



Backup fails with error "hostname" is not registered with SnapCenter Server"

https://kb-stage.netapp.com/data-mgmt/SnapCenter/SC_KBs/Backup_fails_with_error_%22hostname...

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Applies to

- SnapCenter Server (SC)
- SnapCenter Plug-in for Microsoft SQL Server (SCSQL)

Issue

- Backup fails where SC looking for the SCSQL host's hostname which is not registered.
- SC is contacting the Domain with the `GetDomain` call for the hostname and is getting an `EMPTY` response:

```
INFO  SMCORE_27282 PID=[4988] TID=[45]Start - GetHostName
INFO  SMCORE_27282 PID=[4988] TID=[45] Account details: bypassdomain False
```

```
DEBUG SMCore_27282 PID=[4988] TID=[45] Resolving host name =localhost
DEBUG SMCore_27282 PID=[4988] TID=[45] REST URL: https://<hostname>:8145/
SMCoreHostManagementService/GetDomain
DEBUG SMCore_27282 PID=[4988] TID=[45] Invoke: Request Data:
*****
<?xml version="1.0" encoding="utf-16"?><SmGetDomainRequest ...
SmGetDomainRequest>
DEBUG SMCore_27282 PID=[4988] TID=[23] Basic: HTTPS URL :
https://<hostname>:8145/SMCoreHostManagementService/GetDomain
DEBUG SMCore_27282 PID=[4988] TID=[45] Invoke: Response Data:
*****
<?xml version="1.0" encoding="utf-16"?><SmGetDomainResponse EMPTY
/></SmGetDomainResponse>
DEBUG SMCore_27282 PID=[4988] TID=[45 ] Host [localhost] resolved to
[<hostname>]
INFO SMCore_27282 PID=[4988] TID=[45]End - GetHostName

ERROR SMCore_27282 PID=[4988] TID=[16]Cannot retrieve storage connection
setting from SMS server.
ERROR SMCore_27282 PID=[4988] TID=[16] Response error:Host '<hostname>' is
not registered with SnapCenter Server.
```