



## Single MailBox Recovery unable to mount SnapCenter snapshot with error: Command Mount SdSnapshot failed

[https://kb-stage.netapp.com/data-mgmt/SnapCenter/SC\\_KBs/Single\\_MailBox\\_Recovery\\_unable\\_to\\_m...](https://kb-stage.netapp.com/data-mgmt/SnapCenter/SC_KBs/Single_MailBox_Recovery_unable_to_m...)

Updated: Wed, 24 Jun 2026 06:32:12 GMT

### Applies to

- SnapCenter Server
- SnapCenter Plugin for Exchange
- Single Mailbox Recovery

### Issue

- Single MailBox Recovery unable to mount SnapCenter snapshot with GUI error: `Command Mount SdSnapshot failed`
- Database verification or RDM mount fails during MapVirtualDisk operation with error: `Permission to perform this operation was denied`

- The following errors may be reported in SnapCenter as seen in SCW logs:

```
2020-04-03T10:15:46.2374396-06:00 Error SAL PID=[4588] TID=[25692] Failed
to rescan HBA: Permission to perform this operation was denied. at
VirtualizationAPI.CVirtualServer.FindAndRescanHBA(EnumAdapterType
eAdapterType, String strInitiatorName) at
SnapDrive.Nsf.Core.VMWareRDMProvisioningStrategy.MapVirtualDiskLocally(Storage
param, LunBaseType lun, SDProvisionCreateStorageResponse response)
```

```
2020-04-03T10:15:46.2374396-06:00 Error SAL PID=[4588] TID=[25692] Failed
to map virtual disk. Details: Failed to rescan HBA: Permission to perform
this operation was denied.
```

- Which later results into the next error when SnapCenter tries to locate the disk <disk\_SerialNum> as seen in SAL Debug log:

```
2020-04-03T10:15:46.3944629-06:00 Verbose SAL PID=[4588] TID=[25692]
Failed to get disk information [disk_SerialNum]. Please check if there is
SAN connectivity between the host/hypervisor and storage controller.
```