



asup events

ONTAP EMS reference

NetApp
May 13, 2026

Table of Contents

- asup events 1
 - asup.aods events 1
 - asup.aods.response.overLimit 1
 - asup.aods.response.timeOut 1
 - asup.config events 1
 - asup.config.minimal.parse 1
 - asup.config.minimal.unavailable 2
 - asup.dcn events 2
 - asup.dcn.sync.failed 2
 - asup.dcn.sync.success 3
 - asup.general events 3
 - asup.general.drop 3
 - asup.general.optout 3
 - asup.general.queue.deleted 4
 - asup.general.reminder 4
 - asup.post events 5
 - asup.post.drop 5
 - asup.smtp events 5
 - asup.smtp.drop 5
 - asup.smtp.invalid.credential 5
 - asup.smtp.missing.cert 6
 - asup.throttle events 6
 - asup.throttle.drop 6

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 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.dcn events

asup.dcn.sync.failed

Severity

NOTICE

Description

This message occurs when the AutoSupport configurations in the ONTAP cluster fail to propagate to the Data Compute nodes and the AI Data Engine cluster.

Corrective Action

(None).

Syslog Message

AutoSupport configurations failed to propagate to Data Compute nodes and AI Data Engine cluster. Error: %s

Parameters

FailureReason (STRING): Sync failure reason.

asup.dcn.sync.success

Severity

NOTICE

Description

This message occurs when the AutoSupport configurations in the ONTAP cluster have successfully propagated to the Data Compute nodes and the AI Data Engine cluster after a previous failure.

Corrective Action

(None).

Syslog Message

AutoSupport configurations successfully propagated to Data Compute nodes and AI Data Engine cluster.

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.smtp.invalid.credential

Severity

ERROR

Description

This message occurs when incorrect credentials are configured for the AutoSupport SMTP mailhost. AutoSupport will not be delivered to the configured email destinations until the credentials are corrected.

Corrective Action

Configure the AutoSupport SMTP mailhost with the correct credentials. Use the "system node autosupport modify -mail-hosts <username@mailhost>" command to update the mailhost configuration.

Syslog Message

AutoSupport SMTP connection to "%s" failed due to invalid credentials.

Parameters

mailhost (STRING): Mailhost name.

asup.smtp.missing.cert**Severity**

ERROR

Description

This message occurs when the Root CA certificates to validate the SMTP server certificate is missing in ONTAP. AutoSupport will not be delivered to the configured email destinations until the correct Root CA certificate is installed.

Corrective Action

Install the correct Root CA certificates for the SMTP server using the "security certificate install" command.

Syslog Message

AutoSupport SMTP connection to "%s" failed due to missing Root CA certificate.

Parameters

mailhost (STRING): Mailhost name.

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.

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.