



SnapCenter jobs fail to update with EMS/AutoSupport

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

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Applies to

- SnapCenter Server
- SnapCenter Plug-in for Windows

Issue

At the end of a job, the EMS Event/Autosupport feature throws the following errors in the job's **SnapmanagerWeb_<JOB>.log** file. For example, a cloning job:

```
INFO SnapManagerWeb_<JOBID> PID=[3044] TID=[24] Email subject for job
[<JOBID>]: SnapCenter - Clone Lifecycle all notifications - Clone [Warning] for
Resource Group [<RESOURCE_GROUP>]ERROR SnapManagerWeb_<JOBID> PID=[3044]
```

```
TID=[24] EmailFrom: <snapcenter@domaincom> EmailTo: <support-group@domain.com>
ERROR SnapManagerWeb_<JOBID> PID=[3044] TID=[24] ErrorCode (134), ErrorMessage
(The user you are trying does not have permission to access the system. Please
re-authenticate to continue or contact your administrator.)
```