



E-series Connection error to add Storage System to SANtricity Web Services Proxy

https://kb-stage.netapp.com/on-prem/E-Series/Management-Apps-KBs/E-series_Connection_error_to_...

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Applies to

- SANtricity Web Services Proxy
- SANtricity OS 11.60 and above
- E57xx

Issue

Connection error when add storage systems using API endpoints

```
{  
  "errorMessage": "The connection to the device has failed.",  
  "developerMessage": null,  
  "localizedMessage": "The connection to the device has failed.",  
}
```

```
"retcode": "connectionfailed",  
"codeType": "devicemgrerror",  
"invalidFieldsIfKnown": null  
}
```