



OnCommand Insight or Cloud Insight Solutions Enabler CLI DataSource fails with "The remote client/server handshake failed"

https://kb-stage.netapp.com/data-mgmt/OCI_Kbs/Insight_Solutions_Enabler_CLI_DataSource_fails_wit...

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Applies to

- OnCommand Insight (OCI) 7.3.x
- Cloud Insight
- EMC Solutions Enabler
- EMC SYMCLI

Issue

The OnCommand Insight Solutions Enabler CLI datasource fails with an error similar to the following in the WebUI:

```
Failed to execute external utility: Failed to execute SymCLI symcfg
```

The datasource error report may also log an error similar to one of the following in the recording's `root\log_sample.log` file:

```
The remote connection is refused. The symapi server is probably not running.
```

```
The remote connection is refused. The client cannot have a newer SYMAPI version than the server
```

```
The server refused a connection due to security level mismatch
```

Running `symcfg list` from the SYMCLI path on the command line will output an error similar to the one below. If the datasources are on a Remote Acquisition Unit (RAU), then the command will need to be tested from the RAU, not from the OCI server.

```
C:\Program Files\EMC\SYMCLI\bin> symcfg list
```

```
The remote client/server handshake failed. Please consult symapi and storsrvd log files
```