



在配置了代理服务器的情况下、E系列HTTPS AutoSupport传输失败

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

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适用场景

- NetApp E系列
- SANtricity OS 11.70.3 或更高版本

问题描述

- 无法通过代理服务器通过HTTPS派送ASUP。
- E系列Web服务器日志(web-server-trace-log-B.txt)指示由于套接字读/写失败、AutoSupport传送失败：

```
2023-10-03 14:32:31,030 INFO [SMMonitorTask-42] trace [ASUPTask.java:1282]
[requestId=0, deviceId=N/A] ASUP task start, task: AUTO_SUPPORT_DISPATCH,
source: AUTO_SUPPORT_DAILY_SCHEDULE
2023-10-03 14:32:31,075 INFO [SMMonitorTask-42] trace [ASUPHTTPClient.java:945]
[requestId=0, deviceId=N/A] Connecting to HTTP proxy server: xx.xx.xx.100:80,
IP xx.xx.xx.100
2023-10-03 14:32:31,115 INFO [SMMonitorTask-42] trace [ASUPHTTPClient.java:951]
[requestId=0, deviceId=N/A] Proxy tunnel to server: support.netapp.com:80
```

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```
2023-10-03 14:32:32,727 INFO [SMMonitorTask-42] trace [ASUPHTTPClient.java:945]
[requestId=0, deviceId=N/A] Connecting to HTTP proxy server: xx.xx.xx.100:80,
IP xx.xx.xx.100
2023-10-03 14:32:32,766 INFO [SMMonitorTask-42] trace [ASUPHTTPClient.java:951]
[requestId=0, deviceId=N/A] Proxy tunnel to server: support.netapp.com:80
2023-10-03 14:32:32,808 INFO [SMMonitorTask-42] trace
[ASUPHTTPClient.java:1367] [requestId=0, deviceId=N/A] Reading file '/msw_data/
data/monitor/supportdata/pending/
BUNDLE.Daily.6D039EA000390E460000000062693213.Array_NAME.1696343205185.7z' and
writing to output stream
2023-10-03 14:32:53,008 ERROR [SMMonitorTask-42] trace
[ASUPHTTPClient.java:749] [requestId=0, deviceId=N/A] Socket read/write failed.
Caller 0 at
smmonitor.asup.ASUPHTTPClient.dispatchASUPMessage(ASUPHTTPClient.java:749)
Caller 1 at
smmonitor.asup.ASUPTask.dispatchAutoSupportBundle(ASUPTask.java:1695)
Caller 2 at smmonitor.asup.ASUPTask.doTaskOperation(ASUPTask.java:1386)
Caller 3 at smmonitor.asup.ASUPTask.doTask(ASUPTask.java:1290)
Caller 4 at smmonitor.asup.ASUPTask.doTask(ASUPTask.java:44)
java.net.SocketException: Connection reset by peer (Write failed)
```