



删除证书后、使用HTTPS的ONTAP AutoSupport验证失败

https://kb-cn.netapp.com/on-prem/ontap/dm/Encryption/Encryption-KBs/ONTAP_AutoSupport_using_H...

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适用场景

- ONTAP 9.7 及更高版本
- AutoSupport
- 传输HTTPS

问题描述

- 从信任存储库中删除某些证书后、AutoSupport不再成功：

```
cluster1::*>system node autosupport check show-details -node * -check-type  
https-post-destination
```

Node: cluster1-01

Category: https

Component: https-post-destination

Status: **failed**

Detail: HTTPS POST connectivity check failed for destination:
https://support.netapp.com/asupprod/post/1.0/postAsup.

Error: Peer certificate can not be authenticated with
given Certificate Authority certificates.

Corrective Action: Certificate issue. Please make sure you have the correct

Root Certificate installed

- 验证是否缺少以下证书

```
cluster1::>security certificate show-truststore -common-  
name AAACertificateServices
```

There are no entries matching your query.

```
cluster1::> security certificate show -common-name AAACertificateServices
```

There are no entries matching your query.

发生原因

- 缺少server-CA证书、ONTAP使用此证书 向 HTTPS支持URL **support.netapp.com/asupprod/post/1.0/postAsup**进行身份验证
- 此证书的公用名称为 **AAACertificateServices**
- 已通过以下两种方式之一删除此证书：
 - 已执行高级权限命令[security certificate信任存储库clear](#)：
 - `cluster1::*>security certificate truststore clear`
 - 已执行高级权限命令[security certificate delete](#)：
 - `cluster1::*>security certificate delete -vserver cluster1 -common-name AAACertificateServices -ca "AAA Certificate Services" -type server-ca -serial 01`
- [错误 ID 1221636](#)会跟踪此问题描述

解决方案

要解决此问题描述、请选择以下选项之一：

重新加载信任存储库

- 这将重新添加 AAACertificateServices 根证书以及所有其他 默认根证书
- Execute 高级权限级别下的 [security certificate 信任存储库加载](#) 命令：

```
cluster1::*>security certificate truststore load
```

手动添加用于 AutoSupport 的单个证书

- 这将仅添加回 AAACertificateServices 根证书
- 以下是截至本文发布时的当前 AAACertificateServices 证书；但是、最好使用信任存储库、因为它可以确保加载当前证书
- 使用 [security certificate install](#) 命令：

```
cluster1::>security certificate install -type server-ca
```

Please enter Certificate: Press <Enter> when done

-----BEGIN CERTIFICATE-----

```
MIIEMjCCAxqgAwIBAgIBATANBgkqhkiG9w0BAQUFADB7MQswCQYDVQQGEwJHQjEhMBkGA1UECAwS
R3JlYXRlcjBNYW5jaGVzdGVyMRAwDgYDVQQHDAcTYWxmb3JkMR0wGAYDVQQKDBFDb21vZG8gQ0Eg
TGltXRlZDEhMB8GA1UEAwYQUFBIENlcnRpZmljYXRlIFNlcnZpY2VzMjB4XDTA0MDEwMTAwMDAw
MFOXTDI4MTIzMjIzNTk1OVowezELMAkGA1UEBhMCRC0lXGZAZBgNVBAGMEkdyZWFOZXIgtWTFuY2h1
c3RlcjEjEQA4GA1UEBwwHU2FsZm9yZDEaMBGGA1UECgwRQ29tb2RvIENBIExpbWl0ZWQxITAfBgNV
BAMGEFBQSBDBDZXJ0aWZpY2F0ZSBTZXJ2aWNlczCCASIdQYJKoZIhvcNAQEBBQADggEPADCCAQoC
ggEBAL5AnfRu4ep2hxxNRUSOvkbIgwadwSr+GB+O5AL686tdUIoWMQuaBtDFcCLNSS1UY8y2bmhG
C1Pqy0wkwLxyTurxF70VJoSCsN6sjNg4tqJVfMiWPPe3M/vg4aijJRPn2jymJBGhCfHdr/
jzDUs
i14HZGWCwEiwqJH5YZ92IFCokcdmtet4YgNW8IoaE+oxox6gmf049vYnMlhvB/
VruPsUK6+3qszW
Y19zjNoFmag4qMsXeDZRrOme9Hg6jc8P2ULimAyrL58OAd7vn5lJ8S3frHRNG5i1R8X1KdH5kBjH
Ypy+g8cmez6KJcfA3Z3mNWgQIJ2P2N7Sw4ScDV7oL8kCAwEAAaOBwDCBvTAdBgNVHQ4EFgQUoBEK
Iz6W8Qfs4q8p74Kl1f9AwpLQwDgYDVROPAQH/BAQDAgEGMA8GA1UdEwEB/
wQFMAMBAf8wewYDVROf
BHQwcjA4oDagNIYyaHR0cDovL2Nybc5jb21vZG8gY29vZG8gY29vZG8gY29vZG8gY29vZG8gY29v
cy5jcmwwNqA0oDKGMGh0dHA6Ly9jcmwwY29vZG8gY29vZG8gY29vZG8gY29vZG8gY29vZG8gY29v
LmNybdANBgkqhkiG9w0BAQUFAAOCAQEACFb8AvCb6P+k+tZ7xkSAzk/
ExfYAWMymtrwUSWgEdujm
713sAg9g1o1QGE8mTgHj5rCl7r+8dFRBv/
38ErjHT1r0iWAff2C3BURz9vHCv8S5dIa2LX1rzNLz
Rt0vxuBqW8M0Ayx91t1awg6nCPnBBYurDC/zXDrPbDdVCYfeU0BsWO/
8tqt1bgT2G9w84FoVxp7Z
```

```
8VlIMCF1A2zs6SFz7JsDoeA3raAVGI/  
6ugLOpyypEBMs1OUIJqsil2D4kF501KKaU73yqWjgom7C  
12yxow+ev+to5lbyrvLjKzg6CYG1a4XXvi3tPxq3smPi9WIsgrRqAEFQ8TmDn5XpNpaYbg==  
-----END CERTIFICATE-----
```

You should keep a copy of the CA-signed digital certificate for future reference.

The installed certificate's CA and serial number for reference:

CA: AAA Certificate Services

serial: 01

The certificate's generated name for reference: AAACertificateServices

追加信息

临时临时决策

- 可以通过 禁用证书验证来解决此问题
- 这将配置集群中的所有控制器、使其不会验证从support.netapp.com收到的服务器证书
- 这是一个临时修复程序、用于恢复传输AutoSupport日志、直到完全解析问题描述为止
- 将存储控制器配置为在验证过程中跳过服务器证书

```
cluster1::>system node autosupport modify -node <node> -transport https  
-support enable -validate-digital-certificate false
```

文档

- [ONTAP如何使用HTTPS发送AutoSupport?](#)
- 要了解有关AutoSupport的详细信息，请参见[TR-4444：《ONTAP AutoSupport和AutoSport按需配置指南》](#)。