



## AutoSupport 未发送到 NetApp

[https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/AutoSupport\\_Not\\_Being\\_Sent\\_to\\_N...](https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/AutoSupport_Not_Being_Sent_to_N...)

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### 适用场景

- ONTAP 9
- AutoSupport

### 问题描述

- AutoSupport未上传到NetApp。
- Active IQ中不显示与AutoSupport相关的数据
- 查看 `notifyd` 日志可发现AutoSupport正在发送到NetApp、并且没有任何错误。
- 查看 `autosupport history show` 以确认AutoSupport正在成功发送：

```
cluster1::> system node autosupport history show
Seq                               Attempt Percent Last
Node                               Num   Destination Status          Count  Complete Update
-----
cluster1-01  4
```

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smtp	ignore	1	-	8/31/2021 12:28:43
http	sent-successful	1	-	8/31/2021 12:28:43
noteto	ignore	1	-	8/31/2021 12:28:43

- Send AutoSupport Messages to Vendor Support 此外、还会启用此选项：

```
cluster1::> autosupport show -node cluster1-01 -instance
Node: cluster1-01
State: disable
SMTP Mail Hosts: mailhost
From Address: Postmaster
List of To Addresses: -
(DEPRECATED) List of Noteto Addresses: -
List of Partner Addresses: -
Send AutoSupport Messages to Vendor Support: enable
Protocol to Contact Support: https
Support URL for HTTP/HTTPS: support.netapp.com/asupprod/post/1.0/postAsup
Support URL for HTTP/S PUT: support.netapp.com/put/AsupPut
Support Proxy URL:
Support Address: autosupport@netapp.com
Hostname Subject: false
NHT Enable: true
Performance Data Enable: true
Retry Interval: 4m
Retry Count: 15
Reminder Enable: true
(DEPRECATED) Last Subject Sent: ADP DISABLED
(DEPRECATED) Last Time Sent: 8/31/2021 12:12:56
Maximum HTTP Size: 50MB
Maximum SMTP Size: 5MB
(DEPRECATED) Remove Sensitive Data: false
Validate Digital Certificate Received: true
AutoSupport OnDemand Server URL: https://support.netapp.com/aods/asupmessage
```