



由于交换机端口问题、出现间歇性AutoSupport传输故障

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

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适用场景

ONTAP 9

问题描述

- 一个节点的AutoSupport传输间歇性失败：

```
::> autosupport history show -node Node-02 -seq-num 7870 -instance
```

```
Node: Node-02
AutoSupport Sequence Number: 7870
Destination for This AutoSupport: http
    Trigger Event: callhome.performance.data
Time of Last Update: 4/26/2024 03:29:24
    Status of Delivery: transmission-failed
    Delivery Attempts: 15
AutoSupport Subject: PERFORMANCE DATA
    Delivery URI: support.netapp.com/put/AsupPut/
    Last Error: OpenSSL SSL_read: Operation timed out, errno 60
Time of Generation: 4/26/2024 00:00:04
```

- 已成功为集群中的所有其余节点发送Auto支持。
- 从 NOTIFYD.GZ 受影响节点的日志中可以观察到、ONTAP可以成功收集日志、但连接因操作超时而关闭：

```
[kern_notifyd:info:1549] Creating autosupport with sequence number 7924,
event callhome.performance.data
[kern_notifyd:info:1549] Beginning collection for autosupport with seq num
7924
[kern_notifyd:info:1549] Successfully completed collection for autosupport
with sequence number 7924

[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:42:34) (message: HTTP 1.1 or later with persistent connection)
[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:42:34) (message: HTTP/1.1 100 Continue)
[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:49:06) (message: OpenSSL SSL_read: Operation timed out, errno 60)
[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:49:06) (message: Marked for [closure]: Transfer returned error)
[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:49:06) (message: multi_done)
[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:49:06) (message: The cache now contains 0 members)
[kern_notifyd:info:1549] (category: 1549:7924:deliver) (emittime: 5/21/
2024 03:49:06) (message: Closing connection 1)
```

- 对于失败且已成功发送的自动支持端口、系统会观察到多次重试：

```
::> autosupport history show -node Node-02
```

Node	Seq Num	Destination	Attempt Status	Percent Count	Last Complete Update

Node-02					
	8042				
	smtp	ignore	1	-	7/9/2024 00:47:00
	http	sent-successful	7	100	7/9/2024 00:47:10
	noteto	ignore	1	-	7/9/2024 00:47:00
	8041				
	smtp	ignore	1	-	7/8/2024 01:01:29
	http	transmission-failed	15	46	7/8/2024 05:27:15
	noteto	ignore	1	-	7/8/2024 01:01:29

- 在 [将](#) 受影响节点的节点管理LIF迁移到另一端口后、首次尝试成功发送AutoSupport日志。