



由于5.1.7电子邮件帐户无效、无法从ONTAP接收AutoSupport电子邮件

https://kb-cn.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/Not_receiving_AutoSupport_e-mails_from...

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适用场景

- ONTAP 9
- AutoSupport
- 传输SMTP

问题描述

- 已启用AutoSupport、但未发送日志。
- `notifyd log` 显示MAIL failed: 550 5.1.7 :

```
(message: Try smtp ASUP delivery: seq num= 4##, subj= HA Group
Notification from node02 (MANAGEMENT_LOG) NOTICE)
(message: asup_job opened '/mroot/etc/log/autosupport/202400024.0' fd=16)
(message: Host mail.company.com:25 was resolved.)
(message: IPv6: (none))
(message: IPv4: ###.###.17.10, ###.###.65.23)
(message: Trying ###.###.17.10:25...)
(message: Connected to mail.company.com (###.###.17.10) port 25)
(message: 220 user.company.net ESMTP Tue, 27 Aug 2024 01:27:03 +0200)
(message: EHLO node02.company.net)
(message: 250-user.company.net Hello user.company.net [10.###.###.##],
pleased to meet you)
(message: 250-ENHANCEDSTATUSCODES)
(message: 250-PIPELINING)
(message: 250-8BITMIME)
(message: 250-SIZE)
(message: 250-DSN)
(message: 250-STARTTLS)
(message: 250-DELIVERBY)
(message: 250 HELP)
(message: MAIL FROM:<user@company.com>)
(message: 550 5.1.7 <user@company.com>... Unknown User user@company.com)
(message: MAIL failed: 550)
(message: QUIT)
(message: 221 2.0.0 user.company.net closing connection)
(message: Closing connection)
(message: Failed to transmit smtp asup 4##, curl error: Failed sending
data to the peer)
```

- `autosupport history show -instance` 显示连接到SMTP服务器时的超时：

目标的SMTP连接检查失败。错误：连接到服务器时已达到超时