AutoSupport notifications

System Manager Classic

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AutoSupport notifications

You can use System Manager to configure AutoSupport notifications that help you to monitor your storage system health.

Setting up AutoSupport notifications

You can use the Edit AutoSupport Settings dialog box in System Manager to set up AutoSupport notifications by specifying an email address from which email notifications are sent and adding multiple email host names.

Steps

1. Click ⚙ > **AutoSupport**.
2. Select the node, and then click **Edit**.
3. In the **Email Recipient** tab, type the email address from which email notifications are sent, specify the email recipients and the message content for each email recipient, and add the mail hosts.

   You can add up to five email addresses of the host names.
4. In the **Others** tab, select a transport protocol for delivering the email messages from the drop-down list and specify the HTTP or HTTPS proxy server details.
5. Click **OK**.
6. Verify that configuration you have set for AutoSupport notification is set up correctly in the **AutoSupport** window.

Enabling or disabling AutoSupport settings

You can enable or disable AutoSupport settings on your storage system by using System Manager. AutoSupport messages enable you to monitor your storage system health or send notifications to technical support and your internal support organization.

About this task

The AutoSupport option is enabled by default.

Steps

1. Click ⚙ > **AutoSupport**.
2. Select the node, and then click **Enable** or **Disable**.
3. Click **OK**.
4. Verify that the AutoSupport status correctly displays the change you made.

Add AutoSupport email recipients

You can use the **Email Recipient** tab of the Edit AutoSupport Settings dialog box in System Manager to add email addresses of the recipients of AutoSupport notifications.

Steps

1. Click ⚙ > **AutoSupport**.
2. Select the node, and then click **Edit**.
3. In the **Email Recipient** tab, type the address of the email recipient, specify whether the recipient receives a full message or a short message, and then click **Add**.
4. Click **OK**.
5. Verify that the details you specified are displayed in the **AutoSupport** window.

Testing AutoSupport settings

You can use the AutoSupport Test dialog box in System Manager to test that you have configured the AutoSupport settings correctly.

Steps

1. Click ⚙ > **AutoSupport**.
2. Select the node, and then click **Test**.
3. In the **AutoSupport Test** dialog box, enter the AutoSupport subject text “Test AutoSupport” or any text that notifies the recipients that you are testing the AutoSupport settings.
4. Click **Test**.

   An email message with the subject “Test AutoSupport” or the text that you typed in the **AutoSupport subject** field is sent to the specified recipients.

Generating AutoSupport data

You can use System Manager to generate AutoSupport data for a single node or multiple nodes to monitor their health and to send notifications to technical support.

Steps

1. Click ⚙ > **AutoSupport**.
2. Select the node, and then click **AutoSupport Request** > **Generate AutoSupport**.

   By default, the AutoSupport data is generated for all nodes.

3. In the **Generate AutoSupport** dialog box, perform the following steps:
   a. If you want to generate AutoSupport data for a specific node, clear the **Generate Autosupport data for all nodes** check box, and then select the node.
   b. Type the case number.
4. Click **Generate**.
5. In the **Confirmation** dialog box, click **OK**.

Viewing AutoSupport summary

System Manager enables you to view the status and details of all the previous AutoSupport data in order to review the data that has been sent to technical support. You can also view the information to understand the health and performance of your storage

system.

Steps

1. Click > **AutoSupport**.
2. Select the node, and then click **AutoSupport Request** > **View Previous Summary**.

   The AutoSupport data for all the nodes is displayed.

3. Click **OK**.

AutoSupport severity types

AutoSupport messages have severity types that help you understand the purpose of each message—for example, to draw immediate attention to an emergency problem, or only to provide information.

Messages have one of the following severities:

- **Alert**: Alert messages indicate that a next-higher level event might occur if you do not take some action.

  You must take an action against alert messages within 24 hours.

- **Emergency**: Emergency messages are displayed when a disruption has occurred.

  You must take an action against emergency messages immediately.

- **Error**: Error conditions indicate what might happen if you ignore.
- **Notice**: Normal but significant condition.
- **Info**: Informational message provides details about the issue, which you can ignore.
- **Debug**: Debug-level messages provide instructions you should perform.

If your internal support organization receives AutoSupport messages through email, the severity appears in the subject line of the email message.

AutoSupport window

The AutoSupport window enables you to view the current AutoSupport settings for your system. You can also change your system's AutoSupport settings.

Command buttons

- **Enable**

  Enables AutoSupport notification. **Enable** is the default.

- **Disable**

  Disables AutoSupport notification.

- **Edit**

Opens the Edit AutoSupport Settings dialog box, which enables you to specify an email address from which email notifications are sent and to add multiple email addresses of the host names.

- **Test**

  Opens the AutoSupport Test dialog box, which enables you to generate an AutoSupport test message.

- **AutoSupport Request**

  Provides the following AutoSupport requests:

  - **Generate AutoSupport**

    Generates AutoSupport data for a selected node or all nodes.

  - **View Previous Summary**

    Displays the status and details of all the previous AutoSupport data.

- **Refresh**

  Updates the information in the window.

Details area

The details area displays AutoSupport setting information such as the node name, AutoSupport status, transport protocol used, and name of the proxy server.

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