



AutoSupport检查指示SMTP连接失败

https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/Autosupport_check_indicates_conn...

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适用场景

- ONTAP 9
- AutoSupport

问题描述

运行命令"`autosupport check show`"表示集群中除一个节点以外的所有节点都存在SMTP错误。

Example failure:

Node: node-01

Category: http- https

Component: http-put-destination

Status: ok

Detail: Successfully connected to:

<https://support.netapp.com/put/AsupPut/>.

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Component: http-post-destination

Status: ok

Detail: Successfully connected to:

<https://support.netapp.com/asupprod/post/1.0/postAsup>.

Category: smtp

Component: mail-server

Status: failed

Detail: SMTP connectivity check failed for destination:

sas-relay.xxxxxx.xxx.ca. Error: Timeout was

reached when connecting to the server -

'sas-relay.xxxxxx.xxx.ca'

Corrective Action: Possible network configuration issue. Ensure that you have network connectivity