NetApp Knowledge Base

SnapCenter plugin for VMware vSphere is unable to load on vCenter web client

https://kb-stage.netapp.com/data-mgmt/SnapCenter/SC_KBs/SnapCenter_plugin_for_VMware_vSpher…
Updated: Wed, 24 Jun 2026 06:07:06 GMT

Applies to

SnapCenter plugin for VMware vSphere (SCV)

Issue

- vCenter web client is not able to load SCV plugin.
- SCV services are running.

Logs:

```
2024-06-14 11:45:39.851 DEBUG SCVVM01 --- [pool-2-thread-1] c.n.a.v.VcenterUtil
                    : VCURL :https://vcenter_IP:443/sdk
```

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information contained herein may be used solely in connection with the NetApp products discussed in this document.'

```
2024-06-14 11:45:39.851 DEBUG SCVVM01 --- [pool-2-thread-1]
c.n.a.v.VsphereService                    : vSphereServiceURL is :
https://vcenter_IP:443/sdk
2024-06-14 11:47:20.476 DEBUG SCVVM01 --- [      Thread-10]
c.n.a.v.VsphereService                    : VI SDK invoke
exception:java.net.ConnectException: Connection timed out (Connection timed
out)
2024-06-14 11:47:20.476 DEBUG SCVVM01 --- [      Thread-10]
c.n.a.m.DatastoreStorageDetailsCache      : Exception caused while populating
Dashboard Cache
2024-06-14 11:47:20.476 ERROR SCVVM01 --- [      Thread-10]
c.n.a.m.DatastoreStorageDetailsCache      : java.rmi.RemoteException: VI SDK
invoke exception:java.net.ConnectException: Connection timed out (Connection
timed out)
2024-06-14 11:47:20.486 DEBUG SCVVM01 --- [       Thread-9] c.n.a.v.v.Util
                      : [null] Failed to connect to vCenter. VI SDK invoke
exception:java.net.ConnectException: Connection timed out (Connection timed
out)
java.rmi.RemoteException: VI SDK invoke exception:java.net.ConnectException:
Connection timed out (Connection timed out)
```

© 2023 NetApp.No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner. For more information, see Legal Notices.