



使用代理时HTTPS AutoSupport传输失败

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

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适用场景

- ONTAP 9
- 已配置代理的AutoSupport

问题描述

- 此节点将在notifyd.log文件中报告：

```
Failed to connect to support.netapp.com port 443: Connection refused
```

- 由于网络超时、一个或多个节点的AutoSupport无法访问NetApp。

示例：

```
cluster1::> system node autosupport check show-details
```

...

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Node: node_name

Category: http- https

Component: http-put-destination

Status: failed

Detail: HTTP/S PUT connectivity check failed for destination:

https://support.netapp.com/put/AsupPut/ via proxy -
proxyuser:*****@proxyurl:8080.

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

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

Node: node_name

Category: http- https

Component: http-post-destination

Status: failed

Detail: HTTP/S POST connectivity check failed for destination:

https://support.netapp.com/asupprod/post/1.0/postAsup
via proxy -

proxyuser:*****@proxyurl:8080.

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

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

- notifyd 中的超时消息 会记录到代理URL

示例：

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

```
... (message: STATE: WAITRESOLVE => WAITCONNECT handle 0x80f746008; line 1479  
(connection #0))
```

```
... (message: connect to proxyurl_IP port 8080 failed: Operation timed out)
```

```
... (message: Failed to connect to proxyurl port 8080: Operation timed out)
```