



无法交付E系列DBM备份AutoSupport

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

Updated: Wed, 22 Apr 2026 09:00:30 GMT

适用场景

- NetApp E 系列
- NetApp StorageGRID

问题描述

收到以下警报

```
Node ID: XXXXX Host IP Address: XX.XX.XX.XX Host ID: XX.XX.XX.XX Event Error  
Code: Event occurred: XXX, XX Event Message: An ASUP message could not be  
delivered from the array management host eos-b to NetApp ASUP https gateway  
https://support.netapp.com/put/AsupPut/. Event Priority: Critical Component  
Type: Component Location:
```

从AutoSupport历史记录中、我们可以明确地看到、未交付的是DBM备份

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节点	Node1
AutoSupport 序列号	76
此 AutoSupport 的目标	http
交付状态	传输失败
传送尝试次数	0
AutoSupport 主题	dBm 备份
交付URI	pi/mask 或 XXX/pi/mask
生成时间	xxxxxxx
AutoSupport 压缩大小	30786.
AutoSupport 解压缩大小	85660
总收集时间(毫秒)	4819.