



SnapCenter backup job stuck in cancelling state longer than 24 hours

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

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Applies to

- SnapCenter Server
- SnapCenter Plug-in for Oracle
- SnapCenter Plug-in for SQL
- SnapCenter Plug-in for Exchange
- SnapCenter Plugin for SAP HANA

Issue

The backup job remains in the canceling state for at least 24 hours and the following attempts have been used from the SnapCenter server Powershell CLI:

- `Stop-SmJob <job_ID>`
- `Cancel-SmJob <job_ID> -force`
- Restarted **SnapCenter SMCore Service** on the SnapCenter server