



未接收通过SMTP发送的Auto支持的电子邮件收件人：530 5.7.0必须先问题描述a STARTL命令

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

Updated: 周五, 11 7月 2025 14:49:24 GMT

适用场景

- 9.15.1之前的ONTAP版本
- 使用 SMTP传输协议的ASUP

问题描述

- 电子邮件收件人未收到通过SMTP发送的Auto支持
- 已通过-partner-address 参数添加收件人、如 [AutoSupport 设置](#)文档中所述
- notifyd 显示传输因SMTP中继请求SSL/TLS身份验证而失败

Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:

```

1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: MAIL
FROM:netapp_mail@email.domain.net)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: SMTP 0x80a70d940
state change from STOP to MAIL)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: STATE: DO => DOING
handle 0x80be05008; line 1344 (connection #0) )
Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: 530 5.7.0 Must
issue a STARTTLS command first)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: MAIL failed: 530)
Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: DO phase failed)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: Curl_done)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: Marked for
[closure]: SMTP done with bad status)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: QUIT)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: SMTP 0x80a70d940
state change from MAIL to QUIT)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: 221 2.0.0 Bye)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: SMTP 0x80a70d940
state change from QUIT to STOP)
Tue Nov 09 2021 15:15:56 +01:00 [kern_notifyd:info:1242] (category:
1242:2848:deliver) (emitttime: 11/9/2021 14:47:54) (message: Closing connection
0)

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