



在更换启动设备后、节点无法收集ASUP

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

Updated: Wed, 22 Apr 2026 07:31:19 GMT

适用场景

- ONTAP 9
- AutoSupport (ASUP)

问题描述

- 在更换启动设备并还原ONTAP集群配置后、节点无法触发ASUP
- 命令"`system node autosupport history show`"的输出中缺少"`Seq Num`"

```
::> system node autosupport invoke -node * -type all -uri file://localhost/mroot/etc/log/autosupport.7z
```

```
The AutoSupport was successfully invoked on node "node01" (sequence number: 1906).
```

```
The AutoSupport was successfully invoked on node "node02" (sequence number: 1723). >>> Job missing
```

2 entries were acted on.

```
::> system node autosupport history show
```

Node	Seq Num	Destination	Attempt Status	Percent	Last Count	Complete Update

node01	1906	retransmit	collection-in-progress	-	-	3/1/2025 09:38:41
.....						
node02	1721	smtp	ignore	1	-	3/1/2025 09:32:16
		http	re-queued	4	-	3/1/2025 09:41:38
		noteto	ignore	1	-	3/1/2025 09:32:16

- 陈旧的ASUP文件

```
::*> systemshell -node <node-name> -command "ll /mroot/etc/log/autosupport"  
(system node systemshell)  
.....  
drwxr-xr-x 2 root wheel 4096 May 6 00:41 202505060000.0.files/  
drwxr-xr-x 2 root wheel 4096 May 6 01:41 202505060007.0.files/  
drwxr-xr-x 2 root wheel 4096 May 7 00:37 202505070000.0.noteto >>> stale  
file  
drwxr-xr-x 2 root wheel 4096 May 7 01:37 202505070007.0.post >>> stale  
file  
drwxr-xr-x 2 root wheel 4096 May 8 00:24 202505080000.0.smtp >>> stale  
file  
drwxr-xr-x 2 root wheel 4096 May 8 01:23 202505080037.0.files/  
drwxr-xr-x 2 root wheel 4096 May 9 00:31 202505090000.0.files/  
.....
```

- notiyd日志:

```
Wed Feb 19 2025 17:14:09 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:  
Autosupport::Collection: Previous ASUP (kmip2_client) ended at  
version:0000000013, oldest version on disk is:0000000751  
Wed Feb 19 2025 17:14:09 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:  
Autosupport::Collection: Previous ASUP (fpolicy) ended at version:0000000013,  
oldest version on disk is:0000000751  
Wed Feb 19 2025 17:14:09 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:
```

```
Autosupport::Collection: Previous ASUP (worm) ended at version:0000000001,  
oldest version on disk is:0000000009  
Wed Feb 19 2025 17:14:09 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:  
Autosupport::Collection: Previous ASUP (qpidd) ended at version:0000000001,  
oldest version on disk is:0000000009  
Wed Feb 19 2025 17:14:09 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:  
Autosupport::Collection: Previous ASUP (qdrouterd) ended at version:0000000001,  
oldest version on disk is:0000000009  
Wed Feb 19 2025 17:14:17 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:  
Autosupport::Collection: asup[1609:0] process_run for ngsh: process exit status  
255  
Wed Feb 19 2025 17:14:17 +08:00 [kern_notifyd:info:1609] 0x80c139100: 0: ERR:  
Autosupport::Collection: asup[1609:0] process_run for ngsh: process exit status  
255
```