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## Knowledge Base Article

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**Document ID:** TEC512189

### Tech Document

**Title:** AE0521 VM Mount operation failed backing up with VDDK a virtual machine having different disks spanned across different locations (data stores) but having same file name.

**Description:**

When you backup a VM using VDDK software having different disks stored in different locations, but having the same file name (for example, "[storage1] vm/disk.vmdk" and "[storage2] vm/disk.vmdk"), you will get the error AE0521 VM Mount operation error.

The snapshot is created but then it is immediately deleted.

The reason for above behavior is that when VDDK asks to mount the disks in proxy server the backup fails as the files have the same names.

In the CA\_VCBpopulateDB.log:

```
Snapshot successfully created for the VM EM002-ITALY
Got Snapshot Disk URLs for the VMEM002-ITALY
VMX Path = moref=vm-804 formed for the VM EM002-ITALY
vmconfig.dat file created for the VMEM002-ITALY
Returning NULL from GetMoRefProp. Object reference not set to an instance of an object.
downloadDirectory: Downloading VM File /folder/LPITRMLD004/LPITRMLD004.vmx?dcPath=LPITRMESX/&dsName=storage2...
```

**Error in getData. The remote server returned an error: (500) Internal Server Error.**

```
downloadDirectory: Downloading VM File /folder/LPITRMLD004/LPITRMLD004.vmx?dcPath=LPITRMESX/&dsName=storage2...
getData: Downloading VM File F:\MNT\VmwareVcbMountDir\EM002-ITALY\LPITRMLD004.vmx Completed.
getVMXFiles: Downloading Virtual Machine Configuration files Complete
Log Cache ends
```

**Solution:**

The solution is to shutdown the virtual machine, edit the disk file names and use different names.

Please refer to the following VMware knowledge base document: <http://kb.vmware.com/selfservice/microsites/search.do?cmd=displayKC&externalId=5096672>.

The file names for virtual disks should be unique.

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