System health and events

Cloud Volumes ONTAP

NetApp
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Verify AutoSupport setup for Cloud Volumes ONTAP

AutoSupport proactively monitors the health of your system and sends messages to NetApp technical support. By default, AutoSupport is enabled on each node to send messages to technical support using the HTTPS transport protocol. It's best to verify that AutoSupport can send these messages.

The only required configuration step is to ensure that Cloud Volumes ONTAP has outbound internet connectivity. For details, refer to the networking requirements for your cloud provider.

AutoSupport requirements

Cloud Volumes ONTAP nodes require outbound internet access for NetApp AutoSupport, which proactively monitors the health of your system and sends messages to NetApp technical support.

Routing and firewall policies must allow HTTPS traffic to the following endpoints so Cloud Volumes ONTAP can send AutoSupport messages:

- https://mysupport.netapp.com/aods/asupmessage
- https://mysupport.netapp.com/asupprod/post/1.0/postAsup

If an outbound internet connection isn't available to send AutoSupport messages, the NetApp Console automatically configures your Cloud Volumes ONTAP systems to use the Console agent as a proxy server. The only requirement is to ensure that the Console agent's security group allows *inbound* connections over port 3128. You'll need to open this port after you deploy the Console agent.

If you defined strict outbound rules for Cloud Volumes ONTAP, then you'll also need to ensure that the Cloud Volumes ONTAP security group allows *outbound* connections over port 3128.

If you're using an HA pair, the HA mediator doesn't require outbound internet access.

After you've verified that outbound internet access is available, you can test AutoSupport to ensure that it can send messages. For instructions, refer to the ONTAP documentation: Set up AutoSupport.

Troubleshoot your AutoSupport configuration

If an outbound connection isn't available and the Console can't configure your Cloud Volumes ONTAP system to use the Console agent as a proxy server, you'll receive a notification from the Console that your system is unable to send AutoSupport messages. Follow these steps to address this issue.

Steps

1. Connect securely (using SSH) to the Cloud Volumes ONTAP system to use the ONTAP CLI.

   Learn how to SSH to Cloud Volumes ONTAP.

2. Check the detailed status of the AutoSupport subsystem:

   ```
   autosupport check show-details
   ```

The response looks like this:

```
    Category: smtp
          Component: mail-server
             Status: failed
             Detail: SMTP connectivity check failed for destination:
                     mailhost. Error: Could not resolve host -
'mailhost'
            Corrective Action: Check the hostname of the SMTP server

    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: on-demand
          Component: ondemand-server
             Status: ok
             Detail: Successfully connected to:
                     https://support.netapp.com/aods/asupmessage.

    Category: configuration
            Component: configuration
                Status: ok
                Detail: No configuration issues found.
    5 entries were displayed.
```

If the status of the http-https category is `OK` it means that AutoSupport is configured properly and messages can be sent.

3. If not, verify the proxy URL for each Cloud Volumes ONTAP node:

   ```
   autosupport show -fields proxy-url
   ```

4. If the proxy URL parameter is empty, configure Cloud Volumes ONTAP to use the Console agent as a proxy:

   ```
   autosupport modify -proxy-url http://<console agent private ip>:3128
   ```

5. Verify the AutoSupport status again:

```
autosupport check show-details
```

6. If the status is still failed, validate that there is connectivity between Cloud Volumes ONTAP and the Console agent over port `3128`.
7. If the status is still failed after verification, SSH to the Console agent.

   Learn more about Connecting to the Linux VM for the Console agent

8. Go to `/opt/application/netapp/cloudmanager/docker_occm/data/`.
9. Open the proxy configuration file `squid.conf`. This is the structure of the file:

```
        http_port 3128
        acl netapp_support dst support.netapp.com
        http_access allow netapp_support
        request_header_max_size 21 KB
        reply_header_max_size 21 KB
        http_access deny all
        httpd_suppress_version_string on
```

10. If your file doesn't have an entry for the CIDR block of the Cloud Volumes ONTAP system, add a new entry and allow access:

    ```
    acl cvonet src <cidr>

    http_access allow cvonet
    ```

    Here's an example:

```
        http_port 3128
        acl netapp_support dst support.netapp.com
        acl cvonet src <cidr>
        http_access allow netapp_support
        http_access allow cvonet
        request_header_max_size 21 KB
        reply_header_max_size 21 KB
        http_access deny all
        httpd_suppress_version_string on
```

11. After editing the config file, restart the proxy container as `sudo`. Then, depending on whether you're using Docker or Podman, run these commands:

    For Docker, run `docker restart squid`.

    If you are using Podman, run `podman restart squid`.

12. Go back to the ONTAP CLI and verify that Cloud Volumes ONTAP can send AutoSupport messages:

```
autosupport check show-details
```

Related links

- Networking requirements for Cloud Volumes ONTAP in AWS
- Networking requirements for Cloud Volumes ONTAP in Azure
- Networking requirements for Cloud Volumes ONTAP in Google Cloud

Configure EMS for Cloud Volumes ONTAP systems

The Event Management System (EMS) collects and displays information about events that occur on ONTAP systems. To receive event notifications, you can set event destinations (email addresses, SNMP trap hosts, or syslog servers) and event routes for a particular event severity.

You can configure EMS using the CLI. For instructions, refer to the ONTAP documentation: EMS configuration overview.

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