



SnapCenter RDM verification or restore on Windows fails to find iSCSI initiator

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

Updated: Wed, 24 Jun 2026 08:15:48 GMT

Applies to

- SnapCenter Plug-in for Windows (SCW) 4.x
- SnapCenter Plug-in for VMware (SCV) 4.x

Issue

When restoring or verifying SQL Databases, Exchange Mailstores, or Windows Filesystems with RDM usage, the following error is seen:

- UI Errors are one of:

```
ErrorCode (-1), ErrorMessage (Could not get the iSCSI initiator.)
```

Unable to get the initiator details of host <HOST_FQDN>

- **SMCore Log**

```
INFO SMCore_#### PID=[####] TID=[#] Could not get initiator information  
from host, to mount physical SAN file system(s).
```

```
ERROR SMCore_#### PID=[####] TID=[#] Exception in method: Execute.  
System.Exception: Could not get the iSCSI initiator
```