



E-Series ASUP transmissions failing and are not delivered

https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series_ASUP_transmissions_fa...

Updated: Wed, 22 Apr 2026 03:53:48 GMT

Applies to

- NetApp E-Series
- Santricity OS

Issue

- AutoSupport (ASUP) transmissions have stopped for the storage system with the following warning observed in `web-server-trace-log-B.txt`:

```
2024-01-18 02:37:27,792 WARN [SMMonitorTask-19091]
c.l.a.w.u.ChainedTrustManager [ChainedTrustManager.java:239] [requestId=0,
deviceId=N/A] CertificateException caught:
java.security.cert.CertificateNotYetValidException: NotBefore: Mon Mar 03
00:00:00 UTC 2025
    at java.base/
```

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```
sun.security.x509.CertificateValidity.valid(CertificateValidity.java:273)
    at java.base/
sun.security.x509.X509CertImpl.checkValidity(X509CertImpl.java:675)
    at java.base/
sun.security.provider.certpath.BasicChecker.verifyValidity(BasicChecker.java:190)
    at java.base/
sun.security.provider.certpath.BasicChecker.check(BasicChecker.java:144)
    at java.base/
sun.security.provider.certpath.PKIXMasterCertPathValidator.validate(PKIXMasterCertPathValidator.java:144)
    at java.base/
sun.security.provider.certpath.PKIXCertPathValidator.validate(PKIXCertPathValidator.java:144)
    at java.base/
sun.security.provider.certpath.PKIXCertPathValidator.validate(PKIXCertPathValidator.java:144)
    at java.base/
sun.security.provider.certpath.PKIXCertPathValidator.engineValidate(PKIXCertPathValidator.java:144)
    at java.base/
java.security.cert.CertPathValidator.validate(CertPathValidator.java:309)
    at java.base/
sun.security.validator.PKIXValidator.doValidate(PKIXValidator.java:364)
    at java.base/
sun.security.validator.PKIXValidator.engineValidate(PKIXValidator.java:263)
    at java.base/sun.security.validator.Validator.validate(Validator.java:264)
    at java.base/
sun.security.ssl.X509TrustManagerImpl.validate(X509TrustManagerImpl.java:313)
    at java.base/
sun.security.ssl.X509TrustManagerImpl.checkTrusted(X509TrustManagerImpl.java:222)
    at java.base/
sun.security.ssl.X509TrustManagerImpl.checkServerTrusted(X509TrustManagerImpl.java:129)
    at
com.loem.aa.webserver.update.ChainedTrustManager.checkServerTrusted(ChainedTrustManagerImpl.java:129)
    at java.base/
sun.security.ssl.CertificateMessage$T13CertificateConsumer.checkServerCerts(CertificateMessage$T13CertificateConsumer.java:129)
    at java.base/
sun.security.ssl.CertificateMessage$T13CertificateConsumer.onConsumeCertificate(CertificateMessage$T13CertificateConsumer.java:129)
    at java.base/
sun.security.ssl.CertificateMessage$T13CertificateConsumer.consume(CertificateMessage$T13CertificateConsumer.java:129)
```

- Current date/time is after the listed times listed in the logs
- When testing ASUP delivery, PKIX Path validation error seen:
- Corresponding alert in web-server-trace-log-B.txt:

- Wrapped by: sun.security.validator.ValidatorException: PKIX path validation failed: java.security.cert.CertPathValidatorException: validity check failed
Wrapped by: javax.net.ssl.SSLHandshakeException: PKIX path validation failed: java.security.cert.CertPathValidatorException: validity check failed