



无法在AIQUM 9.12 Windows上生成支持包、并出现TrustmanagerUtil错误

https://kb-cn.netapp.com/data-mgmt/AIQUM/AIQUM_Kbs/Unable_to_generate_support_bundle_on_AI...

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适用场景

- ActiveIQ Unified Manager (AIQUM) 9.12及更高版本
- MS Windows
- SMTP 服务器

问题描述

- 无法从维护控制台在AIQUM 9.12 Windows上生成支持包：

```
Error generating AutoSupport message:  
com.netapp.dfm.common-lite.security.TrustManagerUtil.
```

- 可以通过AIQUM图形用户界面正常生成支持包
- AutoSupport.log :

```
DEBUG [main] [c.n.d.a.AutoSupportMain] Unexpected error
org.springframework.beans.factory.BeanCreationException: Error creating
bean with name 'mailSender' defined in class path resource [com/netapp/
dfm/core/mail/MailConfiguration.class]: Bean instantiation via factory
method failed; nested exception is
org.springframework.beans.BeanInstantiationException: Failed to
instantiate [org.springframework.mail.javamail.JavaMailSender]: Factory
method 'mailSender' threw exception; nested exception is
java.lang.NoClassDefFoundError: com/netapp/dfm/common/lite/security/
TrustManagerUtil
at
org.springframework.beans.factory.support.ConstructorResolver.instantiate(Con
at
org.springframework.beans.factory.support.ConstructorResolver.instantiateUsin
...
Caused by: org.springframework.beans.BeanInstantiationException: Failed to
instantiate [org.springframework.mail.javamail.JavaMailSender]: Factory
method 'mailSender' threw exception; nested exception is
java.lang.NoClassDefFoundError: com/netapp/dfm/common/lite/security/
TrustManagerUtil
at
org.springframework.beans.factory.support.SimpleInstantiationStrategy.instant
at
org.springframework.beans.factory.support.ConstructorResolver.instantiate(Con
...
Caused by: java.lang.NoClassDefFoundError: com/netapp/dfm/common/lite/
security/TrustManagerUtil
at
com.netapp.dfm.core.mail.MailConfiguration.getSocketFactory(MailConfiguration
at
com.netapp.dfm.core.mail.MailConfiguration.buildMailSender(MailConfiguration.
...
Caused by: java.lang.ClassNotFoundException:
com.netapp.dfm.common.lite.security.TrustManagerUtil
at java.base/
jdk.internal.loader.BuiltinClassLoader.loadClass(BuiltinClassLoader.java:581)
at java.base/
jdk.internal.loader.ClassLoaders$AppClassLoader.loadClass(ClassLoaders.java:1
at java.base/java.lang.ClassLoader.loadClass(ClassLoader.java:522)
```