

# @mindtouch"

# 如何在ONTAP 9中手动将AutoSupport消息上传到NetApp

https://kb-cn.netapp.com/on-prem/ontap/Ontap\_OS/OS-KBs/How\_to\_manually\_upload\_AutoSupport\_… Updated: 周五, 11 7月 2025 07:29:15 GMT

# 适用场景

- ONTAP 9
- AutoSupport

### 问题描述

- 对于少数用户、由于网络连接限制、可能无法自动发送AutoSupport消息。
- 但是、技术支持可能需要AutoSupport数据才能有效排除系统故障或使用Active IQ查看系统数据。
- 例如、Upgrade Advisor要求在创建报告之前上传AutoSupport数据。

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# 操作步骤

媒体、内嵌框架、嵌入标签和对象标签在PDF文件内部不支持。

#### 收集选项

#### 收集现有AutoSupport

1. 确定要重新传输/收集的AutoSupport消息的序列号。

::> system node autosupport history show -fields subject,generated-on -node <nodename>

2. 将所有必需的AutoSupport消息重新传输到根卷中的本地文件,以使其采用归档文件格式(.7z):

```
::>system node autosupport history retransmit -node <nodename> -seq-
num ### -uri file:///mroot/etc/log/retransmit/body.7z
```

#### 调用新AutoSupport

```
1. 这将提供最新的内容
```

```
::>system node autosupport invoke -node <nodename> -type all -message
"invoke.all" -uri file:///mroot/etc/log/retransmit/body.7z
```

#### 上传AutoSupport

1. 使用HTTPS Web SPI界面下载文件

https://<cluster mgmt IP>/spi/<node name>/etc/log/retransmit/

2. 导航到Active IQ AutoSupport上传页面、单击

按钮、然后选择.7z 您下载的.7z 文件

注意: 文件名必须至少包含1个字母。例如 a2000123456.7z

3. 上传 完成后、上传状态将更改为Success

# AutoSupport Upload

ur storage ecosystem.	The data is pro	cessed withi	n 30 mir	nutes of uple	s and ins oad.	
r more information, se	ee Frequently As	sked Questic	ons.			*File size should not exceed 25 MB.
File Name	=	File Size	=	Status	=	Remarks
body.7z		290.2 kB		Success		The file has been uploaded.

注:

- 一次上传多个文件。这些文件的名称必须不同。
- 在周末和高峰处理时间、可能需要长达120分钟的时间。

# 清理手动AutoSupport文件

• 按照<u>如何删除手动调用的AutoSupport文件</u>进行操作。