



配置代理服务器时 E-Series HTTPs AutoSupport 传输失败

https://kb-cn.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series_HTTPs_AutoSupport_delivery...

Updated: Fri, 31 Oct 2025 23:15:03 GMT

适用于

- NetApp E 系列
- SANtricity OS 11.70.3 或更高版本

问题描述

- 无法通过代理服务器通过 HTTPS 调度 ASUP。
- E 系列 Web 服务器日志 (`web-server-trace-log-B.txt`) 指示由于套接字读/写失败而导致 AutoSupport 传递失败：

```
2023-10-03 14:32:31,030 INFO [SMMonitorTask-42] trace [ASUPTask.java:1282]  
[requestId=0, deviceId=N/A] ASUP task start, task: AUTO_SUPPORT_DISPATCH,
```

```
source: AUTO_SUPPORT_DAILY_SCHEDULE
2023-10-03 14:32:31,075 INFO [SMMonitorTask-42] trace
[ASUPHTTPClient.java:945] [requestId=0, deviceId=N/A] Connecting to HTTP
proxy server: xx.xx.xx.100:80, IP xx.xx.xx.100
2023-10-03 14:32:31,115 INFO [SMMonitorTask-42] trace
[ASUPHTTPClient.java:951] [requestId=0, deviceId=N/A] Proxy tunnel to
server: support.netapp.com:80
2023-10-03 14:32:32,727 INFO [SMMonitorTask-42] trace
[ASUPHTTPClient.java:945] [requestId=0, deviceId=N/A] Connecting to HTTP
proxy server: xx.xx.xx.100:80, IP xx.xx.xx.100
2023-10-03 14:32:32,766 INFO [SMMonitorTask-42] trace
[ASUPHTTPClient.java:951] [requestId=0, deviceId=N/A] Proxy tunnel to
server: support.netapp.com:80
2023-10-03 14:32:32,808 INFO [SMMonitorTask-42] trace
[ASUPHTTPClient.java:1367] [requestId=0, deviceId=N/A] Reading file
'/msw_data/data/monitor/supportdata/pending/
BUNDLE.Daily.6D039EA000390E460000000062693213.Array_NAME.1696343205185.7z'
and writing to output stream
2023-10-03 14:32:53,008 ERROR [SMMonitorTask-42] trace
[ASUPHTTPClient.java:749] [requestId=0, deviceId=N/A] Socket read/write
failed.
Caller 0 at
smmonitor.asup.ASUPHTTPClient.dispatchASUPMessage(ASUPHTTPClient.java:749)
Caller 1 at
smmonitor.asup.ASUPTask.dispatchAutoSupportBundle(ASUPTask.java:1695)
Caller 2 at smmonitor.asup.ASUPTask.doTaskOperation(ASUPTask.java:1386)
Caller 3 at smmonitor.asup.ASUPTask.doTask(ASUPTask.java:1290)
Caller 4 at smmonitor.asup.ASUPTask.doTask(ASUPTask.java:44)
java.net.SocketException: Connection reset by peer (Write failed)
```