



ONTAP AutoSupport 解析指南

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

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适用场景

- ONTAP 9
- AutoSupport
- AutoSupport OnDemand (AOD)

问题描述

- 按照本指南帮助您找到与ASUP (AutoSupport)相关的问题或问题描述对应的解决方案。

解决方案

AutoSupport传送失败

注意：运行以下命令可查看当前的 AutoSupport配置和协议

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```
::> system node autosupport show -instance

Node: cluster-01
...
State: enable
SMTP Mail Hosts: mailhost
From Address: admin@email.com
List of To Addresses: address1@email.com,address2@email.com
List of Noteto Addresses: -
List of Partner Addresses: -
Send AutoSupport Messages to Vendor Support: enable
Protocol to Contact Support: https
Support Proxy URL:
...
```

请根据 Protocol to Contact Support 在上述示例中所示的当前协议参阅以下文章之一：

HTTPS / HTTP

[《ONTAP AutoSupport \(传输HTTPS\)交付故障解决指南》](#)

SMTP

[《ONTAP AutoSupport \(传输SMTP\)交付故障解决指南》](#)

设置和配置

ONTAP 9

- [如何在ONTAP 9中设置或修改AutoSupport](#)
 - [设置 AutoSupport](#)
 - [使用AutoSupport和Active IQ数字顾问](#)
 - [ONTAP中事件触发的AutoSupport消息的默认设置是什么？](#)
 - [如何在发送到NetApp之前从AutoSupport中删除敏感数据](#)
 - [SU424：一个或多个ONTAP系统未启用AutoSupport](#)
 - [如何在ONTAP 9中手动将AutoSupport消息上传到NetApp](#)
 - [如何仅将ONTAP AutoSupport日志发送给内部资源、而不发送给NetApp支持](#)
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- [如何采用AOD \(AutoSupport按需\)](#)

AOD

- [ONTAP中的AutoSupport已配置、但状态显示为关闭](#)
- Active IQ Digital Advisor**
 - [如何使用Active IQ验证support.NetApp.com是否正在接收我的AutoSupport](#)
- Data ONTAP 8 7-模式**
 - [如何在Data ONTAP 7-模式下设置或修改AutoSupport](#)

AutoSupport 的工作原理

- [AutoSupport 的使用要求](#)
- [何时发送 AutoSupport 消息以及发往何处](#)
- [启用AutoSupport的https传输协议是否存在风险？](#)
- AutoSupport**
 - [ONTAP如何使用HTTPS发送AutoSupport？](#)
 - [NetApp 遥测数据的安全与隐私保护](#)
 - [是否可以ping support.netapp.com来检查AutoSupport连接](#)
- [AutoSupport OnDemand 如何从技术支持处获取传输指令](#)
- AOD**
 - [ONTAP中的AutoSupport用户帐户有何用途？](#)

追加信息

其他信息文本