



## **asup events**

### ONTAP 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 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.

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