



Use AutoSupport

StorageGRID

NetApp
July 18, 2022

This PDF was generated from <https://docs.netapp.com/us-en/storagegrid-116/admin/what-is-autosupport.html> on July 18, 2022. Always check docs.netapp.com for the latest.

Table of Contents

- Use AutoSupport 1
 - What is AutoSupport? 1
 - Configure AutoSupport 2
 - Manually trigger an AutoSupport message 7
 - Troubleshoot AutoSupport messages 8
 - Send E-Series AutoSupport messages through StorageGRID 10

Use AutoSupport

What is AutoSupport?

The AutoSupport feature enables your StorageGRID system to send health and status messages to technical support.

Using AutoSupport can significantly speed problem determination and resolution. Technical support can also monitor the storage needs of your system and help you determine if you need to add new nodes or sites. Optionally, you can configure AutoSupport messages to be sent to one additional destination.

Information included in AutoSupport messages

AutoSupport messages include information such as the following:

- StorageGRID software version
- Operating system version
- System-level and location-level attribute information
- Recent alerts and alarms (legacy system)
- Current status of all grid tasks, including historical data
- Admin Node database usage
- Number of lost or missing objects
- Grid configuration settings
- NMS entities
- Active ILM policy
- Provisioned grid specification file
- Diagnostic metrics

You can enable the AutoSupport feature and the individual AutoSupport options when you first install StorageGRID, or you can enable them later. If AutoSupport is not enabled, a message appears on the Grid Manager Dashboard. The message includes a link to the AutoSupport configuration page.

The AutoSupport feature is disabled. You should [enable AutoSupport](#) to allow StorageGRID to send health and status messages to technical support for proactive monitoring and troubleshooting.



If you close the message, it will not appear again until your browser cache is cleared, even if AutoSupport remains disabled.

What is Active IQ?

Active IQ is a cloud-based digital advisor that leverages predictive analytics and community wisdom from NetApp's installed base. Its continuous risk assessments, predictive alerts, prescriptive guidance, and automated actions help you prevent problems before they occur, leading to improved system health and higher system availability.

You must enable AutoSupport if you want to use the Active IQ dashboards and functionality on the NetApp Support site.

[Active IQ Digital Advisor Documentation](#)

Protocols for sending AutoSupport messages

You can choose one of three protocols for sending AutoSupport messages:

- HTTPS
- HTTP
- SMTP

If you send AutoSupport messages using HTTPS or HTTP, you can configure a non-transparent proxy server between Admin Nodes and technical support.

If you use SMTP as the protocol for AutoSupport messages, you must configure an SMTP mail server.

AutoSupport options

You can use any combination of the following options to send AutoSupport messages to technical support:

- **Weekly:** Automatically send AutoSupport messages once per week. Default setting: Enabled.
- **Event-triggered:** Automatically send AutoSupport messages every hour or when significant system events occur. Default setting: Enabled.
- **On Demand:** Allow technical support to request that your StorageGRID system send AutoSupport messages automatically, which is useful when they are actively working on an issue (requires HTTPS AutoSupport transmission protocol). Default setting: Disabled.
- **User-triggered:** Manually send AutoSupport messages at any time.

Related information

[NetApp Support](#)

Configure AutoSupport

You can enable the AutoSupport feature and the individual AutoSupport options when you first install StorageGRID, or you can enable them later.

What you'll need

- You are signed in to the Grid Manager using a [supported web browser](#).
- You have the Root access or Other grid configuration permission.
- If you will use the HTTPS or HTTP protocol for sending AutoSupport messages, you have provided outbound internet access to the primary Admin Node, either directly or using a proxy server (inbound connections not required).
- If you will use the HTTPS or HTTP protocol and you want to use a proxy server, you have [configured an Admin proxy server](#).
- If you will use SMTP as the protocol for AutoSupport messages, you have configured an SMTP mail server. The same mail server configuration is used for alarm email notifications (legacy system).

Specify the protocol for AutoSupport messages

You can use any of the following protocols for sending AutoSupport messages:

- **HTTPS:** This is the default and recommended setting for new installations. The HTTPS protocol uses port 443. If you want to enable the AutoSupport on Demand feature, you must use the HTTPS protocol.
- **HTTP:** This protocol is not secure, unless it is used in a trusted environment where the proxy server converts to HTTPS when sending data over the internet. The HTTP protocol uses port 80.
- **SMTP:** Use this option if you want AutoSupport messages to be emailed. If you use SMTP as the protocol for AutoSupport messages, you must configure an SMTP mail server on the Legacy Email Setup page (**SUPPORT > Alarms (legacy) > Legacy email setup**).



SMTP was the only protocol available for AutoSupport messages before the StorageGRID 11.2 release. If you installed an earlier version of StorageGRID initially, SMTP might be the selected protocol.

The protocol you set is used for sending all types of AutoSupport messages.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.

The AutoSupport page appears, and the **Settings** tab is selected.

AutoSupport

The AutoSupport feature enables your StorageGRID system to send periodic and event-driven health and status messages to technical support to allow proactive monitoring and troubleshooting. StorageGRID AutoSupport also enables the use of Active IQ for predictive recommendations.

Settings

Results

Protocol Details

Protocol ?
☒ HTTPS ☐ HTTP ☐ SMTP

NetApp Support Certificate Validation ?

Use NetApp support certificate ▼

AutoSupport Details

Enable Weekly AutoSupport ? ☒

Enable Event-Triggered AutoSupport ? ☒

Enable AutoSupport on Demand ? ☐

Software Updates

Check for software updates ? ☒

Additional AutoSupport Destination

Enable Additional AutoSupport Destination ? ☐

Save

Send User-Triggered AutoSupport

2. Select the protocol you want to use to send AutoSupport messages.
3. If you selected **HTTPS**, select whether to use a TLS certificate to secure the connection to the NetApp Support server.
 - **Use NetApp support certificate** (default): Certificate validation ensures that the transmission of AutoSupport messages is secure. The NetApp support certificate is already installed with the StorageGRID software.
 - **Do not verify certificate**: Select this option only when you have a good reason not to use certificate validation, such as when there is a temporary problem with a certificate.
4. Select **Save**.

All weekly, user-triggered, and event-triggered messages are sent using the selected protocol.

Disable weekly AutoSupport messages

By default, the StorageGRID system is configured to send an AutoSupport message to NetApp Support once a week.

To determine when the weekly AutoSupport message will be sent, go to the **AutoSupport > Results** tab. In **Weekly AutoSupport** section, look at the value for **Next Scheduled Time**.

AutoSupport

The AutoSupport feature enables your StorageGRID system to send periodic and event-driven health and status messages to technical support to allow proactive monitoring and troubleshooting. StorageGRID AutoSupport also enables the use of Active IQ for predictive recommendations.

[Settings](#) [Results](#)

Weekly AutoSupport

Next Scheduled Time ?	2021-09-14 21:10:00 MDT
Most Recent Result ?	Idle (NetApp Support)
Last Successful Time ?	N/A (NetApp Support)

You can disable the automatic sending of weekly AutoSupport messages at any time.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Unselect the **Enable Weekly AutoSupport** check box.
3. Select **Save**.

Disable event-triggered AutoSupport messages

By default, the StorageGRID system is configured to send an AutoSupport message to NetApp Support when an important alert or other significant system event occurs.

You can disable event-triggered AutoSupport messages at any time.



Event-triggered AutoSupport messages are also suppressed when you suppress email notifications system wide. (Select **CONFIGURATION > System > Display options**. Then, select **Notification Suppress All**.)

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Unselect the **Enable Event-Triggered AutoSupport** check box.
3. Select **Save**.

Enable AutoSupport on Demand

AutoSupport on Demand can assist in solving issues that technical support is actively working on.

By default, AutoSupport on Demand is disabled. Enabling this feature allows technical support to request that your StorageGRID system send AutoSupport messages automatically. Technical support can also set the polling time interval for AutoSupport on Demand queries.

Technical support cannot enable or disable AutoSupport on Demand.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Select the **HTTPS** for the protocol.
3. Select the **Enable Weekly AutoSupport** check box.
4. Select the **Enable AutoSupport on Demand** check box.
5. Select **Save**.

AutoSupport on Demand is enabled, and technical support can send AutoSupport on Demand requests to StorageGRID.

Disable checks for software updates

By default, StorageGRID contacts NetApp to determine if software updates are available for your system. If a StorageGRID hotfix or new version is available, the new version is shown on the StorageGRID Upgrade page.

As required, you can optionally disable the check for software updates. For example, if your system does not have WAN access, you should disable the check to avoid download errors.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Unselect the **Check for software updates** check box.
3. Select **Save**.

Add an additional AutoSupport destination

When you enable AutoSupport, health and status messages are sent to NetApp support. You can specify one additional destinations for all AutoSupport messages.

To verify or change the protocol used to send AutoSupport messages, see the instructions to [Specify the protocol for AutoSupport messages](#).



You cannot use the SMTP protocol to send AutoSupport messages to an additional destination.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.
2. Select **Enable additional AutoSupport destination**.

The Additional AutoSupport Destination fields appear.

Additional AutoSupport Destination

Enable Additional AutoSupport Destination ☒

Hostname

Port

Certificate Validation

You are not using a TLS certificate to secure the connection to the additional AutoSupport destination.

Save

Send User-Triggered AutoSupport


3. Enter the server hostname or IP address of an additional AutoSupport destination server.





You can enter only one additional destination.


4. Enter the port used to connect to an additional AutoSupport destination server (default is port 80 for HTTP or port 443 for HTTPS).
5. To send your AutoSupport messages with certificate validation, select **Use custom CA bundle** in the **Certificate Validation** drop-down. Then, do one of the following:
 - Use an editing tool to copy and paste all the contents of each of the PEM-encoded CA certificate files into the **CA bundle** field, concatenated in certificate chain order. You must include `-----BEGIN CERTIFICATE-----` and `-----END CERTIFICATE-----` in your selection.


Additional AutoSupport Destination

Enable Additional AutoSupport Destination  ☒

Hostname 

Port 

Certificate Validation 

CA Bundle 

```
-----BEGIN CERTIFICATE-----  
abcdefghijklmnopqrstuvwxyz123456780ABCDEFGHIJKL  
123456/7890ABCDEFGHIabcdefghijklmnopqrstuvwxyz1ABCD  
-----END CERTIFICATE-----
```


Browse

- Select **Browse**, navigate to the file containing the certificates, and then select **Open** to upload the file. Certificate validation ensures that the transmission of AutoSupport messages is secure.

6. To send your AutoSupport messages without certificate validation, select **Do not verify certificate** in the **Certificate Validation** drop-down.

Select this choice only when you have a good reason not to use certificate validation, such as when there is a temporary problem with a certificate.

A caution message appears: "You are not using a TLS certificate to secure the connection to the additional AutoSupport destination."

7. Select **Save**.

All future weekly, event-triggered, and user-triggered AutoSupport messages will be sent to the additional destination.

Manually trigger an AutoSupport message

To assist technical support in troubleshooting issues with your StorageGRID system, you can manually trigger an AutoSupport message to be sent.

What you'll need

- You are signed in to the Grid Manager using a [supported web browser](#).
- You have the Root access or Other grid configuration permission.

Steps

1. Select **SUPPORT > Tools > AutoSupport**.

The AutoSupport page appears with the **Settings** tab selected.

2. Select **Send User-Triggered AutoSupport**.

StorageGRID attempts to send an AutoSupport message to technical support. If the attempt is successful, the **Most Recent Result** and **Last Successful Time** values on the **Results** tab are updated. If there is a problem, the **Most Recent Result** value updates to "Failed," and StorageGRID does not try to send the AutoSupport message again.



After sending an User-triggered AutoSupport message, refresh the AutoSupport page in your browser after 1 minute to access the most recent results.

Troubleshoot AutoSupport messages

If an attempt to send an AutoSupport message fails, the StorageGRID system takes different actions depending on the type of AutoSupport message. You can check the status of AutoSupport messages by selecting **SUPPORT > Tools > AutoSupport > Results**.



Event-triggered AutoSupport messages are suppressed when you suppress email notifications system wide. (Select **CONFIGURATION > System > Display options**. Then, select **Notification Suppress All**.)

When the AutoSupport message fails to send, "Failed" appears on the **Results** tab of the **AutoSupport** page.

AutoSupport

The AutoSupport feature enables your StorageGRID system to send periodic and event-driven health and status messages to technical support to allow proactive monitoring and troubleshooting. StorageGRID AutoSupport also enables the use of Active IQ for predictive recommendations.

Settings

Results

Weekly AutoSupport

Next Scheduled Time ? 2020-12-11 23:30:00 EST

Most Recent Result ? Idle (NetApp Support)

Last Successful Time ? N/A (NetApp Support)

Event-Triggered AutoSupport

Most Recent Result ? N/A (NetApp Support)

Last Successful Time ? N/A (NetApp Support)

User-Triggered AutoSupport

Most Recent Result ? Failed (NetApp Support)

Last Successful Time ? N/A (NetApp Support)

AutoSupport On Demand

AutoSupport On Demand messages are only sent to NetApp Support.

Most Recent Result ? N/A (NetApp Support)

Last Successful Time ? N/A (NetApp Support)

Weekly AutoSupport message failure

If a weekly AutoSupport message fails to send, the StorageGRID system takes the following actions:

1. Updates the Most Recent Result attribute to Retrying.
2. Attempts to resend the AutoSupport message 15 times every four minutes for one hour.
3. After one hour of send failures, updates the Most Recent Result attribute to Failed.
4. Attempts to send an AutoSupport message again at the next scheduled time.
5. Maintains the regular AutoSupport schedule if the message fails because the NMS service is unavailable, and if a message is sent before seven days pass.
6. When the NMS service is available again, sends an AutoSupport message immediately if a message has not been sent for seven days or more.

User-triggered or event-triggered AutoSupport message failure

If a user-triggered or an event-triggered AutoSupport message fails to send, the StorageGRID system takes the following actions:

1. Displays an error message if the error is known. For example, if a user selects the SMTP protocol without providing correct email configuration settings, the following error is displayed: AutoSupport messages cannot be sent using SMTP protocol due to incorrect settings on the E-mail Server page.
2. Does not attempt to send the message again.
3. Logs the error in `nms.log`.

If a failure occurs and SMTP is the selected protocol, verify that the StorageGRID system's email server is correctly configured and that your email server is running (**SUPPORT > Alarms (legacy) > > Legacy Email Setup**). The following error message might appear on the AutoSupport page: AutoSupport messages cannot be sent using SMTP protocol due to incorrect settings on the E-mail Server page.

Learn how to configure email server settings in the [monitor and troubleshoot instructions](#).

Correct an AutoSupport message failure

If a failure occurs and SMTP is the selected protocol, verify that the StorageGRID system's email server is correctly configured and that your email server is running. The following error message might appear on the AutoSupport page: AutoSupport messages cannot be sent using SMTP protocol due to incorrect settings on the E-mail Server page.

Send E-Series AutoSupport messages through StorageGRID

You can send E-Series SANtricity System Manager AutoSupport messages to technical support through a StorageGRID Admin Node rather than the storage appliance management port.

What you'll need

- You are signed into the Grid Manager using a [supported web browser](#).
- You have the Storage Appliance Administrator permission or Root access permission.



You must have SANtricity firmware 8.70 (11.7) or higher to access SANtricity System Manager using the Grid Manager.

About this task

E-Series AutoSupport messages contain details of the storage hardware and are more specific than other AutoSupport messages sent by the StorageGRID system.

Configure a special proxy server address in SANtricity System Manager to cause the AutoSupport messages to be transmitted through a StorageGRID Admin Node without the use of the appliance's management port. AutoSupport messages transmitted in this way respect the Preferred Sender and Admin proxy settings which may have been configured in the Grid Manager.

If you want to configure the Admin proxy server in Grid Manager, see [Configure Admin proxy settings](#).

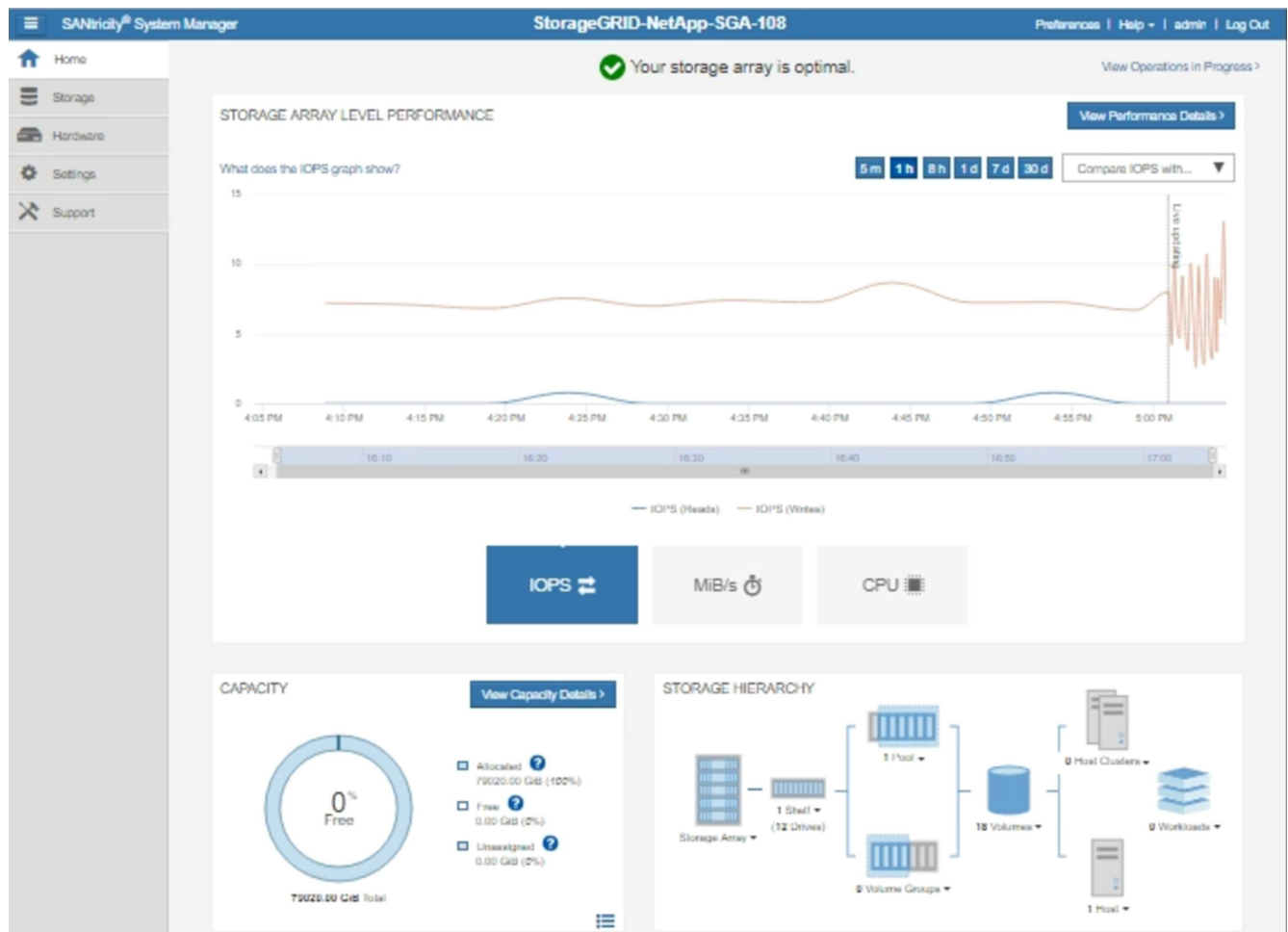


This procedure is only for configuring a StorageGRID proxy server for E-Series AutoSupport messages. For additional details on E-Series AutoSupport configuration, see the [NetApp E-Series and SANtricity Documentation](#).

Steps

1. In the Grid Manager, select **NODES**.
2. From the list of nodes on the left, select the storage appliance node you want to configure.
3. Select **SANtricity System Manager**.

The SANtricity System Manager home page appears.



4. Select **SUPPORT > Support center > AutoSupport**.

The AutoSupport operations page appears.

[Support Resources](#)

[Diagnostics](#)

AutoSupport

AutoSupport operations

AutoSupport status: **Enabled** 

[Enable/Disable AutoSupport Features](#)

AutoSupport proactively monitors the health of your storage array and automatically sends support data ("dispatches") to the support team.

[Configure AutoSupport Delivery Method](#)

Connect to the support team via HTTPS, HTTP or Mail (SMTP) server delivery methods.

[Schedule AutoSupport Dispatches](#)

AutoSupport dispatches are sent daily at 03:06 PM UTC and weekly at 07:39 AM UTC on Thursday.

[Send AutoSupport Dispatch](#)

Automatically sends the support team a dispatch to troubleshoot system issues without waiting for periodic dispatches.

[View AutoSupport Log](#)

The AutoSupport log provides information about status, dispatch history, and errors encountered during delivery of AutoSupport dispatches.

[Enable AutoSupport Maintenance Window](#)

Enable AutoSupport Maintenance window to allow maintenance activities to be performed on the storage array without generating support cases.

[Disable AutoSupport Maintenance Window](#)

Disable AutoSupport Maintenance window to allow the storage array to generate support cases on component failures and other destructive actions.

5. Select **Configure AutoSupport Delivery Method**.

The Configure AutoSupport Delivery Method page appears.

6. Select **HTTPS** for the delivery method.



The certificate that enables the HTTPS protocol is pre-installed.

7. Select **via Proxy server**.

8. Enter `tunnel-host` for the **Host address**.

`tunnel-host` is the special address to use an Admin Node to send E-Series AutoSupport messages.

9. Enter `10225` for the **Port number**.

`10225` is the port number on the StorageGRID proxy server that receives AutoSupport messages from the E-Series controller in the appliance.

10. Select **Test Configuration** to test the routing and configuration of your AutoSupport proxy server.

If correct, a message in a green banner appears: "Your AutoSupport configuration has been verified."

If the test fails, an error message appears in a red banner. Check your StorageGRID DNS settings and

networking, ensure the preferred sender Admin Node can connect to the NetApp support site, and try the test again.

11. Select **Save**.

The configuration is saved, and a confirmation message appears: "AutoSupport delivery method has been configured."

Copyright Information

Copyright © 2022 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system- without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.