



# CXone Mpower EXPERT

## 某些ASUP不通过SMTP提供

[https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/Some\\_ASUP\\_are\\_not\\_delivered\\_vi...](https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/Some_ASUP_are_not_delivered_vi...)

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### 适用场景

- ONTAP 9
- AutoSupport (ASUP)
- SMTP

### 问题描述

- 无法使用 `system node autosupport invoke` 命令发送 `WEEKLY` 和 `type all` ASUP。
- 可以使用 `invoke` 命令发送 `type test` 的 ASUP。
- 每周 ASUP 的 SMTP 传输失败

```
Error: transmission-failed
```

- 集群上的 SMTP 配置正确：

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

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Node: cluster01-n01

Category: http-https

Component: http-put-destination

Status: ok

Detail: Successfully connected to:

<https://support.netapp.com/put/AsupPut/>.

Component: http-post-destination

Status: ok

Detail: Successfully connected to:

<https://support.netapp.com/asupprod/post/1.0/postAsup/>.

Category: smtp

Component: mail-server

Status: ok

Detail: Successfully connected to: mailhost.domain.com

- SMTP服务器拒绝此消息、因为其大小为 **notiyd.log** :

Response: 550 5.7.0 Message Size Violation\r\n

Response code: Requested action not taken: mailbox unavailable (550)

Response parameter: 5.7.0 Message Size Violation

- 较小的ASUP (类型 : test)会成功发送并通过SMTP传送
- 已成功为所有ASUP类型传输HTTPS