



## 由于未知原因、AutoSupport已禁用

[https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/AutoSupport\\_is\\_disabled\\_for\\_unkn...](https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/AutoSupport_is_disabled_for_unkn...)

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### 适用场景

- ONTAP 9
- AutoSupport

### 问题描述

AutoSupport功能已禁用、如日志所示、但原因未知。

- `/202503110000.0.files/autosupport.xml`

```
<asup:ROW col_time_us="10938564310516">  
<node>ship-node1</node>  
<state>enable</state>
```

- `/202503120000.0.files/autosupport.xml`

```
<asup:ROW col_time_us="11024964624356">  
<node>ship-node1</node>
```

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```
<state>disable</state>
```