



Use AutoSupport

StorageGRID 11.7

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Use AutoSupport

Use AutoSupport: Overview

The AutoSupport feature enables your StorageGRID system to send health and status messages to technical support.

Using AutoSupport can significantly speed problem determination and resolution. Technical support can also monitor the storage needs of your system and help you determine if you need to add new nodes or sites. Optionally, you can configure AutoSupport messages to be sent to one additional destination.

You should configure StorageGRID AutoSupport only on the primary Admin Node. However, you must configure [hardware AutoSupport](#) on each appliance.

Information included in AutoSupport messages

AutoSupport messages include information such as the following:

- StorageGRID software version
- Operating system version
- System-level and location-level attribute information
- Recent alerts and alarms (legacy system)
- Current status of all grid tasks, including historical data
- Admin Node database usage
- Number of lost or missing objects
- Grid configuration settings
- NMS entities
- Active ILM policy
- Provisioned grid specification file
- Diagnostic metrics

You can enable the AutoSupport feature and the individual AutoSupport options when you first install StorageGRID, or you can enable them later. If AutoSupport is not enabled, a message appears on the Grid Manager dashboard. The message includes a link to the AutoSupport configuration page.

The AutoSupport feature is disabled. You should [enable AutoSupport](#) to allow StorageGRID to send health and status messages to technical support for proactive monitoring and troubleshooting.



If you close the message, it will not appear again until your browser cache is cleared, even if AutoSupport remains disabled.

What is Active IQ?

Active IQ is a cloud-based digital advisor that leverages predictive analytics and community wisdom from

NetApp's installed base. Its continuous risk assessments, predictive alerts, prescriptive guidance, and automated actions help you prevent problems before they occur, leading to improved system health and higher system availability.

You must enable AutoSupport if you want to use the Active IQ dashboards and functionality on the NetApp Support Site.

[Active IQ Digital Advisor Documentation](#)

Protocols for sending AutoSupport messages

You can choose one of three protocols for sending AutoSupport messages:

- HTTPS
- HTTP
- SMTP

If you use SMTP as the protocol for AutoSupport messages, you must configure an SMTP mail server.

AutoSupport options

You can use any combination of the following options to send AutoSupport messages to technical support:

- **Weekly:** Automatically send AutoSupport messages once per week. Default setting: Enabled.
- **Event-triggered:** Automatically send AutoSupport messages every hour or when significant system events occur. Default setting: Enabled.
- **On Demand:** Allow technical support to request that your StorageGRID system send AutoSupport messages automatically, which is useful when they are actively working on an issue (requires HTTPS AutoSupport transmission protocol). Default setting: Disabled.
- **User-triggered:** Manually send AutoSupport messages at any time.

AutoSupport for appliances

AutoSupport for appliances reports StorageGRID hardware issues, while StorageGRID AutoSupport reports StorageGRID software issues (except for SGF6112 where StorageGRID AutoSupport reports both hardware and software issues). You must configure AutoSupport on each appliance, except for the SGF6112 which does not require additional configuration. AutoSupport is implemented differently for services and storage appliances.

You must enable AutoSupport in SANtricity for each storage appliance. You can configure SANtricity AutoSupport during initial appliance setup or after an appliance has been installed:

- For SG6000 and SG5700 appliances, [configure AutoSupport in SANtricity System Manager](#)

AutoSupport messages from E-Series appliances can be included in StorageGRID AutoSupport if you configure AutoSupport delivery by proxy in [SANtricity System Manager](#).

StorageGRID AutoSupport does not report hardware issues, such as DIMM or host interface card (HIC) faults. However, some component failures might trigger [hardware alerts](#). For StorageGRID appliances with a baseboard management controller (BMC), such as the SG100, SG1000, SG6060, or SGF6024, you can configure email and SNMP traps to report hardware failures:

- [Set up email notifications for alerts](#)
- [Configure SNMP settings](#) for the SG6000-CN controller or the SG100 and SG1000 services appliances

Related information

[NetApp Support](#)

Configure AutoSupport

You can enable the AutoSupport feature and the individual AutoSupport options when you first install StorageGRID, or you can enable them later.

Before you begin

- You are signed in to the Grid Manager using a [supported web browser](#).
- You have the Root access or Other grid configuration permission.
- If you will use HTTPS for sending AutoSupport messages, you have provided outbound internet access to the primary Admin Node, either directly or [using a proxy server](#) (inbound connections not required).
- If HTTP is selected on the StorageGRID AutoSupport page, you have configured a proxy server to forward AutoSupport messages as HTTPS. NetApp's AutoSupport servers will reject messages sent using HTTP.

[Learn about configuring admin proxy settings.](#)

- If you will use SMTP as the protocol for AutoSupport messages, you have configured an SMTP mail server. The same mail server configuration is used for alarm email notifications (legacy system).

Specify the protocol for AutoSupport messages

You can use any of the following protocols for sending AutoSupport messages:

- **HTTPS:** This is the default and recommended setting for new installations. This protocol uses port 443. If you want to [enable the AutoSupport on Demand feature](#), you must use HTTPS.
- **HTTP:** If you select HTTP, you must configure a proxy server to forward AutoSupport messages as HTTPS. NetApp's AutoSupport servers reject messages sent using HTTP. This protocol uses port 80.
- **SMTP:** Use this option if you want AutoSupport messages to be emailed. If you use SMTP as the protocol for AutoSupport messages, you must configure an SMTP mail server on the Legacy Email Setup page (**SUPPORT > Alarms (legacy) > Legacy email setup**).



SMTP was the only protocol available for AutoSupport messages before the StorageGRID 11.2 release. If you installed an earlier version of StorageGRID initially, SMTP might be the selected protocol.

The protocol you set is used for sending all types of AutoSupport messages.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.

The AutoSupport page appears, and the **Settings** tab is selected.

AutoSupport

The AutoSupport feature enables your StorageGRID system to send periodic and event-driven health and status messages to technical support to allow proactive monitoring and troubleshooting. StorageGRID AutoSupport also enables the use of Active IQ for predictive recommendations.

Settings

Results

Protocol Details

Protocol ?

☒ HTTPS
 ☐ HTTP
 ☐ SMTP

NetApp Support Certificate Validation ?

Use NetApp support certificate ▼

AutoSupport Details

Enable Weekly AutoSupport ?

☒

Enable Event-Triggered AutoSupport ?

☒

Enable AutoSupport on Demand ?

☐

Software Updates

Check for software updates ?

☒

Additional AutoSupport Destination

Enable Additional AutoSupport Destination ?

☐

Save

Send User-Triggered AutoSupport

- Select the protocol you want to use to send AutoSupport messages.
- If you selected **HTTPS**, select whether to use a TLS certificate to secure the connection to the NetApp Support server.
 - Use NetApp support certificate** (default): Certificate validation ensures that the transmission of AutoSupport messages is secure. The NetApp support certificate is already installed with the StorageGRID software.
 - Do not verify certificate**: Select this option only when you have a good reason not to use certificate validation, such as when there is a temporary problem with a certificate.
- Select **Save**.

All weekly, user-triggered, and event-triggered messages are sent using the selected protocol.

Disable weekly AutoSupport messages

By default, the StorageGRID system is configured to send an AutoSupport message to NetApp Support once a week.

To determine when the weekly AutoSupport message will be sent, go to the **AutoSupport > Results** tab. In **Weekly AutoSupport** section, look at the value for **Next Scheduled Time**.

AutoSupport

The AutoSupport feature enables your StorageGRID system to send periodic and event-driven health and status messages to technical support to allow proactive monitoring and troubleshooting. StorageGRID AutoSupport also enables the use of Active IQ for predictive recommendations.

Settings

Results

Weekly AutoSupport

Next Scheduled Time ⓘ 2021-09-14 21:10:00 MDT

Most Recent Result ⓘ Idle (NetApp Support)

Last Successful Time ⓘ N/A (NetApp Support)

You can disable the automatic sending of weekly AutoSupport messages at any time.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Clear the **Enable Weekly AutoSupport** checkbox.
3. Select **Save**.

Disable event-triggered AutoSupport messages

By default, the StorageGRID system is configured to send an AutoSupport message to NetApp Support when an important alert or other significant system event occurs.

You can disable event-triggered AutoSupport messages at any time.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Clear the **Enable Event-Triggered AutoSupport** checkbox.
3. Select **Save**.

Enable AutoSupport on Demand

AutoSupport on Demand can assist in solving issues that technical support is actively working on.

By default, AutoSupport on Demand is disabled. Enabling this feature allows technical support to request that your StorageGRID system send AutoSupport messages automatically. Technical support can also set the polling time interval for AutoSupport on Demand queries.

Technical support can't enable or disable AutoSupport on Demand.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Select the **HTTPS** for the protocol.

3. Select the **Enable Weekly AutoSupport** checkbox.
4. Select the **Enable AutoSupport on Demand** checkbox.
5. Select **Save**.

AutoSupport on Demand is enabled, and technical support can send AutoSupport on Demand requests to StorageGRID.

Disable checks for software updates

By default, StorageGRID contacts NetApp to determine if software updates are available for your system. If a StorageGRID hotfix or new version is available, the new version is shown on the StorageGRID Upgrade page.

As required, you can optionally disable the check for software updates. For example, if your system does not have WAN access, you should disable the check to avoid download errors.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Clear the **Check for software updates** checkbox.
3. Select **Save**.

Add an additional AutoSupport destination

When you enable AutoSupport, health and status messages are sent to NetApp Support. You can specify one additional destinations for all AutoSupport messages.

To verify or change the protocol used to send AutoSupport messages, see the instructions to [Specify the protocol for AutoSupport messages](#).



You can't use the SMTP protocol to send AutoSupport messages to an additional destination.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Select **Enable Additional AutoSupport Destination**.
3. Specify the following:

Field	Description
Hostname	The server hostname or IP address of an additional AutoSupport destination server. Note: You can enter only one additional destination.
Port	The port used to connect to an additional AutoSupport destination server. The default is port 80 for HTTP or port 443 for HTTPS.

Field	Description
Certification Validation	<p>Whether a TLS certificate is used to secure the connection to the additional destination.</p> <ul style="list-style-type: none"> Select Do not verify certificate to send your AutoSupport messages without certificate validation. <p>Select this choice only when you have a good reason not to use certificate validation, such as when there is a temporary problem with a certificate.</p> <ul style="list-style-type: none"> Select Use custom CA bundle to use certificate validation.

4. If you selected **Use custom CA bundle**, do one of the following:
- Select **Browse**, navigate to the file containing the certificates, and then select **Open** to upload the file.
 - Use an editing tool to copy and paste all the contents of each of the PEM-encoded CA certificate files into the **CA Bundle** field, concatenated in certificate chain order.

You must include -----BEGIN CERTIFICATE----- and -----END CERTIFICATE----- in your selection.

Additional AutoSupport Destination

Enable Additional AutoSupport Destination
☒

Hostname

Port

Certificate Validation

Use custom CA bundle

CA Bundle

```

-----BEGIN CERTIFICATE-----
abcdefghijklmnopqrstuvwxyz0123456780ABCDEFGHIJKL
123456/7890ABCDEFabcdefghijklmnopqrstuvwxyzABCD
-----END CERTIFICATE-----

```

Browse

5. Select **Save**.

All future weekly, event-triggered, and user-triggered AutoSupport messages will be sent to the additional destination.

Manually trigger an AutoSupport message

To assist technical support in troubleshooting issues with your StorageGRID system, you can manually trigger an AutoSupport message to be sent.

Before you begin

- You must be signed in to the Grid Manager using a [supported web browser](#).
- You must have the Root access or Other grid configuration permission.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. On the **Settings** tab, select **Send User-Triggered AutoSupport**.

StorageGRID attempts to send an AutoSupport message to technical support. If the attempt is successful, the **Most Recent Result** and **Last Successful Time** values on the **Results** tab are updated. If there is a problem, the **Most Recent Result** value updates to "Failed," and StorageGRID does not try to send the AutoSupport message again.

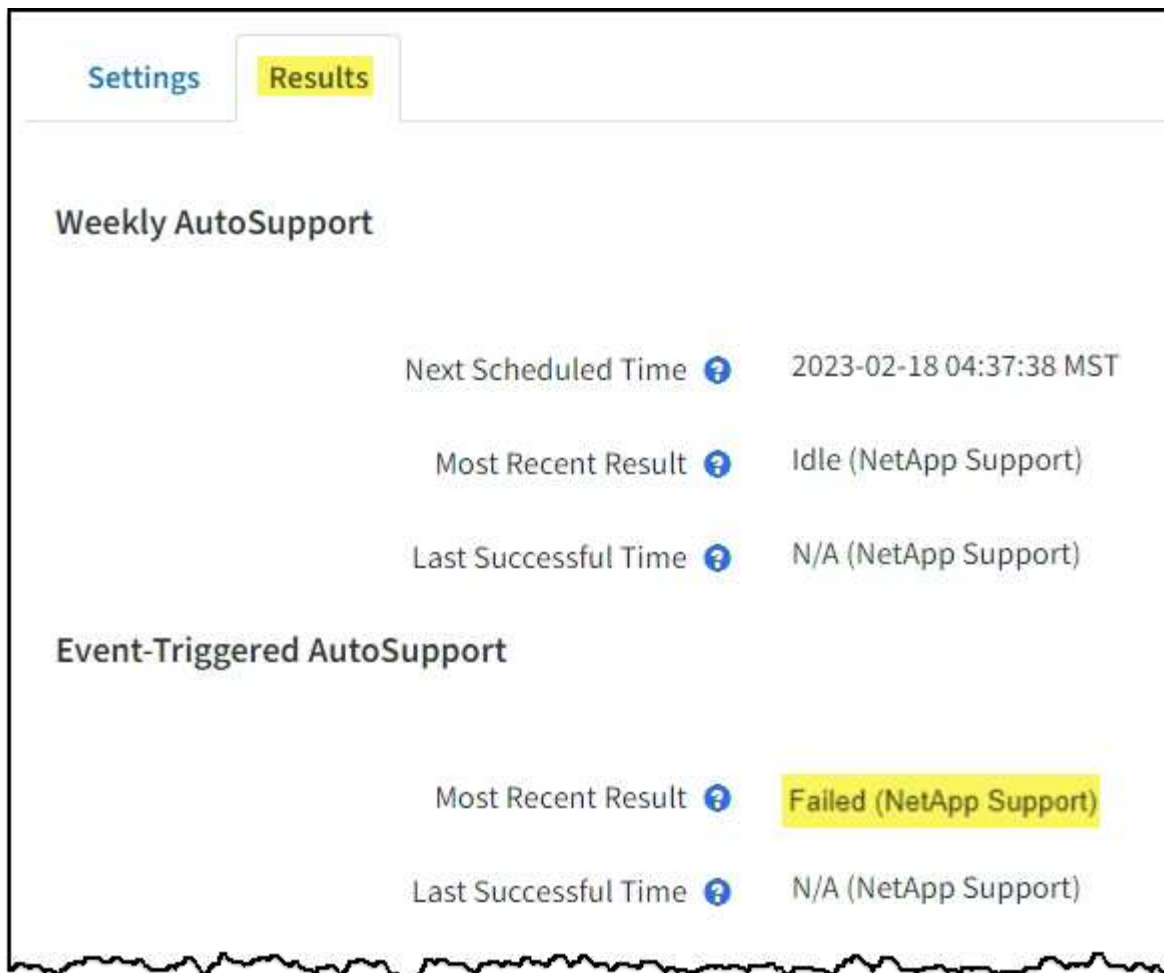


After sending an User-triggered AutoSupport message, refresh the AutoSupport page in your browser after 1 minute to access the most recent results.

Troubleshoot AutoSupport messages

If an attempt to send an AutoSupport message fails, the StorageGRID system takes different actions depending on the type of AutoSupport message. You can check the status of AutoSupport messages by selecting **SUPPORT > Tools > AutoSupport > Results**.

When the AutoSupport message fails to send, "Failed" appears on the **Results** tab of the **AutoSupport** page.



If you configured a proxy server to forward AutoSupport messages to NetApp, you should [verify that the proxy server configuration settings are correct](#).

Weekly AutoSupport message failure

If a weekly AutoSupport message fails to send, the StorageGRID system takes the following actions:

1. Updates the Most Recent Result attribute to Retrying.
2. Attempts to resend the AutoSupport message 15 times every four minutes for one hour.
3. After one hour of send failures, updates the Most Recent Result attribute to Failed.
4. Attempts to send an AutoSupport message again at the next scheduled time.
5. Maintains the regular AutoSupport schedule if the message fails because the NMS service is unavailable, and if a message is sent before seven days pass.
6. When the NMS service is available again, sends an AutoSupport message immediately if a message has not been sent for seven days or more.

User-triggered or event-triggered AutoSupport message failure

If a user-triggered or an event-triggered AutoSupport message fails to send, the StorageGRID system takes the following actions:

1. Displays an error message if the error is known. For example, if a user selects the SMTP protocol without providing correct email configuration settings, the following error is displayed: AutoSupport messages cannot be sent using SMTP protocol due to incorrect settings on the E-mail Server page.
2. Does not attempt to send the message again.
3. Logs the error in `nms.log`.

If a failure occurs and SMTP is the selected protocol, verify that the StorageGRID system's email server is correctly configured and that your email server is running (**SUPPORT > Alarms (legacy) > > Legacy Email Setup**). The following error message might appear on the AutoSupport page: AutoSupport messages cannot be sent using SMTP protocol due to incorrect settings on the E-mail Server page.

Learn how to [configure email server settings](#).

Correct an AutoSupport message failure

If a failure occurs and SMTP is the selected protocol, verify that the StorageGRID system's email server is correctly configured and that your email server is running. The following error message might appear on the AutoSupport page: AutoSupport messages cannot be sent using SMTP protocol due to incorrect settings on the E-mail Server page.

Send E-Series AutoSupport messages through StorageGRID

You can send E-Series SANtricity System Manager AutoSupport messages to technical support through a StorageGRID Admin Node rather than the storage appliance management port.

See [E-Series hardware AutoSupport](#) for more information about using AutoSupport with E-Series appliances.

Before you begin

- You are signed into the Grid Manager using a [supported web browser](#).
- You have the Storage appliance administrator permission or Root access permission.
- You have configured SANtricity AutoSupport:
 - For SG6000 and SG5700 appliances, [configure AutoSupport in SANtricity System Manager](#)



You must have SANtricity firmware 8.70 or higher to access SANtricity System Manager using the Grid Manager.

About this task

E-Series AutoSupport messages contain details of the storage hardware and are more specific than other AutoSupport messages sent by the StorageGRID system.

You can configure a special proxy server address in SANtricity System Manager to transmit AutoSupport messages through a StorageGRID Admin Node without the use of the appliance's management port. AutoSupport messages transmitted in this way are sent by the [preferred sender Admin Node](#), and they use any [Admin proxy settings](#) that have been configured in the Grid Manager.

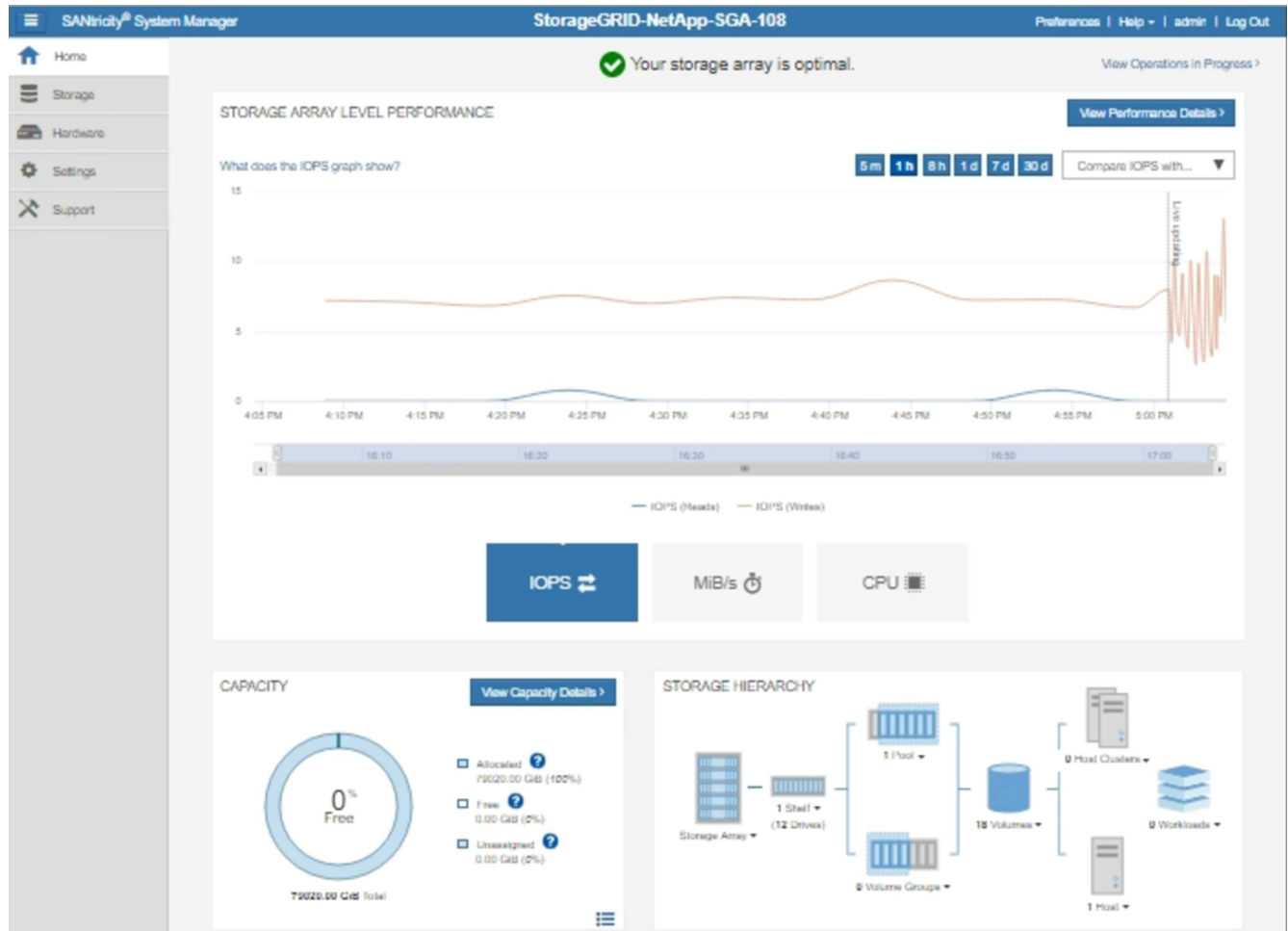


This procedure is only for configuring a StorageGRID proxy server for E-Series AutoSupport messages. For additional details on E-Series AutoSupport configuration, see the [NetApp E-Series and SANtricity Documentation](#).

Steps

1. In the Grid Manager, select **NODES**.
2. From the list of nodes on the left, select the storage appliance node you want to configure.
3. Select **SANtricity System Manager**.

The SANtricity System Manager home page appears.



4. Select **SUPPORT > Support center > AutoSupport**.

The AutoSupport operations page appears.

[Support Resources](#)

[Diagnostics](#)

AutoSupport

AutoSupport operations

AutoSupport status: **Enabled** 

[Enable/Disable AutoSupport Features](#)

AutoSupport proactively monitors the health of your storage array and automatically sends support data ("dispatches") to the support team.

[Configure AutoSupport Delivery Method](#)

Connect to the support team via HTTPS, HTTP or Mail (SMTP) server delivery methods.

[Schedule AutoSupport Dispatches](#)

AutoSupport dispatches are sent daily at 03:06 PM UTC and weekly at 07:39 AM UTC on Thursday.

[Send AutoSupport Dispatch](#)

Automatically sends the support team a dispatch to troubleshoot system issues without waiting for periodic dispatches.

[View AutoSupport Log](#)

The AutoSupport log provides information about status, dispatch history, and errors encountered during delivery of AutoSupport dispatches.

[Enable AutoSupport Maintenance Window](#)

Enable AutoSupport Maintenance window to allow maintenance activities to be performed on the storage array without generating support cases.

[Disable AutoSupport Maintenance Window](#)

Disable AutoSupport Maintenance window to allow the storage array to generate support cases on component failures and other destructive actions.

5. Select **Configure AutoSupport Delivery Method**.

The Configure AutoSupport Delivery Method page appears.

6. Select **HTTPS** for the delivery method.



The certificate that enables HTTPS is pre-installed.

7. Select **via Proxy server**.

8. Enter `tunnel-host` for the **Host address**.

`tunnel-host` is the special address to use an Admin Node to send E-Series AutoSupport messages.

9. Enter `10225` for the **Port number**.

`10225` is the port number on the StorageGRID proxy server that receives AutoSupport messages from the E-Series controller in the appliance.

10. Select **Test Configuration** to test the routing and configuration of your AutoSupport proxy server.

If correct, a message in a green banner appears: "Your AutoSupport configuration has been verified."

If the test fails, an error message appears in a red banner. Check your StorageGRID DNS settings and

networking, ensure the [preferred sender Admin Node](#) can connect to the NetApp Support Site, and try the test again.

11. Select **Save**.

The configuration is saved, and a confirmation message appears: "AutoSupport delivery method has been configured."

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