



E-Series AutoSupport triggers critical alert for "Insufficient cache backup device capacity" from historical events

https://kb.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/E-Series_AutoSupport_triggers_critical_ale...

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Applies to

- E-Series
- AutoSupport (ASUP) enabled environments

Issue

- AutoSupport automatically opens a case with critical alert:

`E-Series Notification (Insufficient cache backup device capacity) CRITICAL`

- Alert timestamp appears recent, but no corresponding current fault in system

- Cache backup device status shows Optimal
- Recovery Guru reports no active errors
- Major Event Log shows entries in the past time stamp(for example, prior year events):

```
Insufficient cache backup device capacity - Shelf XX, Bay X <--  
CRITICAL
```