NetApp Knowledge Base

AutoSupports using HTTPS via proxy in ONTAP fails with error"Received HTTP code 403 from proxy after CONNECT"

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/AutoSupports_using_HTTPS_via_proxy_i…
Updated: Wed, 24 Jun 2026 06:07:10 GMT

Applies to

- ONTAP 9
- AutoSupport

Issue

- AutoSupports are being generated on the cluster but not reaching NetApp.
- Notifyd.log is showing errors such as the following:

```
0000000d.0054f02d 0387a4b8 Fri Aug 12 2022 00:00:01
```

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information contained herein may be used solely in connection with the NetApp products discussed in this document.'

```
-04:00[kern_notifyd:info:1943] (category: 1943:0:deliver) (emittime: 8/11/
202223:08:12) (message: Marked for [closure]: proxy CONNECT failure)

0000000d.0054f02e 0387a4b8 Fri Aug 12 2022 00:00:01
-04:00[kern_notifyd:info:1943] (category: 1943:0:deliver) (emittime: 8/11/
202223:08:12) (message:Received HTTP code 403 from proxy after CONNECT)
```

© 2023 NetApp.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. For more information, see Legal Notices.