



## BlueXP Backup and Recovery dashboard does not list any working environment information

[https://kb-stage.netapp.com/cloud/ncds/Cloud\\_Backup\\_Service/BlueXP\\_Backup\\_and\\_Recovery\\_dash...](https://kb-stage.netapp.com/cloud/ncds/Cloud_Backup_Service/BlueXP_Backup_and_Recovery_dash...)

Updated: Wed, 24 Jun 2026 07:13:54 GMT

### Applies to

- BlueXP
- BlueXP Backup & Recovery (also known as Cloud Backup Service)

### Issue

- When accessing **BlueXP > Protection > Backup and Recovery > Volumes**, to see the information of a working environment already configured for Cloud Backup. no working environment is shown in the "Select Working Environment" and no volumes information are displayed.
- Backup & Recovery service is seen enabled when listing the working environment information from BlueXP Canvas.