



NetApp控制台代理安装失败，出现“SELF_SIGNED_CERT_IN_CHAIN”

https://kb-cn.netapp.com/Cloud/ncds/nc/ag/ag_kbs/OnPrem_Connector_install_fails_with_SELF_SIGN...

Updated: Wed, 15 Apr 2026 20:06:16 GMT

适用于

- NetApp Console Anget
- NetApp Console代理手动部署

问题

在 OnPrem Linux 主机上安装NetApp Console代理时，安装失败，并在/tmp/installer-XXXX-XX-XXXXX.log中显示以下错误

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```
[INFO] 2022-11-16T23:18:04.217Z {"title":"Verifying
network","success":false,"data":{"success":false,"requiredUrl":{"url":"https://support.netapp.com"},
signed certificate in certificate chain","axiosError":{"message":"self signed certificate in
certificate chain","name":"Error","stack":"Error: self signed certificate in certificate chain\n at
TLSSocket.onConnectSecure
(node:_tls_wrap:1532:34)\n at TLSSocket.emit (node:events:527:28)\n at
TLSSocket._finishInit (node:_tls_wrap:946:8)\n at TLSWrap.ssl.onhandshakedone
(node:_tls_wrap:727:12)","config":{"transitional":
{"silentJSONParsing":true,"forcedJSONParsing":true,"clarifyTimeoutError":false},"transformReque
TOKEN","xsrHeaderName":"X-XSRF-
TOKEN","maxContentLength":-1,"maxBodyLength":-1,"headers":{"Accept":"application/json,
text/plain, /*"},"User-Agent":"axios/
0.23.0"},"method":"get","url":"https://support.netapp.com"},"code":"SELF_SIGNED_CERT_IN
```

安装检查将失败，并显示以下信息

```
https://api.bluexp.netapp.com/tenancy/health | FAILED (network check failed:
Get "https://api.bluexp.netapp.com/tenancy/health": read tcp
10.xxx.xxx.xxx:35xxx->13.xxx.xxx.xxx:443: read: connection reset by peer) |
| https://components.console.bluexp.netapp.com | FAILED (network check failed:
Get "https://components.console.bluexp.netapp.com": read tcp
10.xxx.xxx.1xx:55214->xxx.xxx.xxx.xxx:443: read: connection reset by peer) |
```