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## AutoSupport 消息：CollectorNoTrePorting

[https://kb-cn-stage.netapp.com/on-prem/SolidFire/Element\\_OS\\_Kbs/AutoSupport\\_Message\\_collector...](https://kb-cn-stage.netapp.com/on-prem/SolidFire/Element_OS_Kbs/AutoSupport_Message_collector...)

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### 适用于

- 运行 Element 软件的 NetApp 存储集群
  - NetApp SolidFire
  - NetApp HCI
- [Element 管理节点 \( mNode \)](#)
- NetApp SolidFire ActiveIQ ( AIQ )

### 问题

在 NetApp SolidFire Active IQ 中出现以下警报：

`Cluster not reporting: 30 minutes`

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尽管此情况持续存在，但集群监控数据不会流向 ActiveIQ，因此 NetApp 支持无法主动联系以协助处理集群警报。