AutoSupport configuration

REST API reference

NetApp
September 12, 2025

This PDF was generated from https://docs.netapp.com/us-en/ontap-restapi-9111/support_autosupport_endpoint_overview.html on September 12, 2025. Always check docs.netapp.com for the latest.

Table of Contents

AutoSupport configuration . . . 1
- Support AutoSupport endpoint overview . . . 1
  - Overview . . . 1
  - Examples . . . 1
- Retrieve the AutoSupport configuration . . . 7
  - Expensive properties . . . 7
  - Related ONTAP commands . . . 7
  - Learn more . . . 7
  - Parameters . . . 7
  - Response . . . 7
  - Error . . . 11
  - Definitions . . . 11
- Update the AutoSupport configuration for an entire cluster . . . 13
  - Related ONTAP commands . . . 13
  - Learn more . . . 13
  - Request Body . . . 13
  - Response . . . 16
  - Error . . . 17
  - Definitions . . . 17

AutoSupport configuration

Support AutoSupport endpoint overview

Overview

AutoSupport is the NetApp *call home* mechanism. AutoSupport sends configuration details, status details, and error reporting details to NetApp.

This endpoint supports both GET and PATCH calls. GET is used to retrieve AutoSupport configuration details for the cluster and PATCH is used to modify the AutoSupport configuration of the cluster. You can also use GET calls to check AutoSupport connectivity.

Examples

Configuring 'to' addresses

The following example configures AutoSupport to send emails to 'to' addresses.

```
# The API:
PATCH /support/autosupport

# The call:
curl -X PATCH "https://<mgmt-ip>/api/support/autosupport" -H "accept:
application/hal+json" -H "Content-Type: application/json" -d "{ \"to\": [
\"abc@netapp.com\", \"xyz@netapp.com\" ]}"

# The response:
200 OK
{}
```

Configuring 'SMTP' transport

The following example configures AutoSupport to use 'SMTP' transport. The default transport is 'HTTPS'.

```
# The API:
PATCH /support/autosupport

# The call:
curl -X PATCH "https://<mgmt-ip>/api/support/autosupport" -H "accept:
application/hal+json" -H "Content-Type: application/json" -d "{
\"transport\": \"smtp\"}"

# The response:
200 OK
{}
```

Retrieving the AutoSupport configuration

The following example retrieves AutoSupport configuration for the cluster.

```
# The API:
GET /support/autosupport

# The call:
curl -X GET "https://<mgmt-ip>/api/support/autosupport" -H "accept:
application/hal+json"

# The response:
200 OK
{
"enabled": true,
"mail_hosts": [
  "mailhost"
],
"from": "Postmaster",
"to": [
  "abc@netapp.com",
  "xyz@netapp.com"
],
"contact_support": true,
"transport": "smtp",
"proxy_url": "",
"is_minimal": false,
"_links": {
  "self": {
    "href": "/api/support/autosupport"
  }
}
}
```

Retrieving AutoSupport connectivity issues

The following example retrieves AutoSupport connectivity issues for the cluster. The `fields=issues` parameter must be specified, for the response to return connectivity issues. The `corrective_action` section might contain commands which needs to be executed on the ONTAP CLI.

Note that the connectivity check can take up to 10 seconds to complete.

```
# The API:
GET /support/autosupport

# The call:
curl -X GET "https://<mgmt-ip>/api/support/autosupport?fields=issues" -H
"accept: application/hal+json"
```

```
# The response:
200 OK
{
"issues": [
  {
    "node": {
      "name": "node3",
      "uuid": "0ecfd0a6-f1b3-11e8-9d9f-005056bbaadc",
      "_links": {
        "self": {
          "href": "/api/cluster/nodes/0ecfd0a6-f1b3-11e8-9d9f-
005056bbaadc"
        }
      }
    },
    "issue": {
      "message": "SMTP connectivity check failed for destination:
mailhost. Error: Could not resolve host - 'mailhost'",
      "code": "53149746"
    },
    "corrective_action": {
      "message": "Check the hostname of the SMTP server",
      "code": "53149746"
    }
  },
  {
    "node": {
      "name": "node3",
      "uuid": "0ecfd0a6-f1b3-11e8-9d9f-005056bbaadc",
      "_links": {
        "self": {
          "href": "/api/cluster/nodes/0ecfd0a6-f1b3-11e8-9d9f-
005056bbaadc"
        }
      }
    },
    "issue": {
      "message": "AutoSupport OnDemand is disabled when \"-transport\" is
not set to \"https\".",
      "code": "53149740"
    },
    "corrective_action": {
      "message": "Run \"system node autosupport modify -transport https
-node <node name>\" to set \"-transport\" to \"https\".",
      "code": "53149740"
```

```
    }
  }
],
"_links": {
  "self": {
    "href": "/api/support/autosupport"
  }
}
}
```

Retrieving AutoSupport configuration and connectivity issues

The following example retrieves AutoSupport configuration and connectivity issues on the cluster. Use `fields=*,issues` parameter to return both configuration and connectivity issues.

```
# The API:
GET /support/autosupport

# The call:
curl -X GET "https://<mgmt-ip>/api/support/autosupport?fields=*%2Cissues"
-H "accept: application/hal+json"

# The response:
200 OK
{
"enabled": true,
"mail_hosts": [
  "mailhost"
],
"from": "Postmaster",
"to": [
  "abc@netapp.com",
  "xyz@netapp.com"
],
"contact_support": true,
"transport": "smtp",
"proxy_url": "",
"is_minimal": false,
"issues": [
  {
    "node": {
      "name": "node3",
      "uuid": "0ecfd0a6-f1b3-11e8-9d9f-005056bbaadc",
      "_links": {
```

```
        "self": {
          "href": "/api/cluster/nodes/0ecfd0a6-f1b3-11e8-9d9f-
005056bbaadc"
        }
      }
    },
    "issue": {
      "message": "SMTP connectivity check failed for destination:
mailhost. Error: Could not resolve host - 'mailhost'",
      "code": "53149746"
    },
    "corrective_action": {
      "message": "Check the hostname of the SMTP server",
      "code": "53149746"
    }
  },
  {
    "node": {
      "name": "node3",
      "uuid": "0ecfd0a6-f1b3-11e8-9d9f-005056bbaadc",
      "_links": {
        "self": {
          "href": "/api/cluster/nodes/0ecfd0a6-f1b3-11e8-9d9f-
005056bbaadc"
        }
      }
    },
    "issue": {
      "message": "AutoSupport OnDemand is disabled when \"-transport\" is
not set to \"https\".",
      "code": "53149740"
    },
    "corrective_action": {
      "message": "Run \"system node autosupport modify -transport https
-node <node name>\" to set \"-transport\" to \"https\".",
      "code": "53149740"
    }
  }
],
"_links": {
  "self": {
    "href": "/api/support/autosupport"
  }
}
}
```

Retrieve the AutoSupport configuration

GET `/support/autosupport`

Introduced In: 9.6

Retrieves the AutoSupport configuration of the cluster and if requested, returns connectivity issues with the AutoSupport configuration.

Important note:

- The **issues** field consists of a list of objects containing details of the node that has a connectivity issue, the issue description, and corrective action you can take to address the issue. When not empty, this indicates a connection issue to the **HTTP/S**, **SMTP**, or **AutoSupport On Demand** server.

Expensive properties

There is an added cost to retrieving values for these properties. They are not included by default in GET results and must be explicitly requested using the `fields` query parameter. See Requesting specific fields to learn more.

- `issues`

Related ONTAP commands

- `system node autosupport show -instance`
- `system node autosupport check show-details`

Learn more

- DOC /support/autosupport

Parameters

Name	Type	In	Required	Description
fields	array[string]	query	False	Specify the fields to return.

Response

```
Status: 200, Ok
```

Name	Type	Description
contact_support	boolean	Specifies whether to send the AutoSupport messages to vendor support.

Name	Type	Description
enabled	boolean	Specifies whether the AutoSupport daemon is enabled. When this setting is disabled, delivery of all AutoSupport messages is turned off.
from	string	The e-mail address from which the AutoSupport messages are sent. To generate node-specific 'from' addresses, enable '-node-specific-from' parameter via ONTAP CLI. • example: postmaster@example.com • format: email • Introduced in: 9.6
is_minimal	boolean	Specifies whether the system information is collected in compliant form, to remove private data or in complete form, to enhance diagnostics.
issues	array[autosupport_issues]	A list of nodes in the cluster with connectivity issues to HTTP/SMTP/AOD AutoSupport destinations along with the corresponding error descriptions and corrective actions.
mail_hosts	array[string]	The names of the mail servers used to deliver AutoSupport messages via SMTP.
partner_addresses	array[string]	The list of partner addresses.
proxy_url	string	Proxy server for AutoSupport message delivery via HTTP/S. Optionally specify a username/password for authentication with the proxy server.
to	array[string]	The e-mail addresses to which the AutoSupport messages are sent.

Name	Type	Description
transport	string	The name of the transport protocol used to deliver AutoSupport messages.

Example response


```
{
  "contact_support": 1,
  "enabled": 1,
  "from": "<a href="
mailto:postmaster@example.com">postmaster@example.com</a>",
  "is_minimal": 1,
  "issues": [
    {
      "corrective_action": {
        "code": "53149746",
        "message": "Check the hostname of the SMTP server"
      },
      "issue": {
        "code": "53149746",
        "message": "SMTP connectivity check failed for destination:
mailhost. Error: Could not resolve host - 'mailhost'"
      },
      "node": {
        "_links": {
          "self": {
            "href": "/api/resourcelink"
          }
        },
        "name": "node1",
        "uuid": "1cd8a442-86d1-11e0-ae1c-123478563412"
      }
    }
  ],
  "mail_hosts": [
    "mailhost1.example.com",
    "mailhost2.example.com"
  ],
  "partner_addresses": [
    "<a href="mailto:user1@partner.com">user1@partner.com</a>",
    "<a href="mailto:user2@partner.com">user2@partner.com</a>"
  ],
  "proxy_url": "https://proxy.company.com",
  "to": [
    "<a href="mailto:user1@example.com">user1@example.com</a>",
    "<a href="mailto:user2@example.com">user2@example.com</a>"
  ],
  "transport": "smtp"
}
```

Error

```
Status: Default, Error
```

Name	Type	Description
error	error	

Example error


```
{
  "error": {
    "arguments": [
      {
        "code": "string",
        "message": "string"
      }
    ],
    "code": "4",
    "message": "entry doesn't exist",
    "target": "uuid"
  }
}
```


Definitions

See Definitions

autosupport_connectivity_corrective_action

Name	Type	Description
code	string	Corrective action code
message	string	Corrective action message. The corrective action might contain commands which needs to be executed on the ONTAP CLI. • example: Check the hostname of the SMTP server • readOnly: 1 • Introduced in: 9.6

autosupport_connectivity_issue

Name	Type	Description
code	string	Error code
message	string	Error message

href

Name	Type	Description
href	string	

_links

Name	Type	Description
self	href	

node

Name	Type	Description
_links	_links	
name	string	
uuid	string	

autosupport_issues

Name	Type	Description
corrective_action	autosupport_connectivity_corrective_action	
issue	autosupport_connectivity_issue	
node	node	

error_arguments

Name	Type	Description
code	string	Argument code
message	string	Message argument

error

Name	Type	Description
arguments	array[error_arguments]	Message arguments
code	string	Error code
message	string	Error message
target	string	The target parameter that caused the error.

Update the AutoSupport configuration for an entire cluster

PATCH `/support/autosupport`

Introduced In: 9.6

Updates the AutoSupport configuration for the entire cluster.

Related ONTAP commands

- `system node autosupport modify`

Learn more

- DOC /support/autosupport

Request Body

Name	Type	Description
contact_support	boolean	Specifies whether to send the AutoSupport messages to vendor support.
enabled	boolean	Specifies whether the AutoSupport daemon is enabled. When this setting is disabled, delivery of all AutoSupport messages is turned off.
from	string	The e-mail address from which the AutoSupport messages are sent. To generate node-specific 'from' addresses, enable '-node-specific-from' parameter via ONTAP CLI. • example: postmaster@example.com • format: email • Introduced in: 9.6
is_minimal	boolean	Specifies whether the system information is collected in compliant form, to remove private data or in complete form, to enhance diagnostics.
issues	array[autosupport_issues]	A list of nodes in the cluster with connectivity issues to HTTP/SMTP/AOD AutoSupport destinations along with the corresponding error descriptions and corrective actions.
mail_hosts	array[string]	The names of the mail servers used to deliver AutoSupport messages via SMTP.
partner_addresses	array[string]	The list of partner addresses.
proxy_url	string	Proxy server for AutoSupport message delivery via HTTP/S. Optionally specify a username/password for authentication with the proxy server.

Name	Type	Description
to	array[string]	The e-mail addresses to which the AutoSupport messages are sent.
transport	string	The name of the transport protocol used to deliver AutoSupport messages.

Example request


```
{
  "contact_support": 1,
  "enabled": 1,
  "from": "<a href="
mailto:postmaster@example.com">postmaster@example.com</a>",
  "is_minimal": 1,
  "issues": [
    {
      "corrective_action": {
        "code": "53149746",
        "message": "Check the hostname of the SMTP server"
      },
      "issue": {
        "code": "53149746",
        "message": "SMTP connectivity check failed for destination:
mailhost. Error: Could not resolve host - 'mailhost'"
      },
      "node": {
        "name": "node1",
        "uuid": "1cd8a442-86d1-11e0-ae1c-123478563412"
      }
    }
  ],
  "mail_hosts": [
    "mailhost1.example.com",
    "mailhost2.example.com"
  ],
  "partner_addresses": [
    "<a href="mailto:user1@partner.com">user1@partner.com</a>",
    "<a href="mailto:user2@partner.com">user2@partner.com</a>"
  ],
  "proxy_url": "https://proxy.company.com",
  "to": [
    "<a href="mailto:user1@example.com">user1@example.com</a>",
    "<a href="mailto:user2@example.com">user2@example.com</a>"
  ],
  "transport": "smtp"
}
```


Response

```
Status: 200, Ok
```

Error

```
Status: Default
```

ONTAP Error Response Codes

Error Code	Description
8650862	The SMTP mail host provided cannot be empty
8650863	A maximum of 5 SMTP mail hosts can be provided
8650864	A maximum of 5 email addresses can be provided
8650865	A maximum of 5 partner email addresses can be provided
8650880	Automatic update requires AutoSupport to be enabled.
8650881	Automatic update requires AutoSupport to use the HTTPS transport.
8650882	Automatic update requires AutoSupport OnDemand to be enabled.
53149727	The proxy URI provided is invalid
53149728	The mailhost URI provided is invalid

Definitions

See Definitions

autosupport_connectivity_corrective_action

Name	Type	Description
code	string	Corrective action code
message	string	Corrective action message. The corrective action might contain commands which needs to be executed on the ONTAP CLI. • example: Check the hostname of the SMTP server • readOnly: 1 • Introduced in: 9.6

autosupport_connectivity_issue

Name	Type	Description
code	string	Error code
message	string	Error message

href

Name	Type	Description
href	string	

_links

node

Name	Type	Description
_links	_links	
name	string	
uuid	string	

autosupport_issues

Name	Type	Description
corrective_action	autosupport_connectivity_corrective_action	
issue	autosupport_connectivity_issue	

Name	Type	Description
node	node	

autosupport

Name	Type	Description
contact_support	boolean	Specifies whether to send the AutoSupport messages to vendor support.
enabled	boolean	Specifies whether the AutoSupport daemon is enabled. When this setting is disabled, delivery of all AutoSupport messages is turned off.
from	string	The e-mail address from which the AutoSupport messages are sent. To generate node-specific 'from' addresses, enable '-node-specific-from' parameter via ONTAP CLI. • example: postmaster@example.com • format: email • Introduced in: 9.6
is_minimal	boolean	Specifies whether the system information is collected in compliant form, to remove private data or in complete form, to enhance diagnostics.
issues	array[autosupport_issues]	A list of nodes in the cluster with connectivity issues to HTTP/SMTP/AOD AutoSupport destinations along with the corresponding error descriptions and corrective actions.
mail_hosts	array[string]	The names of the mail servers used to deliver AutoSupport messages via SMTP.
partner_addresses	array[string]	The list of partner addresses.

Name	Type	Description
proxy_url	string	Proxy server for AutoSupport message delivery via HTTP/S. Optionally specify a username/password for authentication with the proxy server.
to	array[string]	The e-mail addresses to which the AutoSupport messages are sent.
transport	string	The name of the transport protocol used to deliver AutoSupport messages.

error_arguments

Name	Type	Description
code	string	Argument code
message	string	Message argument

error

Name	Type	Description
arguments	array[error_arguments]	Message arguments
code	string	Error code
message	string	Error message
target	string	The target parameter that caused the error.

Copyright information

Copyright © 2025 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.