



What AutoSupport is

Snapdrive for Unix

NetApp
June 20, 2025

This PDF was generated from https://docs.netapp.com/us-en/snapdrive-unix/aix/concept_how_snapdrive_forunix_usesautosupport.html on June 20, 2025. Always check docs.netapp.com for the latest.

Table of Contents

- What AutoSupport is. 1
 - How SnapDrive for UNIX uses AutoSupport 1
 - Contents of AutoSupport messages. 1
 - Examples of AutoSupport messages 2

What AutoSupport is

AutoSupport allows SnapDrive for UNIX to send any operational failures that is incurred due to SnapDrive is sent to the EMS log view of the storage system in the `/etc/log/ems` file.

How SnapDrive for UNIX uses AutoSupport

AutoSupport messages are logged in the EMS log view of the storage system when the `autosupport-enabled` option is set to on in the `snapdrive.conf` file. By default, this option is set to `on` in the `snapdrive.conf` file. SnapDrive for UNIX sends AutoSupport messages to the storage system, where the messages are logged in the Event Management System (EMS).

An AutoSupport message is sent during any of the following scenarios:

- When an operation is stopped because of an operational failure, an AutoSupport message is sent to the storage system for which the operation failed.
- If multiple storage systems are connected to the host and the operational failure occurs in more than one storage system, SnapDrive for UNIX sends the AutoSupport message to a specific storage system for which the operation fails.
- When a new storage controller is added by using `snapdrive config set <username> <filename>`, SnapDrive for UNIX sends an AutoSupport message to the specified storage system.
- When the SnapDrive daemon is restarted or started, the AutoSupport message is sent to the configured storage system.
- When the `snapdrive storage show -all` command is executed, the AutoSupport message is sent to all the configured storage systems.
- When there is a successful snap create operation, the AutoSupport message is sent to the storage system.

Contents of AutoSupport messages

AutoSupport messages contain the following information.

- Event source
- Event ID
- Version of SnapDrive for UNIX
- Message status: Log level messages, for example 1 for alert, 2 for critical, 3 for error, 4 for warning, 5 for notice, 6 for information, and 7 for debug
- Host name
- Host operating system
- Release version of the host operating system
- Name of the storage system
- Usage of Protection Manager/Role Based Access Control

- Error category
- AutoSupport Flag message entry as FALSE
- Host multipathing type: The value configured in `snapdrive.conf` file is logged. If the assistant is not loaded due to incorrect configuration value, no host multipathing type is logged.
- Host virtualization enabled: This is captured only for VMware guest operating system.
- Protocol: The value configured for `default-transport` in the `snapdrive.conf` file.
- Protection enabled: If OnCommand Data Fabric Manager (DFM) is configured with SnapDrive for UNIX, the value `Yes` is logged.



SnapDrive for UNIX does not verify whether OnCommand DFM is in use.

The following additional information is available when you run the `snapdrive storage show -all` command:

- Type of protocols (FCP/iSCSI): Protocols used to create the luns, if any.
- Number of connected LUNs
- Number of disk or volume groups
- Number of file specifications
- Number of host volumes



When AutoSupport is enabled in SnapDrive for UNIX, upon any operation failures, the error messages are logged in the Event Management System (EVM) storage system. If the error message contains any special characters such as (<, >, &, ', ", \r), garbled values are displayed in the EMS log view of the storage system.

Examples of AutoSupport messages

SnapDrive for UNIX provides examples for different scenarios. The content of an AutoSupport message in all the examples are essentially the same regardless of your operating system.

Example: Adding a new storage system

The following example is a message sent from a host named `aix207-116`:

```
computerName="aix207-116"
    eventSource="snapdrive"
    appVersion="5.2 for UNIX"
    eventID="3"
    category="ohio configured"
    subject="host_name=aix207-116, host_os=AIX, host_os_release=1,
host_os_version=6, No of controller=1, PM/RBAC=native, Host
Virtualization=No, Multipath-type=nativempio, Protection Enabled=No,
Protocol=fcp"
```

Example: Restarting the Daemon

SnapDrive for UNIX sends the following AutoSupport message to the storage system when you restart the daemon:

```
computerName="aix207-116"
    eventSource="snapdrive"
    appVersion="5.2 for UNIX"
    eventID="2"
    category="daemon restarted"
    subject="host_name=aix207-116, host_os=AIX, host_os_release=1,
host_os_version=6, No of controller=1, PM/RBAC=native, Host
Virtualization=No, Multipath-type=nativempio, Protection Enabled=No,
Protocol=fcp"
```

SnapDrive for UNIX sends the following AutoSupport message to the storage system when a storage connect operation fails:

```
computerName="aix207-116"
    eventSource="snapdrive"
    appVersion="5.2 for UNIX"
    eventID="4"
    category="storage connect failed"
    subject="host_name=aix207-116, host_os=AIX, host_os_release=1,
host_os_version=6, No of controller=1, PM/RBAC=native, Host
Virtualization=No, Multipath-type=nativempio, Protection Enabled=No,
Protocol=fcp,1384: LUN /vol/vol0/test1 on storage system ohio already
mapped to initiators in igroup aix207-116_fcp_SdIg at ID 0."/
```

SnapDrive for UNIX sends the following AutoSupport message to the storage system when a snap create operation succeeds:

```
computerName="aix207-116"
    eventSource="snapdrive"
    appVersion="5.2 for UNIX"
    eventID="5"
    category="snap create successful"
    subject="host_name=aix207-116, host_os=AIX, host_os_release=1,
host_os_version=6, No of controller=1, PM/RBAC=native, Host
Virtualization=No, Multipath-type=nativempio, Protection Enabled=No,
Protocol=fcp, snapshot_name=snap1"
```

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.