■ NetApp

Troubleshooting Snap Creator issues

Snap Creator Framework

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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.

There 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 (Ouptut 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.

    (i) 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 503Problem 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 .

a. 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.

  a. 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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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_INTERFACESpara meter to inform Snap Creator what maps to the storage controller.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Description/Resolution
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.confand 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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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]	
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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	

Error code	Error message	Description/resolution
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.

Error code	Error message	Description/resolution
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.
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.
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.

Error code	Description/resolution
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.