



## AutoSupport message transport guidelines

AutoSupport supports three transport protocols when sending messages to IBM: HTTPS, HTTP, and SMTP.

- HTTPS is the default transport protocol used by AutoSupport; you should use it whenever possible.

**Note:** HTTPS is the only transport protocol that IBM supports for Data ONTAP 8.x 7-Mode. To verify which specific transport protocols are supported on your Data ONTAP release, see the Data ONTAP publication matrices on the IBM N series support site.

- When you send AutoSupport messages via HTTPS, the X.509 certificate of the IBM AutoSupport server is validated and the message content is encrypted. When using the HTTP transport protocol, you can disable the validation feature.
- Because SMTP can introduce limitations on message and line length, you should use HTTP or preferably, HTTPS for your AutoSupport transport protocol. HTTP uses TCP port 80; HTTPS uses TCP port 443.
- To use HTTP or HTTPS to send AutoSupport messages, you may need to configure an HTTP or HTTPS proxy. If the network connection does not allow HTTPS or HTTP, you need to configure AutoSupport for SMTP. SMTP uses TCP port 25.

**Note:** If you or your support partner want to receive AutoSupport messages or notifications, SMTP will be the transport protocol used. The transport protocol choice only applies to messages sent to technical support.

- The AutoSupport feature requires an external email server if you use SMTP. The storage systems does not function as an email server – it requires an external email server at your site to send email.

## Configuring AutoSupport on the storage controller

### Procedure

1. Configure information about your DNS servers. This is required to resolve IBM's AutoSupport HTTP/S destination URLs and if you use host names instead of IP addresses.
2. Configure an email server name or IP address that is able to route email-based messages from the storage controller. This is required for you or support partners to receive AutoSupport messages, or if you use SMTP as the transport protocol to IBM.
3. For 7-Mode, set AutoSupport options as follows:  
>options autosupport <option>[arguments]

### Example

```
>options autosupport.enable on
>options autosupport.mailhost mailhost.example.com
>options autosupport.to internal-support@example.com;
>options autosupport.noteto pager@example.com
>options autosupport.partner.to support@partner.com
```

# Testing the AutoSupport configuration

## About this task

Testing AutoSupport helps ensure that it is properly configured.

## Procedure

For 7-Mode, use the following command:

```
>options autosupport.doit "Test ASUP"
```

If the AutoSupport message is sent to IBM, an email will be sent back to the system owner of record to verify that the message was received.

If you don't receive the confirmation email from IBM, perform the troubleshooting task for *Blocked Network Ports* in the *AutoSupport Overview* document relative to the transport protocol (HTTP, HTTPS, and SMTP) in use to resolve the problem.

## Websites

IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. The following web pages provide N series information:

- A listing of currently available N series products and features can be found at the following web page:  
[www.ibm.com/storage/nas](http://www.ibm.com/storage/nas)
- The IBM System Storage N series support website requires users to register in order to obtain access to N series support content on the web. To understand how the N series support web content is organized and navigated, and to access the N series support website, refer to the following publicly accessible web page:  
[www.ibm.com/storage/support/nseries/](http://www.ibm.com/storage/support/nseries/)  
This web page also provides links to AutoSupport information as well as other important N series product resources.
- IBM System Storage N series products attach to a variety of servers and operating systems. To determine the latest supported attachments, go to the IBM N series interoperability matrix at the following web page:  
[www.ibm.com/systems/storage/network/interophome.html](http://www.ibm.com/systems/storage/network/interophome.html)
- For the latest N series hardware product documentation, including planning, installation and setup, and hardware monitoring, service and diagnostics, see the IBM N series Information Center at the following web page:  
<http://publib.boulder.ibm.com/infocenter/nasinfo/nseries/index.jsp>

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