



## Autosupport send fails after adding LIF to the DNS subnet

[https://kb-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/Autosupport\\_send\\_fails\\_after\\_adding\\_...](https://kb-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/Autosupport_send_fails_after_adding_...)

Updated: Wed, 24 Jun 2026 07:14:01 GMT

### Applies to

- ONTAP 9
- Autosupport

### Issue

- After adding a new LIF in the same subnet as the DNS, autosupport fails with name resolution:

```
::> system node autosupport check show-details -instance
                                Node: cluster1-01
                                AutoSupport Check Type: http-put-destination
                                Status of the Check: failed
                                Detailed Description of Error: HTTP/S PUT connectivity check failed for
```

```
destination: https://support.netapp.com/put/AsupPut/. Error: Could not resolve
host - 'support.netapp.com'
```

Corrective Action: Use "dns check" command to check DNS

connection

...

- DNS status shows timeouts:

```
::> dns check -vserver cluster1
```

Vserver	Name Server	Status	Status Details
cluster1	192.168.1.11	down	Operation timed out.

- A new LIF was added in the management vserver is in the same subnet as the DNS

```
cluster1::*> network interface show -vserver cluster1
```

Vserver	Logical Interface	Status Admin/Oper	Network Address/Mask	Current Node	Current Port	Is Home
cluster1	cluster_mgmt	up/up	192.168.0.101/24	cluster1-01	e0c	true
	intercluster_1	up/up	192.168.1.121/24	cluster1-01	e0d	true