



SCV Plug-in is not visible under vCenter Web Interface after upgrading vCenter Server to 7.0

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

Updated: Wed, 24 Jun 2026 07:24:50 GMT

Applies to

- NetApp Data Broker (NDB) 1.0.X
- VMware vCenter Server 7.0

Issue

- SnapCenter Plug-in for VMware vSphere (SCV) is not visible under vCenter Web Interface after upgrading vCenter Server to 7.0.
- When trying the solution of ['SCV not visible under vCenter UI after upgrade'](#), step 13 fails with the following error.

```
Registration failed!: Unable to connect to vCenter Server. Please check if
```

vCenter Server and Port are correct.

Example:

- `vmcontrol.log` shows the following error when the registration fails.

Example:

```
2020-12-08 21:11:32.350 DEBUG w9108 --- [ qtp32374789-16]
c.n.a.u.CryptoUtil : Unsupported configuration to
decrypt the given message.
java.lang.ArrayIndexOutOfBoundsException
    at java.lang.System.arraycopy(Native Method)
    at com.netapp.aegis.util.CryptoUtil.decrypt(CryptoUtil.java:161)
    at com.netapp.aegis.util.CryptoUtil.decrypt(CryptoUtil.java:124)
    at
com.netapp.aegis.sms.provider.GetHostInfoManager.registerVcenterServer(GetHos
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)

:

2020-12-08 21:11:32.366 DEBUG w9108 --- [ qtp32374789-16]
c.n.a.s.p.GetHostInfoManager : Exception while trying to get
old service instance: VI SDK invoke exception:org.dom4j.DocumentException
java.rmi.RemoteException: VI SDK invoke
exception:org.dom4j.DocumentException
    at com.vmware.vijava.vim25.ws.XmlGenDom.fromXML(XmlGenDom.java:76)
    at com.vmware.vijava.vim25.ws.WSClient.invoke(WSClient.java:93)
    at
com.vmware.vijava.vim25.ws.VimStub.retrieveServiceContent(VimStub.java:1434)
    at
com.vmware.vijava.vim25.mo.ServiceInstance.init(ServiceInstance.java:173)
    at
com.vmware.vijava.vim25.mo.ServiceInstance.<init>(ServiceInstance.java:99)
    at
com.vmware.vijava.vim25.mo.ServiceInstance.<init>(ServiceInstance.java:90)
    at
com.netapp.aegis.vsphere.VsphereService.getVsphereServiceInstance(VsphereServ

:
```

```

2020-12-08 21:11:32.366 DEBUG w9108 --- [ qtp32374789-16]
c.n.a.v.VsphereService          : [JobId:0] Invalid arguments,
can't retrieve session from null vSphere serviceInstance!
2020-12-08 21:11:32.366 DEBUG w9108 --- [ qtp32374789-16]
c.n.a.v.VsphereService          : vSphereServiceURL is :
https://XX.XX.XX.XX:443/sdk
2020-12-08 21:11:32.376 DEBUG w9108 --- [ qtp32374789-16]
c.n.a.v.VsphereService          : VI SDK invoke
exception:org.dom4j.DocumentException
2020-12-08 21:11:32.377 ERROR w9108 --- [ qtp32374789-16]
c.n.a.m.VserverStore            : VI SDK invoke
exception:org.dom4j.DocumentException
java.rmi.RemoteException: VI SDK invoke
exception:org.dom4j.DocumentException
    at com.vmware.vijava.vim25.ws.XmlGenDom.fromXML(XmlGenDom.java:76)
    at com.vmware.vijava.vim25.ws.WSClient.invoke(WSClient.java:93)
    at
com.vmware.vijava.vim25.ws.VimStub.retrieveServiceContent(VimStub.java:1434)
    at
com.vmware.vijava.vim25.mo.ServiceInstance.init(ServiceInstance.java:173)
    at
com.vmware.vijava.vim25.mo.ServiceInstance.<init>(ServiceInstance.java:99)
    at
com.vmware.vijava.vim25.mo.ServiceInstance.<init>(ServiceInstance.java:90)
    at
com.netapp.aegis.vsphere.VsphereService.getVsphereServiceInstance(VsphereServ
:

2020-12-08 21:11:32.377 ERROR w9108 --- [ qtp32374789-16]
c.n.a.m.VserverStore            : Unable to connect to vCenter
Server. Please check if vCenter Server and Port are correct.
2020-12-08 21:11:32.377 ERROR w9108 --- [ qtp32374789-16]
c.n.a.s.p.GetHostInfoManager    : Unable to connect to vCenter
Server. Please check if vCenter Server and Port are correct.
com.netapp.nvpf.api.model.ApiException: Unable to connect to vCenter
Server. Please check if vCenter Server and Port are correct.
    at

```

```
com.netapp.aegis.model.VserverStore.validateVSphereConfiguration (VserverStore
    at
com.netapp.aegis.model.VserverStore.setVSphereConfiguration (VserverStore.java
    at
com.netapp.aegis.sms.provider.GetHostInfoManager.registerVcenterServerWithHos
    at
com.netapp.aegis.sms.provider.GetHostInfoManager.registerVcenterServer (GetHos
```