



Backup of shared cluster disk fails as SnapCenter cannot enumerate the disk

https://kb-stage.netapp.com/data-mgmt/SnapCenter/SC_KBs/Backup_of_shared_cluster_disk_fails_as...

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Applies to

- SnapCenter Server (SC) 4.5
- SnapCenter Plug-in for Microsoft Windows Server (SCW) 4.5
- Windows Failover Cluster Instance (FCI)
- Cluster Shared Volume (CSV)

Issue

- Backup of a CSV fails with the error seen in `<installation_path>\Program Files\NetApp\SnapCenter\SMCore\log\SMCore_<id>.log`:

```
ERROR SMCore_7183 PID=[11272] TID=[14] Activity (Discovering File-System)
```

of Workflow (SnapMgrCoreService.SmJobActivity), Failed with error: Failed to enumerate the disks.

- **Error in** <installation_path>\NetApp\SnapCenter\SnapCenter Plug-in for Microsoft Windows\job_logs\SCW_<id>.log:

```
Verbose SDW PID=[17060] TID=[1248] Failed to get volume mount point for path '<Drive_letter>', error = '2'
```

```
Verbose SDW PID=[17060] TID=[1248] GetHostFileSystem: accessPath '<Drive_letter>' is not found in fileSystemList
```

```
Error SDW PID=[17060] TID=[1248] Failed to enumerate the disks. at SnapDrive.Nsf.Core.ResourceGraphHelper.GetResourceStorageObjectGraphsFromMounts(mounts)/
```

- Disk is seen in the SC UI
- Using a disk witness for [cluster quorum](#) in the FCI