applies to all the policies. To configure an additional weekly policy, define the policy, and then call it in Snap Creator once a week by using cron or task manager with the Snap Creator variable %SNAP_TYPE set to weekly.

Related information

[Parameters for setting up Snapshot copies](#)

Creating backup types

You can optionally create a backup type using the Snap Creator GUI to help identify the purpose of a policy.

1. From the Snap Creator GUI main menu, select **Policy > Backup Type**.
2. From the **Backup type** tab, click **Add**.
3. Enter the new backup type name, and then click **OK**.

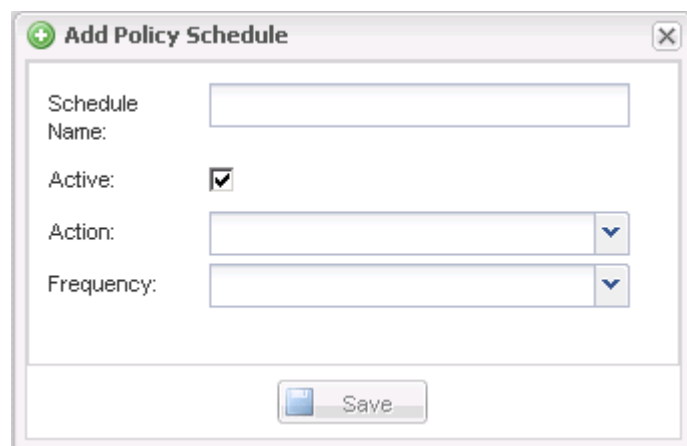
The new backup type is listed under **Backup Type**.

Creating policy schedules

You can optionally create policy schedules by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Policy > Policy Schedules**.
2. From the **Policy Schedules** tab, click **Create**.
3. Enter the schedule name and select the action and frequency, and then click **Save**.

Depending on the frequency you select, you will need to select the appropriate time fields for running the scheduled job.

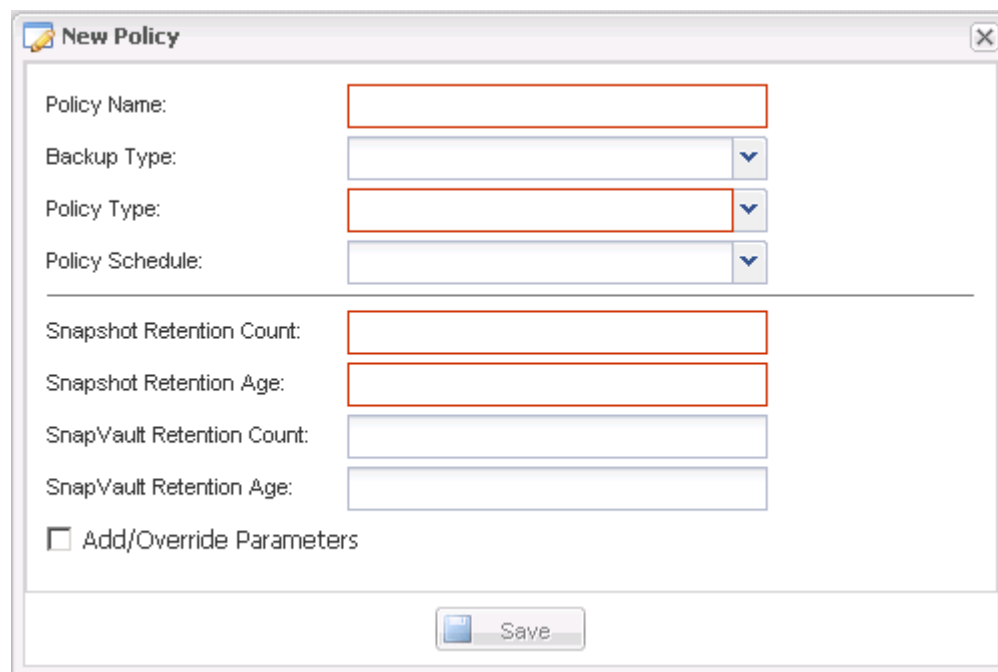
A dialog box titled "Add Policy Schedule" with a close button (X) in the top right corner. It contains four fields: "Schedule Name:" with a text input field, "Active:" with a checked checkbox, "Action:" with a dropdown menu, and "Frequency:" with a dropdown menu. At the bottom is a "Save" button with a floppy disk icon.

Creating policies

You can create a new retention policy by using the Snap Creator GUI to configure multiple Snapshot policies with different retention count.

You should understand the guidelines for defining Snap Creator policies.

1. From the Snap Creator GUI main menu, select **Policy > Policy Management**.
2. From the **Policy Manager** tab, click **Create**.
3. Enter the details, and then click **Save**.

A dialog box titled "New Policy" with a close button (X) in the top right corner. It contains several fields: "Policy Name:" (text input), "Backup Type:" (dropdown), "Policy Type:" (dropdown), "Policy Schedule:" (dropdown), "Snapshot Retention Count:" (text input), "Snapshot Retention Age:" (text input), "SnapVault Retention Count:" (text input), and "SnapVault Retention Age:" (text input). There is also an unchecked checkbox labeled "Add/Override Parameters". At the bottom is a "Save" button with a floppy disk icon.

Field	Description
Policy Name	Specify the name of the policy.

Field	Description
Backup Type	(Optional) Select the backup type.
Policy Type	<p>Select the policy type:</p> <ul style="list-style-type: none"> • LOCAL Takes a Snapshot copy on the primary storage. Select this type if there are no SnapMirror or SnapVault relationships. • SNAPVAULT Creates a Snapshot copy on the primary storage and performs a SnapVault update. SnapVault update must be enabled for all volumes in the configuration. • SNAPMIRROR Creates a Snapshot copy on the primary storage and performs a SnapMirror update. SnapMirror update must be enabled for all volumes in the configuration.
Policy Schedule	(Optional) Select the policy schedule to be used. If no policy schedule is specified, these actions do not run automatically.
Snapshot Retention Count	Enter the number of backups to be retained.
Snapshot Retention Age	Enter the minimum age that the backups must be retained before they can be deleted.
SnapVault Retention Count	If you selected SnapVault as the policy type, enter the retention count for SnapVault.
SnapVault Retention Age	If you selected SnapVault as the policy type, enter the retention age for SnapVault.
Add/Override Parameters	Certain parameters can be overridden for a policy. If desired, select this check box, and then add the parameters to be overridden.

Assigning policies

You can assign retention policies to the configuration files by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Policy > Policy Assignments**.

2. Select a profile from the Profile pane.
3. Select a policy or policies to assign to the profile by selecting the appropriate check box on the right pane, and then click **Save**.

If configuration files already exist in the profile, a message displays, informing you that the assigned policy will overrule the settings in the configuration file.

4. Click **Yes** to assign the policy.

Creating clones

There are two methods for cloning volumes or LUNS: from a new backup and from an existing backup.

- Creating a clone from a new backup consists of taking a Snapshot, cloning the new Snapshot copy, and then mounting the cloned copy.
- Creating a clone from an existing backup consists of cloning an existing Snapshot copy, and then mounting the cloned copy.

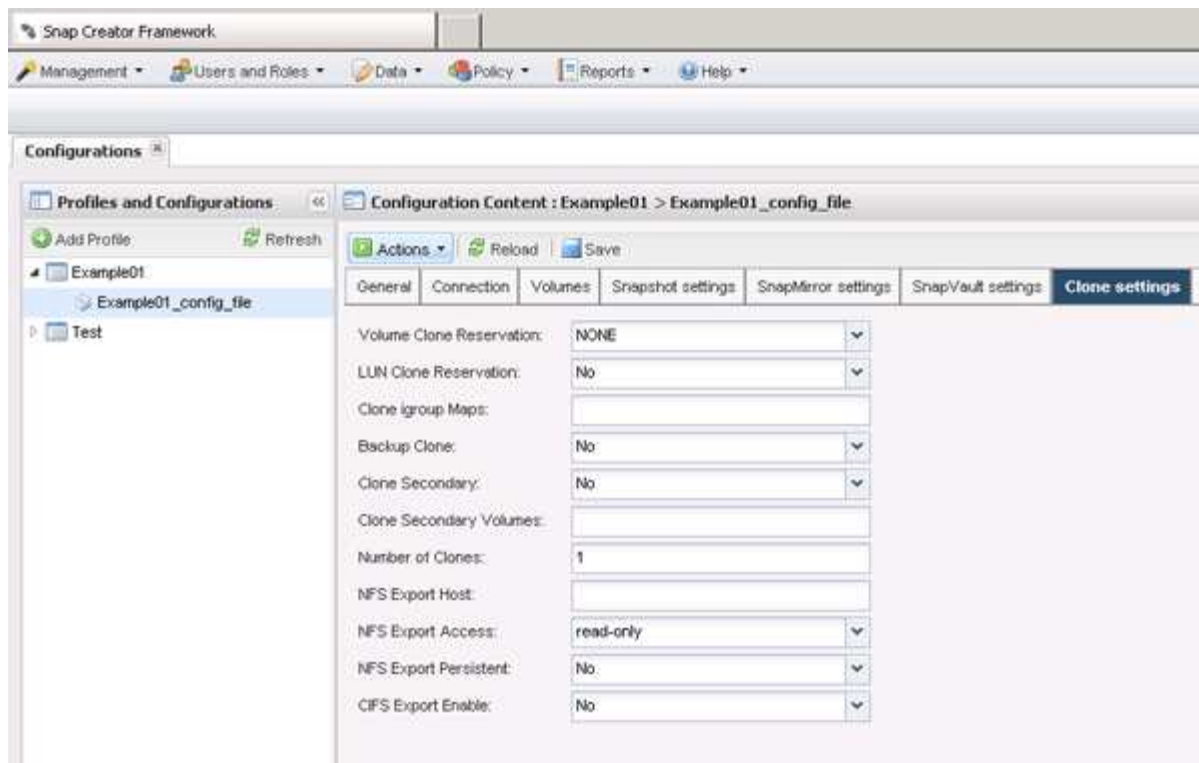
Creating clones from a new backup

You can clone volumes or LUNs from a new Snapshot copy.

- The Snap Creator Server must be communicating with the storage system.
- You must be logged into Snap Creator with the proper permission to perform the cloning operation.

This cloning operation involves cloning a new Snapshot copy.

1. From the main menu of the Snap Creator graphical user interface (GUI), select **Management > Configurations**.
2. In the **Profiles and Configuration** pane, select a configuration file.
3. Navigate to the **Clone settings** tab, and verify that the settings are set properly.



4. Depending on the type of clone that you require, select **Actions** and one of the following options:
 - LUN Clone
 - Volume Clone
5. In the Additional Parameters dialog box, select the appropriate policy, and then click **OK** to start the cloning process.
6. In the **Console** pane, verify that the cloning process was successful.

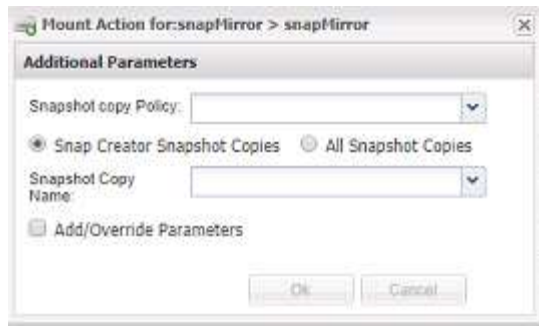
Creating clones from an existing backup

You can clone volumes or LUNs from an existing backup as your source.

- The Snap Creator Server must be communicating with the storage system.
- You must be logged into Snap Creator with the proper permission to perform the cloning operation.

This cloning operation consists of mounting an existing Snapshot copy, and then cloning the existing backup.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, in the **Profiles and Configuration** pane, select a configuration file.
3. Select **Actions > Mount**.
4. In the Additional Parameters dialog box, select the controller, volume, and policy containing the backup to be mounted, then select the Snapshot copy to be mounted (cloned), and then click **OK** to start the cloning process.



Record the selected Snapshot copy name. When unmounting the backup, the same Snapshot copy name must be selected.

5. In the **Console** pane, verify that the cloning process was successful.

Performing restore operations

You can perform volume restore, single file restore, and application-defined restore operations using the Snap Creator GUI.

If you use SnapDrive for Windows, you must use SnapDrive to perform restore operations, which should be performed outside of Snap Creator.

Performing volume restore

You can perform a volume restore by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, in the **Profiles and Configuration** pane, select the configuration file.
3. Select **Action > Restore**.

The Restore wizard is displayed in the right pane.

4. Complete the pages in the Restore wizard to perform the restore.
 - a. In the **Restore details** page, select the controller/SVM name, Restore volume name, Policy, and Restore Snapshot copy name, and then select **Volume Restore** from the **Restore type** drop-down list.

Restore

Restore details.
Enter Controller/Vserver name, Volume Name, Policy, Snapshot copy name and Restore type.

Controller/Vserver name:

Restore volume name:

Policy:

☒ Snap Creator Snapshot Copies ☐ All Snapshot Copies

Restore Snapshot copy name:

Restore type:

Back Next Cancel

b. Review the summary, and then click **Finish**.

A warning message appears asking whether there are more items to be restored.

5. Click **No**, and then click **OK** on the Restore confirmation page.

6. In the **Console** pane, verify that the restore was completed successfully by viewing the messages.

Performing single file restore operations

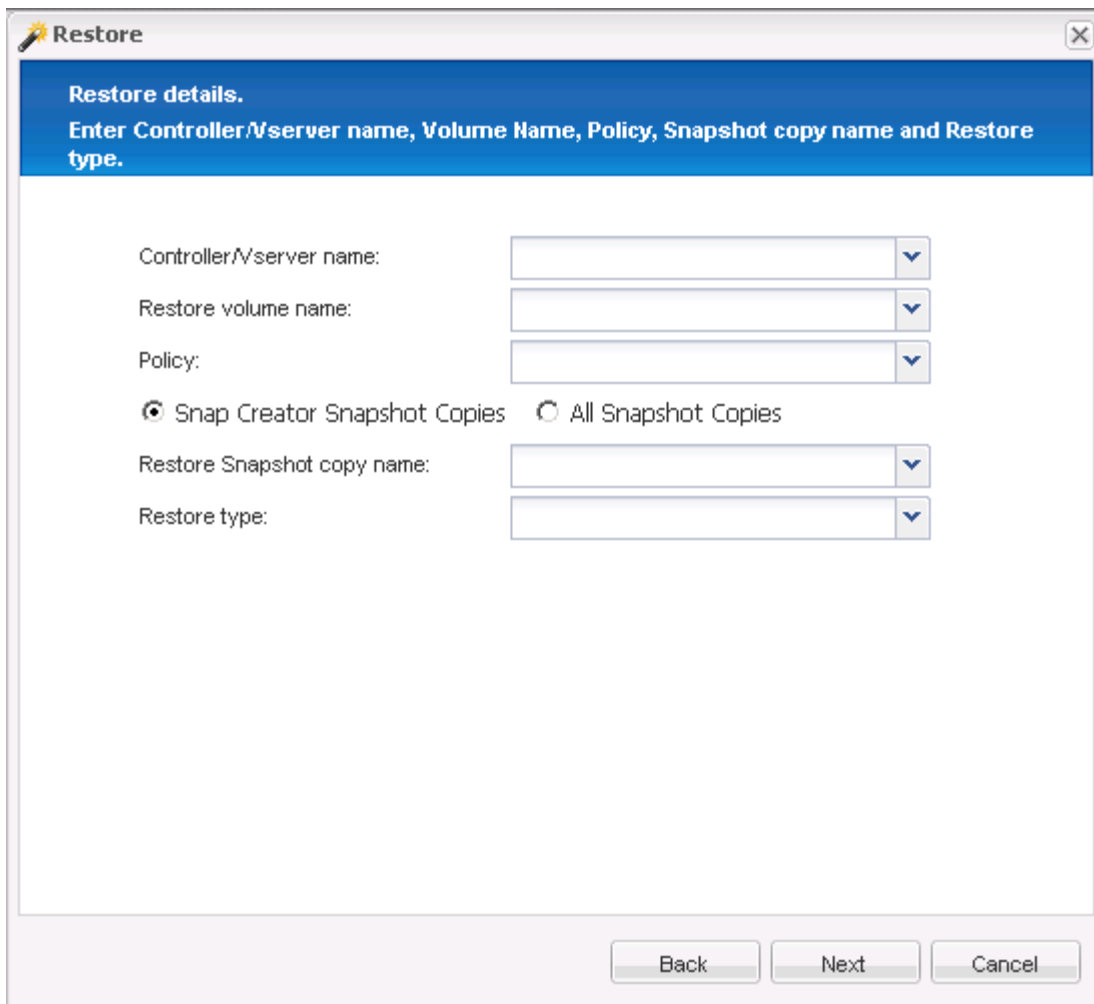
You can perform single file restore operations by using the Snap Creator GUI.

1. From the main menu of the Snap Creator GUI, select **Management > Configurations**.
2. From the Configurations tab in the Profiles and Configuration pane, select the configuration file.
3. Select **Action > Restore**.

The Restore wizard opens in the right pane.

4. Complete the Restore wizard:

- a. In the “Restore details” section, select a controller or Vserver name, a restore volume name, a policy, and a restore Snapshot copy name, and then select **Single File Restore** from the Restore type list.



The image shows a 'Restore' dialog box with a title bar containing a key icon and the word 'Restore'. The main area has a blue header with the text 'Restore details. Enter Controller/Vserver name, Volume Name, Policy, Snapshot copy name and Restore type.' Below this, there are several input fields: 'Controller/Vserver name:', 'Restore volume name:', and 'Policy:', each followed by a text box and a dropdown arrow. There are two radio buttons: 'Snap Creator Snapshot Copies' (which is selected) and 'All Snapshot Copies'. Below these are 'Restore Snapshot copy name:' and 'Restore type:', each followed by a text box and a dropdown arrow. At the bottom right, there are three buttons: 'Back', 'Next', and 'Cancel'.

- b. Select the files that are to be restored.
- c. Select the location to which the files should be restored.
- d. Review the summary and click **Finish**.

A warning message appears, asking whether there are more items to be restored.

5. Click **No** if there are no more items to be restored, and then click **OK** on the Restore confirmation page.
6. In the Console pane, verify that the files that you selected were successfully restored by reviewing the messages that are displayed.

Performing application-defined restore operations

If you are using VMware, KVM, and Xen plug-ins, you can perform application-defined restore operations by using the Snap Creator GUI.

In certain VMware environments, restore operations can take a long time. In such cases, you can either use the Snap Creator CLI or set up two agents: one for backup and the other for restore.



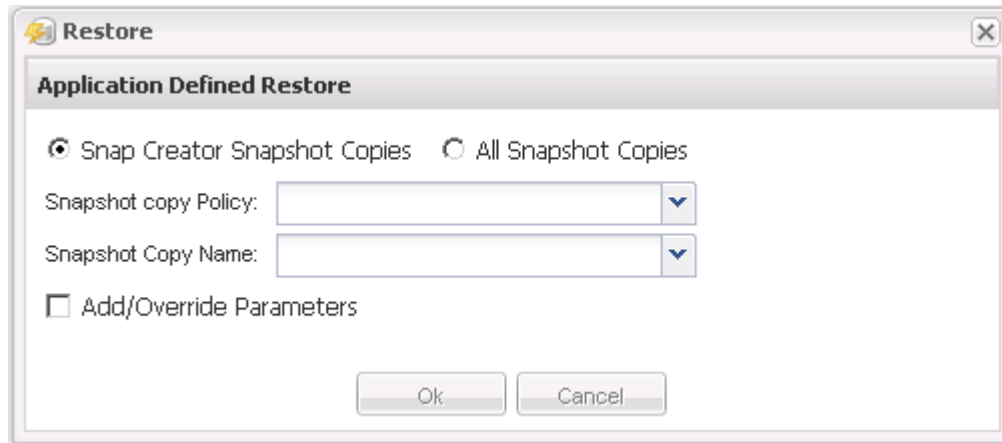
VMware restore operations using the GUI are supported only for Snap Creator Agent.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, in the Profiles and Configuration pane, select the configuration file.

3. Select **Action > Restore**.

The Application Defined Restore dialog box is displayed in the right pane.

4. Enter the restore details and click **OK**:



The screenshot shows a Windows-style dialog box titled "Restore" with a sub-header "Application Defined Restore". Inside the dialog, there are two radio buttons: "Snap Creator Snapshot Copies" (which is selected) and "All Snapshot Copies". Below these are two dropdown menus: "Snapshot copy Policy:" and "Snapshot Copy Name:". There is also an unchecked checkbox labeled "Add/Override Parameters". At the bottom of the dialog are "Ok" and "Cancel" buttons.

Managing user access

Snap Creator provides security features such as role-based access control (RBAC), which enables you to manage user access within Snap Creator.

RBAC involves users, roles, permissions, operations, and profiles. The users, roles, and permissions can be defined by Snap Creator users.

Users

- Users are uniquely identified by a user name and password.
- A user can be assigned and unassigned to one or more roles and profiles.
- The SNAPCREATOR_USER in the snapcreator.properties file is added as a user when the Snap Creator Server is started.
- The SNAPCREATOR_USER in the snapcreator.properties file is assigned the Default Administrator role when the user is created during startup.

Roles

Roles have one or more permissions. The assigned permissions determine the actions a user can perform and also which GUI elements the user can access. There are three built-in roles:

- **ADMINISTRATOR**

Has full access to all the APIs. This is the only role which can create, edit, and delete users.

- **OPERATOR**

This role is configured to be a super user and has access to all the APIs except RBAC.

- **VIEWER**

Has very limited access. This role has access to read-only Snap Creator API calls.

These built-in roles cannot be added, removed, or modified.

Permissions

Permissions are a set of operations the user is authorized to perform. The following are built-in permissions:

- **BACKUP**

Required to perform a backup or clone operation.

- **CONFIGURATION**

Required to create, read, update, and delete configuration files.

- **CUSTOM**

Required to start a custom plug-in operation.

- **EXTENDED_REPOSITORY**

Required to perform catalog (also known as extended repository) operations.

- **GLOBAL**

Required to create, edit, and delete global configuration files.

- **POLICY_ADMIN**

Required to call policy operations (for example, addPolicy, updatePolicy, removePolicy).

- **POLICY_VIEWER**

Required for read-only policy operations.

- **RBAC_ADMIN**

Required to manage users (for example, create, update, delete users, and roles; also to assign and unassign roles, permissions).

- **RBAC_VIEW**

Required to view user accounts, assigned roles, and assigned permissions.

- **RESTORE**

Required to perform restore operations.

- **SCHEDULER**

Required to perform scheduler operations.

- **VIEWER**

Provides authorization for read-only operations.

Operations

Operations are the base values that Snap Creator checks for authorization. Some examples of operations are `getTask`, `fileCloneCreate`, `createTask`, `dirCreate`, and so on.



Operations cannot be added, removed, or modified.

Profiles

- Profiles are assigned to users.
- Profiles in RBAC are created in the profile directory on the file system.
- Certain Snap Creator APIs check if a user is assigned to a profile and also check the permissions for operations.

For example, if a user wants a job status, RBAC verifies if the user has authorization to call `SchedulerGetJob` and then checks if the profile associated with the job is assigned to the user.

- If a user, who is assigned the Operator role, creates a profile, then that profile is automatically assigned to the user.

Managing user access for storage controllers

If you are not using the Active IQ Unified Manager proxy, you need a user name and password to communicate with the storage controllers. Passwords can be encrypted for security.



You should not use the root user or the admin/vsadmin user. Best practice is to create a backup user with the necessary API permissions.

Network communications are through HTTP (80) or HTTPS (443), so you must have one or both of these ports open between the host where Snap Creator runs and the storage controllers. A user must be created on the storage controllers for authentication. For HTTPS, you must ensure that the user is enabled and configured on the storage controllers.

Creating Snap Creator users

You can create Snap Creator users and perform several actions, such as assigning profiles and roles to the users, by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > User management**.
2. In the User management tab, click **Add**.
3. In the New User dialog box, enter a user name password; then click **Save**.

The new user name is displayed in the **Users** pane, under **User Name**.

Assigning profiles to Snap Creator users

You can assign profiles to Snap Creator users by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > User management**.

2. In the User management tab, select the desired user name, and then click **Assign Profiles**.
3. Move the desired profiles from the left column to the right column, and then click **Save**.

You can select and drag the profiles between columns or click the arrow to move the profiles between columns.

4. Verify that the profile was assigned by selecting the user and viewing the assigned profile in the **Assigned Profiles and Roles** pane.

Viewing a list of Snap Creator users and assigned profiles by using the CLI

You can view a list of all Snap Creator user accounts that have profiles by using the command line interface (CLI) only.

1. Enter the following command:

```
snapcreator --server host_name --port port_number --user sc_user_name --passwd sc_passwd --profile profile_name --action userListForProfile --verbose
```

Here is an example:

```
snapcreator --server localhost --port 8080
--user SCadmin --passwd passwd123 --profile FirstProfile
--action userListForProfile --verbose
```

Creating Snap Creator roles

You can create Snap Creator roles by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > Role management**.
2. In the Role management tab, click **Add**.
3. In the Add Role dialog box, enter the role name and description; then click **Save**.

The new role is displayed in the **Roles** pane.

Assigning roles to Snap Creator users

You can assign roles to Snap Creator users by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > User management**.
2. In the User management tab, select the desired user name, and then click **Assign Profiles**.
3. Move the desired roles from the left column to the right column, and then click **Save**.

You can select and drag the roles between columns or click the arrow to move the roles between columns.

4. Verify that the role was assigned by selecting the user and viewing the assigned role in the **Assigned Profiles and Roles** pane.

Viewing a list of Snap Creator users and assigned roles

You can view a list of Snap Creator users and their assigned roles by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > User management**.
2. View the list of users in the Assigned Profiles and Roles pane.
3. Select the desired user and view the assigned roles in the Assigned Profiles and Roles pane.

Viewing Snap Creator users assigned to a role by using the CLI

You can view a list of all the Snap Creator users assigned to each role by using the command-line interface (CLI) only.

1. Enter the following command:

```
snapcreator --server host_name --port port_number --user sc_user_name --passwd  
sc_passwd --action userListAssigned --roleName role_name --verbose
```

Here is an example:

```
snapcreator --server localhost --port 8080 --user SCadmin  
--passwd passwd123 --action userListAssigned  
-rolename ADMINISTRATOR -verbose
```

Creating Snap Creator permissions by using the CLI

You can create Snap Creator permissions that can be assigned to a role by using the command-line interface (CLI) only.

1. Create the permissions:

```
snapcreator --server host_name --port port_number --user sc_user_name --passwd  
sc_passwd --action permAdd -permName permission_name --perDesc  
permission_description --verbose
```

```
snapcreator --server localhost --port 8080 --user SCadmin  
--passwd passwd123 --action permAdd --permName backup  
--permDesc "Permission to run a backup" -verbose
```

Assigning permissions to Snap Creator roles

You can assign permissions to Snap Creator roles by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > Role management**.

2. In the Role management tab, select the desired role and then click **Assign Permissions**.
3. Move the desired permissions from the left column to the right column and then click **Save**.

You can select and drag the permissions between columns or click the arrow to move the permissions between columns.

4. Verify that the permission was assigned by selecting the role and viewing the assigned permission in the Roles and assigned permissions pane.

Creating a list of all Snap Creator permissions by using the CLI

You can create a list of all Snap Creator permissions that can be assigned to a role by using the command line interface (CLI) only.

1. Enter the following command:

```
snapcreator --server host_name --port port_number --user sc_user_name --passwd  
sc_passwd --action permissionsList -verbose
```

Here is an example:

```
snapcreator --server localhost --port 8080 --user SCadmin  
--passwd passwd123 --action permList --verbose
```

Viewing Snap Creator permissions assigned to a role

You can view a list of all the Snap Creator permissions assigned to a role by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Users and Roles > Role management**.
2. In the **Role management** tab, select the desired role.
3. Select the desired role and view the assigned permissions in the Role and assigned permissions pane.

Managing profiles

You can create, view, and delete profiles.

A profile is essentially a folder used for organizing configuration files. Profiles also act as objects for role-based access control (RBAC), meaning that users can be allowed access to only certain profiles and the configuration files contained within.

Creating profiles

You can create profiles to organize configuration files by using the Snap Creator GUI.

The first time that you open the Snap Creator GUI, the New Profile dialog box is displayed automatically, prompting you to create a new profile.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Profiles and Configurations** pane, click **Add Profile**.

The New Profile dialog box is displayed.

3. Enter the name of the new profile, and then click **OK**.

The new profile is listed in the **Profiles and Configurations** pane, and the Configuration wizard is displayed in the right pane.

Viewing profiles

You can list the existing Snap Creator profiles.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.

The existing Snap Creator profiles are listed in the Profiles and Configurations pane.

Deleting profiles

You can delete Snap Creator profiles.

Deleting a profile also deletes any configuration files associated with the profile.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.

The existing Snap Creator profiles are listed in the Profiles and Configurations pane.

2. Right-click the profile to be deleted and select **Delete**.
3. Click **Yes** in the confirmation message

The profile and associated configuration files are permanently deleted from Snap Creator.

Managing configuration files

You can create, copy, download, list, and delete configuration files.

A configuration file is the center of Snap Creator and is composed of parameters that are set to affect the behavior of Snap Creator, such as enabling supported plug-ins to run, specifying required variables, and defining the volumes that are captured in Snapshot copies.

Creating configuration files

You can create configuration files by using the Configuration wizard.

1. From the main menu of the Snap Creator GUI, select **Management > Configurations**.
2. In the Profiles and Configurations pane, right-click the profile in which you want the new configuration file to be located, and then select **New Configuration**.

The Configuration wizard opens in the right pane.

3. a. On the Configuration page, enter a name for the configuration file.



By default, password encryption is enabled to prevent passwords from being displayed in clear text in the configuration file.

- b. On the Plug-In Type page, select the type of plug-in.

The page that you advance to in the Configuration wizard depends on the option that you select.

Plug-in type option	Next page	Next page
Application plug-in	Application plug-ins Select the plug-in to configure.	Plug-in Parameters Provide the configuration details associated with the selected plug-in option.
Virtualization plug-in	Virtualization plug-ins Select the plug-in to configure.	Plug-in Parameters Provide the configuration details associated with the selected plug-in option.
Community plug-in	Community plug-ins Select the plug-in to configure.	Plug-in Parameters Provide the configuration details associated with the selected plug-in option.
None (if you are not using a plug-in)	Agent Configuration	

For more information about plug-in parameters and configuration, see the plug-in documentation.

- c. On the Agent Configuration page, enter the configuration information for Snap Creator Agent.
- d. On the Storage Connection Settings page, select the transport type (HTTP or HTTPS).

The standard port for the selected transport type is displayed. If the storage system uses a non-standard port, enter the port information in the port field.

- e. On the Controller/Vserver Credentials page, enter the IP address and login credentials for each storage controller, SVM that contains the volumes in this configuration file.



You must add at least one storage controller or SVM to the configuration.

- f. In the Controller/Vserver Volumes pane, select each volume that you want to include, and either drag it to the right pane or click the right arrow to move the volume to the right pane, and then click **Save**.



If you are planning to replicate Snapshot copies to a SnapMirror or SnapVault destination, the name of the SVM that you enter in this step must be exactly the same as the name of the SVM that you used when you created the SnapMirror or SnapVault relationship. If you specified a fully qualified domain name when you created the relationship, you must specify a fully qualified domain name in this step, regardless of whether Snap Creator is able to find the SVM with the information that you provide. The case that you use for the name (upper case or lower case) is significant.

You can use the `snapmirror show` command to check the name of the SVM on the primary storage

system:

```
snapmirror show -destination-path destination_SVM:destination_volume
```

where destination_SVM_name is the name of the SVM on the destination system, and destination_volume is the volume.

g. On the Controller Credentials page, verify that the controllers display the correct information.

If changes are required, select a controller, and then click **Edit**.

h. On the Snapshot Details page, provide the Snapshot copy details.

Field	Description
Snapshot copy Name	Enables you to specify the Snapshot copy name Typically, the Snapshot copy has the same name as the configuration file; however, the Snapshot copy name can reflect the data that is being backed up. + NOTE: Do not use special characters when specifying the Snapshot copy name.
Snapshot copy Label	Enables you to specify the Snapshot copy label This option is valid for clustered Data ONTAP 8.2 and later. For Data ONTAP releases prior to clustered Data ONTAP 8.2, this field will not provide any functionality.
Policy Type	Enables you to select the policy type There are two options: <ul style="list-style-type: none">• Policy: This option enables one of the built-in policies shown in the Snapshot copy Policies area, and specifies the retention (the number of backups to be retained)• Use Policy Object: This option should be selected if a policy object has already been created.
Snapshot copy Policies	Provides the option to select the policy that is to be enabled
Prevent Snapshot copy Deletion	Enables you to determines whether to prevent the deletion of the Snapshot copy
Policy Retention Age	Enables you to specify the policy retention age

Field	Description
Naming Convention	Enables you to specify the naming convention (Recent or Timestamp) of backups. “Recent” is not supported for Plug-ins like SAP HANA, Vibe, and Domino. +

- i. On the Snapshot Details Continued page, configure any additional settings that are applicable to your environment.
- j. On the Data Protection page, select whether integration with SnapMirror or SnapVault operation is required.

Additional information is required if either SnapMirror or SnapVault technology is selected. For SnapMirror and SnapVault technology, you must provide the storage system name and not the IP address.

- k. On the DFM/OnCommand Settings page, if you want to integrate the Snap Creator configuration with NetApp OnCommand management tools, select and provide the details.
- l. Review the summary, and then click **Finish**.

Creating new configuration files by downloading existing configuration files

You can create new configuration files by downloading existing files and importing them under new file names by using the Snap Creator GUI.

- From the Snap Creator GUI main menu, select **Management > Configurations**.
- From the Profiles and Configurations pane, right-click the configuration file and select **Download**.
- Save the file as required-path/required-filename.ext.



Remember to provide a unique name for this new file; otherwise, make sure to rename the file before it is uploaded to avoid overwriting the original configuration file.

Creating new configuration files by copying existing configuration files

Using the command-line interface (CLI), you can create a new configuration file by copying an existing configuration file, and then renaming the new file.

- Switch to the configuration directory: `cd install_path/scServer4.3/engine/configs`
- Copy the source configuration file: `cp source_profile_name/configuration_nametarget_profile_name/new_configuration_name`

You must provide a name for the new configuration file.

- Customize the new configuration file for use with the application or database that you want to manage.

Viewing a list of configuration files assigned to a profile

You can view a list of configuration files assigned to a profile.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the Profiles and Configurations pane, expand the content for the profile.

The configuration files assigned to the profile are listed below the profile name.

Deleting configuration files from a profile

You can delete configuration files from a profile.



When deleting configuration files, schedules associated with the configuration are also removed as part of the process.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the Profiles and Configurations pane, expand the content for the profile.

The assigned configuration files assigned to the profile are listed below the profile name.

3. Right-click the configuration file and select **Delete**.
4. Click **Yes** in the confirmation window.

The configuration file is removed from the list under the profile name and is permanently deleted from the Snap Creator Server.

Managing retention policies

You can create retention policies, as well as list and delete the policies.

A retention policy typically defines Snapshot retention settings, such as how many Snapshot copies should be retained and for how long. For example, a daily policy might retain 30 days of Snapshot copies that must be at least 30 days old. (The retention age setting prevents multiple Snapshot copies that were created on the same day from bypassing service-level agreements (SLAs) that might state that a Snapshot copy must be 30 days old.)

If SnapVault is used, the policy also defines the retention settings for the SnapVault copy.

Creating backup types

You can optionally create a backup type using the Snap Creator GUI to help identify the purpose of a policy.

1. From the Snap Creator GUI main menu, select **Policy > Backup Type**.
2. From the **Backup type** tab, click **Add**.
3. Enter the new backup type name, and then click **OK**.

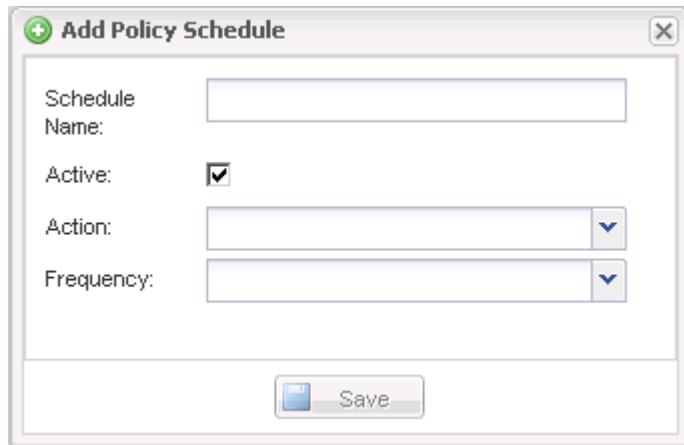
The new backup type is listed under **Backup Type**.

Creating policy schedules

You can optionally create policy schedules by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Policy > Policy Schedules**.
2. From the **Policy Schedules** tab, click **Create**.
3. Enter the schedule name and select the action and frequency, and then click **Save**.

Depending on the frequency you select, you will need to select the appropriate time fields for running the scheduled job.



The screenshot shows a dialog box titled "Add Policy Schedule" with a close button (X) in the top right corner. Inside the dialog, there are four labeled fields: "Schedule Name:" followed by a text input box, "Active:" followed by a checked checkbox, "Action:" followed by a dropdown menu, and "Frequency:" followed by a dropdown menu. At the bottom of the dialog is a "Save" button with a blue icon.

Creating policies

You can create a new retention policy by using the Snap Creator GUI to configure multiple Snapshot policies with different retention count.

You should understand the guidelines for defining Snap Creator policies.

1. From the Snap Creator GUI main menu, select **Policy > Policy Management**.
2. From the **Policy Manager** tab, click **Create**.
3. Enter the details, and then click **Save**.

New Policy

Policy Name:

Backup Type: ▼

Policy Type: ▼

Policy Schedule: ▼

Snapshot Retention Count:

Snapshot Retention Age:

SnapVault Retention Count:

SnapVault Retention Age:

☐ Add/Override Parameters

Save

Field	Description
Policy Name	Specify the name of the policy.
Backup Type	(Optional) Select the backup type.
Policy Type	<p>Select the policy type:</p> <ul style="list-style-type: none"> • LOCAL <p>Takes a Snapshot copy on the primary storage. Select this type if there are no SnapMirror or SnapVault relationships.</p> <ul style="list-style-type: none"> • SNAPVAULT <p>Creates a Snapshot copy on the primary storage and performs a SnapVault update. SnapVault update must be enabled for all volumes in the configuration.</p> <ul style="list-style-type: none"> • SNAPMIRROR <p>Creates a Snapshot copy on the primary storage and performs a SnapMirror update. SnapMirror update must be enabled for all volumes in the configuration.</p>
Policy Schedule	(Optional) Select the policy schedule to be used. If no policy schedule is specified, these actions do not run automatically.

Field	Description
Snapshot Retention Count	Enter the number of backups to be retained.
Snapshot Retention Age	Enter the minimum age that the backups must be retained before they can be deleted.
SnapVault Retention Count	If you selected SnapVault as the policy type, enter the retention count for SnapVault.
SnapVault Retention Age	If you selected SnapVault as the policy type, enter the retention age for SnapVault.
Add/Override Parameters	Certain parameters can be overridden for a policy. If desired, select this check box, and then add the parameters to be overridden.

Assigning policies

You can assign retention policies to the configuration files by using the Snap Creator GUI.

1. From the Snap Creator GUI main menu, select **Policy > Policy Assignments**.
2. Select a profile from the Profile pane.
3. Select a policy or policies to assign to the profile by selecting the appropriate check box on the right pane, and then click **Save**.

If configuration files already exist in the profile, a message displays, informing you that the assigned policy will overrule the settings in the configuration file.

4. Click **Yes** to assign the policy.

Viewing retention policies

You can view a list of retention policies.

1. From the Snap Creator GUI main menu, select **Policy > Policy Management**.
2. From the Policy Manager tab, view the list of policies.

Deleting retention policies

You can delete retention policies.

1. From the Snap Creator GUI main menu, select **Policy > Policy Management**.
2. From the **Policy Manager** tab, select a policy and click **Delete**.



If you try to delete a policy that is assigned to a configuration file, the GUI displays the following error message: Policy cannot be deleted since the policy name is applied to configuration. Use Detach policy and then delete the policy.

3. Click **Yes** in the confirmation window.

The policy is removed from the Policy Manager tab.

Managing backups

You can create backup copies, view a list of backup copies, and delete backup copies when they are no longer required.

In addition, you can automate backup operations. For details, see related tasks for information about creating scheduled jobs.

Related information

[Creating scheduled jobs](#)

What Snap Creator information should be backed up

The best practice is to create backup copies of specific Snap Creator directories to help ensure that the Snap Creator data can be restored without loss.

You should create backup copies of the following directories:

- The Snap Creator Server 4.3 engine subdirectory:
 - Snap Creator database (..\snapcreator)
 - Snap Creator Server properties (..\etc)
 - Profiles and configuration (..\configs)
 - Logs (..\logs)
 - Plug-in repository, if enabled (..\snapcreatorPlugin)
- The Snap Creator Agent directory:
 - Snap Creator Agent properties (..\etc)
 - Logs, if enabled (..\logs)
 - Plug-ins (..\plugins)



Optimally, backups should be scheduled to occur when the Snap Creator services or processes can be stopped in order to ensure that the Snap Creator data is backed up consistently.

Creating backups

You can create backups by using the Snap Creator GUI.

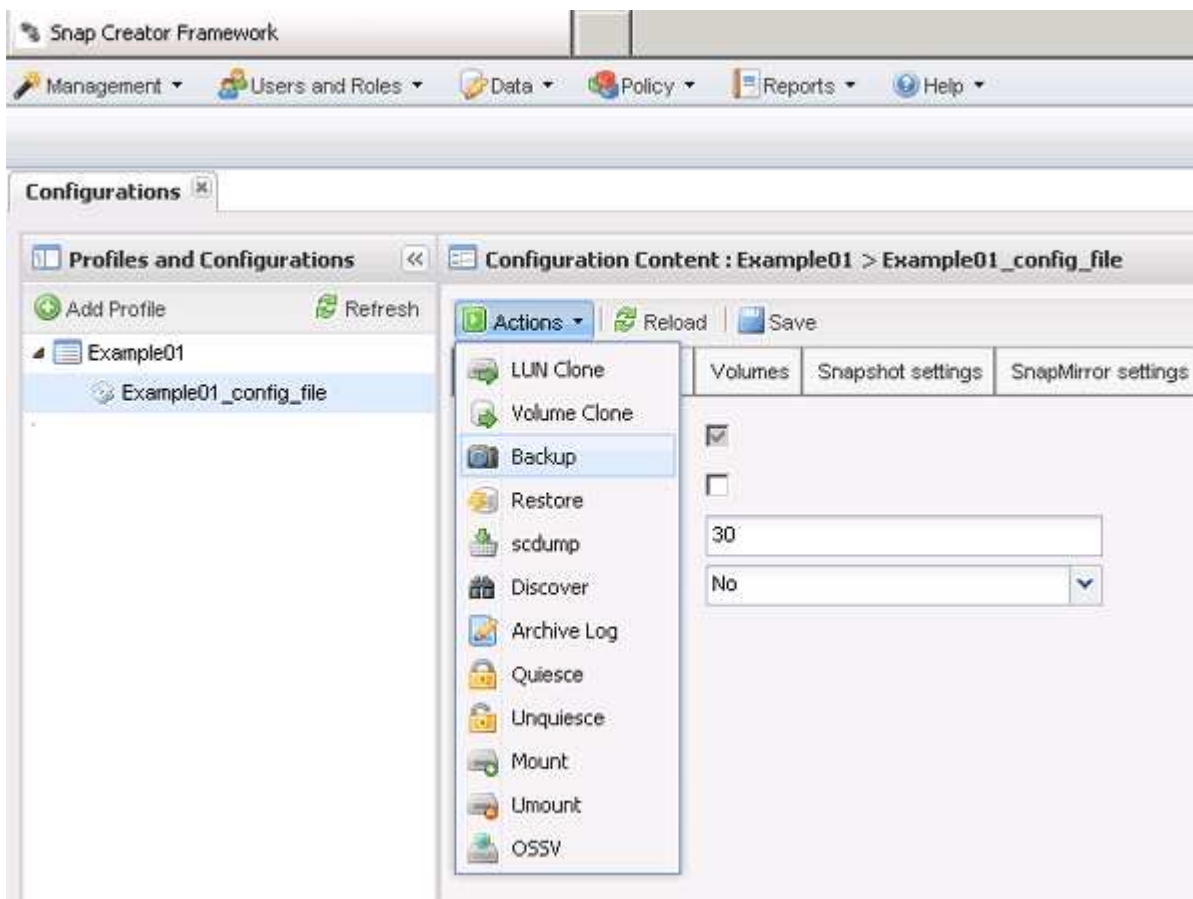
One of the following conditions must be met:

- A backup policy must be defined in the configuration file; or,
- A policy object must be configured and assigned to the profile.



If a policy object is defined, it will overrule any entries that might be in the configuration file.

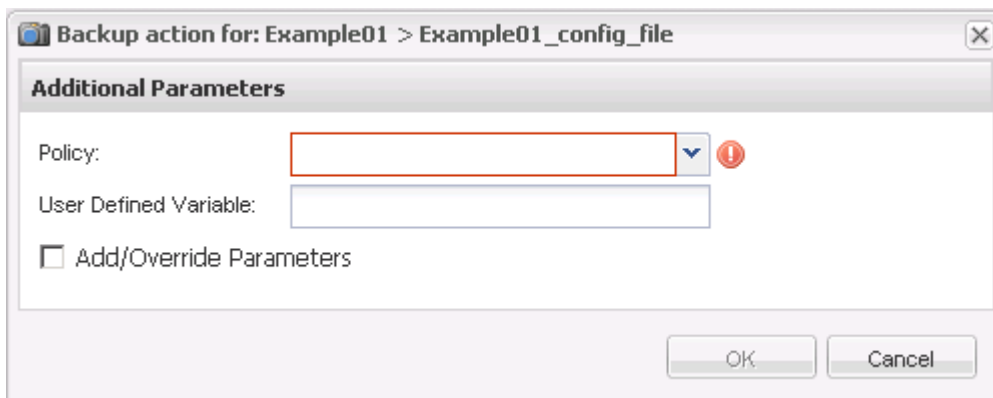
1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, in the **Profiles and Configuration** pane, select the configuration file.
3. Select **Actions > Backup**.



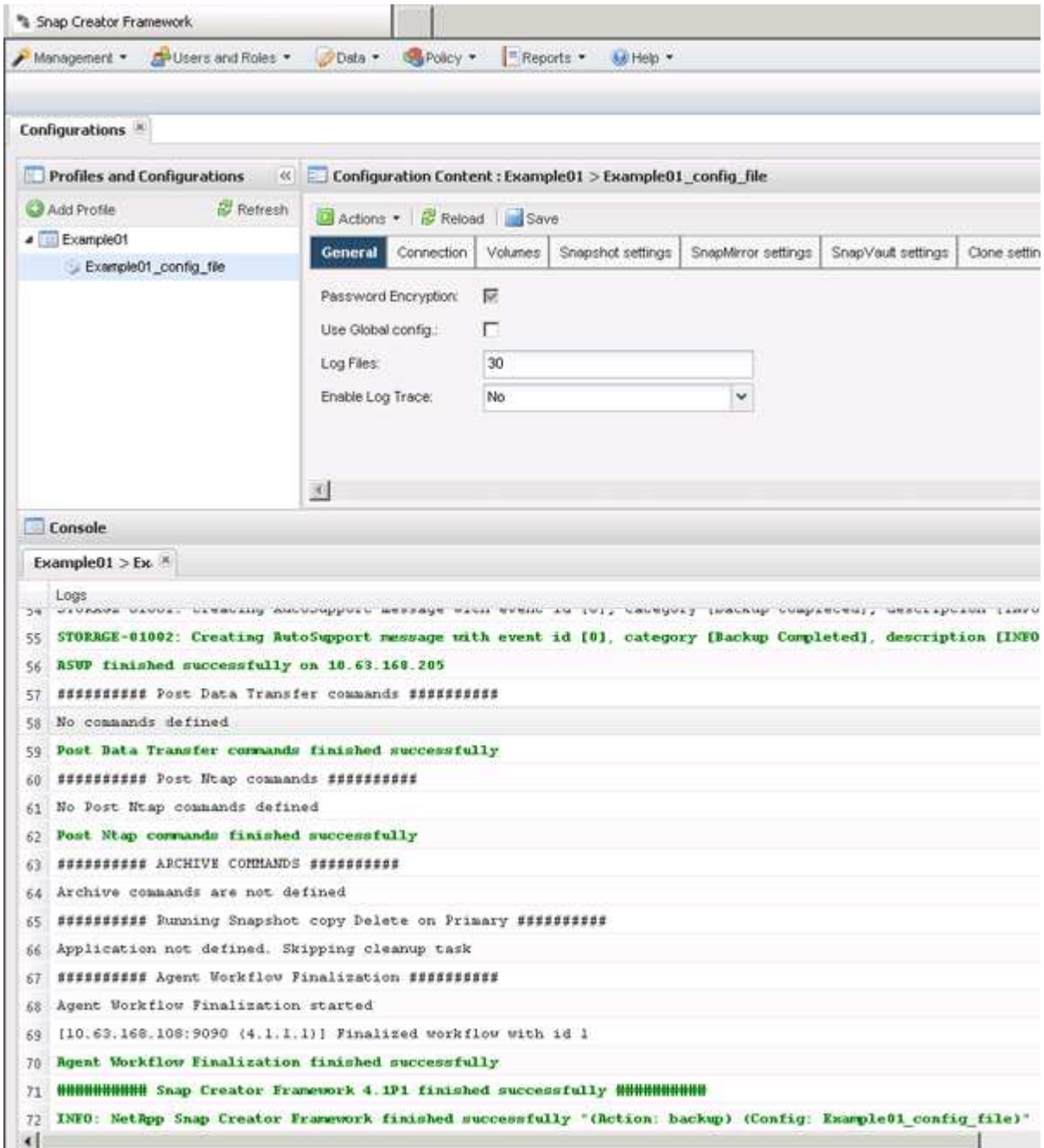
4. In the Additional Parameters dialog box, select the policy, and then click **OK** to start the backup.



If no user-created policy is assigned to the configuration, hourly, daily, weekly, and monthly are the available selections in the **Policy** drop-down list. If one or more user-created policies have been assigned to the configuration, they are displayed in the **Policy** drop-down list instead.



5. Verify that information about the backup job is displayed in the **Console** pane.



In this example, the output indicates that the Snap Creator operation finished successfully.



The **Console** pane only displays the most pertinent information; this is the verbose mode. To see detailed information about the job that just ran, select **Reports > Logs** at the top of the page. From the Logs view, the profile, configuration file, log type, and specific log can be selected.

Viewing a list of backup copies of a configuration file

You can view a list of the backup copies of ONTAP volumes that are defined in the configuration file. You can also get details about available backups and rename specific

backups based on the requirement.

1. From the main menu of the Snap Creator GUI, select **Data > Backups**.
2. From the Profiles and Configurations pane of the Backups tab, expand a profile, and then select a configuration file.

The Backups tab displays a list of all of the backup copies of the ONTAP volumes that are defined in the configuration file.



Snap Creator 4.3 or an earlier release deletes a Snapshot copy based on the retention period, even if the copies are renamed. To retain Snapshot copies for an unlimited time, Snap Creator Framework has provided a button named “Unlimited Retention”, under the “data -> backup” tab on the Snap Creator Framework GUI. You can select a Snapshot copy that you want to keep for an unlimited time and click the “Unlimited Retention” button. The name of the selected Snapshot copy changes from <snapshot_name> to <snapshot_name_unlimited>.

Deleting backups

You can delete backup copies of a configuration file.

1. From the main menu of the Snap Creator graphical user interface (GUI), select **Data > Backups**
2. From the Profiles and Configurations pane of the Backups tab, expand a profile and select a configuration file.
3. Select the backup that you want to delete and click **Delete**.



If the configuration file contains multiple Data ONTAP volumes, you must select the Snapshot copy that you want to delete on each of the Data ONTAP volumes.

4. Click **Yes** in the confirmation window.

Managing scheduled jobs

You can manage scheduled jobs by creating them (to automate backup operations), as well list as by editing, listing, running, and deleting those scheduled jobs.

The Snap Creator Server contains a centralized scheduler that allows Snap Creator jobs to be scheduled, either through a policy schedule (part of Policy Objects) or by being created directly through the scheduler. The scheduler can run up to 10 jobs concurrently and can queue additional jobs until a running job completes.

Creating scheduled jobs

If you are using a local retention policy (located in the configuration file), you can use the Snap Creator graphical user interface (GUI) scheduler to create schedules and run tasks. The scheduler—which is contained within Snap Creator Server—can schedule backups (Snapshot copies), LUN clones, volume clones, application-defined clones, Open Systems SnapVault (OSSV) transfers, archive jobs, and custom actions.

If you plan to use policy objects instead of a local retention policy, you should skip this procedure and create a

policy schedule instead.

- 1. From the main menu of the Snap Creator GUI, select **Management > Schedules** and click **Create**.
- 2. In the New Job window, enter the details for the job.

New Job

Job Name:

Start Date:

Active:

☒

Profile:

Configuration:

Action:

Policy:

Frequency:

Save

Field	Description
Job Name	Specify the name of the scheduled job.
Start Date	Select today's date or a future date.
Active	Set to Active to signify that the job will run as scheduled. Active is the default setting.
Profile	Select the profile to be associated with this job.
Configuration	Select the configuration to be associated with this job.

Field	Description
Action	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • Backup: Creates a backup by using NetApp storage technology. • CloneLun: Creates a backup and clones one or more LUNs by using the lun clone command. • CloneVol: Creates a backup and clones a volume. • Clone: Performs a plug-in-driven clone operation. • OSSV: Uses Open Systems SnapVault to perform the backup. <p>No primary backup is created.</p> <ul style="list-style-type: none"> • Arch: Performs archive log management only. <p>No backup is created.</p> <ul style="list-style-type: none"> • Custom: Executes a plug-in-defined cloning action.
Policy	Select the policy to be associated with this job.
Frequency	<p>Select the frequency for this job. Depending on your selection, you must select the appropriate time fields for running the scheduled job.</p> <p>+</p>

3. Click **Save**.

Related information

[Creating policy schedules](#)

Running scheduled jobs

You can run a scheduled job.

1. From the Snap Creator GUI main menu, select **Management > Schedules**.
2. From the Schedules tab, select a job from the list of scheduled jobs, and click **Run**.

Viewing a list of scheduled jobs

You can view of list of scheduled jobs.

1. From the Snap Creator GUI main menu, select **Management > Schedules**.

2. From the Schedules tab, review the list of scheduled jobs.

The Last Run Result field shows the status of the last scheduled job. A green check mark in the field indicates that the job ran successfully, and a red "X" indicates that there was a failure.

Editing scheduled jobs

You can edit a scheduled job.

1. From the Snap Creator GUI main menu, select **Management > Schedules**.
2. From the Schedules tab, select a job from the list of scheduled jobs, and click **Edit**.
3. Modify the desired fields, and click **Save**.

The scheduled job is saved with the modifications.

Deleting scheduled jobs

You can delete a scheduled job.

1. From the Snap Creator GUI main menu, select **Management > Schedules**.
2. From the Schedules tab, select a job from the list of scheduled jobs, and click **Delete**.
3. Click **Yes** in the confirmation window.

The scheduled job is deleted from the list.

Managing clones

You can manage clones by creating clones (using the **Actions** setting or by mounting a backup copy as source), and deleting clones, or unmounting clones.

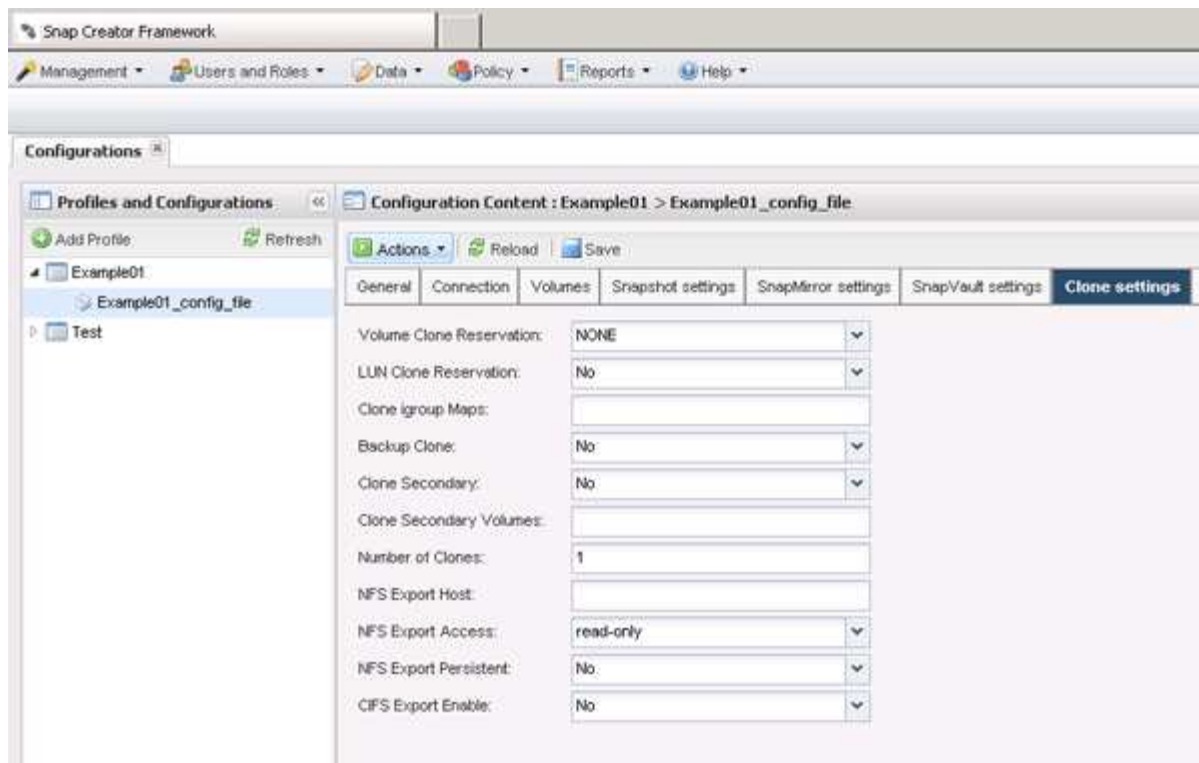
Creating clones from a new backup

You can clone volumes or LUNs from a new Snapshot copy.

- The Snap Creator Server must be communicating with the storage system.
- You must be logged into Snap Creator with the proper permission to perform the cloning operation.

This cloning operation involves cloning a new Snapshot copy.

1. From the main menu of the Snap Creator graphical user interface (GUI), select **Management > Configurations**.
2. In the **Profiles and Configuration** pane, select a configuration file.
3. Navigate to the **Clone settings** tab, and verify that the settings are set properly.



4. Depending on the type of clone that you require, select **Actions** and one of the following options:
 - LUN Clone
 - Volume Clone
5. In the Additional Parameters dialog box, select the appropriate policy, and then click **OK** to start the cloning process.
6. In the **Console** pane, verify that the cloning process was successful.

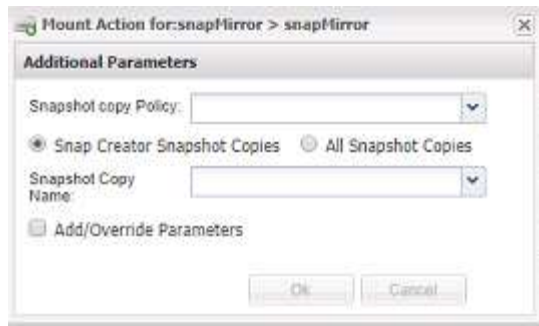
Creating clones from an existing backup

You can clone volumes or LUNs from an existing backup as your source.

- The Snap Creator Server must be communicating with the storage system.
- You must be logged into Snap Creator with the proper permission to perform the cloning operation.

This cloning operation consists of mounting an existing Snapshot copy, and then cloning the existing backup.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, in the **Profiles and Configuration** pane, select a configuration file.
3. Select **Actions > Mount**.
4. In the Additional Parameters dialog box, select the controller, volume, and policy containing the backup to be mounted, then select the Snapshot copy to be mounted (cloned), and then click **OK** to start the cloning process.



Record the selected Snapshot copy name. When unmounting the backup, the same Snapshot copy name must be selected.

5. In the **Console** pane, verify that the cloning process was successful.

Unmounting clones

You can unmount (or delete) clones.

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the **Configurations** tab, select a configuration file, and then select **Actions > Unmount**.
3. From the Additional parameters window, select the controller, volume, Snapshot copy policy containing the mounted backup, and specific Snapshot copy name on which the clone was created; then click **OK**.

The clone is unmounted; the Snapshot copy is not deleted.

Plug-in information required to configure Snap Creator

Snap Creator supports the following built-in (or native) plug-ins: Oracle, DB2, MySQL, Sybase ASE, Domino, SnapManager for Microsoft SQL Server, SnapManager for Microsoft Exchange, MaxDB, VMware (vSphere and vCloud Director), Red Hat KVM, Citrix XenServer, and SAP HANA. Community plug-ins are not included in the package and must be downloaded separately.

The following table lists and describes the plug-in parameters and settings:

Parameters	Setting	Description
APP_NAME	oracle	db2
mysql	domino	vibe
smsql	sme	sybase
maxdb	kvm	xen

Parameters	Setting	Description
hana<plug-in>	Determines which application is being backed up. Snap Creator has built-in support for the listed applications. You can either use APP_NAME or configure APP_QUIESCE_CMDXX, APP_UNQUIESCE_CMDXX, and PRE_EXIT_CMDXX. If the application is not directly supported in Snap Creator, you can use a plug-in or run your own application quiesce or unquiesce commands or scripts. <PLUG-IN>: Copy the plug-in to the /path_to_scServer	scAgent/plugin-ins directory and specify the plug-in in the APP_NAME parameter. Commands or Scripts: ---- APP_QUIESCE_CMD01=path_to_quiesceCMD APP_UNQUIESCE_CMD01=path_to_unquiesceCMD PRE_EXIT_CMD01=path_to_unquiesceCMD ----
APP_IGNORE_ERROR	(Y N)	Determines whether Snap Creator should ignore errors from application plug-ins. This is useful when you want to back up multiple databases and do not want to stop the backup if the quiesce or unquiesce operations of one database fails.
APP_DEFINED_BACKUP	(Y N)	The application plug-in is expected to perform the entire backup operation including quiescing, creating a Snapshot copy, and unquiescing. The built-in plug-ins do not support this kind of backup.
APP_DEFINED_RESTORE	(Y N)	Enables application-based restore operations. In the event of a restore operation, Snap Creator sends a request to the application plug-in and the plug-in handles the request.
APP_DEFINED_MOUNT	(Y N)	The built-in mount abilities of Snap Creator are ignored. Instead, the plug-in is responsible for all mount activities including volume or LUN clone creation. The built-in plug-ins do not support this type of mount.

Parameters	Setting	Description
APP_DEFINED_UMOUNT	(Y N)	The built-in unmount abilities of Snap Creator are ignored. Instead, the plug-in is responsible for handling all unmount activities including volume or LUN clone deletion. The built-in plug-ins do not support this type of unmount operation.
APP_AUTO_DISCOVERY	(Y N)	Enables application automatic discovery. Snap Creator sends a discover request to the application plug-in and the plug-in is then responsible for the discovery of the storage configuration. This can be done dynamically or made persistent using the APP_CONF_PERSISTENCE parameter, if the information is to be saved to the configuration file.
APP_CONF_PERSISTENCE	(Y N)	Enables automatic discovery to be persistent, which means changes are dynamically updated in configuration file.
APP_DEFINED_CLONE	(Y N)	The built-in cloning abilities of Snap Creator are ignored. Instead, the plug-in is responsible for handling all clone activities, including volume or LUN clone creation and deletion. The built-in plug-ins do not support this type of clone.
FS_NAME	plug-in	Determines which plug-in is being used for file system operations.
JAVA_HOME	Text	This setting points to the Java Virtual Machine (JVM) that should be used for executing .class and .jar files.
JVM_ARGS	Text	This setting controls the JVM settings when native Java .class or .jar files are executed. The default setting is -Xms32M -Xmx128M.

Parameters	Setting	Description
JAVA_CLASSPATH	Text	This setting defines the Java classpath. By default, plug-ins/native is configured and can be completed using this environment variable, which is appended to the default.
META_DATA_VOLUME		Enables a Snapshot copy of the specified volume to be created after the unquiesce operation. This can be valuable for certain plug-ins for which the Snapshot copy of data must be created at different times. The parameter must not only specify the volume but the controller as well (for example, controller1:volume1,volume2;controller2:volume3,volume4;controller3:volume5,volume6).
PERL_HOME	Text	This setting points to the Perl interpreter that should be used for executing .pl files.
PERL_OPTS	Text	This setting controls the PERL interpreter settings when native Perl files are executed. Options for additional settings include directories (-I) that can be passed to the Perl interpreter.
PYTHON_HOME	Text	This setting points to the Python interpreter that should be used for executing .py files.
PYTHON_OPTS	Text	This setting controls the Python interpreter settings when native Python files are executed.

Parameters	Setting	Description
VALIDATE_VOLUMES	data	<p>Validates that all the volumes in which the database resides are part of the backup operation. Currently, there are limitations:</p> <ul style="list-style-type: none"> • Only Network File System (NFS) is supported. • Only the data files for the supported databases are checked.

Archive log plug-in

The Archive log plug-in works with Snap Creator Archive logs and not with the logs of any application or database.

The following table lists the Archive log plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
ARCHIVE_LOG_ENABLE	(Y N policy:age)	Enables archive log management (deletion of the old archive logs).
ARCHIVE_LOG_RETENTION	number_of_days	Specifies the number of days the archive logs are retained. This setting must be equal to or greater than NTAP_SNAPSHOT_RETENTIONS.
ARCHIVE_LOG_DIR	change_info_directory/logs	Specifies the path to the directory that contains the archive logs.
ARCHIVE_LOG_EXT	file_extension	Specifies the file extension of the archive logs. For example, if the archive logs are 10192091019.log, specify this parameter setting to LOG.
ARCHIVE_LOG_RECURSIVE_SE ARCH	(Y N)	Enables the management of archive logs within subdirectories. If the archive logs are located under subdirectories, you should use this parameter.

Citrix XenServer plug-in

Snap Creator supports the backup and restore of Citrix XenServer virtual machines

(VMs) by using the Citrix XenServer plug-in.



For the latest information about support or compatibility matrices, see the Interoperability Matrix.

The Citrix XenServer plug-in supports Windows and XenServer.

Consider the following when you use the Citrix XenServer plug-in:

- Active IQ Unified Manager server as a proxy is not supported.
- Mount, unmount, and backup operations using Open Systems SnapVault, and archive log management, are not supported.
- Volume restore operations are not supported; only application-defined restore operations are supported.
- Deleted VMs can be restored.
- Snap Creator Agent must be installed on the host where XenCenter is installed, and Snap Creator Server must not be installed on XenServer.
- The SC_AGENT_TIMEOUT value should be greater than the default value: 600 or higher.
- If the value of APP_DEFINED_RESTORE is Y, then the SnapVault restore operation using the GUI is not supported.
- If the pool master goes down in a server pool, then the Snap Creator configuration file should be modified manually with the new master server for further activity.
- XenServer tools must be installed on all the VMs.
- For Fibre Channel in a storage area network (SAN) environment, the plink.exe tool must be installed on a host where Snap Creator Agent is installed, and the plink.exe path must be added to the system environment variable.

For detailed information about how to add the plink.exe path to the system environment variable, refer to the *Snap Creator Framework Installation Guide*.

- VM pause and unpause operations are performed serially.

For multiple VMs, the duration of VM in the pause state during backup operation depends on the number of VMs.

- Automatic discovery of volumes is supported.

Supported Citrix XenServer configurations

The following Citrix XenServer configurations are supported:

- SAN
 - Supports guest virtual machines with one virtual disk image (VDI) per storage repository.
 - Supports data disks with one VDI per storage repository
- NAS
 - Supports guest VMs installed on NFS mounts.
 - Supports data disks on NFS mounts.

Parameters

The following table lists and describes the Citrix XenServer plug-in parameters:

Parameter	Setting	Description
XEN_VMS	host IP:VM#	Lists virtual machines of a particular host, separated by a slash (/). For example: 10.10.10.192:VM1/VM2/VM3
XEN_HOST_USERS	host IP:username/password	Lists Xen hosts and the corresponding user name and password.
XEN_BIN_PATH	For example: c:\Program Files\Citrix\XenCenter\xe.exe	Specifies the path of the XenServer executable (xe). The XenCenter console is required for importing and exporting the VM metadata.
XEN_METADATA_PATH	For example: c:\scmetadata	Specifies the path on the server to which you can download the virtual machine metadata.
XEN_RESTORE_VMS	For example: xenserver1:vm1,vm2;xenserver2:vm1,vm2	Contains the VMs that must be restored. This parameter is required only during a restore operation.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

DB2 plug-in

The DB2 plug-in uses the db2 command to communicate with the database.

The following table lists the DB2 plug-in parameters, provides the parameter settings, and describes the parameters.

Parameter	Setting	Description
APP_NAME	db2	Provides the application name.
DB2_DATABASES	db_name:user_name	Lists the DB2 databases and the user name. Multiple databases and user names can be specified as a semicolon-separated list: for example, db1:user1;db2:user2.

Parameter	Setting	Description
DB2_CMD	path_to_db2cli_cmd	<p>Specifies the path that is used to initialize the database connection so that further commands can be executed on the database.</p> <ul style="list-style-type: none"> • UNIX-based environment: db2_install_directory/sqlllib/bin/db2 <p>For example: /home/db2inst1/sqlllib/bin/db2</p> <ul style="list-style-type: none"> • Windows: db2_install_directory\SQLLIB\BIN\db2cmd.exe <p>For example: C:\Program Files\IBM\SQLLIB\BIN\db2cmd.exe</p> <p>If a path is not specified, then sqlllib/db2 is used as the path.</p>

Note: The DB2 plug-in handles Write Anywhere File Layout (WAFL) operations by default. If you want to back up a consistency group backup with the DB2 plug-in, you should set the parameter to NTAP_CONSISTENCY_GROUP_WAFL_SYNC parameter to N. If you set this parameter to Y, additional and redundant synchronizing operations are performed.

For the latest information about support or to view compatibility matrices, see the Interoperability Matrix.

Related information

[Interoperability Matrix Tool: mysupport.netapp.com/matrix](https://mysupport.netapp.com/matrix)

IBM Domino plug-in

The IBM Domino plug-in for the Snap Creator Framework offers a complete backup and recovery solution for Domino databases on NetApp storage. With the IBM Domino plug-in, you can back up databases efficiently and restore them as needed without taking database servers offline. The plug-in uses IBM-provided APIs to ensure application consistency.

With key NetApp data protection technologies tightly integrated in the Snap Creator Framework, you can use the IBM Domino plug-in to:

- Create application-consistent Snapshot copies on primary storage
- Replicate Snapshot copies to secondary storage for disaster recovery and archiving

Integrated technologies include Snapshot, SnapMirror, and SnapVault.

Related information

[Snap Creator Framework 4.1.2 IBM Domino Plug-in Operations Guide](#)

MaxDB plug-in

The MaxDB plug-in automates backup and restore operations on MaxDB databases.



For latest information about support or to view compatibility matrices, see the Interoperability Matrix.

The MaxDB plug-in provides the following features:

- A centralized framework to back up, restore, and clone MaxDB databases
- Integration with the database and provision of application consistency
- Utilization of Snapshot technology to create point-in-time copies of the database
- Utilization of SnapRestore to restore a previous Snapshot copy, and therefore an application-consistent database, in seconds, regardless of the capacity or number of files
- Utilization of FlexClone technology to create fast, space-efficient clones of databases based on Snapshot copy backups

The following table lists the MaxDB plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
APP_NAME	maxdb	Specifies the application name.
XUSER_ENABLE	(Y N)	Enables or disables the use of an xuser for MaxDB so that a password is not required for the database user.
HANDLE_LOGWRITER	(Y N)	Executes suspend logwriter (N) or resume logwriter (Y) operations.
DBMCLICMD	path_to_dbmcli_cmd	<div>Specifies the path to the MaxDB dbmcli command.If not set, dbmcli on the search path is used.</div> <div> If in a Windows environment, the path needs to be contained within double-quotes ("...").</div>

Parameter	Setting	Description
SQLCLICMD	path_to_sqlcli_cmd	Specifies the path for the MaxDB sqlcli command. If not set, sqlcli is used on the search path.
MAXDB_UPDATE_HIST_LOG	(Y N)	Instructs the MaxDB backup program whether or not to update the MaxDB history log.
MAXDB_DATABASES	db_name:user_name/password	Lists databases to be backed up with the user name and password. Multiple databases and user names can be specified using a comma-separated list: for example, db1:user1/password,db2:use r2/password.
MAXDB_CHECK_SNAPSHOT_DIRECTORY	Example: SID1:directory[,directory.. ..];[SID2:directory[,direc tory...]	Checks that a Snap Creator Snapshot copy operation is successful and ensures that the Snapshot copy is created. This applies to NFS only. The directory must point to the location that contains the .snapshot directory. Multiple directories can be included in a comma-separated list. Multiple databases can be specified as a semicolon-separated list. In MaxDB 7.8 and later versions, the database backup request is marked Failed in the backup history.
MAXDB_BACKUP_TEMPLATES	template_name Example: na_snap	Specifies a backup template for each database. The template must already exist and be an external type of backup template. To enable Snapshot copy integration for MaxDB 7.8 and later, you must have MaxDB background server functionality and already configured MaxDB backup template.

Parameter	Setting	Description
MAXDB_BG_SERVER_PREFIX	bg_server_prefix Example: na_bg	Specifies the prefix for the background server name. If the MAXDB_BACKUP_TEMPLATES parameter is set, you must also set the MAXDB_BG_SERVER_PREFIX parameter. If you do not set the prefix, the default value na_bg_DATABASE is used.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

MySQL plug-in


The MySQL plug-in uses Net-MySQL to communicate with the database.

The MySQL plug-in does not support backup and restore operations for multiple databases. The Interoperability Matrix contains the latest information about support and compatibility.

For Snap Creator configurations, the MySQL database user must have the LOCK TABLES privilege granted, along with other privileges, such as SUPER and RELOAD.

The following table lists the MySQL plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
APP_NAME	mysql	Application name
MYSQL_DATABASES	db_name:user_name/password	List of MySQL databases, the user name, and the password. You can specify multiple databases with user names and passwords as a semicolon-separated list, for example, db1:user1/pwd1;db2:user2/pwd2.
HOST	host_name	Name of the host where the databases are located. Note: VALIDATE_VOLUMES functions properly only if HOST=localhost. If HOST=IP_address, then VALIDATE_VOLUMES will not discover the MySQL database.

Parameter	Setting	Description
PORTS	db_name:port_number	List of databases and the ports they are listening on,for example, db1 : 3307 ; db2 : 3308.
MASTER_SLAVE	(Y N)	<p>Specifies the backup database environment:If set to Y, backs up the master database.</p> <p>If set to N, either backs up the slave database or the Master-Slave configuration is not used.</p> <div>  <p>Snap Creator Framework backup deletes the required MySQL binary log files on the MySQL server with the Master_Slave option enabled. The MySQL (master) database backup using Snap Creator Framework removes all binary log files and leaves only a single empty binary log file with reset numbering (.000001). Because of this issue, the slave server fails to start up after the backup operation.</p> </div>
PURGE_BINARY_LOG	(Y N)	<p>Parameter works for the MySQL master slave database setup.</p> <p>If set as Y, it will purge binary logs to the latest binary log file available.</p> <p>If set as N, it uses recent timestamp for purge query.</p>

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

Oracle plug-in

The Oracle plug-in uses SQL*Plus to communicate with the database and quiesce & unquiesce oracle database for backup.

The Snap Creator Oracle plug-in supports Oracle Automatic Storage Management (offline or online backups) and online backup of a Real Application Clusters (RAC) database configuration. The Interoperability Matrix contains the latest information about support and compatibility.

To use C Shell (CSH) with the Oracle plug-in on UNIX or Linux platforms, the following conditions should be met:

- Snap Creator Agent must be started as the Oracle user, instead of the root user.
- The Oracle user must have the proper environmental variables (ORACLE_HOME and ORACLE_SID) set for the plug-in driven SQL*Plus commands to work.

This can be accomplished using a shell startup file, such as ~/.cshrc.

The following table lists the Oracle plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
APP_NAME	Oracle	Application name
ORACLE_DATABASES	db_name:user_name	List of Oracle databases and user names Multiple databases and user names can be specified as a semicolon-separated list, for example, db1:user1;db2:user2.
SQLPLUS_CMD		Path to the sqlplus command
CNTL_FILE_BACKUP_DIR		Path to the directory where the user should store the backup control filesThe Oracle user must have appropriate permissions to this directory.
ORA_TEMP		Path to the directory to store the temporary file, for example, /tmp.The Oracle user must have appropriate permissions to this directory.

Parameter	Setting	Description
ARCHIVE_LOG_ONLY	(Y N policy:<Y N>)	Informs the Oracle plug-in to perform only a switch log operation. This setting is useful if you are handling archive log backups separately from data backups.
ORACLE_HOME		Path to the Oracle home directory
ORACLE_HOME_SID		Path to the Oracle home directory for a given system identifier (SID). When backing up multiple databases, it might be important to specify more than one Oracle home directory.
ORACLE_EXPORT_PARAMETERS	(Y N)	The ORACLE_HOME and ORACLE_SID environment parameters are exported by using the export command. This is applicable only in UNIX or a Linux-based environment.
ORACLE_BACKUPMODE		Option to configure offline or online backups by using the Snap Creator policy. The default option is online. ORACLE_BACKUPMODE=hourly: online,daily:offline
ORACLE_SHUTDOWNABORT	(Y N)	<p>If set to Y while performing the Oracle offline backup, it uses the shutdown abort mechanism to ensure database shuts down in a consistent state. The shutdown steps for the ORACLE_SHUTDOWNABORT parameter is as follows:</p> <ul style="list-style-type: none"> • Shutdown abort • Startup restrict • Shutdown immediate

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

Red Hat KVM plug-in guidelines

Kernel-based Virtual Machine (KVM) is a virtualization solution for the Linux kernel. Snap Creator uses the KVM plug-in to back up and restore the guest virtual machines.



For the latest information about support or for compatibility matrices, see the Interoperability Matrix.

The KVM plug-in supports guest operating systems such as Linux, Windows, and Solaris.

The plug-in internally uses virsh commands.

You must consider the following when you use the KVM plug-in:

- Active IQ Unified Manager server as a proxy is not supported.
- Mount, unmount, and backup operations using Open Systems SnapVault, and archive log management, are not supported.
- In a storage area network (SAN) environment, the Linux Host Utilities (LHU) kit is required to collect information about LUNs and volumes from the storage controller.

The LHU kit should be installed on a KVM hypervisor, which is the same location as the Snap Creator Agent.



If the LHU kit is not installed and the configuration is a mix of network attached storage and storage area network environments, then the backup and restore operations work only on a Network File System (NFS).

- The KVM plug-in supports only the Linux version of the Snap Creator 4.0 and 4.1 Agent.
- Volume restore is not supported; only application-defined restore operations are supported.
- The deleted virtual machines (VMs) cannot be restored.
- The storage controller IPs and host should be either in /etc/hosts on the KVM host or in a Domain Name System (DNS).
- Only one KVM host per configuration is supported.
- If a virtual machine is created by using an ISO repository, then to perform any action, you should disconnect this repository from the virtual machine through the Virt Manager console in CD-ROM options.
- The SC_AGENT_TIMEOUT value should be more than the default value: 600 or higher.
- The volumes are automatically discovered using automatic detection.

You cannot see the discovered destination volumes if the destination is not in a SnapMirror relationship. You should use `dpstatus` to check the status of the SnapMirror relationship. If a SnapMirror relationship does not exist, you must first create the SnapMirror relationship.

- If the value of APP_DEFINED_RESTORE is Y, then the SnapVault restore operation using the GUI is not supported.
- When creating a SnapMirror and SnapVault configuration by using the GUI, the volume details must be entered manually because the SnapMirror and SnapVault relationship is not detected automatically.
- Data disks mapped to the VMs are not backed up.
- VM suspend and resume operations are performed serially.

For multiple VMs, the duration of VM in suspend state during backup operation depends on number of VMs.

Supported KVM configurations

- SAN: Supports guest virtual machines installed on a raw multipath device (LUN with multiple paths).
- NAS: Supports guest virtual machines installed on NFS volumes.



Configurations with multiple virtual machines installed on a single multipath device are not supported.

Guest virtual machines installed on LVM or on an image file in the SAN environment are not supported.

The following table describes the KVM plug-in parameters:

Parameter	Setting	Description
KVM_RESTORE_VM_LIST	Example: VM1, VM2	Specifies the list of VMs to be restored. This parameter is required only during restore.
KVM_VM_MAPPING	Example: VM1:s_c1:/vol/vol1/lun1;VM 2:s_c2:/vol/vol2/lun2;	(Required) Specifies the mapping between the VM and its associated storage controller, LUN, or file path. This parameter is updated dynamically during the discovery process.
KVM_VM_CONFIG_DIR	Default: /etc/libvirt/qemu	(Optional) Specifies the path to the directory where all the XML configuration files of the VM are stored.
KVM_CMD_RETRY_COUNT	Default: 3	(Optional) Specifies the number of times you rerun the command when running it fails in the KVM plug-in.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

SAP HANA plug-in

The SAP HANA plug-in enables you to create backups and perform point-in-time recovery of SAP HANA databases based on storage Snapshot copies.

This plug-in uses the SAP HANA hdbsql client to execute SQL commands to provide database consistency and to manage the SAP HANA backup catalog. The plug-in is supported for both SAP Certified Hardware Appliances and Tailored Datacenter Integration (TDI) programs.

The plug-in is installed as part of the Snap Creator Agent on a host that has access to the SAP HANA database nodes.

Related information

[Snap Creator Framework 4.3.3 SAP HANA Plug-in Operations Guide](#)

SnapManager for Microsoft Exchange plug-in

The SnapManager for Microsoft Exchange plug-in is used to centralize backup operations for Microsoft Exchange Server through Snap Creator. Using this plug-in, you can configure tens or hundreds of SnapManager for Exchange servers through Snap Creator, allowing you to view all of your SnapManager for Exchange backup jobs and statuses from a single interface.

Unlike the other plug-ins, the SnapManager plug-ins (SnapManager for Microsoft SQL Server and SnapManager for Microsoft Exchange) use PowerShell to communicate with an existing installation of SnapManager. The SnapManager plug-ins require that the SnapManager products are already installed and operating. The SnapManager plug-ins use the new-backup Powershell cmdlet to create a backup through SnapManager. All cloning and restore actions should continue to be driven through the SnapManager interface.



For the latest information about support or to view compatibility matrices, see the Interoperability Matrix.

The SnapManager for Microsoft Exchange plug-in requires Snap Creator Agent to be installed on the same host as SnapManager for Microsoft Exchange. You should set the SC_AGENT_TIMEOUT value to 900 or higher.

The following table provides SnapManager for Microsoft Exchange plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
SME_PS_CONF	Example: "C:\Program Files\NetApp\SnapManager for Exchange\smeShell.psc1"	Specifies the path to the PowerShell configuration file for SnapManager for Microsoft Exchange.
SME_BACKUP_OPTIONS	Example: Server 'EX2K10-DAG01' -GenericNaming -ManagementGroup 'Standard' -NoTruncateLogs \$False -RetainBackups 8 -StorageGroup 'dag01_db01' -BackupCopyRemoteCCRNNode \$False	Specifies the SnapManager for Microsoft Exchange backup options. Snap Creator uses a PowerShell cmdlet for a new backup.
SME_SERVER_NAME	Example: EX2K10-DAG01	Specifies the SnapManager for Microsoft Exchange server name.

Parameter	Setting	Description
SME_32bit	(Y N)	Enables or disables the use of the 32-bit version of PowerShell.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

SnapManager for Microsoft SQL Server plug-in

The SnapManager for Microsoft SQL Server plug-in is used to centralize backup operations for Microsoft SQL Server through Snap Creator. Using this plug-in, you can configure tens or hundreds of SnapManager for Microsoft SQL servers through Snap Creator, allowing you to view all of your SnapManager for Microsoft SQL backup jobs and statuses from a single interface.

Unlike the other plug-ins, the SnapManager plug-ins (SnapManager for Microsoft SQL Server and SnapManager for Microsoft Exchange) use PowerShell to communicate with an existing installation of SnapManager. The SnapManager plug-ins require that the SnapManager products are already installed and operating. The SnapManager plug-ins use the new-backup Powershell cmdlet to create a backup through SnapManager. All cloning and restore actions should continue to be driven through the SnapManager interface.



For the latest information about support or to view compatibility matrices, see the Interoperability Matrix.

When using the SnapManager for Microsoft SQL Server plug-in, you must be aware of the following considerations:

- Snap Creator Agent must be installed on the same host as SnapManager for Microsoft SQL Server. You should set the SC_AGENT_TIMEOUT value to 900 or higher.
- The Powershell should be installed in the Windows Powershell default installation location (for example, C:\WINDOWS\system32\WindowsPowerShell\v1.0).

The following table provides the SnapManager for Microsoft SQL Server plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
SMSQL_PS_CONF	Example: "C:\Program Files\NetApp\SnapManager for SQL Server\smsqlShell.psc1"	Specifies the path to the PowerShell configuration file for the SnapManager for Microsoft SQL Server.
SMSQL_BACKUP_OPTIONS	Example: -svr 'SQL' -d 'SQL\SHAREPOINT', '1', 'WSS_Content' -RetainBackups 7 -lb -bksif -RetainSnapofSnapInfo 8 -trlog -gen -mgmt standard	Specifies the SnapManager for Microsoft SQL Server backup options. Snap Creator uses a PowerShell cmdlet for new backup.

Parameter	Setting	Description
SMSQL_SERVER_NAME	Example: SQL\SHAREPOINT	Specifies the SnapManager for Microsoft SQL Server name.
SMSQL_32bit	(Y N)	Enables or disables the use of the 32-bit version of PowerShell.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

Sybase ASE plug-in

The Sybase ASE plug-in uses the isql command to interact with the Sybase database.



For latest information about support or to view compatibility matrices, see the Interoperability Matrix.

The following table lists the Sybase plug-in parameters, provides their settings, and describes them:

Parameter	Setting	Description
SYBASE_USER	user_name	Specifies the operating system user who can run the isql command. This parameter is required for UNIX. This parameter is required if the user running the Snap Creator Agentstart and stop commands (usually the root user) and the user running the isql command are different.
SYBASE_SERVER	data_server_name	Specifies the Sybase data server name (-S option on isql command).For example: p_test

Parameter	Setting	Description
SYBASE_DATABASES	db_name:user_name/password	<p>Lists the databases within the instance to back up. The master database is added; for example: DBAtest2:sa/53616c7404351e .If a database named +ALL is used, then database automatic discovery is used, and the sybsyntax, sybssystemdb, sybssystemprocs, and tempdb databases are excluded.</p> <p>For example: +ALL:sa/53616c71a6351e</p> <p>Encrypted passwords are supported if the NTAP_PWD_PROTECTION parameter is set.</p>
SYBASE_DATABASES_EXCLUDE	db_name	<p>Allows databases to be excluded if the +ALL construct is used. You can specify multiple databases by using a semicolon-separated list.For example, pubs2;test_db1</p>
SYBASE_TRAN_DUMP	db_name:directory_path	<p>Enables you to perform a Sybase transaction dump after creating a Snapshot copy.For example: pubs2:/sybasedumps/pubs2</p> <p>You must specify each database that requires a transaction dump.</p>
SYBASE_TRAN_DUMP_FORMAT	%S_%D_%T.cmn	<p>Enables you to specify the dump naming convention. The following keys can be specified:</p> <ul style="list-style-type: none"> • %S = instance name from SYBASE_SERVER • %D = database from SYBASE_DATABASES • %T = unique timestamp <p>Here is an example: %S_%D_%T.log</p>
SYBASE_TRAN_DUMP_COMPRESS	(Y N)	<p>Enables or disables native Sybase transaction dump compression.</p>

Parameter	Setting	Description
SYBASE_ISQL_CMD	Example: /opt/sybase/OCS-15__0/bin/isql	Defines the path to the isql command.
SYBASE	Example: /sybase	Specifies the location of the Sybase installation.
SYBASE_LOGDIR	Example: /usr/local/ntap/scServer/logs	Defines the directory where Snap Creator logs are placed.
SYBASE_MANIFEST	Example: DBAtest2:/t_inf_nzl_devs/	Specifies the databases for which the manifest file should be created, along with the location where the manifest file should be placed.
SYBASE_MANIFEST_FORMAT	%S__%D_%T.manifest Example: %S_%D_%T.manifest	Enables you to specify the manifest file naming convention. The following keys can be specified: <ul style="list-style-type: none"> • %S = Instance name from SYBASE_SERVER • %D = database from SYBASE_DATABASES • %T = unique timestamp, which is the same as that used for Snapshot copy naming
SYBASE_MANIFEST_DELETE	(Y N)	Allows the manifest to be deleted after the Snapshot copy has been created. The manifest file should be captured in the Snapshot copy so that it is always available with the backup.
SYBASE_EXCLUDE_TEMPDB	(Y N)	Enables automatic exclusion of user-created temporary databases.

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

VMware VIBE plug-in

Snap Creator supports the backup of VMware virtual machines and vApps through the VMware VIBE plug-in. The VMware plug-in is an integrated plug-in for both virtual machines with vSphere and vApps with vCloud Director.

You must consider the following when you use the VMware VIBE plug-in:

- The VMware plug-in is supported only on Windows and Linux.

If you are using a non-Windows or non-Linux Snap Creator Server, you need a Snap Creator Windows or Linux agent to run the VMware plug-in.

- Unified Manager server as a proxy is not supported.
- Mount, unmount, and backup operations using Open Systems SnapVault and archive log management are not supported.
- VMware high availability (HA) with the VMware plug-in is not tested and is not supported.
- VMware vCenter Linked Mode with the VMware plug-in is not tested and is not supported.
- The VMware plug-in does not support raw device mapping (RDM).
- The volumes are discovered using automatic detection.


You cannot view a discovered destination volume if it is not in a SnapMirror relationship. You can use the `dpstatus` command to check the SnapMirror relationship. If a SnapMirror relationship does not exist, you must first create the SnapMirror relationship.

- Before you perform restore operations, you must delete all of the VMware snapshot copies.
- After the restore operations are complete, you must run a Snap Creator backup of the restored virtual machines and vApps so that the new environment is cleaned up and all VMware snapshot copies are removed.

If the VMware plug-in cannot clean up VMware snapshot copies and displays an error, you must remove the VMware snapshot copies manually. The VMware plug-in does not guarantee 100% VMware snapshot copy removal. This is a known VMware issue.

- The VMware plug-in supports only 32-bit Snap Creator with a 32-bit Linux system and 64-bit Snap Creator with a 64-bit Linux system.
- The deleted virtual machines cannot be restored.
- The volume restore operation is not supported; only application-defined restore operations are supported.
- The value of the `SC_AGENT_TIMEOUT` parameter should be set to 1800 or higher.
- The default value of the `VIBE_VMWARE_snapshot` parameter (VMware snapshot option) is N.
- If the value of `APP_DEFINED_RESTORE` is Y, then the SnapVault restore operation using the graphical user interface (GUI) is not supported.
- While creating a SnapMirror and SnapVault configuration by using the GUI, you must manually enter the SnapMirror and SnapVault parameters because the SnapMirror and SnapVault relationship is not detected automatically.
- The VMware plug-in discovers the ISO-mounted path as a datastore.

The following table lists the VMware VIBE plug-in parameters, provides the parameter settings, and describes the parameters.

Parameter	Setting	Description
VIBE_DYNAMIC_VOLUMES_UPDATE	Y or NDefault: not set	If this parameter is set to N, dynamic volume update is not performed, which means you have to set the VOLUMES, SNAPVAULT_VOLUMES, SNAPMIRROR_VOLUMES, and NTAP_DFM_DATA_SET parameters manually.
VIBE_NOPING	Default: N	Specifies that Internet Control Message Protocol (ICMP) is not used to ping VMware plug-in or the storage controllers.
VIBE_VCLOUD_IPADDR	N/A	Specifies the IP address or the host name of the vCloud Director that is used for logging in to (vCloud only).
VIBE_VCLOUD_USER	N/A	<p>Specifies the user name to be used for logging in to the vCloud Director (vCloud only). You must set @org or @system (top-level vCloud database).</p> <div>  <p>The vCloud Director system administrator user name must be used to perform the backup and restore operations. These operations fail if the organization administrator credentials or any other user credentials are used.</p> </div> <p>Example: administrator@system</p>
VIBE_VCLOUD_PASSWD	N/A	Specifies the password that is associated with the specified VIBE_VCLOUD_USER (vCloud only).
VIBE_VCENTER_USER	N/A	Specifies the user name to be used for logging in to vCenter.

Parameter	Setting	Description
VIBE_VCENTER_PASSWD	N/A	Specifies the password that is associated with the specified VIBE_VCENTER_USER.
VIBE_VCLOUD_NAMES	N/A	Lists the organization, virtual data center, and vApp object names that should be backed up (vCloud only).Example: ORG:VDC1,VDC2:VAPP1,VAPP2; ORG2:VDC3:;ORG3::VAPP6
VIBE_VSPHERE_NAMES	N/A	Lists the datastores and virtual machines that should be backed up per vCenter (vSphere only).Example: VCENTER1:DS1:VM1;VCENTER2; DS2,DS3:;VCENTER3::VM4
VIBE_TRIM_VSPHERE_NAMES	N/A	Lists the virtual machines that should be removed from backup per vCenter (vSphere only).Example: VCENTER1:VM99;VCENTER2:VM5, VM12
VIBE_RESTORE_INTERVAL	Default: 30 seconds	Specifies the time between each restore check.
VIBE_RESTORE_TIME	Default: 3600 seconds	Specifies the total time to wait for a complete restore operation to finish.
VIBE_VMWARE_SNAPSHOT	Default: N	Creates a VMware snapshot copies during backup.

Parameter	Setting	Description
VIBE_IGNORE_EXPORTFS=Y or N	Default: N	<p>You must manually add this parameter to the Snap Creator VIBE configuration file.</p> <p>When the value is set to Y, Data ONTAP operating in 7-Mode configurations ignores any exportfs values on the controller. Instead, Data ONTAP maps the volume export path as /vol/datastore_name, where a datastore name is specified for backup. Older environments using vFiler units might use this methodology because the exportfs information of individual datastores is not available from a vFiler unit. Instead, a configuration needs to map the path based on queries to vfiler0.</p>

Related information

Interoperability Matrix Tool: mysupport.netapp.com/matrix

Requirements for vCloud vApp backup and restore operations using the VMware plug-in

Snap Creator supports the backup of vCloud vApp through the VMware plug-in. vApp and virtual machine backup copies are made by the VMware plug-in through the vCloud Director API and vSphere API, which are invoked on the VMware vCloud Director and VMware vCenter server, respectively.

For vApp backup and restore operations to be successful, you must provide the following details in the configuration file:

- vCloud IP and credentials
- vCloud organizations, virtual data centers (vDCs), and vApp names



If more than one vCenter is attached to vCloud, then the password for the all vCenter servers should be same.

You must consider the following when performing the vCloud backup and restore operations:

- The backup and restore processes for both VMware and vCloud are very similar except for the discovery process, in which vCloud backups require additional discovery of the vCloud Director metadata using representational state transfer (REST) APIs.
- You should provide details of the vCloud with the organizations, vDCs, and vApps to be backed up.
- If a vDC is listed, all the vApps in the vDC are backed up.

- vCloud module discovers virtual machines associated with any vApp that must be backed up and puts them on a backup list.
- If a vApp selected for backup is contained within an organization or a vDC that is also selected for backup, the vApp is backed up only once.



For Virtual Machine File System (VMFS) restore operations using the VMware plug-in, there must be enough space in the volume to create a LUN clone that is equal to the size of the LUN.

Virtual machine backup and restore by using the VMware plug-in

Snap Creator supports the backup of VMware virtual machines through the VMware plug-in. Virtual machine backups are taken through the vSphere API on the VMware vCenter server.

For virtual machine backup, you must provide the following details in the configuration file:

- vCenter IP or host name and credentials
- vSphere virtual machines and datastore names



Snap Creator discovers vCenter only if vCenter is configured on the default port (443).

For the restore operation, you should provide the backup parameters and the Snapshot copy name.

Consider the following when performing the VMware backup and restore processes:

- If a virtual machine is listed and is not available, the plug-in displays an error message. It will not be able to restore a lost virtual machine even if it is backed up.
- If a datastore is listed, all the virtual machines in the datastore are backed up.
- Only the listed virtual machines or virtual machines located in the datastores specified are backed up.
- If a virtual machine selected for backup is contained within a datastore that is also selected for backup, it will be backed up only once.
- The VMware plug-in supports both Network File System (NFS) and VMware Virtual Machine File System (VMFS) datastores.
 - Virtual machine restores on an NFS datastore use Single File SnapRestore (SFSR) on the storage system, which avoids host copies.
 - To restore a virtual machine on a VMFS datastore, perform the following steps:
 - i. Use FlexClone or LUN clone of the LUN contained in a specific restore Snapshot copy.
 - ii. Map it to the cluster.
 - iii. Use vCenter API calls to copy contents from the Snapshot copy of the VMFS datastore to the original VMFS datastore.

Using the plug-in framework to create custom plug-ins

The plug-in framework enables you to create your own plug-ins for Snap Creator or reuse the existing plug-ins. The plug-in provides Snap Creator with the steps for handling backup and recovery of a given application.

The plug-in framework defines the following methods:

- quiesce - Method for handling quiesce for a given application plug-in
- unquiesce - Method for handling unquiesce for a given application plug-in
- discover - Method for handling discovery of storage objects for a given application plug-in
- scdump - Method for handling collection of support information, database, operating system, and SnapDrive
- restore - Method for handling restore for a given application plug-in
- restore_pre - Method for handling prerestore operations for a given application plug-in (can use built-in restore CLI of Snap Creator)
- restore_post - Method for handling post-restore operations for a given application plug-in (can use built-in restore CLI of Snap Creator)
- clone_pre - Method for handling preclone operations for a given application plug-in
- clone_post - Method for handling post-clone operations for a given application plug-in
- describe - Method for describing what a plug-in implements. This is optional for Perl plug-ins but required for native plug-ins under plug-ins/native.
- clone_all - Method for handling cloning for a given application plug-in (cannot use built-in cloning interface)
- clone_cleanup - Method for handling cleanup if a clone operation fails
- restore_cleanup - Method for handling cleanup if a restore operation fails



The plug-in framework supports Perl, PowerShell, Java, UNIX Shell, and Python for programming. NOTE: The plug-in framework enables you to implement objects and functions that exist within the Snap Creator.

+ For example, error handling is available, which means the plug-in can use the standard implementation Snap Creator uses. This reduces the work required to create a plug-in.

- Perl plug-ins are installed under /plug-ins/PLUG-IN-name/PLUG-IN.pm.
- Native plug-ins are installed under /plug-ins/native/plugin.sh,plugin.java.plugin.bat, and so on.
- The plug-in must be installed where it is supposed to run. This can be Snap Creator Server or Snap Creator Agent depending on the set up of Snap Creator.

For more information about the plug-in framework, plug-ins, and a plug-in user guides, see the [Snap Creator Framework Discussions Community forum](#).

Configuring Snap Creator for multilevel application quiesce operations when using hypervisor plug-ins

When you are using the hypervisor (also known as “virtualization”) plug-ins (VMware (VMware vCloud Director and VMware vSphere), KVM, and Citrix XenServer) and want to perform a multilevel application quiesce and backup operation, you need to configure Snap Creator for this type of setup.

This configuration allows you to quiesce an application that resides on a virtual machine, quiesce the virtual machine, and then make a Snapshot copy.

During this process, you will create a hypervisor and application configuration by specifying a parent

configuration file with one or more child configuration files. This parent configuration file contains the typical configuration file information such as retention policy, SVM details, and information for the hypervisor plug-in. Each child configuration file contains the details necessary to perform Snap Creator Quiesce and Unquiesce actions using the specific application plug-in.

1. Create a new profile.
2. Create a new configuration.
 - a. On the Configuration page, enter a name for the configuration file.



By default, password encryption is enabled to prevent passwords from being displayed in clear text in the configuration file.

- b. On the Plug-In Type page, select **Virtualization plug-in**.
 - c. On the Virtualization Plug-In page, select the plug-in to configure.
 - d. On the plug-in parameters page, provide the configuration details associated with the selected plug-in option.

In the following example, VMware vSphere is the selected Virtualization plug-in. The wizard screens that display depend on your selection.

- i. Provide the appropriate information and click **Add**.

The image shows a 'Configuration' window titled 'VMware vSphere' with the subtitle 'Enter vCenter Authentication Information'. It contains three input fields: 'vCenter Username' with the value 'administrator', 'vCenter Password' with masked characters, and 'Take a VMware Snapshot copy' with a dropdown menu set to 'No'. Below these fields is a section titled 'vCenter, Datastores and VMs' which includes 'Add', 'Edit', and 'Delete' buttons. Underneath is a table with three columns: 'vCenter IP/Hostname', 'Datastores', and 'VMs'. The table is currently empty. At the bottom of the window are 'Back', 'Next', and 'Cancel' buttons.

vCenter IP/Hostname	Datastores	VMs
---------------------	------------	-----

- ii. On the New vCenter page, provide the vCenter IP and Hostname, and click **Add**.
- iii. Select the applicable datastores and virtual machines for backup.



- iv. Verify the details you entered are correct.
- v. On the Agent Configuration page, provide the VMware agent details, which are the details of the system where you have installed the agent.



The Port is the port on which the agent is listening.

Click **Test agent connection** to make sure that the agent is running.

- vi. On the Hypervisor + App Backup page, select **Yes** because both the hypervisor and application-consistent backups are required.
- vii. On the Hypervisor + App configuration page, provide the parent configuration name for the hypervisor and application configuration.
- viii. On the Plug-in Type page, select **Application plug-in**.
- ix. On the Application Plug-ins page, select the application to be used for backup and restore.
- x. Provide the details for the selected application.
- xi. On the Agent Configuration page, provide the application Snap Creator Agent details, which are the details of the application or database host on which you have installed the agent.



Typically, the host is a virtual machine being backed up that has an application running on it.

Click **Test agent connection** to make sure that the agent is running.

- xii. On the Summary page, verify the information and click **Finish**.
- xiii. On the Hypervisor + App page, you have the following options:
 - To add additional applications to this configuration, click **Add** and repeat steps vii through xii in this example.

- To delete applications from this configuration, select the item and click **Delete**.
- To continue with the main Configuration wizard, click **Next**.



If you have multiple applications listed, you have the option to reorder this list by moving an application up or down in the list. Applications are backed up serially, so if an application needs to be quiesced before another one in the list, you need to place the applications in the proper sequence.

e. On the Storage Connection Settings page, provide the following information:

- For the **Transport** option, select **HTTPS**.
- For the **Controller/Vserver Port** option, leave the default setting (443).
- For the **Clustered ONTAP** option, select **Yes**.

The screenshot shows a configuration window titled 'Configuration' with a sub-header 'Storage Connection Settings' and the instruction 'Please Provide Storage Connection Settings'. The settings are as follows:

Use OnCommand Proxy:	<input type="checkbox"/>
Transport:	HTTP
Controller/Vserver Port:	80
Clustered ONTAP:	No

- f. On the New Controller/Vserver page, provide the controller IP address, username, and password.
- g. Provide the Snapshot copy details.

Configuration

Snapshot Details
Provide Snapshot copy related information.

Snapshot copy Name: FED

Enable Policy	Policy Name	Retention
<input type="checkbox"/>	HOURLY	0
<input checked="" type="checkbox"/>	DAILY	1
<input type="checkbox"/>	WEEKLY	0
<input type="checkbox"/>	MONTHLY	0

Prevent Snapshot copy Deletion: No

Policy Retention Age: 1

Naming Convention: ☐ Recent ☒ Timestamp

Back Next Cancel

- h. On the Snapshot Details Continued page, do not select the **Consistency Group** option.
- i. On the Data Protection page, do not select either of the **Data Transfer** options.
- j. Verify the information on the Summary page and click **Finish**.

Related information

[Creating profiles](#)

[Creating configuration files](#)

Troubleshooting Snap Creator issues

You can troubleshoot Snap Creator issues by using the information in the Snap Creator logs and error messages.

Types of error messages and troubleshooting logs

Snap Creator provides useful error messages and troubleshooting logs.

The following types of error messages are provided by Snap Creator:

- **INFO**

For standard, normally occurring operations.

- **CMD**

External command or script that Snap Creator runs (according to configuration) and the return code from the command or script is logged. Typically, these are PRE, POST, or APP quiesce or unquiesce commands.

- **OUTPUT**

For Data ONTAPI library calls.

- **DEBUG**

For debug information.

- **WARN**

To draw your attention, but it is considered to be a normal activity usually and does not require any action (for example, when you delete Snapshot copies)

- **ERROR**

Indicates a problem and most likely requires manual action to fix the error. Snap Creator exits on any ERROR message. It is important to fix any problem that occurred before it runs again. Snap Creator does not automatically fix problems, but you can specify what is to be done before exiting Snap Creator by using PRE_EXIT_CMD defined in the configuration file.

The troubleshooting logs contain the output from any external commands or scripts run by Snap Creator (for example, SnapDrive). If you call other scripts through Snap Creator, it is important that you properly set up exit codes and output for those scripts. You should never exit with status 0 if a problem occurs.

The following logs are available for every Snap Creator profile and configuration:

- **Out**

Contain only verbose logging information.

- **Debug**

Contain verbose and debug logging information. If trace messages are enabled in the configuration file, which is the default setting, then the trace information is displayed in this log. The parameter that enables trace messages is LOG_TRACE_ENABLE - (Y|N).

- **Error**

Contain a history of all of the error events for a given configuration. The error log helps with viewing information about past errors so that users can correlate events and gain a historical perspective. It can be monitored and used as a way to integrate Snap Creator with a monitoring application.

- **Stderr**

Contain information if issues with the Snap Creator code are encountered; however, the standard error streams log is typically empty.

The Out, Debug, and Stderr logs are retained as defined by the LOG_NUM value in the configuration file while the error log is always appended. All logs are written to the /scServer_install_path/engine/logs/profile directory.

The Snap Creator Agent optionally creates the Out, Debug, and Stderr logs as well, and is enabled, by default, with the following parameter setting: SC_AGENT_LOG_ENABLE=Y.

Performing a Snap Creator dump

You can collect support information by using **scdump** from the Snap Creator GUI.

A Snap Creator dump (scdump) gathers the following support information at the profile level and places it into a .zip file:

- Configuration files for the profile
- Log files (Output and Debug)
- Other log files (server.log, gui.log, and sc_server.log)
- Environmental information (scdump.txt), such as the following items:
 - Snap Creator version (build information, date, and so on)
 - Host operating system and architecture
 - Database and version
 - SnapDrive version

1. From the Snap Creator GUI main menu, select **Management > Configurations**.
2. From the Profiles and Configurations pane, expand the profile and select a configuration file.
3. Select **Actions > scdump**.



This process might take several minutes. Refrain from selecting the scdump option multiple times.

4. Save the .zip file.

The zip file (scdump_profile_date/time.zip) is saved to the Snap Creator Server installation directory in the engine subdirectory.

Troubleshooting Snap Creator GUI errors

In UNIX environments, you might encounter some errors when accessing the Snap Creator GUI. You should be aware of these errors and know how to troubleshoot them.

Cannot connect to the Snap Creator GUI

In a UNIX environment, you might be unable to connect to the Snap Creator GUI; you must verify that certain conditions exist as you investigate the source of the problem.

- **Issue**

In a UNIX environment, you cannot connect to the Snap Creator GUI.

- **Corrective action**

Verify the following:

- The URL must start with HTTPS.



If you use HTTP instead of HTTPS, the result will either be that there is nothing on the page or a “?” depending on the browser you use.

- The correct port number is used in the URL and that nothing else is already using the selected port.

You might try selecting a different port.

- Communication is allowed through the firewall of the operating system.

Error starting the Snap Creator GUI

In a UNIX environment, you might encounter an error when starting the Snap Creator GUI.

- **Issue**

In a UNIX environment, you get an HTTP ERROR 503 when starting the Snap Creator GUI; for example: HTTP ERROR 503 Problem accessing /. Reason: SERVICE_UNAVAILABLE

- **Cause**

You might receive this error message when there is insufficient space for the temp file.

- **Corrective action**

Verify that you have sufficient space in the temp folder in the respective operating system folders.

Example: In a Linux environment, check /tmp.

Troubleshooting network issues

You might encounter network issues in Snap Creator such as authorization failures. You should be aware of these issues and know how to troubleshoot them.

- **Issue**

While within Snap Creator, you encounter an authorization failure issue.

- **Cause**

An authorization failure might be due to the configuration, firewall permissions, or network address translation (NAT).

- **Corrective action**

Verify the following:

- IP/Host name

Unless you use host equiv, the storage system name from the hostname command on the controller should be the same as what was entered in the Snap Creator configuration file.

Do not use a fully qualified domain name (FQDN) when the host name of a storage system is abbreviated.

Ensure that the IP resolution matches the name that you specified. If there is a mismatch, correct it by using host equiv on the storage system.

To enable host equiv, perform the following steps:

- i. Enter the following command: `options https.admin.hostsequiv.enable on`
 - ii. Edit the `/etc/hostsequiv` file, and add the following: `IP/Host_name_in_Snap_Creator config_fileSnap_Creator_user`
- The NetApp Management Console data protection capability

The storage controller name defined in the Snap Creator configuration parameter `VOLUMES` must match the storage controller name in the NetApp Management Console data protection capability. If the storage controller names do not match, you can use the operating system host file to force the storage controller names to match.

- Firewall

If there is a firewall between the host that is running Snap Creator and your storage system, ensure that you have bi-directional access control lists (ACLs) open for 80, 443, or both.

- 80: Used to communicate with the storage system if HTTP is selected
- 443: Used to communicate with the storage system if HTTPS is selected To use HTTPS (443) for Linux, Solaris, or AIX, install the openssl libraries, which are required to use SSL.

If Snap Creator Agent is running, the port on which the Agent is running must be open. Ensure that the return traffic from the storage system can go to the system that is running Snap Creator, at least on the non-privileged ports.

- Snap Creator Framework can communicate with both clustered Data ONTAP and Data ONTAP operating in 7-mode using TLS if SSL is disabled.

In Snap Creator Framework you can disable SSLV3 in the host and the storage system:

- To disable SSLV3 on AIX, Unix, or Windows, you should update the `jdk.tls.disabledAlgorithms` parameter in the `java.security` file as follows:

```
jdk.tls.disabledAlgorithms=sslv3
```

The `java.security` file is located under the path: `/java/jre/lib/security/`

- To disable SSLV3 on the storage system, you should execute the system service web modify command, and configure the following parameters:

TLSv1 Enabled: true

SSLv3 Enabled: false

SSLv2 Enabled: false

- NAT

If you use NAT, ensure that the source/destination IP addresses are not changed in the Transmission Control Protocol (TCP) packet. The host and storage systems need to know who they are communicating with. Presenting a firewall IP instead of the actual host or controller IP might cause problems.

Troubleshooting security issues

You must be aware of certain security issues in Snap Creator and know how to troubleshoot them.

Cryptographic flaws in Transport Layer Security

- **Issue**

TLS 1.0 has several cryptographic flaws. An attacker might exploit these flaws to conduct man-in-the-middle attacks or to decrypt communications between the affected service and clients.

- **Cause**

The remote service accepts connections encrypted by using TLS 1.0.

- **Corrective action**

Snap Creator has an option to enable or disable TLS 1.0 protocol .

- To support backward compatibility, set the `ENABLE_SECURITY_PROTOCOL_TLS_V1` parameter as Y in the `snapcreator.properties` and `agent.properties` files. The `ENABLE_SECURITY_PROTOCOL_TLS_V1` parameter is set as N by default.



The `ENABLE_SECURITY_PROTOCOL_TLS_V1` parameter can only be used in releases earlier than Snap Creator Framework 4.3.3. Because the Snap Creator Framework 4.3.3. release only supports Oracle Java and OpenJDK 1.8 and later, the support for TLS 1.0 was removed from Snap Creator Framework.

Self-signed SSL certificate not matching the URL

- **Issue**

The self-signed SSL certificate provided with Snap Creator Framework does not match the URL.

- **Cause**

The common name (CN) of the SSL certificate presented on the Snap Creator service is for a different machine, and so it does not match the host name.

- **Corrective action**

System IP parameter has been introduced during the installation of Snap Creator Server and Snap Creator Agent to resolve host name.

- Enter the system IP address on which Snap Creator Framework is being installed in the System IP option.

- The common name of the SSL certificate can be created using the same IP address.

CA-signed SSL certificate is required for Snap Creator Framework

- **Issue**

The Certificate Authority (CA)-signed SSL certificate is required for Snap Creator Framework.

- **Cause**

The server's X.509 certificate does not have a signature from a known public certificate authority.

- **Corrective action**

Snap Creator Framework supports installation of a third-party certificate.

- a. Update the following parameter values in the snapcreator.properties and agent.properties files:

 snapcreator.properties file:

 SNAPCREATOR_KEYSTORE_PASS

 SNAPCREATOR_KEYSTORE_PATH

 agent.properties file:

 KEYSTORE_FILE

 KEYSTORE_PASS

- b. Restart the server and the agent services.

Troubleshooting Snap Creator Server or Snap Creator Agent issues

You might encounter some issues with the Snap Creator Server or Snap Creator Agent. You should be aware of these issues and know how to troubleshoot them.

Snap Creator Server or Agent not starting

The Snap Creator Server or Snap Creator Agent might not start.

- **Issue**

The Snap Creator Server or Snap Creator Agent will not start.

- **Cause**

The general causes of this issue are that Java is not installed, the wrong bit level of Java is installed, or the wrong version of Java is installed.

- **Corrective action**

Verify that Java is installed by running the following command: `java -version`

Verify that a supported version of Java is installed.

Also, verify that the bit level of Java installed matches the bit level of Snap Creator. For example, if 64-bit Snap Creator is installed, 64-bit Java must also be installed.

Snap Creator Agent not responding

The Snap Creator Agent is not responding.

- **Issue**

The Snap Creator Agent is not responding.

- **Corrective action**

Verify the following:

- The Snap Creator Agent is running.
- The selected port is not already in use.
- Communication on the Agent port is allowed through the firewall.

Snap Creator password reset

If you forget your Snap Creator password, you can reset your password.

To reset your Snap Creator password,

1. Navigate to the `scServer/engine/etc` folder.
2. Edit the `snapcreator.properties` file.
3. Enter the new password in the `SNAPCREATOR_PASS` parameter.



You can provide the password in plain text. The password is encrypted automatically.

4. Click **Save**.

Troubleshooting CLI command errors

You should be aware of some errors you might encounter when attempting to run CLI commands, and know how to troubleshoot these issues.

CLI command results in 403 Forbidden error

In a UNIX environment, you might encounter the 403 Forbidden error when running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command, but you encounter the 403 Forbidden error as seen in the following example:


```
403 Forbidden at
//scServer4.1.0/snapcreator>SnapCreator/Service/Engine.pm line 152
```

- **Cause**

This error generally occurs when permission is denied due to an incorrect Snap Creator username or password.

- **Corrective action**

Verify you have the correct Snap Creator username and password.

CLI command results in 404 Not Found error

In a UNIX environment, you might encounter the 404 Not Found error when running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command; however, you encounter the 404 Not Found error. For example:

```
404 Not Found at
//local/scServer4.1.0c/snapcreator>SnapCreator/Service/Engine.pm line
152
```

- **Cause**

This error generally occurs when something other than Snap Creator is using the selected port.

- **Corrective action**

Verify that Snap Creator is running on the selected port and that nothing else is using the port.

CLI command results in 500 Cannot locate object error

In a UNIX environment, you might encounter the 500 Cannot locate object error after running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command but encounter the 500 Cannot locate object error as seen in the following example:

```
500 Can't locate object method "new" via package
"LWP::Protocol::https::Socket"
```

- **Cause**

There are two possible causes of this error message:

- The most probable cause of this error message is that the CLI SSL libraries are not linked.
- If the error message is not the result of the SSL libraries not being linked, another cause might be that the HTTPS Perl library is missing.

- **Corrective action**

To resolve the library files linking issue, the simlinks need to be created manually. Consult the operating system administrator and verify the presence of the libssl.so and libcrypto.so files. SSL packages might need to be installed.

Assuming that the files are present, you must manually link the files. To do this, run one of the following sets of commands based on your operating system:

- For 32-bit:

```
cd /usr/lib
ln -s libssl.so.1.0.0 libssl.so.6
ln -s libcrypto.so.1.0.0 libcrypto.so.6
```

- For 3264it:

```
cd /usr/lib64
ln -s libssl.so.1.0.0 libssl.so.6
ln -s libcrypto.so.1.0.0 libcrypto.so.6
```

- **Corrective action**

To resolve the missing HTTPS Perl library issue, install the LWP::Protocol::https library from CPAN mode.

Perform the following steps:

- a. Open an SSH session of your Linux server and run the following command: `perl -MCPAN -e shell`



If this is the first time you used CPAN, you are prompted with the following:

```
Would you like me to configure as much as possible automatically?
[yes]
```

Press **Enter** to accept the default. The CPAN shell will open.

- b. Run the following command: `install LWP::Protocol::https`

The necessary packages are downloaded and installed. If additional packages are needed, you might be prompted to install those as well by selecting `[yes]`.

- c. After the installation is complete, enter exit to return to the normal shell.

CLI command results in 500 Connect Failed error

In a UNIX environment, you might encounter the 500 Connect Failed error when running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command; however, you encounter the 500 Connect Failed error. For example:

```
500 Connect failed: connect: Connection refused; Connection refused at
//scServer4.1.0/snapcreator>SnapCreator/Service/Engine.pm line 152
```

- **Cause**

This error generally occurs when Snap Creator is not listening at the selected port.

- **Corrective action**

Verify that Snap Creator is running on the selected port.

cloneVol reports that aggregate does not exist

For clustered Data ONTAP, the aggregate must be assigned to the storage virtual machine (SVM) for cloning purposes. If not, the cloneVol action might return an error.

- **Issue**

The cloneVol action returns an error similar to following example:

```
ERROR: com.netapp.snapcreator.storage.executor.ZapiExecutorException:
netapp.manage.NaAPIFailedException: Aggregate [aggregate name] does not
exist (errno=14420)
```

- **Cause**

The aggregate was not assigned to the SVM for cloning purposes.

- **Corrective action**

Assign the aggregate to the SVM for cloning purposes: `vserver modify -vserver [vserver_name] -aggr-list [aggregate_name]`

Error messages

You must be aware of the error messages associated with different Snap Creator

operations.

Each error message includes an area code and a unique 5-digit identifier----for example, ERROR: [<area code>-<unique area error identifier>] <error message>. The area code identifies where the error occurred. The different area codes are as follows:

- scf: Snap Creator Framework
- REPO: Repository
- STORAGE: Storage
- agt: Snap Creator Agent
- gui: Snap Creator graphical user interface (GUI)

Snap Creator Framework error messages

The Snap Creator Framework error messages can help you troubleshoot any issues that occur.

Error code	Error message	Description/resolution
scf-00001	Could not get the serial number [%s]	The Snap Creator setup command is not run. Run the snapcreator --profile setup command. Ensure that the serial number is either blank or set to a numeric value.
scf-00002	Backup handling of plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application backup failed because of an application error. Check the logs and application settings.
scf-00003	Backup cleanup handling of plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application backup cleanup failed because of an application error. Check the logs and application settings.
scf-00004	Clone handling of plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application clone failed because of an application error. Check the logs and application settings.
scf-00005	Clone cleanup handling of plugin [%s] failed with error [%s] and exit code [%s], Exiting!	Application clone cleanup failed because of an application error. Check the logs and application settings.
scf-00006	Pre-clone handling of [%s] failed with error [%s] and exit code [%s], Exiting!	Application pre-clone operation failed because of an application error. Check the logs and application settings.

Error code	Error message	Description/resolution
scf-00007	Post-clone handling of plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application post-clone operation failed because of an application error. Check the logs and application settings.
scf-00008	Cloned LUN igroup map of [%s] to igroup [%s] on [%s] failed, Exiting!	The igroup mapping for the LUN clone failed. Check the error logs. You might have a NetApp Manageability SDK solution error. The logs might reveal the cause of the problem.
scf-00009	NetApp Management Console backup list end for dataset [%s] failed with exit code [%s], Exiting!	Snap Creator started the backup delete operation in the NetApp Management Console, but failed to list the Snapshot copies. Ensure that Snap Creator is registering backups, and check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00010	NetApp Management Console backup list is undefined, no backups for dataset [%s] exist, Exiting!	Snap Creator started the backup delete operation in the NetApp Management Console, but the Snapshot copies exist. Ensure that Snap Creator is registering backups, and check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00011	NetApp Management Console backup version ID [%s] Timestamp [%s] Delete for dataset [%s] failed with exit code [%s], Exiting!	Ensure that Snap Creator is registering backups, and check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00012	Retrieving NetApp Management Console dataset status for dataset [%s] failed with exit code [%s], Exiting!	Ensure that the dataset exists and the status is conformant. Also ensure that the dataset was created by Snap Creator. Datasets that are not created by Snap Creator are not application datasets; these datasets do not work.

Error code	Error message	Description/resolution
scf-00013	Failed to register the Snapshot copies with dataset [%s] exit code [%s]	Check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00014	NetApp Management Console backup start for [%s] ([%s]) failed, Exiting!	Check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00015	NetApp Management Console backup for job-id [%s] completed with errors - [%s]	[%s]
[%s]	[%s]	Snap Creator started the NetApp Management Console backup, but obtaining the progress of the backup operation failed. Check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00016	SnapMirror status for [%s] failed, Exiting!	Snap Creator was unable to find any SnapMirror relationships for the given controller. Log in to the storage controller and run the snapmirror status command, and to ensure that the relationship exists.
scf-00017	SnapMirror relationship for [%s]:[%s] does not exist, Exiting!	Snap Creator was unable to find SnapMirror relationships for the given controller volumes. Log in to the storage controller, run the snapmirror status command, and ensure that the relationships for the given controller name exist. If a different name is used, then you must configure the SECONDARY_INTERFACES parameter to inform Snap Creator what maps to the storage controller.

Error code	Error message	Description/resolution
scf-00018	SnapVault Status list for [%s] failed, Exiting!	Snap Creator was unable to find any SnapVault relationships for the given controller. Log in to the storage controller and run the snapvault status command. Ensure that the SnapVault relationship exists.
scf-00019	SnapVault relationship for [%s]:[%s] does not exist, Exiting!	Snap Creator was unable to find the SnapVault relationship. Log in to the storage controller and run the snapvault status command. Ensure that the SnapVault relationship for the given controller name exists. If a different name is used, then you must configure the SECONDARY_INTERFACES parameter to tell Snap Creator what maps to the storage controller.
scf-00020	Running SnapVault update on destination [%s] using source [%s] failed!	Snap Creator was unable to start SnapVault update. Log in to the storage controller and run the snapvault status command. Ensure that the SnapVault relationship for the given controller name exists. If a different name is used, then you must configure the SECONDARY_INTERFACES parameter to tell Snap Creator what maps to the storage controller.
scf-00021	SnapMirror transfer error detected - [%s], Exiting!	Check the error and storage controller settings for SnapMirror.
scf-00022	SnapMirror update on source [%s] failed to complete in [%s] minutes, Exiting!	The SnapMirror update took longer than the configured wait time. You can adjust the wait time by increasing the value for NTAP_SNAPMIRROR_WAIT in the configuration file.

Error code	Error message	Description/resolution
scf-00023	SnapVault update on source [%s] failed to complete in [%s] minutes, Exiting!	The SnapVault update took longer than the configured wait time. You can adjust the wait time by increasing the value for NTAP_SNAPVAULT_WAIT in the configuration file.
scf-00024	SnapVault transfer Error detected - [%s], Exiting!	Check the error and storage controller settings for SnapVault.
scf-00025	Post restore handling of plug-in [%s] failed with error [%s] and exit code [%s]	Application post restore operation failed because of an application error. Check the logs and application settings.
scf-00026	Restore cleanup handling of plug-in [%s] failed with error [%s] and exit code [%s]	Application restore cleanup operation failed because of an application error. Check the logs and application settings.
scf-00027	Pre restore handling of plug-in [%s] failed with error [%s] and exit code [%s]	Application pre restore operation failed because of an application error. Check the logs and application settings.
scf-00028	Auto Discovery for plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application discovery failed because of an application error. Check the logs and application settings. In addition, automatic discovery can be disabled by setting APP_AUTO_DISCOVERY=N and commenting out VALIDATE_VOLUMES.
scf-00029	Auto Discovery for plug-in [%s] failed because environment is empty, Exiting!	The application plug-in does not support the use automatic discovery. Disable automatic discovery by setting APP_AUTO_DISCOVERY=N.
scf-00030	File system quiesce for plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	File system quiesce failed because of a file system error. Check the logs and file system settings. To ignore errors and proceed with the backup, you can set APP_IGNORE_ERROR=Y.

Error code	Error message	Description/resolution
scf-00031	File system quiesce for plug-in [%s] encountered errors, exit code [%s], proceeding with backup!	File system quiesce failed because of a file system error. However, APP_IGNORE_ERROR=Y; Snap Creator will proceed with the backup. Check the logs and file system settings.
scf-00032	Application unquiesce failed due to application error. To ignore application errors and to proceed with backup, you can set APP_IGNORE_ERROR=Y	Check the logs and application settings.
scf-00033	Application unquiesce for plug-in [%s] failed with exit code [%s], proceeding with backup!	Application unquiesce failed because of an application error. However, the APP_IGNORE_ERROR=Y; Snap Creator proceeds with the backup. Check logs and application settings.
scf-00034	LUN clone create of [%s] from [%s] on [%s]:[%s] failed, Exiting!	The LUN clone creation failed. Check the error logs. There might be a NetApp Manageability error. The logs might reveal the cause of the problem.
scf-00035	Inventory of LUNs on [%s] failed, Exiting!	The LUN list create failed. Check the error logs. There might be a NetApp Manageability error. The logs might reveal the cause of the problem.
scf-00036	Application quiesce for plug-in [%s] failed, no exit code returned from plug-in, Exiting!	Application quiesce finished with no exit code. Check the logs and application settings.
scf-00037	Application quiesce for plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application quiesce failed because of an application error. Check the logs and application settings. To ignore application errors and proceed with backup, you can set APP_IGNORE_ERROR=Y.

Error code	Error message	Description/resolution
scf-00038	Application quiesce for plug-in [%s] failed with exit code [%s], continuing with backup.	Application quiesce failed because of an application error. However, the APP_IGNORE_ERROR=Y; Snap Creator proceeds with the backup. Check the logs and application settings.
scf-00039	The controller [%s] specified did not match any controllers specified in the configuration. Check the NTAP_USERS parameter in the configuration file.	Check NTAP_USERS and ensure that the storage controller is defined in the configuration file.
scf-00040	The volume [%s] specified did not match any storage system or volume specified in the configuration. Check the VOLUMES parameter in the configuration file.	Check the VOLUMES setting in the configuration file and ensure that the correct controller volumes are configured.
scf-00041	Clustered Data ONTAP detected but CMODE_CLUSTER_NAME is not configured correctly. Check the configuration parameter, Exiting!	The CMODE_CLUSTER_NAME parameter is required and used for AutoSupport and SnapMirror. You should define this parameter correctly in the configuration file.
scf-00042	Clustered Data ONTAP detected, but CMODE_CLUSTER_USERS is not configured correctly. Check the configuration parameter, Exiting!	The parameters CMODE_CLUSTER_NAME and CMODE_CLUSTER_USERS are required and used for AutoSupport and SnapMirror. You should define these parameters correctly in the configuration file.
scf-00043	SnapVault is not supported in clustered Data ONTAP, set NTAP_SNAPVAULT_UPDATE to N in configuration.	Check configuration and change parameter. Clustered Data ONTAP does not support SnapVault.
scf-00044	The META_DATA_VOLUME parameter is defined, but storage system:volume specified does not match what is configured in VOLUMES parameter. Check the configuration.	The META_DATA_VOLUME parameter is not specified in VOLUMES. Add the metadata volume to VOLUMES.

Error code	Error message	Description/resolution
scf-00045	The META_DATA_VOLUME parameter is defined but it cannot be the only volume specified in VOLUMES parameter. The metadata volume must be a separate volume.	The volume specified in META_DATA_VOLUME is the only volume present in VOLUMES. There should be other volumes also. Do not use META_DATA_VOLUME for normal Snapshot operation.
scf-00046	NetApp Management Console supports only timestamp Snapshot copies.	Update the configuration file, and set the SNAP_TIMESTAMP_ONLY option to Y.
scf-00047	Incompatible settings have been selected. The NTAP_SNAPVAULT_UPDATE and NTAP_SNAPVAULT_SNAPSHOT options both cannot be enabled	Edit the configuration file, and disable one of the two options.
scf-00048	Mount handling of plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application mount failed because of an application error. Check the logs and application settings.
scf-00049	Unmount handling of plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	Application unmount failed because of an application error. Check the logs and application settings.
scf-00050	Custom action is supported only for application plug-ins	The APP_NAME parameter is not set in the configuration file. This parameter determines which plug-in to use. The custom action is only supported with an application plug-in.
scf-00051	NetApp Management Console dataset creation failed for [%s] with exit code [%s], Exiting!	Check the debug error message. There could be a problem while communicating with the Active IQ Unified Manager server.
scf-00052	Restore handling of plug-in [%s] failed with error [%s] exit code [%s], Exiting!	Restore failed because of an application error. Check the logs and application settings.

Error code	Error message	Description/resolution
scf-00053	File system unquiesce for plug-in [%s] failed with error [%s] and exit code [%s], Exiting!	File system unquiesce failed because of a file system error. However, the APP_IGNORE_ERROR=Y; Snap Creator proceeds with the backup. Check the logs and file system settings.
scf-00054	File system unquiesce for plug-in [%s] encountered errors, exit code [%s], proceeding with backup!	File system unquiesce failed because of file system error. However, the APP_IGNORE_ERROR=Y; Snap Creator proceeds with the backup. Check the logs and file system settings.
scf-00055	NetApp Management Console driven backup [%s] of dataset [%s] with policy [%s] on storage controller [%s]	N/A
scf-00056	Creating NetApp Management Console driven backup [%s] of dataset [%s] with policy [%s] on storage controller [%s] finished successfully	N/A
scf-00057	Creating NetApp Management Console driven backup [%s] of dataset [%s] with policy [%s] on storage controller [%s] failed with error [%s]	Check the configuration of the NTAP_PM_UPDATE and NTAP_DFM_DATA_SET parameters.
scf-00058	Update configuration with application discovered value failed for [%s], Exiting!	Could not update the file because of the permissions problem or a failure to parse the values returned from the application. Check the permissions of the user running Snap Creator and ensure that the permissions are correct.
scf-00059	[%s] dump for plug-in [%s] failed with exit code [%s], Exiting!	The scdump action failed because of an application error. Check the logs and application settings.

Error code	Error message	Description/resolution
scf-00060	Invalid DTO: [%s]	A required field in the DTO is either not set or is invalid, which caused a validation error when processing the DTO. Correct the issue and resend the DTO.
scf-00061	Archive log deletion failed with error [%s], Exiting!	Snap Creator could not delete the archive logs for the application. Check the permissions for the Snap Creator user; this could be the Snap Creator Server or Snap Creator Agent, depending on the configuration.
scf-00062	Authentication Failed!	Authentication failed because the user does not have permission to perform the operation.
scf-00063	Discovery for [%s] failed with return code [%s] and message [%s]	Application discovery using VALIDATE_VOLUMES=DATA failed because of an application error. Check the logs and application settings.
scf-00064	Discovery discovered no storage objects	Application discovery using VALIDATE_VOLUMES=DATA failed. Snap Creator was unable to discover any data volumes residing on the storage system. To disable automatic discovery, comment out VALIDATE_VOLUMES.
scf-00065	Volume [%s] on [%s] is not included in the configuration file	Application discovery detected that some volumes are missing. Check for the missing volumes and add them to the VOLUMES parameter so that they can be included in the backup.
scf-00066	Agent validation failed for [%s] with error [%s]	The configured agent is not reachable. The agent might be down, or there might be a local firewall issue. Check the configuration parameter SC_AGENT.

Error code	Error message	Description/resolution
scf-00067	Failed to list external Snapshot copy for [%s] with name pattern [%s]	Snap Creator could not find external Snapshot copy based on the regex pattern NTAP_EXTERNAL_SNAPSHOT_REGEX. Log in to the controller and match the snap list output with the regex pattern.
scf-00068	File system pre_restore for plug-in [%s] failed with exit code [%s], Exiting!	File system pre-restore failed because of a file system error. Check the logs and file system settings.
scf-00069	File system pre_restore for plug-in [%s] encountered errors exit code [%s], proceeding with backup!	File system pre-restore failed because of a file system error. However, the APP_IGNORE_ERROR=Y; Snap Creator proceeds with other operations. Check the logs and file system settings.
scf-00070	File system post_restore for plug-in [%s] failed with exit code [%s], Exiting!	File system post restore failed because of a file system error. Check the logs and file system settings.
scf-00071	File system post_restore for plug-in [%s] encountered errors, exit code [%s], proceeding with backup!	File system post restore failed because of a file system error. However, the APP_IGNORE_ERROR=Y; Snap Creator proceeds with other operations. Check the logs and file system settings.
scf-00072	Policy [%s] is not a defined Snapshot copy retention policy in the configuration, Exiting!	The policy you are using is not valid. Check the configuration file and configure NTAP_SNAPSHOT_RETENTIONS properly.

Snap Creator Agent error messages

The following table lists the Snap Creator Agent error messages.

Error code	Description/Resolution
agt-00001	The Snap Creator Agent or some other process is running on the port specified. Try a different port.

Error code	Description/Resolution
agt-00003	The parameters given were not correct to start the Snap Creator Agent. Check the required parameters.
agt-00004	The SC_AGENTconfiguration parameter must be defined when using a remote agent.
agt-00005	You are not allowed to perform back to back quiesce operations and one operation is already running. Wait or run unquiesce.
agt-00006	The watchdog process is unable to spawn. The system most likely has reached the maximum number of processes. Disable the watchdog in the configuration or check the operating system settings.
agt-00008	The quiesce and unquiesce operation did not complete and backup is only crash consistent. Check the logs. This can happen if the quiesce operation takes too long and you are using a watchdog. The watchdog process performs a forced unquiesce after x seconds as defined in the configuration.
agt-00009	Pre and Post commands must be allowed in the agent.conf on the agent side. Update the agent.conf and allow necessary commands.
agt-00010	The agent could not read its configuration file. Check the permissions on the agent.conf file.
agt-00011	A command was sent to the agent but is not allowed. Update the agent.conf to allow the command.
agt-00012	This error occurs while loading a plug-in. Check the plug-in and APP_NAME setting.
agt-00013	This error occurs while running the setENV method inside plug-in. Check the plug-in and ensure the syntax is correct.

Repository error messages

The following table lists the Repository error messages.

Error code	Error message	Description/resolution
REPO-01001	Global configuration does not exist	Check if the global.conf file exists in the configs folder.

Error code	Error message	Description/resolution
REPO-01002	Global configuration already exists	The global.conf file already exists in the configs folder. Either delete the global configuration file first or update the existing file.
REPO-01103	Creating global configuration failed with error [%s]	Failed to create the global.conf file in the configs folder. Check the permissions of the user running Snap Creator against directory.
REPO-01203	Updating global configuration failed with error [%s]	Failed to update the global.conf file in the configs folder. Check the permissions of user running Snap Creator against directory.
REPO-01303	Removing global configuration failed with error [%s]	Failed to remove global.conf file in the configs folder. Check if the file is present in configs folder or check permissions of user running Snap Creator against directory
REPO-01403	Exporting global configuration failed with error [%s]	Failed to read global.conf file in the configs folder. Check if your global configuration file is deleted.
REPO-01503	Importing global configuration [%s] failed with error [%s]	Failed to update the global.conf file in the configs folder. Check permissions of user running Snap Creator against directory.
REPO-01603	Retrieving global configuration failed with error [%s]	Failed to read global.conf file in the configs folder. Check if your global configuration file is deleted.
REPO-02002	Profile [%s] already exists, use a different name.	Profile with same name already exists. If the profile is not visible, then the user does not have permission on this profile.
REPO-02003	Profile [%s] does not exist	Check if your profile is renamed or deleted. Also, the user might not have permission on this profile.
REPO-02103	Creating global profile configuration [%s] failed with error [%s]	Failed to create global.conf file in the profile. Check permissions of user running Snap Creator against directory.

Error code	Error message	Description/resolution
REPO-02106	Creating profile configuration [%s] failed with error [%s]	Failed to create profile in the configs folder. Check permissions of user running Snap Creator against directory.
REPO-02203	Updating profile configuration [%s] failed with error [%s]	Failed to update the profile in the configs folder. Check permissions of user running Snap Creator against directory.
REPO-02213	Renaming profile [%s] to [%s] failed with error [%s]	Failed to rename profile in the configs folder. Check permissions of user running Snap Creator against directory or check if your profile is already renamed or deleted.
REPO-02303	Removing profile configuration [%s] failed	
REPO-02403	Exporting profile configuration [%s] failed with error [%s]	
REPO-02503	Importing profile configuration [%s] failed with error [%s]	
REPO-02603	Retrieving global profile failed with error [%s]	
REPO-02606	Retrieving profile [%s] failed with error [%s]	
REPO-02703	Listing profiles failed with error [%s]	Listing profiles failed. Check the configs folder path.
REPO-03002	Configuration [%s] already exists for profile [%s]	Configuration file with same name already exists for the given profile. Choose a different name.
REPO-03103	Creating configuration [%s] for profile [%s] failed with error [%s]	
REPO-03203	Updating configuration [%s] for profile [%s] failed with error [%s]	

Error code	Error message	Description/resolution
REPO-03212	Renaming configuration [%s] for profile [%s] to [%s] failed	Failed to rename the configuration from profile. Check if your configuration is renamed or deleted and also check permissions of user running Snap Creator against directory.
REPO-03303	Removing configuration [%s] from profile [%s] failed	Failed to delete configuration from profile in the configs folder. Check permissions of user running Snap Creator against directory.
REPO-03403	Exporting configuration [%s] for profile [%s] failed with error [%s]	
REPO-03503	Importing configuration [%s] to profile [%s] failed with error [%s]	
REPO-03603	Retrieving configuration [%s] from profile [%s] failed with error [%s]	
REPO-03703	Listing configurations from profile [%s] failed with error [%s]	
REPO-04003	Reading catalog for profile [%s], configuration [%s] and timestamp [%s] failed with error [%s]	
REPO-04103	Writing catalog for profile [%s], configuration [%s] and timestamp [%s] failed with error [%s]	
REPO-04203	Purging catalog for profile [%s], configuration [%s] and timestamp [%s] failed with error [%s]	
REPO-04303	Inventoring catalog for profile [%s] and configuration [%s] failed with error [%s]	
REPO-04304	Configuration [%s] does not exist	
REPO-04309	Adding policy object failed [%s]	Database error; check stack trace for more information.
REPO-04313	Removing policy object failed for policy Id: %s	Database error; check stack trace for more information.

Error code	Error message	Description/resolution
REPO-04315	Updating policy object failed : %s	Database error; check stack trace for more information.
REPO-04316	Failed to list policies	Database error; check stack trace for more information.
REPO-04321	Adding backup type object failed [%s]	Database error; check stack trace for more information.
REPO-04323	Backup type entry does not exist for backup type id: %s	Pass a valid backup type.
REPO-04325	Removing backup type object failed for backup type Id: %s	Database error; check stack trace for more information.
REPO-04327	Updating backup type object failed : %s	Database error; check stack trace for more information.
REPO-04328	Failed to list backup types	Database error; check stack trace for more information.
REPO-04333	Adding scheduler job object failed [%s]	Database error; check stack trace for more information.
REPO-04335	Scheduler job entry does not exist for job id: %s	Pass a valid scheduler job.
REPO-04337	Removing scheduler job object failed for job Id: %s	Database error; check stack trace for more information.
REPO-04339	Updating scheduler job object failed : %s	Database error; check stack trace for more information.
REPO-04340	Failed to list scheduler jobs	Database error; check stack trace for more information.
REPO-04341	Adding policy object failed, policy [%s] with same name already exists	Policy with same name already exists; try with different name.
REPO-04342	Adding backup type object failed, backup type [%s] with same name already exists	Backup type with same name already exists; try with different name.

Error code	Error message	Description/resolution
REPO-04343	Adding scheduler object failed, scheduler [%s] with same task name already exists	
REPO-04344	Failed to update profile [%s]. Profile is empty.	
REPO-04345	Policy Type cannot be null while adding new policy	
REPO-04346	Storage object cannot be null	
REPO-04347	Adding storage object failed, storage [%s] with same name/IP already exists	
REPO-04348	Failed to fetch the storage details. Database Error!	
REPO-04349	Invalid host name. Storage with the host name/IP [%s] does not exist	
REPO-04350	Hostname cannot be null	Invalid host name
REPO-04351	Deleting storage [%s] failed with error [%s]	Failed to delete the storage. Database Error!
REPO-04355	Updating storage [%s] failed with error [%s]	Failed to update the storage. Database Error!
REPO-04356	Cluster object cannot be null	
REPO-04358	Adding storage [%s] failed with error [%s]	
REPO-04359	Updating cluster [%s] failed with error [%s]	
REPO-04360	Adding cluster object failed, cluster [%s] with same name/IP already exists	Cluster with same host name already exists

Storage error messages

The storage-related error messages can help you troubleshoot any issues that occur.

The following table lists the error codes and messages along with a brief description of the error and the suggested resolution.

Error code	Error message	Description/resolution
STORAGE-00001	Date format [%s] is not valid: [%s]	Either the volume clone was not created by Snap Creator, or the time stamp that is appended to the clone name is not valid.
STORAGE-00002	Unable to retrieve executor	An executor was not created for storage. Check the logs for NetApp Manageability errors, which might reveal the cause of the problem.
STORAGE-00003	Cannot connect to the host	The host is not reachable. Ensure that the local firewall settings are correct, and that the host is able to ping from the system where Snap Creator Server is installed.
STORAGE-01003	Creating AutoSupport message with event id [%s], category [%s], description [%s], level [%s], hostname [%s] failed with error [%s].	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-01004	For file restore, the source and destination volumes need to be the same volume.	The source and destination volumes are different. Provide the same volume as the source volume and the destination volume.
STORAGE-02003	Creating consistency group Snapshot copy [%s] on volumes [%s] failed with error [%s];	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02006	Committing consistency group Snapshot copy on [%s] with CG Id [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02009	Creating Snapshot copy [%s] on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02015	Removing Snapshot copy [%s] on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02021	Restoring Snapshot copy [%s] of volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02025	Restoring file [%s] from Snapshot copy [%s] to [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.

Error code	Error message	Description/resolution
STORAGE-02028	Creating primary SnapVault Snapshot copy schedule [%s] on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02034	Removing primary SnapVault Snapshot copy schedules from volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02038	Creating clone [%s] of volume [%s] based on Snapshot copy [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02041	Cloning file [%s] on volume [%s] to [%s] based on Snapshot copy [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02043	Listing files on path [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02046	Cloning LUN [%s] to [%s] based on Snapshot copy [%s] with space reservation [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02049	Deleting LUN [%s] from volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02052	Listing LUNs failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02062	Adding NFS export [%s] for host name [%s] with access [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02072	Retrieving SnapMirror status on controller [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02075	Retrieving SnapMirror relationships on controller [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02082	Updating SnapMirror relationship [%s] based on Snapshot copy [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.

Error code	Error message	Description/resolution
STORAGE-02092	Listing Snapshot copies on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02102	Renaming Snapshot copy [%s] on volume [%s] to [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02112	Retrieving SnapVault status on controller [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02115	Retrieving SnapVault relationships on controller [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02122	Updating SnapVault relationship [%s] based on Snapshot copy [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02132	Listing cloned volumes based on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02142	Deleting volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02152	Listing volumes failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02155	Listing volume [%s] failed with error message [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-02162	Restoring Snapshot copy [%s] of volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03001	Retrieving Vservers from Clustered ONTAP node [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-05003	Creating NetApp Management Console dataset [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.

Error code	Error message	Description/resolution
STORAGE-05006	Creating NetApp Management Console driven backup of dataset [%s] on storage controller [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-05009	Retrieving NetApp Management Console dataset status for dataset [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-05012	Validating NetApp Management Console dataset [%s] failed with error [%s].	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-05018	Creating OM Event [%s] on [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03002	Mapping igroup [%s] on LUN [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03005	Making LUN [%s] on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03008	Creating primary SnapVault Snapshot copy [%s] on volume [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03011	Listing NetApp Management Console backup copies for dataset [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03014	Deleting NetApp Management Console backup version ID [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03019	NetApp Management Console backup start for [%s] ([%s]) failed, Exiting!	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03022	NetApp Management Console backup progress start for job-id [%s] failed, Exiting!	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.

Error code	Error message	Description/resolution
STORAGE-03025	Deletion of file on path [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03030	Discovery of clustered Data ONTAP nodes on [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03033	Getting system version details of [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03036	Creation of directory on path [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03039	Deletion of directory on path [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03043	Creation of file on path [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03046	NetApp Management Console dataset modify failed for dataset [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03049	File contents for file [%s] could not be read	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03052	Options get for option [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03055	Performance counters get for object [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03058	Performance instances get for object [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03061	NetApp Management Console dataset info for [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.

Error code	Error message	Description/resolution
STORAGE-03064	System CLI command [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03067	Deleting NetApp Management Console dataset [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03070	Restoring SnapVault relationship [%s] based on Snapshot copy [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03073	CIFS export for [%s]:[%s] failed!	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03076	Getting the root volume on controller [%s] failed with error [%s]	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03079	Junction path get for volume [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03082	System name get failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03085	NFS service get on controller [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03088	NFS permission check for host [%s] path name [%s] permission [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03091	Network interface get on controller [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-03094	Qtree list on volume [%s] failed	Check the logs for errors. You most likely have a NetApp Manageability error. The logs might reveal the cause of the problem.
STORAGE-04119	Listing Vservers failed with error	Check the logs for errors. You most likely have a Manage ONTAP Solution error which may reveal the cause of the problem.

Error code	Error message	Description/resolution
VSERVER_TUNNEL_ENABLED	(Y/N)	Set the Vsim Tunneling. If set to Y, the Vsim Tunneling feature is enabled.

Snap Creator GUI error messages

The following table lists the Snap Creator GUI error messages.

Error code	Description/resolution
gui-00001	Ensure that the encrypted password in the configuration file is correct.
gui-00002	Ensure that you are using the correct Snap Creator executable. Verify that /etc/snapcreatorgui.conf is correct.
gui-00003	Ensure that the logs and corresponding profile folder exist.
gui-00004	Check if Snap Creator home/logs/profilename exists.
gui-00005	Check if the corresponding profile and configuration exists in the configs directory.
gui-00006	Try running snapcreator profile setup, if the snapcreatorgui.conf is lost.
gui-00007	Check if your configuration is renamed or deleted.
gui-00008	Check your user name and password and verify if you have run snapcreator profile setup command.
gui-00009	Check if permissions on file or folder exist.
gui-00010	Check if permissions on file or folder exist.
gui-00011	Choose a different profile or delete the existing one.
gui-00012	Verify if configs directory exists and if have run snapcreator profile setup command.
gui-00013	Check the logs for more information.
gui-00014	Close the configuration and open it again.

Error code	Description/resolution
gui-00015	Check the permissions on file and if they exist.
gui-00017	Check if your vCenter is correct and has a valid datacenter.
gui-00019	Try again, because the datastore might have been deleted during retrieval.
gui-00020	Try again, because the datastore might have been deleted during retrieval.
gui-00021	Try again, verify if your vCenter is correct.
gui-00022	Add datastores to your vCenter.
gui-00023	Try again, verify your vCenter.
gui-00024	The version of vCloud Director you are using is not supported.
gui-00025	Enter correct credentials and try again.
gui-00026	Organizations not found for vCD. Create organizations and retry.
gui-00027	Check your vCenter credentials.
gui-00028	Check the controller details/NTAP_USERS.
gui-00029	Verify the vCloud Director URL.
gui-00030	Check if vDCs exist for the organizations.
gui-00031	Check if vApps exist for the vDCs.

Snap Creator configuration file variables, parameters, and commands

You can define the variables, parameters, and commands within the Snap Creator configuration file.

The Snap Creator configuration file is dynamic, which means that you can create and set variables within the configuration file.

For example, when using SnapDrive for Windows instead of ONTAPI to create Snapshot copies. Because the Snapshot copy names need to be unique, you must set a dynamic variable. The following example is from a SnapDrive for Windows configuration:

```
NTAP_SNAPSHOT_CREATE_CMD1="c:/Program Files/NetApp/SnapDrive/sdcli.exe" snap create -m fx1b4 -s %SNAME-%SNAP_TYPE_%SNAP_TIME -D E:
```

or

```
NTAP_SNAPSHOT_CREATE_CMD1="c:/Program Files/NetApp/SnapDrive/sdcli.exe" snap create -m fx1b4 -s %SNAME-%SNAP_TYPE_recent -D E:
```

When using SnapDrive for Windows instead of Data ONTAP for Snapshot copy deletion, the NTAP_SNAPSHOT_DELETE_CMD parameter can be used. The %SNAPNAME parameter must be used in place of the Snapshot copy name in the SnapDrive for Windows command.

The following example is from a SnapDrive for Windows configuration:

```
NTAP_SNAPSHOT_DELETE_CMD01 = "C:\Program Files\NetApp\SnapDrive\sdcli" snap delete -s %SNAPNAME -D I:
```


Snap Creator variable and parameter descriptions

Snap Creator includes built-in variables and parameters required in a basic configuration.


Variables	Description
%SNAP_TYPE	Used when you run Snap Creator and it is your retention policy (daily, weekly, monthly)
%SNAP_TIME	The timestamp (YYYYMMDDhhmmss) used in the naming of Snapshot copies to create a guaranteed unique name for every Snapshot copy. It is also used to name the backup reports and Sybase transaction logs.
%ACTION	The list of actions you can perform when you run Snap Creator: (backup
cloneVol	cloneLun
arch	restore
backupDel	backupList
cloneList	pmsetup
ossv)	%MSG
Used to send an error message to another program such as email or Tivoli It can only be used with the SENDTRAP function.	%USER_DEFINED

The following table lists and describes the Snap Creator parameters used in a basic configuration:

Parameter	Setting	Description
SNAME		Specifies the Snapshot copy naming convention. It should be unique. Snapshot copies are deleted according to the naming convention.
SNAP_TIMESTAMP_ONLY	(Y N)	Sets the Snapshot naming convention. If set to Y, Snapshot copies end with YYYYMMDDHHMMSS. Otherwise, new Snapshot copies are renamed to end with YYYYMMDDHHMMSS.
VOLUMES		<p>Lists the primary storage controllers and volumes of which you want to create a Snapshot copy. For example:</p> <pre> controller1:vol1,vol2 ,vol3; controller2:vol1; controller3:vol2,vol3 </pre>

Parameter	Setting	Description
VOLUME_GROUPS	vol_1,vol_2,vol_n	<p>Defines multiple volumes into a single group. Multiple volumes are specified as a comma-separated listFor example:</p> <pre>VOLUMES_01=filer1:vol 1,vol2,vol3;filer2:vo l1 VOLUMES_02=filer1:vol 3,vol4 VOLUMES_03=filer2:vol 3,vol4 VOLUME_GROUPS=VOLUMES _01,VOLUMES_02,VOLUME S_03</pre> <div>  <p>VOLUME_GROUPS is only supported for backup operations. If this parameter is set, then the VOLUMES parameter will be ignored during the backup.</p> </div>
NTAP_SNAPSHOT_RETENTIONS		<p>Determines the number of Snapshot copies to be retained for a given policyFor example:</p> <pre>daily:7,weekly:4,mont hly:1</pre>

Parameter	Setting	Description
NTAP_USERS		<p>Lists the storage systems and their corresponding user names and passwordsFor example:</p> <pre>controller1:joe/passw ord1; controller2:bob/passw ord2; controller3:ken/passw ord3</pre> <div>  Password must contain a minimum of two characters. </div>
NTAP_PWD_PROTECTION	(Y N)	Enables or disables password protection You must encrypt all passwords (storage system and applications or plug-ins) and save encrypted passwords in configuration file.
TRANSPORT	HTTP	HTTPS
Enables you to use either HTTP or HTTPS to connect to the storage controller Note: HTTPS might require openssl-devel libraries.	PORT	
Configures the port number the storage controllers use; normally: 80 and 443	LOG_NUM	
Specifies the number of .debug and .out reports that Snap Creator has to retain	CONFIG_TYPE	PLUGIN
STANDARD	Specifies the configuration typeThere are two types of configurations: plug-in and standard. You can use multiple plug-in configurations to build complex quiesce and unquiesce backup workflows.	CMODE_CLUSTER_USERS


Parameter	Setting	Description
	<p>(Required for clustered Data ONTAP) Lists the primary and secondary clustered Data ONTAP clusters and their corresponding user names and passwordsFor example:</p> <pre>cluster1:joe/password 1; cluster2:bob/password 2</pre> <div>  Password must contain a minimum of two characters. </div>	CMODE_CLUSTER_NAME
	(Required for clustered Data ONTAP) Specifies the name of the primary clustered Data ONTAP cluster	CMODE_SNAPSHOT_FORCE_DELETE
(Y N)	Ensures deletion of Snapshot copies that should be deleted based on the Snapshot copy policy In clustered Data ONTAP, Snapshot copies are not deleted if they have any dependencies, such as a clone.	LOG_TRACE_ENABLE
(Y N)	Enables or disables logging of all events If disabled, the Manage ONTAP Solution result objects are not logged.	NTAP_TIMEOUT
Seconds	Sets the timeout value for all storage controller Manage ONTAP Solution calls; default is 60 seconds	USE_GLOBAL_CONFIG
(Y N)	Enables you to use global configuration to store values	FEDERATED_APPLICATIONS


Parameter	Setting	Description
	<p>Lists the configuration and profile names for the federated applications under the configuration For example:</p> <pre>databases@db2;databases@oracle</pre>	CMODE_SET
(Y N)	Defines whether the configuration is for clustered Data ONTAP or Data ONTAP operating in 7-Mode	ALLOW_DUPLICATE_SNAME
(Y N)	<p>(Optional) Enables or disables the ability to create a configuration file with a duplicate Snapshot name This parameter will not work with global (Super Global or Profile Global) configuration files.</p>	SNAPCREATOR_MISSEDJOB_RUN

Parameters for configuring the Snap Creator Agent host client and Snap Creator Server

You must be aware of the parameters for configuring the Snap Creator Agent host client and Snap Creator Server.

Parameter	Setting	Description
SC_AGENT_##	host name or IP_address:port	<p>Runs commands or tasks on multiple remote hosts simultaneously using a single configuration. A task is either a defined plug-in (parameter APP_NAME) or a command specified with the _CMD command (for example, NTAP_SNAPSHOT_CREATE_CMD01).</p> <p>To specify a remote host, you should enter its name or IP address followed by a colon, and the port on which Snap Creator Agent is listening.</p> <p>For example: SC_AGENT_number = IP address:Port</p> <p>SC_AGENT_01=Agent IP:Agent port</p> <p>SC_AGENT_02=Agent IP:Agent port</p> <p>On the remote host, you can start Snap Creator Agent by running the <path to scAgent_v<#>>/bin/scAgent start command.</p>
SC_CLONE_TARGET	host name or IP_address of the clone target:port	<p>Enables clone operations. Using the parameter cloneVol with the {PRE/POST}_CLONE_CREATE_CMDxx parameter, you can manage the remote storage objects on the remote side (for example, mounting or unmounting file systems).</p> <p>To specify a clone target, you should enter its name or IP address followed by a colon, and the port on which Snap Creator Agent is listening.</p>

Parameter	Setting	Description
SC_AGENT_TIMEOUT	Time (in seconds)	<p>Specifies the timeout in seconds of the Agent service. The implemented client/server architecture uses a timeout mechanism. This means that if the client does not respond in the specified interval, the server fails with a timeout message. However, the task on the client is not aborted and requires further investigation.</p> <p>The timeout is set to 300 seconds by default. On a server with a high load or known long-running tasks (such as, user-created scripts or complex SnapDrive operations), you should extend the timeout and modify this value according to your requirements.</p> <p>You should set this parameter to the maximum time that an operation can take (for example, if quiesce takes 1,800 minutes, this parameter must be set to 1800).</p> <div>  <p>Some plug-ins have specific SC_AGENT_TIMEOUT value requirements.</p> </div>

Parameter	Setting	Description
SC_AGENT_WATCHDOG_ENABLE	"Y" or "N"	<p>The SC_AGENT_WATCHDOG_ENABLE parameter applies only when the Snap Creator Agent version is earlier than 4.1. This parameter enables or disables the Watchdog process. For Snap Creator Agent 4.1 or later, this parameter is ignored because the Watchdog process is always enabled. If the parameter is enabled (that is, set to Y) and the Snap Creator Agent version is 4.1 or later, the Watchdog process starts when the Snap Creator Agent receives a quiesce request.</p> <p>The Watchdog process uses the SC_AGENT_UNQUIESCE_TIMEOUT parameter as timeout to unquiesce the application. If the parameter is disabled (that is, set to N) and the Snap Creator Agent version is earlier than 4.1, the Watchdog process unquiesces the application, but it uses the OPERATION_TIMEOUT_IN_SECONDS parameter (default: 1 hour) from scAgent/etc/agent.properties path.</p> <div>  <p>The SC_AGENT_WATCHDOG_ENABLE parameter is deprecated for Snap Creator Agent 4.1, and applicable only for use with Snap Creator Agent 4.0. Beginning with Snap Creator Agent 4.1, the Watchdog process is enabled (as it is hard coded), regardless of the value set for this parameter.</p> </div>


Parameter	Setting	Description
SC_AGENT_UNQUIESCE_TIMEOUT	Time (in seconds)	Specifies the unquiesce timeout in seconds. With Snap Creator Agent versions earlier than 4.1, this parameter is only used when SC_AGENT_WATCHDOG_ENABLE is set to Y. With Snap Creator Agent 4.1 or later, the parameter is always applicable, because the Snap Creator Agent Watchdog process is always on. If communication with Snap Creator Agent is not possible and an application is in the quiesce state, the Snap Creator Agent automatically returns the application to its normal mode of operation without communication from the server. By default, the unquiesce timeout is set to whatever the SC_AGENT_TIMEOUT parameter value is, plus five seconds.
SC_TMP_DIR	"Y" or "N"	Enables the use of a user-defined, alternate temporary directory to store Snap Creator-related files. The user creates the directory and manages user access. The plug-ins use temporary files to interact with the database. The temporary files are created in the host's default temp directory, which has write access for all users. If the temp directory is full, Snap Creator displays an error while creating the temporary files.

Parameter	Setting	Description
SC_AGENT_LOG_ENABLE	"Y" or "N"	Enables log creation for all operations executed by Snap Creator Server to Snap Creator Agent. If a failure occurs, you can check these logs. Snap Creator Server sends operations to Snap Creator Agent. If an error occurs before Snap Creator Agent sends a callback to Snap Creator Server, the Snap Creator Agent messages could be lost. This parameter helps Snap Creator Agent messages to be logged on Snap Creator Agent so that these messages are not lost.

Parameters to connect to vFiler units and interfaces

Several parameters are required to connect Snap Creator Server to vFiler units and interfaces.

Parameter	Setting	Description
VFILERS		List the vFiler units and their hosting storage systems or volumes. For example: vFiler1@controller1:vol1,vol2,vol3;vFiler2@controller2:vol1;vFiler3@controller3:vol2,vol3 Note: HTTPS is not supported with vFiler units.
MANAGEMENT_INTERFACES		Lists the primary storage controllers and their management interfaces used for communications. For example: MANAGEMENT_INTERFACES=controller1:controller1-mgmt;controller2:controller2-mgmt

Parameter	Setting	Description
SECONDARY_INTERFACES		<p>List the primary storage controllers or vFiler units and their secondary interfaces' source or destination for SnapVault and SnapMirror relationships. For example: controller1:controller1-source/controller2-destination</p> <div>  <p>The SnapVault and SnapMirror relationships must be configured to use this secondary interface. Snap Creator does not manage SnapMirror and SnapVault relationships.</p> </div>
USE_PROXY	(Y N)	Allows API calls to go through Active IQ Unified Manager server proxy instead of the storage controller directly. If this option is used, NTAP_USERS is not required.
ALLOW_IP_ADDR	(Y N)	Allows the IP address to be used for the storage system. This applies to SnapVault, SnapMirror, and the NetApp Management Console data protection capability. Using IPs can create problems and should only be used under certain conditions.

Parameters to set up cloning operations

Several parameters are required to set up Snap Creator Server cloning operations.

Parameter	Setting	Description
NTAP_VOL_CLONE_RESERVE	none	file
volume	This is the space guarantee for a cloned volume.	NTAP_LUN_CLONE_RESERVATION

Parameter	Setting	Description
true	false	If set to true, space is reserved for the cloned LUNs if the cloneLun action is selected. Otherwise, space is not reserved.
NTAP_CLONE_IGROUP_MAP		<p>Specifies the storage system, source volume, and an IGROUP. The IGROUP is then mapped to cloned LUNs that reside in the source volume or cloned LUNs that reside in the volume clone (for example, controller1:src_volume1/igroup1,src_volume2/igroup1,src_volume3/igroup1;controller2:src_volume1/igroup2,src_volume2/igroup2,src_volume3/igroup2). Note:</p> <ul style="list-style-type: none"> • LUN clones assume the same name as their parent volume or LUN and end with _CLONE; that is, if the volume is called myvol, the clone would be myvol_CLONE. • Volume clones start with cl_ and end with -YYYYMMDDHHMMSS.
NTAP_CLONE_FOR_BACKUP	(Y N)	If enabled, clones (volume and LUN) are created and then deleted after the other operations are complete. Otherwise, clones are deleted before the operations are complete. Note: If you are backing up clones to tape, this should be set to Y. If you are doing database refreshes, then you should set it to N.

Parameter	Setting	Description
NTAP_CLONE_SECONDARY	(Y N)	If enabled, clones are created on the SnapMirror destination after the SnapMirror update is complete. Note: This setting should be used with NTAP_SNAPMIRROR_USE_SNAPSHOT, NTAP_SNAPMIRROR_WAIT, and NTAP_CLONE_SECONDARY_VOLUMES, and the cloneVol action.
NTAP_CLONE_SECONDARY_VOLUMES		This is a mapping of primary or secondary storage systems and the secondary volumes. This is required so that Snap Creator can find the secondary volumes (for example, controller1:controller1-sec/vol1;controller1:controller1-sec/vol2).
NTAP_NUM_VOL_CLONES		This is the number of volume clones you want to retain. This works similarly to the Snapshot copy retention policy. Note: This only works for volume clones that require a FlexClone license on the storage controller.
NTAP_NFS_EXPORT_HOST	Host IP	The host name or IP address where the clone should be exported. This is the host where you mount the clone volume by using NFS.
NTAP_NFS_EXPORT_ACCESS	root	read-write

Parameter	Setting	Description
read-only	<p>The host specified in NTAP_NFS_EXPORT_HOST receives access or permission to the clone volume.</p> <ul style="list-style-type: none"> • root Root access is granted. • read-only Read-only access is granted. • read-write Read/Write access is granted. 	NTAP_NFS_EXPORT_PERSISTENT
true	false	Determines whether NFS export is persistent. If true is selected, the clone volume is exported and the /etc/exports file on the storage controller is updated.
NTAP_CIFS_EXPORT_ENABLE	(Y N)	Setting to share a cloned volume using CIFS.

Parameters for setting up event management

Several parameters are required to set up event management for Snap Creator Server.

Parameter	Setting	Description
NTAP_ASUP_ERROR_ENABLE	"Y" or "N"	Enables Snap Creator error messages to also log an AutoSupport message on the storage controller. Snap Creator always creates an info AutoSupport message when the backup has started and when the backup is complete.
FAILURE_MSG		Logs the failure message that is defined in case of a Snap Creator failure. This failure message can also be sent to SENDTRAP if SENDTRAP is defined.

Parameter	Setting	Description
SENDTRAP		<p>Interfaces with your monitoring software or email, enabling you to pass the alerts that are generated from Snap Creator into your own monitoring infrastructure. The %MSG variable is the message sent from Snap Creator. The following is an example of how you can send an email on a UNIX system: SENDTRAP=/usr/bin/mailx -s %MSG myaddress@mydomain.com </dev/null</p> <p>To send an email on a Windows system, you must add <code>cmd.exe /c</code> before any command. For example: SENDTRAP= cmd.exe /c echo %how</p>
SUCCESS_TRAP		<p>Interfaces with your monitoring software or email, enabling you to pass the success message generated from Snap Creator into your own monitoring infrastructure. The %SUCCESS_MSG variable is the success message for Snap Creator. The following is an example of how you can send an email on a UNIX system: SUCCESS_TRAP=/usr/bin/mailx -s %SUCCESS_MSG myaddress@mydomain.com </dev/null</p> <p>To send an email on a Windows system, you must add <code>cmd.exe /c</code> before any command. For example: SUCCESS_TRAP= cmd.exe /c echo %Hello</p>
SUCCESS_MSG		<p>After a successful Snap Creator backup, this setting logs the message that is defined. The message is also sent to SUCCESS_TRAP, if SUCCESS_TRAP is defined, or to SENDTRAP, if SENDTRAP is defined.</p>


Parameters to set up Operations Manager console

Several parameters are required to set up Operations Manager console.

Parameter	Setting	Description
OM_HOST		The name or IP address of the Operations Manager console host.
OM_USER		The user name of an Operations Manager console user who has permission to create events.
OM_PWD		The password for the Operations Manager console user. Note: The password must contain a minimum of two characters.
OM_PORT		The port to use for communications with Operations Manager console; 8088 is the default HTTP port and 8488 is the default HTTPS port that the Operations Manager console uses.
OM_EVENT_GENERATE	(Y N)	Enables or disables event creation in Operations Manager console.



Parameters to set up OSSV


Several parameters are required to set up Open Systems SnapVault (OSSV).

Parameter	Setting	Description
NTAP_OSSV_ENABLE	(Y N)	<p>Enables OSSV integration. This parameter must be used in combination with the NTAP_OSSV_HOMEDIR parameter. OSSV is also required on the host running Snap Creator. In OSSV, the policy retention logic handles the policies based on the predefined Snap Creator policies only. It does not support any policy object.</p> <div>  <p>When this OSSV parameter is enabled, the path is specified as volumes. When specifying paths in Windows for OSSV, the colon (:) should not be used. For example, if the path is E:\DB, then it should be used as E\DB.</p> </div>
NTAP_OSSV_HOMEDIR	/usr/snapvault	Sets the path to the OSSV home directory (/usr/snapvault).
NTAP_OSSV_FS_SNAPSHOT	(Y N)	Required to set the NTAP_OSSV_FS_SNAPSHOT_CREATE_CMD parameter. Enables you to create a file system Snapshot copy using the Open System or file system command. The file system Snapshot copy is then transferred to the storage system using SnapVault.
NTAP_OSSV_FS_SNAPSHOT_CREATE_CMD		Execute these are scripts or commands during or before the OSSV backup process, where ## is a number from 01 through 99. This can be used to perform backup file system Snapshot copies by using OSSV.

Parameters for setting up SnapMirror

Several parameters are required to set up SnapMirror for Snap Creator Server.

Parameter	Setting	Description
NTAP_SNAPMIRROR_UPDATE	"Y" or "N"	Enables you to turn on and turn off the SnapMirror update function.
NTAP_SNAPMIRROR_CASCADING_UPDATE	"Y" or "N"	Enables you to turn on and turn off the cascading SnapMirror update function. This is a SnapMirror update using a SnapVault destination volume.  This is not supported for clustered Data ONTAP.
SNAPMIRROR_VOLUMES		Specifies the list of source storage systems and volumes on which you want to perform a SnapMirror update (for example, controller1:vol1,vol2,vol3;controller 2:vol1;controller3:vol2,vol3). Note: For the VMware plug-ins (vSphere and vCloud), the value should be set to auto:detect.
SNAPMIRROR_CASCADING_VOLUMES		Specifies the list of SnapVault destination storage systems and volumes where, after a SnapVault update, you want to perform a SnapMirror update (for example, sec-controller1:vol1-sec,vol2-sec). This is not supported with cascade replication if a source volume has multiple destinations.  This is not supported for clustered Data ONTAP.

Parameter	Setting	Description
NTAP_SNAPMIRROR_WAIT		<p>Specifies the wait time (in minutes) for the SnapMirror update process to finish before creating a clone on the SnapMirror destination. If NTAP_CLONE_SECONDARY is set to Y, Snap Creator waits until the SnapMirror update is finished before proceeding.</p> <div>  <p>This can be used only with NTAP_CLONE_SECONDARY and the cloneVol action (only volume clones are currently supported).</p> </div>
NTAP_SNAPMIRROR_USE_SNAPSHOT	"Y" or "N"	<p>If this parameter is enabled, the SnapMirror update uses the newly created Snapshot copy, thus creating a Snapshot copy on the SnapMirror destination. Note: This is required for NTAP_CLONE_SECONDARY because a Snapshot copy is required to create a clone on the SnapMirror destination.</p>
NTAP_SNAPMIRROR_MAX_TRANSFER		<p>Specifies the maximum bandwidth (in kbps) that SnapMirror is allowed to use. If this parameter is not set, SnapMirror uses the maximum available bandwidth.</p>
SNAPMIRROR_QTREE_INCLUDE		<p>Specifies the list of primary storage controllers and qtree paths to be included in the SnapMirror update (for example, controller1:/vol/mtree/mtree1,/vol/volume/mtree2;controller2:/vol/volume/mtree1). If this option is not used, then all the qtrees under a volume will be backed up. By specifying a list using this option, only the qtrees that are listed will be backed up; the remaining qtrees will be ignored.</p>

Parameters for setting up Snapshot copies

Several configuration file parameters are required to set up Snapshot copies for Snap Creator Server.

Parameter	Setting	Description
NTAP_SNAPSHOT_RETENTION_AGE		Enables you to define the retention age (in days) for Snapshot copies. If configured, Snapshot copies are deleted only if they exceed the number defined in the NTAP_SNAPSHOT_RETENTIONS parameter, and if they are older than the retention age (in days).
SNAPDRIVE	"Y" or "N"	Enables you to use SnapDrive instead of the Data ONTAP API to create a Snapshot copy.
SNAPDRIVE_DISCOVERY	"Y" or "N"	Enables you to use SnapDrive for storage discovery. This is required in a SAN or an iSAN environment when using the VALIDATE_VOLUMES parameter.
NTAP_SNAPSHOT_DISABLE	"Y" or "N"	Disables Snap Creator from creating a Snapshot copy so that Snap Creator can handle SnapVault or SnapMirror for SnapManager. For this setting to work, the SnapManager Snapshot copies must follow this naming convention: snapshot_copy_name-policy_recent.
NTAP_SNAPSHOT_NODELETE	"Y" or "N"	Overrides the NTAP_SNAPSHOT_RETENTIONS parameter, and prevents Snapshot copies from being deleted. Enabling this variable can make the volume full.

Parameter	Setting	Description
NTAP_SNAPSHOT_DELETE_CMD		Deletes snapshots through SnapDrive instead of Snap Creator based on snapshot retention. Note: All the volumes (mount drives) used in this Snapdrive command for snapshot deletion should be included the configuration file as well.
NTAP_SNAPSHOT_DELETE_BY_AGE_ONLY	(PRIMARY	SECONDARY
BOTH	N)	Enables the deletion of old Snapshot copies. This parameter requires the NTAP_SNAPSHOT_RETENTION_AGE parameter, and forces deletion based on Snapshot copy age rather than the number of Snapshot copies.
NTAP_SNAPSHOT_DEPENDENCY_IGNORE	“Y” or “N”	Applies only to Snapshot copy deletion using the backupDel action. Manually deletion of Snapshot copies with a dependency is not permitted.
NTAP_SNAPSHOT_CREATE_CMD ##		Creates a Snapshot copy and flushes the file system buffers; ## is a number from 1 to 99. Note: This setting is required if you enable the SNAPDRIVE parameter. The Data ONTAP API is still used to perform everything else, but the SNAPDRIVE option creates Snapshot copies.
NTAP_METADATA_SNAPSHOT_CREATE_CMD ##		Creates the metadata volume Snapshot copy, and flushes the file system buffers; ## is a number from 1 to 99.
NTAP_CONSISTENCY_GROUP_SNAPSHOT	“Y” or “N”	Enables the use of consistency groups for creating consistent Snapshot copy across multiple volumes.

Parameter	Setting	Description
NTAP_CONSISTENCY_GROUP_SNAPSHOT_RETRY_COUNT		Specifies the number of times a consistency group Snapshot should be retried in case of failure.
NTAP_CONSISTENCY_GROUP_SNAPSHOT_RETRY_WAIT	Time (in seconds)	Specifies the time to wait between each retry of a consistency group Snapshot.
NTAP_CONSISTENCY_GROUP_TIMEOUT	(URGENT	MEDIUM
RELAXED)	Specifies the wait time for the storage controller to consistently group Snapshot copies.	NTAP_CONSISTENCY_GROUP_WAFL_SYNC
“Y” or “N”	Improves the performance of a consistency group Snapshot copy by forcing a consistency point (CP) through a wafl-sync before the cg-start. Note: If you are performing consistency group backup with the DB2 plug-in, you must set this parameter to “N”.	NTAP_SNAPSHOT_RESTORE_AUTO_DETECT
“Y” or “N”	If disabled, this setting always forces a Single File SnapRestore (SFSR) when performing a single file restore.	NTAP_SNAPSHOT_CLEANUP
“Y” or “N”	Removes any Snapshot copies that were created in the event of backup failure.	NTAP_USE_EXTERNAL_SNAPSHOT
“Y” or “N”	Enables the import of a non-Snap Creator Snapshot copy. The most recent Snapshot copy is matched.	NTAP_EXTERNAL_SNAPSHOT_REGEX

Parameters to set up SnapVault

Several parameters are required to set up SnapVault.

Parameter	Setting	Description
NTAP_SNAPVAULT_UPDATE	(Y/N)	Enables you to turn on and off the SnapVault update function.

Parameter	Setting	Description
NTAP_ALLOW_MIRRORVAULT_AS_MIRROR	(Y/N)	Enables you to use the mirror_vault protection policy type as SnapVault or SnapMirror. (Default) N: Enables the mirror_vault protection policy type for SnapVault. Y: Enables the mirror_vault protection policy type for SnapMirror.
SNAPVAULT_VOLUMES		<p>Lists the source storage systems and volumes on which you want to perform a SnapVault update (for example, controller1:vol1,vol2,vol3;controller2:vol1;controller3:vol2,vol3).</p> <ul style="list-style-type: none"> For SnapVault and SnapMirror updates to work, the relationships must exist. <p>Snap Creator does not create the relationships.</p> <ul style="list-style-type: none"> The host names in the SnapMirror or SnapVault relationship must be the same as specified in the VOLUMES, SNAPMIRROR_VOLUMES, and SNAPVAULT_VOLUMES options. Also, the host where Snap Creator runs must be able to resolve the host names. For vSphere or vCloud, the value should be set to auto:detect. Host names should be the short host name (name that appears on storage controller command prompt), not the FQDN.
SNAPVAULT_QTREE_INCLUDE		<p>Lists the source storage systems and qtree paths that should be included in the SnapVault update. Without this option, all qtrees under a volume are vaulted by SnapVault if a relationship exists. Qtrees listed in the following example are vaulted by SnapVault and the rest are ignored by SnapVault:</p> <p>controller1:/vol/qtree/qtree1,/vol/volume/qtree2;controller2:/vol/volume/qtree1.</p>
NTAP_SNAPVAULT_RETENTIONS		Determines the number of Snapshot copies on the SnapVault secondary that you want to retain for a given policy (for example, daily:21, weekly:12, monthly:3).
NTAP_SNAPVAULT_RETENTION_AGE		Enables you to define a retention age (in days) for SnapVault Snapshot copies. If configured, SnapVault Snapshot copies are deleted only if they exceed the number defined in NTAP_SNAPVAULT_RETENTIONS and if they are older than the retention age (in days).

Parameter	Setting	Description
NTAP_SNAPVAULT_SNAPSHOT	(Y/N)	Enables use of SnapVault Snapshot copies; that is, Snapshot copies that are compatible with the storage controller SnapVault scheduler. When using this option, Snapshot copy delete is handled by the storage controller and not by Snap Creator. Additionally, Snapshot copies are named as follows: sv_<POLICY>.<##>. The policy name comes from the NTAP_SNAPSHOT_RETENTIONS parameter and the retention set is also applied to the storage controller SnapVault schedule.
NTAP_SNAPVAULT_NODELETE	(Y/N)	Overrides NTAP_SNAPVAULT_RETENTIONS and prevents Snapshot copies from being deleted. Leaving this on can cause your volume to fill up.
NTAP_SNAPVAULT_RESTORE_WAIT	(Y/N)	In the case of SnapVault restore, it forces Snap Creator to wait for the operation to finish. This is recommended because after the SnapVault restore is complete, Snap Creator prompts the user to delete the restore Snapshot copies that get created on primary storage and are no longer needed.
NTAP_SNAPVAULT_WAIT		The wait time (in minutes) for the SnapVault update process to finish before creating a Snapshot copy on the SnapVault secondary.
NTAP_SNAPVAULT_MAX_TRANSFER		The maximum bandwidth SnapVault is allowed to use, in kbps. If it is not set, SnapVault uses the maximum available bandwidth.

Parameters to set up the NetApp Management Console data protection capability

Several parameters are required to set up the NetApp Management Console data protection capability.

Parameter	Setting	Description
NTAP_PM_UPDATE	(Y N)	Enables you to turn on and off the NetApp Management Console data protection capability update that registers Snap Creator Snapshot copies in the NetApp Management Console data protection capability. Note: If NTAP_PM_UPDATE is enabled, you must configure NTAP_DFM_DATA_SET.

Parameter	Setting	Description
NTAP_DFM_DATA_SET		Lists the storage systems and the NetApp Management Console data protection capability data sets to volume correlations; that is, controller1:dataset1/vol1,vol2;controller1:dataset2/vol3.
NTAP_PM_RUN_BACKUP	(Y N)	Starts the NetApp Management Console data protection capability backup, checks the progress and status, and waits for it to finish.
NTAP_DFM_SNAPSHOT_FORMAT		<p>Optional setting for the format of the secondary Snapshot copies when using the NetApp Management Console data protection capability. This option requires OnCommand 5.0 or later. Required variable:</p> <ul style="list-style-type: none"> • Timestamp: %T <p>Optional variables:</p> <ul style="list-style-type: none"> • Retention type: %R • Dataset label: %L • Storage controller: %H • Volume name: %N • Application-specific data: %A <p>If this option is not set, then the default naming convention for the NetApp Management Console data protection capability is used. The naming convention can only be set at the time of dataset creation.</p>

APP commands

The following table lists the application (APP) commands.

Command	Description
APP_CLONE_FOLLOW_UP_CMD ##	These are scripts or commands to be executed after the database is cloned, where ## is a number between 01 and 99, inclusive. This can be used to perform application-specific followup activities on SAP systems, such as installing a SAP license, adjusting database tables, deleting or updating content, and starting up the application.
APP_QUIESCE_CMD ##	These are scripts or commands that put your application into backup mode, where ## is a number between 01 and 99, inclusive. Note: This is ignored if you use APP_NAME, because it is in that case handled internally in Snap Creator.
APP_UNQUIESCE_CMD ##	These are scripts or commands that take your application out of backup mode, where ## is a number from 01 to 99, inclusive. Note: This is ignored if you use APP_NAME because it is in that case handled internally in Snap Creator.
ARCHIVE_CMD ##	This command handles database archiving; it can also be used as a wrapper to run other scripts, where ## is a number from 01 through 99.

Mount and unmount commands

When cloning, you should use the MOUNT_CMD and UMount_CMD commands instead of the Snap Creator PRE or POST commands.

Command	Description
MOUNT_CMD ##	Mount commands are used to mount the file system for cloning or mount actions, where ## is a number starting from 01-99.
UMOUNT_CMD ##	Unmount commands are used to mount the file system for cloning or mount actions, where ## is a number starting from 01-99.

PRE commands

Snap Creator Server includes several configuration file PRE commands.



For Windows, cmd.exe /c must be included before any PRE command.

Command	Description
PRE_APP_QUIESCE_CMD ##	This is the pre-application backup start command, where ## is a number from 01-99.
PRE_NTAP_CMD ##	This is the pre-Snapshot command, where ## is a number from 01-99; it runs before all operations.
PRE_APP_UNQUIESCE_CMD ##	This is the pre-application backup stop command, where ## is a number from 01-99.
PRE_NTAP_CLONE_DELETE_CMD ##	This is the pre-clone delete command, where ## is a number from 01-99. Note: The purpose of the clone delete command is to call a mount script or commands so that cloned LUNs can be mounted for the purpose of backing up (probably to tape).
PRE_EXIT_CMD ##	This is an optional command that is run after a fatal error occurs but before Snap Creator exits. This is useful to revert to the state it was before Snap Creator ran. Note: <ul style="list-style-type: none"> • This command returns an application into normal operation mode before Snap Creator exits due to an error. • This is ignored if you use APP_NAME because it is handled internally in Snap Creator.
PRE_RESTORE_CMD ##	This is an optional command that can be run before you enter an interactive restore. This enables you to interact with the application being restored. For example, you might want to shut down the application before performing a restore. Note: This is not supported with the MySQL plug-in.
PRE_CLONE_CREATE _CMD ##	This is an optional command that can be run before ONTAPI cloning operations occur, where ## is a number from 01-99.

POST commands

Snap Creator Server includes several configuration file POST commands.

Command	Description
POST_APP_QUIESCECMD ##	This is a post-application backup start command, where ## is a number from 01-99.

Command	Description
POST_NTAP_CMD ##	This is a post command, where ## is a number from 01-99. This runs after all operations are complete.
POST_APP_UNQUIESCE_CMD ##	This is a post-application backup stop command, where ## is a number from 01-99.
POST_NTAP_DATA_TRANSFER_CMD ##	This is a post-data transfer command that runs after a SnapVault or SnapMirror transfer, where ## is a number from 01-99.
POST_RESTORE_CMD ##	This is an optional command that can be run after you complete an interactive restore. It enables you to interact with the application being restored. After your restore is complete, you might want to start the application. Note: This is not supported with the MySQL plug-in.
POST_CLONE_CREATE_CMD ##	This is an optional command that can be run after ONTAPI cloning operations occur, where ## is a number from 01-99. The commands are used to perform operations such as mounting cloned file systems.

Snap Creator terminology

Snap Creator consists of a few different constructs, and it is important to understand the language and concepts.

- **Action**

Snap Creator can perform various actions on configuration files. This is typically a defined workflow to achieve a desired result. To execute an action, select a configuration file from the GUI, click **Action**, and select one of the following actions from the drop-down list:

- **Backup**

Backs up the environment specified in a configuration file. The backup workflow is a multistep action that changes depending on the settings of the selected configuration file. An example of a backup action with a plug-in configured might be quiesce an application or database, take a Snapshot copy of all defined volumes, unquiesce the selected application or database, perform a SnapVault and/or SnapMirror update, act on any retention policies, or act on any archive log settings.

- **LUN clone**

Creates a new Snapshot copy of a LUN and clones the new Snapshot copy.

- **Volume clone**

Creates a new Snapshot copy of a volume and clones the new Snapshot copy.

- **Agent Monitor**

The Agent Monitor queries the Snap Creator Server for all agents defined in the configuration files and queries the agents to check their status. The Agent Monitor reports if the agent is running, the port that the agent is listening, and the version of the agent is in use.

- **Archive log**

The archive log action acts on any settings in the archive log management setting of the configuration file. This action typically purges logs that are no longer needed by Snap Creator.

- **Configuration file**

A configuration file is the heart of Snap Creator. It configures Snap Creator, enables application plug-ins to run, sets necessary variables, and defines the volumes that are captured in Snapshot copies.

Configuration files are composed of different parameters that can be set to affect the behavior of Snap Creator. Configuration file is often shortened to configuration or config.

- **Discover**

The discover action performs storage-level discovery on the environment detailed in the configuration file. Not all plug-ins support discovery.

- **Global configuration file**

A configuration file that can act at either a superglobal level (parameters will affect all configuration files in the entire Snap Creator Server environment) or a profile level (parameters will affect all configuration files in a specified profile). Superglobal parameters will be overridden with any parameters specified in a profile-level global. Likewise, parameters specified in a configuration file will override any parameters in a super or profile-level global configuration file. Global configuration file is often shortened to global config.

- **Job**

All operations performed by Snap Creator are considered jobs. Some actions might consist of multiple jobs. All jobs executed by Snap Creator will be listed in the Job Monitor.

- **Job Monitor**

The Job Monitor is an easy-to-use dashboard interface that allows for a simple glance of the status of Snap Creator jobs that are running or have run previously. The Job Monitor is enabled at setup and can store from 1 to 1,000 jobs.

- **Mount**

The mount action allows you to specify an existing Snapshot copy that will be cloned and mounted.

- **OSSV**

The OSSV (Open Systems SnapVault) action performs OSSV operations.

- **Profile**

A profile is essentially a folder used for organizing configuration files. Profiles also act as objects for role-based access control (RBAC), meaning that you can be allowed access to only certain profiles and the configuration files contained within.

- **Policy**

Policy is short for retention policy. A policy typically defines Snapshot retention policies (how many Snapshot copies to keep) and age (how old should a Snapshot copy be before deleting it). For example, a daily policy might keep 30 days' worth of Snapshot copies that must be at least 30 days old. (The retention age setting prevents multiple Snapshot copies taken on the same day from bypassing SLAs that might state a Snapshot copy needs to be 30 days old.) If SnapVault is used, the policy will also define any retention settings for the SnapVault copy. Currently policies can be stored either directly in a configuration file or as part of a policy object. If a policy is part of a configuration file, it might be called a local retention policy.

- **Policy object**

A policy object is a retention policy that can be applied at the profile level. Like a policy, a policy object defines retention policies, but it also can define a schedule and a label. The following are components of a policy object:

- **Backup type**

A backup type is a label that can be set by the policy object.

- **Policy assignments**

Policy assignments assign a policy (created in policy management) to a specific profile of profiles.

- **Policy management**

Policy management creates a policy within the policy object. This allows for definition of the retention count and age for Snapshot copies. If SnapVault is used, the associated retention count and age can also be set. Policy management also allows for optional selection of a policy schedule and backup type.

- **Policy schedules**

Policy schedules define an action to take on a specified schedule.

- **Quiesce**

The quiesce action performs actions necessary to place an application or database into a consistent state. Though the action is named quiesce, this might not be a true quiesce operation depending on the plug-in or configuration file setting. For example, the Domino plug-in performs Domino API calls to put Domino databases into a backup start state, whereas the DB2 plug-in performs the DB2 write suspend command.

- **Restore**

The restore action performs a volume or single-file restore operation on one or more volumes specified in the configuration file. Depending on the plug-in used in the configuration files, additional restore operations might be available.

- **scdump**

scdump is a troubleshooting operation that gathers all of the configuration files and log files at a profile level, as well as gathering some standard Snap Creator Server logs and environment information. All of these gathered files are compressed into a zip file, which you are prompted to download. The scdump zip file can then be e-mailed or uploaded to Support for analysis.

- **Schedules**

The Snap Creator Server contains a centralized scheduler. This allows for Snap Creator jobs to be scheduled either through a policy schedule (part of policy objects) or directly created through the scheduler. The scheduler runs up to 10 jobs concurrently and queues additional jobs until a running job completes.

- **Snap Creator Agent**

The Snap Creator Agent is typically installed on the same host as where an application or database is installed. The Agent is where the plug-ins are located. The Agent is sometimes shortened to scAgent within Snap Creator.

- **Snap Creator Framework**

Snap Creator is a framework, and the complete product name is NetApp Snap Creator Framework.

- **Snap Creator plug-ins**

Plug-ins are used to put applications or databases into a consistent state. Snap Creator contains several plug-ins that are already part of the binary file and do not require any additional installation.

- **Snap Creator Server**

Snap Creator Server is typically installed on a physical or virtual host. The Server hosts the Snap Creator GUI and necessary databases for storing information about jobs, schedules, users, roles, profiles, configuration files, and metadata from plug-ins. The Server is sometimes shortened to scServer within Snap Creator.

- **Umount**

The umount action allows you to specify an existing mount point to unmount.

- **Unquiesce**

The unquiesce action performs actions necessary to return an application or database to normal operation mode. Though the action is named unquiesce, this might not be a true unquiesce operation depending on the plug-in or configuration file setting. For example, the Domino plug-in performs Domino API calls to put Domino databases into a backup stop state, whereas the DB2 plug-in performs the write resume command.

- **Watchdog**

The Watchdog is part of Snap Creator Agent that monitors the status of jobs that the agent is executing. If the Agent does not respond within a specified amount of time, the Watchdog can restart the Agent or end specific actions. For example, if a quiesce operation exceeds the timeout value, the Watchdog can stop the quiesce action and initiate an unquiesce to return the database back to normal operating mode.

Guidelines for using the Snap Creator command-line interface

Snap Creator provides command-line functionality that enables you to perform various actions without using the graphical user interface (GUI). For instance, you can create a

backup, clone a volume or LUN, and import configuration files from the command-line interface (CLI).

To view a comprehensive list of all the commands and associated parameters, you should execute Snap Creator at the command prompt with no arguments: `/install_path/scServer/snapcreator`

```
[root@lyon scServer4.3.0]# ./snapcreator
Usage: ./snapcreator --server <IP> --port <Port> --user <User> --passwd
<Passwd> --profile <Profile> --config <Config> --action <Action> --policy
<Policy> <Optional Arguments>

Connection Information
  --server <IP|Hostname>      The IP address or hostname of the Snap
Creator server
  --port <number>             The port number of the Snap Creator server
  --user <user>               The username used for Snap Creator server
authentication
  --passwd <password>         The password used for Snap Creator server
authentication

Configuration Information
  --profile <Profile>         The profile you want to run
                              Profiles are dir's located under configs dir
                              Uses default config, unless --config is
specified
  list                         Displays all configurations known to Snap
Creator

Workflow Actions
  --action <Action>           The action you want Snap Creator to perform
  backup                      Takes a backup using NetApp storage
                              technology
  ossv                         Uses OSSV to perform the backup, no primary
backup is taken
  cloneLun                    In addition to backup will clones lun(s)
                              using lun clone
  cloneVol                   In addition to backup will clones volume
                              using vol clone
  cloneDel                    Deletes vol clones outside of normal workflow
clone                          Performs a plug-in driven clone operation

  restore                     Enters an interactive restore menu for a
given                           Snap Creator policy, you can choose a file or
volume restore
```

backupDel a given	Enters an interactive backup delete menu for Snap Creator policy
backupList	Lists all backups under Snap Creator control
volumeList	Lists all volumes under Snap Creator control
cloneList	Lists all volume clones under Snap Creator
control	
dpstatus	Shows the snapvault/snapmirror status
pmsetup	Creates a Protection Manager DataSet for
given config	
arch	Does not take backup, only performs archive log management
quiesce	Does not take backup, only performs quiesce for given application defined in
APP_NAME	
unquiesce	Does not take backup, only performs unquiesce for given application defined in
APP_NAME	
discover	Does not take backup, only performs discover for given application defined in
APP_NAME	
mount	Clone an existing backup and provide optional
mount commands	
umount	Clone an existing backup and provide optional
umount commands	
scdump	Dumps logs, configs, and support information
for a given profile	
Snap Creator root directory	in a zip file called scdump located under
custom	A plug-in may define a custom action
dispatch	Executes any Snap Creator workflow that
exists	
...	

If the incorrect username or password is provided when using the Snap Creator CLI, the following error message is displayed: 403 Forbidden ----- The username and password are not correct

Snap Creator CLI commands for workflow actions

You can use command-line interface (CLI) commands to perform various Snap Creator workflow actions that are based on the graphical user interface (GUI).

The following table provides the CLI commands for performing Snap Creator GUI-based workflow actions:

Workflow area	Action/description	Command and associated parameters
Backups	Create a backup copy. Performs a backup operation based on the configuration file associated with the profile.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action backup --policy Policy --verbose </pre>
	Create an Open Systems SnapVault backup. Performs a backup operation using Open Systems SnapVault. This requires Snap Creator Agent. Snap Creator Server communicates with Snap Creator Agent and performs a SnapVault update. No primary backup copy is made.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action ossv --policy Policy --verbose </pre>
	Delete a backup copy (manually). Manually deletes an existing backup. This operation is menu-driven.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action backupDel --policy Policy --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Delete a backup copy (automatically).	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action backupDel --policy Policy --verbose --nonInteractive --cntName controller --volName volume --backupName name </pre>
	List backup copies. Lists the Snap Creator backup copies on the primary and secondary storage systems.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action backupList --policy Policy --verbose </pre>
	Mount a backup copy. Performs the mount operation on an existing backup. Creates a volume clone based on the backup, and enables the mounting of the clone through Snap Creator Agent using the MOUNT_CMD command.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action mount --backupName name --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Unmount a backup copy. Performs the unmount operation on an existing backup. Deletes a volume clone based on the backup, and enables the unmounting of the clone through Snap Creator Agent using the UMOUNT_CMDs command.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action umount --backupName name --verbose </pre>
Backup types	Create a new backup type.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action backupTypeAdd --backupTypeName name --verbose </pre>
	Update an existing backup type.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action backupTypeUpdate --backupTypeId 1 --backupTypeName name --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Delete an existing backup type.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action backupTypeDelete --backupTypeId 1 --verbose </pre>
	List the backup types.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action backupTypeList --verbose </pre>
Clones	Clone a LUN. Backs up the primary storage system and then clones the backup using a LUN clone. The volume mapping of igroups is also handled. This requires a SAN or iSAN environment.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action cloneLun --policy Policy --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Clone a volume. Backs up the primary storage system and then clones the backup using a volume clone. The volume mapping of igroups, NFS, or CIFS is also handled. This requires a SAN, iSAN, or NAS environment.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action cloneVol --policy Policy --verbose </pre>
	Delete a clone. Performs a clone deletion operation based on the specified retention policy. Only one copy of the LUN clone is retained. Volume clones have policy-associated usage.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action cloneDel --policy Policy --verbose </pre>
	List Snap Creator clones. Lists the Snap Creator volume clones for the given configuration.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action cloneList --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	List Snap Creator volumes. Lists the Snap Creator volumes for the specified configuration on the primary storage system.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action volumeList --verbose </pre>
Configuration files	Import a configuration.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action configImport --importFile file_path --verbose </pre>
	Export a configuration.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action configExport --exportFile file_path --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Import a global configuration file.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action globalImport --importFile file_path --verbose </pre>
	Export a global configuration file.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action globalExport --ExportFile file_path --verbose </pre>
	Delete a global configuration file from the repository.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action globalDelete --verbose </pre>
	Import a global configuration file for a particular profile to the repository.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileglobalImport --importFile file_path --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Export a global configuration file for a particular profile from the repository.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileglobalExport --exportFile file_path --verbose </pre>
	Delete a global configuration for a particular profile from the repository.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileglobalDelete --verbose </pre>
	Upgrade older configuration files in a profile. Adds newly introduced parameters to older configuration files. Before executing this command, all old configuration files must be copied to the scServer/engine/configs folder along with the profile folder.	<pre> snapcreator --server IP --port port --user userid --passwd password --upgradeConfigs --profile profile_name --verbose </pre>
Jobs	List all jobs and their status.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action jobStatus --verbose </pre>

Workflow area	Action/description	Command and associated parameters
Policy	Add a new local policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyAdd --schedId 1 --backupTypeId 1 --policyType local --policyName testPolicy --primaryCount 7 --primaryAge 0 --verbose </pre>
	Add a new SnapMirror policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyAdd --schedId 1 --backupTypeId 1 --policyType snapmirror --policyName testPolicy --primaryCount 7 --primaryAge 0 --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Add a new SnapVault policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyAdd --schedId 1 --backupTypeId 1 --policyType snapvault --policyName testPolicy --primaryCount 7 --primaryAge 0 --secondaryCount 30 --secondaryAge 0 --verbose </pre>
	Update a SnapMirror policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyUpdate --policyId 1 --schedId 1 --backupTypeId 1 --policyType snapmirror --policyName testPolicy --primaryCount 7 --primaryAge 0 --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Update a SnapVault policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyUpdate --policyId 1 --schedId 1 --backupTypeId 1 --policyType snapvault --policyName testPolicy --primaryCount 7 --primaryAge 0 --secondaryCount 30 --secondaryAge 0 --verbose </pre>
	Delete a policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyDelete --policyId 1 --verbose </pre>
	List all policies.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyList --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Show additional details for a particular policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policyDetails --policyId 1 --verbose </pre>
	Assign policies to a profile.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action policyAssignToProfile --policies testPolicy --verbose </pre>
	Undo the assignment of policies for a profile.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action policyUnassignFromProfile --verbose </pre>
	List all policies assigned to a profile.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action policyListForProfile --verbose </pre>

Workflow area	Action/description	Command and associated parameters
Policy schedules	Create an hourly policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedAdd --schedName HourlyBackup --schedFreqId 2 --schedActionId 1 --schedMin minute --schedActive true --verbose </pre>
	Create a daily policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedAdd --schedName DailyBackup --schedFreqId 3 --schedActionId 1 --schedHour hour --schedMin minute --schedActive true --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Create a weekly policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedAdd --schedName WeeklyBackup --schedFreqId 4 --schedActionId 1 --schedDayOfWeek day_of_week --schedHour hour --schedMin minute --schedActive true --verbose </pre>
	Create a cron policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedAdd --schedName CronBackup --schedFreqId 5 --schedActionId 1 --schedCron '0 0/5 14,18 * * ?' --schedActive true --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Update an hourly policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedUpdate --schedId 1 --schedName HourlyBackup --schedFreqId 2 --schedActionId 1 --schedMin minute --schedActive true --verbose </pre>
	Update a daily policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedUpdate --schedId 1 --schedName DailyBackup --schedFreqId 3 --schedActionId 1 --schedHour hour --schedMin minute --schedActive true --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Update a weekly policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedUpdate --schedId 1 --schedName WeeklyBackup --schedFreqId 4 --schedActionId 1 --schedDayOfWeek day_of_week --schedHour hour --schedMin minute --schedActive true --verbose </pre>
	Update a cron policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedUpdate --schedId 1 --schedName CronBackup --schedFreqId 5 --schedActionId 1 --schedCron '0 0/5 14,18 * * ?' --schedActive true --verbose </pre>
	Delete a policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedDelete --schedId 1 --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	List policy schedules.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedList --verbose </pre>
	Show additional information about a policy schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action policySchedDetails --schedId 1 --verbose </pre>
Profiles	Create a new profile.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileCreate --verbose </pre>
	Delete a profile. Note: The configuration files in the profile are also deleted.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileDelete --verbose </pre>

Workflow area	Action/description	Command and associated parameters
Restore	Perform interactive restore. Performs an interactive file restore operation or an interactive volume restore operation for a given policy.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action restore --policy Policy --verbose </pre>
	Perform non-interactive volume restore. Performs a non-interactive volume restore.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action restore --policy Policy --verbose --nonInteractive --cntName controller --volName volume --backupName name </pre>

Workflow area	Action/description	Command and associated parameters
	Perform non-interactive file restore. Performs a non-interactive file restore.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action restore --policy Policy --verbose --nonInteractive --cntName controller --volName volume --backupName name --fileNames file_path1,file_path2,etc. </pre>
Schedules	Create a new hourly schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedCreate --policy Policy --schedName HourlyBackup --schedFreqId 2 --schedActionId 1 --schedMin minute --schedActive true --schedStartDate date --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Create a new daily schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedCreate --policy Policy --schedName DailyBackup --schedFreqId 3 --schedActionId 1 --schedHour hour --schedMin minute --schedActive true --schedStartDate date --verbose </pre>
	Create a new weekly schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedCreate --policy Policy --schedName WeeklyBackup --schedFreqId 4 --schedActionId 1 --schedDayOfWeek day_of_week --schedHour hour --schedMin minute --schedActive true --schedStartDate date --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Create a new cron schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedCreate --policy Policy --schedName CronBackup --schedFreqId 5 --schedActionId 1 --schedCron "0 0/5 14,18 * * ?" --schedActive true --schedStartDate date --verbose </pre>
	Run a schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action schedRun --schedId 1 --verbose </pre>
	Delete a schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action schedDelete --schedId 10 --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Update an hourly schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedUpdate --policy Policy --schedName HourlyBackup --schedFreqId 2 --schedId 1 --schedActionId 1 --schedMin minute --schedActive true --schedStartDate date --verbose </pre>
	Update a daily schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedUpdate --policy Policy --schedName DailyBackup --schedFreqId 3 --schedId 1 --schedActionId 1 --schedHour hour --schedMin minute --schedActive true --schedStartDate date --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	Update a weekly schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedUpdate --policy Policy --schedName WeeklyBackup --schedFreqId 4 --schedId 1 --schedActionId 1 --schedDayOfWeek day_of_week --schedHour hour --schedMin minute --schedActive true --schedStartDate date --verbose </pre>
	Update a cron schedule.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action schedUpdate --policy Policy --schedName CronBackup --schedFreqId 5 --schedId 1 --schedActionId 1 --schedCron "0 0/5 14,18 * * ?" --schedActive true --schedStartDate date --verbose </pre>

Workflow area	Action/description	Command and associated parameters
	List all schedules.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action schedList --verbose </pre>
	List supported scheduler actions.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action schedActionList --verbose </pre>
	List supported scheduler frequencies.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action schedFreqList --verbose </pre>
	Show additional details for a schedule ID.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action schedDetails --schedId 1 --verbose </pre>

Workflow area	Action/description	Command and associated parameters
scdump	Create an scdump file.Dumps logs, configuration files, and support information about a particular profile in a .zip file called scdump located under the Snap Creator root directory.	<pre> snapcreator --server IP --port Port --user User --passwd Password -- profile Profile --config Config --action scdump --policy Policy --verbose </pre>
Snap Creator Server and Agent	List the status for all agents known to the Snap Creator Server.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action agentStatus --verbose </pre>
	Ping a Snap Creator Server.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action pingServer --verbose </pre>
	Ping a Snap Creator Agent.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action pingAgent --agentName host_name --agentPort port --verbose </pre>

Workflow area	Action/description	Command and associated parameters
Archive	Perform archive log management according to the settings in the configuration file. This operation requires Snap Creator Agent.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action arch --verbose </pre>
Data protection capability	Configure the NetApp Management Console data protection capability dataset for a given configuration.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action pmsetup --verbose </pre>
	Show the data protection status of the SnapVault and SnapMirror relationship for a controller. If SnapVault or SnapMirror is not configured, the results are not displayed.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action dpstatus --verbose </pre>

Workflow area	Action/description	Command and associated parameters
Quiesce/unquiesce	Perform the quiesce operation for a given application. This operation requires Snap Creator Agent.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action quiesce --verbose </pre>
	Perform the unquiesce operation for a given application. This operation requires Snap Creator Agent.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action unquiesce --verbose </pre>
Discover	Perform discovery for a given application. This operation requires Snap Creator Agent.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --config Config --action discover --verbose </pre>

Commands used to manage Snap Creator user access

You can perform Snap Creator RBAC actions using CLI commands.

The following table provides the command-line equivalent for Snap Creator GUI-based RBAC actions:

RBAC area	Action	Command and associated parameters
Users	Create a new user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action userAdd --username user_name --userPwd user_passwd --verbose </pre>
	Delete a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action userDelete --username user_name --verbose </pre>
	List all users	<pre> snapcreator --server IP --port Port --user User --passwd Password --action userList --verbose </pre>
	List all assigned users for a role	<pre> snapcreator --server IP --port Port --user User --passwd Password --action userListAssigned --roleName role_name --verbose </pre>

RBAC area	Action	Command and associated parameters
	List all users who are assigned a profile	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action userListForProfile --verbose </pre>
Roles	Create a new role	<pre> snapcreator --server IP --port Port --user User --passwd Password --action roleAdd --roleName role_name --roleDesc role_description --verbose </pre>
	Delete a role	<pre> snapcreator --server IP --port Port --user User --passwd Password --action roleDelete --roleName role_name --verbose </pre>

RBAC area	Action	Command and associated parameters
	Assign a role to a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action roleAssign --userName user_name --roleName role_name --verbose </pre>
	Unassign a role from a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action roleUnassign --userName user_name --roleName role_name --verbose </pre>
	List all assigned roles for a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action roleListAssigned --userName user_name --verbose </pre>

RBAC area	Action	Command and associated parameters
Permissions	Create a new permission	<pre> snapcreator --server IP --port Port --user User --passwd Password --action permAdd --permName permission_name --permDesc permission_descriptio n --verbose </pre>
	Delete a permission	<pre> snapcreator --server IP --port Port --user User --passwd Password --action permDelete --permName permission_name --verbose </pre>
	Assign a permission to a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action permAssign --permName permission_name --roleName role_name --verbose </pre>

RBAC area	Action	Command and associated parameters
	Unassign a permission from a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action permUnassignpermission_name --permName --roleName role_name --verbose </pre>
	List all permissions	<pre> snapcreator --server IP --port Port --user User --passwd Password --action permList --verbose </pre>
	List all permissions assigned to a role	<pre> snapcreator --server IP --port Port --user User --passwd Password --action permListAssigned --roleName role_name --verbose </pre>

RBAC area	Action	Command and associated parameters
Operations	Assign an operation to a permission	<pre> snapcreator --server IP --port Port --user User --passwd Password --action opAssign --opName operation_name --permName permission_name --verbose </pre>
	Unassign an operation from a permission.	<pre> snapcreator --server IP --port Port --user User --passwd Password --action opUnassign --opName operation_name --permName permission_name --verbose </pre>
	List all operations	<pre> snapcreator --server IP --port Port --user User --passwd Password --action opList --verbose </pre>

RBAC area	Action	Command and associated parameters
	List all operations assigned to a permission	<pre> snapcreator --server IP --port Port --user User --passwd Password --action opListAssigned --permName permission_name --verbose </pre>
Profiles	Assign a profile to a user.	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileAssign --userName user_name --verbose </pre>
	Unassign a profile from a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --profile Profile --action profileUnassign --userName user_name --verbose </pre>

RBAC area	Action	Command and associated parameters
	List all profiles assigned to a user	<pre> snapcreator --server IP --port Port --user User --passwd Password --action profileListForUser --userName user_name --verbose </pre>

Copyright information

Copyright © 2026 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.