asup events

ONTAP 9.14.1 EMS reference

NetApp
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asup events

asup.aods events

asup.aods.response.overLimit

Severity

ERROR

Description

This message occurs when the size of the response from the AutoSupport OnDemand Server (AODS) goes over the AOD response buffer size limit in ONTAP.

Corrective Action

Contact Contact NetApp technical support. for assistance.

Syslog Message

AutoSupport OnDemand Server (AODS) response went over the response buffer size limit in ONTAP. Size limit: %u bytes.

Parameters

SizeLimit (INT): AOD response buffer size limit in bytes.

asup.aods.response.timeOut

Severity

ERROR

Description

This message occurs when a response is not received from the AutoSupport OnDemand Server (AODS) before the system time limit.

Corrective Action

Check AOD Server connectivity using the "autosupport check show-details -check-type ondemand-server" command. If the issue persists, contact NetApp technical support.

Syslog Message

AutoSupport OnDemand Server (AODS) response was not received before the %u second time limit.

Parameters

TimeLimit (INT): System AODS response time limit in seconds.

asup.config events

asup.config.minimal.parse

Severity

INFORMATIONAL

Description

This event is issued when we are unable to parse /etc/asup_content.conf

Corrective Action

Either the /etc/asup_content.conf file was corrupt or it may have been accidentally modified, compare the file to the released version of the file and make the appropriate modifications.

Syslog Message

AutoSupport could not parse section %s in /etc/asup_content.conf

Parameters

section (STRING): The section that failed to parse.

asup.config.minimal.unavailable

Severity

ERROR

Description

This event is issued when we are unable to access /etc/asup_content.conf

Corrective Action

Either the /etc/asup_content.conf file does not exist or the permissions don’t allow it to be accessed. Verify that the file is in the correct location and that the system has access to it.

Syslog Message

Minimal AutoSupports unavailable. Could not read /etc/asup_content.conf

Parameters

(None).

asup.general events

asup.general.drop

Severity

NOTICE

Description

This message occurs when the system cannot generate an AutoSupport message from a callhome EMS event.

Corrective Action

(None).

Syslog Message

Could not create AutoSupport message (sequence #: %u, ID: %s). %s.

Parameters

sequence (LONGINT): AutoSupport sequence number assigned to the callhome event.
trigger (STRING): AutoSupport callhome EMS event ID.

detail (STRING): Additional details about why an AutoSupport message could not be created for the callhome EMS event.
parameters (STRING): A comma-delimited list of the parameter name and value pairs passed to the callhome EMS event.

asup.general.optout

Severity

NOTICE

Description

This message occurs when an opt-out condition exists to notify you that you can turn off AutoSupport® reporting to NetApp, if desired. To disable AutoSupport reporting to NetApp, run the "system node autosupport modify -support disable" command within 24 hours of system initialization. Enabling AutoSupport can significantly speed problem determination and resolution, should a problem occur on your system.

Corrective Action

(None).

Syslog Message

AutoSupport will be enabled 24 hours after system initialization.

Parameters

(None).

asup.general.queue.deleted

Severity

INFORMATIONAL

Description

This event is issued when all entries have been deleted from the AutoSupport queue and the disk file spool. This should only occur when the autosupport.content option is changed from complete to minimal.

Corrective Action

(None).

Syslog Message

All AutoSupport message queue entries have been deleted.

Parameters

(None).

asup.general.reminder

Severity

INFORMATIONAL

Description

This message occurs when AutoSupport is not configured to send messages to NetApp.

Corrective Action

(None).

Syslog Message

AutoSupport is not configured to send messages to NetApp. Enabling AutoSupport can significantly speed problem determination and resolution should a problem occur on your system. More information about AutoSupport is available at http://support.netapp.com/autosupport/.

Parameters

(None).

asup.post events

asup.post.drop

Severity

ERROR

Description

This message occurs when the AutoSupport® mechanism quits trying to post to the NetApp URL after having retried for the specified number of times.

Corrective Action

Use the "system node autosupport check show-details" command to check for connectivity or certificate errors. If the connectivity check shows no errors and if the problem persists, contact NetApp technical support for further assistance.

Syslog Message

AutoSupport message (%s) was not posted to NetApp. The system will drop the message.

Parameters

subject (STRING): AutoSupport message title.

asup.smtp events

asup.smtp.drop

Severity

ERROR

Description

This message occurs when the AutoSupport® mechanism drops email messages after having retried for the specified times.

Corrective Action

Use the "system node autosupport check show-details" command to check for connectivity errors with the configured mailhost. If the connectivity check shows no errors and if the problem persists, contact NetApp technical support for further assistance.

Syslog Message

AutoSupport mail (%s) was not sent. The system will drop the message.

Parameters

subject (STRING): AutoSupport message title.

asup.throttle events

asup.throttle.drop

Severity

NOTICE

Description

This message occurs when an AutoSupport message is dropped because it is believed to be spam.

Corrective Action

To disable AutoSupport throttling, run the (privilege: diagnostic) "system node autosupport modify -throttle false -node <node name>" command.

Syslog Message

Too many AutoSupport messages in too short a time, throttling AutoSupport: %s

Parameters

subject (STRING): AutoSupport message title.

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