



# **What AutoSupport is**

## **SnapManager for SAP**

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# What AutoSupport is

The AutoSupport feature enables SnapManager server to send AutoSupport messages to the storage system after the backup operation is complete.



SnapManager sends AutoSupport messages only for the successful backup operations.

You can enable or disable AutoSupport by assigning the following values to the `auto_support.on` configuration parameter in the `smsap.config` configuration file:

- **TRUE** - Enables AutoSupport
- **FALSE** - Disables AutoSupport



By default, AutoSupport is enabled in SnapManager.

## Add storage systems operating in clustered Data ONTAP to the SnapManager server host

You must add the storage systems operating in clustered Data ONTAP to the SnapManager server host to enable AutoSupport. In SnapManager 3.3 and earlier, AutoSupport was supported only on storage systems operating in 7-Mode.

### Steps

1. Add an Admin Storage Virtual Machine (SVM, formerly known as Vserver) and a SVM operating in clustered Data ONTAP to the SnapManager server host: **`sdcli transport_protocol set -f AdminVserver_name or Vserver_name -type HTTP -user admin`**

The enter the following command: message is displayed.

2. Enter the password that you provided while creating SVM.

After you run the command successfully, the New transport protocol has been set. message is displayed.

## Enable AutoSupport in SnapManager

You must enable AutoSupport, so that storage systems receive messages from the SnapManager server for every successful backup operation.

### About this task

AutoSupport can be enabled in two ways:

- By default, the new installation of SnapManager does not contain the `auto_support.on` parameter in the `smsap.config` configuration file. This implies that autosupport is enabled.
- You can manually configure the `auto_support.on` parameter.

### Steps

1. Stop the SnapManager server.
2. In the `smsap.config` configuration file, set the value of the `auto_support.on` parameter to **TRUE**.

#### **Example**

```
auto_support.on=TRUE
```

3. Restart the SnapManager server.

## **Disable AutoSupport in SnapManager**

You must disable AutoSupport if you do not want the storage system to receive messages from the SnapManager server for every successful backup operation.

### **About this task**

By default, AutoSupport is enabled if the configuration file does not contain the `auto_support.on` parameter. In this scenario, you must add the `auto_support.on` parameter in the configuration file and set the value to **FALSE**.

#### **Steps**

1. Stop the SnapManager server.
2. In the `smsap.config` configuration file, set the value of the `auto_support.on` parameter to **FALSE**.

#### **Example**

```
auto_support.on=FALSE
```

3. Restart the SnapManager server.

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