NetApp Knowledge Base

SMBR mount failures when using SCE functionality across domains w.r.t. SC Server

https://kb-stage.netapp.com/data-mgmt/SnapCenter/SC_KBs/SMBR_mount_failures_when_using_SC…
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Applies to

- SnapCenter Plug-in for Exchange (SCE) 4.6
- Single MailBox Recovery (SMBR) 8.3

Issue

When trying to mount the relevant LUNs from the Backup taken through SnapCenter's Plug-in to the SMBR host, this will fail if the Domain that the SnapCenter is in is not in a trust with Domain that the Exchange Server is in:

```
ERROR ao - Command execution error: FullyQualifiedErrorId:
102,SnapDrive.Client.PSModule.MountSdSnapshotException message: Failed to mount
the Snapshot copy.Failed to mount the resource:
    <STORAGE>:/vol/<VOLUME>/<LUN_FILE> from snapshot:
```

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```
<SNAPCENTER_SNAPSHOT_NAME>. [<DATE> <TIME>]
Possible Resolution: Make sure that Host to storage connectivity is available.
```

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