Configure

ONTAP 9

NetApp
February 20, 2026

This PDF was generated from https://docs.netapp.com/us-en/ontap/system-admin/autosupport-manage-settings-task.html on February 20, 2026. Always check docs.netapp.com for the latest.

Table of Contents

Configure . . . 1
- Manage ONTAP AutoSupport settings . . . 1
  - View AutoSupport settings . . . 1
  - Generate and send AutoSupport data . . . 1
  - Test the connection to AutoSupport . . . 1
  - Enable or disable AutoSupport . . . 2
  - Suppress the generation of support cases . . . 2
  - Resume the generation of support cases . . . 2
  - Edit AutoSupport settings . . . 3
- Suppress ONTAP AutoSupport case creation during scheduled maintenance windows . . . 3

Configure

Manage ONTAP AutoSupport settings

You can use System Manager to manage the settings for your AutoSupport account.

For more information about AutoSupport configuration options, including settings that are unavailable in System Manager, refer to `system-node-autosupport-modify` in the ONTAP command reference.

View AutoSupport settings

You can use System Manager to view the settings for your AutoSupport account.

Steps

1. In System Manager, click **Cluster > Settings**.

   In the **AutoSupport** section, the following information is displayed:

   - Status
   - Transport protocol
   - Proxy server
   - From email address

2. In the **AutoSupport** section, select ⋮, then select **More Options**.

   Additional information is displayed about the AutoSupport connection and email settings. Also, the transfer history of messages is listed.

Generate and send AutoSupport data

In System Manager, you can initiate the generation of AutoSupport messages and choose from which cluster node or nodes the data is collected.

Steps

1. In System Manager, select **Cluster > Settings**.
2. In the **AutoSupport** section, select ⋮, then select **Generate and Send**.
3. Enter a subject.
4. Select the check box under **Collect Data From** to specify the nodes from which to collect the data.

Test the connection to AutoSupport

From System Manager, you can send a test message to verify the connection to AutoSupport.

Steps

1. In System Manager, click **Cluster > Settings**.
2. In the **AutoSupport** section, select ⋮, then select **Test Connectivity**.
3. Enter a subject for the message.

Enable or disable AutoSupport

AutoSupport delivers proven business benefits to NetApp customers, including proactive identification of possible configuration issues and accelerated support case resolution. AutoSupport is enabled by default in new systems. If required, you can use System Manager to disable the ability of AutoSupport to monitor the health of your storage system and send you notification messages. You can enable AutoSupport again after it has been disabled.

About this task

Before you disable AutoSupport, you should be aware that you are turning off the NetApp call-home system and you'll lose the following benefits:

- **Health Monitoring**: AutoSupport monitors the health of your storage system and sends notifications to technical support and your internal support organization.
- **Automation**: AutoSupport automates the reporting of support cases. Most support cases are opened automatically before customers realize there's a problem.
- **Faster resolution**: Systems sending AutoSupport data have their support cases resolved in half of the time compared to cases for systems that not sending AutoSupport data.
- **Faster upgrades**: AutoSupport powers customer self-service workflows, such as version upgrades, add-ons, renewals, and firmware update automation in System Manager.
- **More functions**: Certain functions in other tools work only when AutoSupport is enabled, for example, some workflows in the NetApp Console.

Steps

1. Select **Cluster > Settings**.
2. In the **AutoSupport** section, select ⋮, then select **Disable**.
3. If you want to enable AutoSupport again, in the **AutoSupport** section, select ⋮, then select **Enable**.

Suppress the generation of support cases

Beginning with ONTAP 9.10.1, you can use System Manager to send a request to AutoSupport to suppress the generation of support cases.

About this task

To suppress the generation of support cases, you specify the nodes and number of hours for which you want the suppression to occur.

Suppressing support cases can be especially helpful if you do not want AutoSupport to create automated cases while you are performing maintenance on your systems.

Steps

1. Select **Cluster > Settings**.
2. In the **AutoSupport** section, select ⋮, then select **Suppress Support Case Generation**.
3. Enter the number of hours that you want the suppression to occur.
4. Select the nodes for which you want the suppression to occur.

Resume the generation of support cases

Beginning with ONTAP 9.10.1, you can use System Manager to resume the generation of support cases from

AutoSupport if it has been suppressed.

Steps

1. Select **Cluster > Settings**.
2. In the **AutoSupport** section, select ⋮, then select **Resume Support Case Generation**.
3. Select the nodes for which you want the generation to resume.

Edit AutoSupport settings

You can use System Manager to modify the connection and email settings for your AutoSupport account.

Steps

1. Select **Cluster > Settings**.
2. In the **AutoSupport** section, select ⋮, then select **More Options**.
3. In the **Connections** section or the **Email** section, select Edit to modify the settings for either section.

Related information

- Prepare to use AutoSupport
- Set up AutoSupport

Suppress ONTAP AutoSupport case creation during scheduled maintenance windows

AutoSupport case suppression enables you to stop unnecessary cases from being created by AutoSupport messages that are triggered during scheduled maintenance windows.

Steps

1. Manually invoke an AutoSupport message with the text string `MAINT=xh`, where `x` is the duration of the maintenance window in hours. Replace <node> with the name of the node from which to send the AutoSupport message:

```
system node autosupport invoke -node <node> -message MAINT=xh
```

Related information

- ONTAP command reference
- How to suppress automatic case creation during scheduled maintenance windows

Copyright information

Copyright © 2026 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at http://www.netapp.com/TM are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.