What AutoSupport is

Snapdrive for Unix

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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> <filername>`*, 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"
```

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