



AutoSupport 数据未反映到Active IQ

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

Updated: Wed, 22 Apr 2026 04:07:40 GMT

适用场景

ONTAP 9

问题描述

- AutoSupport 在两个节点上均出现故障、并具有HTTPS连接问题描述：

```
::> system node autosupport check show-details -node node_name-01
Node: node_name-01
Category: http- https
Component: http-put-destination
Status: failed
Detail: HTTP/S PUT connectivity check failed for destination:
https://support.netapp.com/put/AsupPut/. Error: Timeout
was reached when connecting to the server -
'support.netapp.com'
```

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

Component: http-post-destination

Status: failed

Detail: HTTP/S POST connectivity check failed for destination: https://support.netapp.com/asupprod/post/1.0/postAsup.

Error: Timeout was reached when connecting to the server - 'support.netapp.com'

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

...

```
::> system node autosupport check show-details -node node_name-02
```

Node: node_name-02

Category: http- https

Component: http-put-destination

Status: failed

Detail: HTTP/S PUT connectivity check failed for destination: https://support.netapp.com/put/AsupPut/. Error: Timeout

was reached when connecting to the server - 'support.netapp.com'

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

Component: http-post-destination

Status: failed

Detail: HTTP/S POST connectivity check failed for destination: https://support.netapp.com/asupprod/post/1.0/postAsup.

Error: Timeout was reached when connecting to the server - 'support.netapp.com'

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

...

- AutoSupport 日志记录错误：

```
::> system node run -node <node_name> -command rdfile /etc/log/mlog/notifyd.log
```

...

```
Wed Jul 20 2022 15:43:39 +00:00 Failed to connect to support.netapp.com port 443: Operation timed out
```