



由于节点管理LIF关闭、AutoSupport传输失败

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

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适用场景

- ONTAP 9
- FAS/AFA系统
- AutoSupport (ASUP)

问题描述

- 当某个节点正在集群中的其他节点上运行时、ASUP传输失败：

```
Cluster::> autosupport history show -node Node-01
```

	Seq	Attempt	Percent	Last		
Node	Num	Destination	Status	Count	Complete	Update

```

-----
Node-01    3052    smtp      ignore      1      -      2/15/2024 01:15:35
           http      transmission-failed 15      -      2/15/2024 02:31:47
           noteto    ignore      1      -      2/15/2024 01:15:35

```

- 已在受影响节点上正确配置ASUP。
- notiyd日志中会显示以下事件：

```
Cluster::> node run -node Node-01 -command rdfile /etc/log/mlog/
notifyd.log
```

```

[kern_notifyd:info:2066] 0x80dde7d00: 0: ERR: AutoSupport::OnDemand:
Unable to send polling query to ASUP OnDemand Server, error: Unable to
send AOD request to OnDemand Server: Couldn't connect to server
[kern_notifyd:info:2066] (category: 2066:0:deliver) (emittime: 2/18/2024
19:03:10) (message: STATE: INIT => CONNECT handle 0x8145d3008; line 1670
(connection #-5000))

```

```

[kern_notifyd:info:2066] (category: 2066:0:deliver) (emittime: 2/18/2024
19:03:10) (message: Immediate connect fail for 216.240.21.18: Network is
unreachable)
[kern_notifyd:info:2066] (category: 2066:0:deliver) (emittime: 2/18/2024
19:03:10) (message: Immediate connect fail for
2620:10a:4005:c000::a78:2d11: No route to host)

```

- 托管受影响节点的节点管理LIF的端口已关闭：

```

Cluster-01::> network port show -node Node-01
                        Speed(Mbps) Health
Port    IPspace    Broadcast Domain Link MTU  Admin/Oper  Status
-----
e0M     Default    Default          down 1500  auto/-      -

```

- 节点管理LIF也已关闭：

```

Cluster-01::> network interface show -role node-mgmt

      Logical    Status    Network    Current    Current Is
Vserver  Interface  Admin/Oper Address/Mask      Node      Port    Home
-----

```

Cluster-01

Node-01_mgmt

up/down	10.XX.XX.190/24	Node-01
	e0M	true