



# Support

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This chapter provides instructions for starting a support session and taking support snapshots to aid in resolving issues with the Secure Malware Analytics Appliance.

- [Opening a Support Case, on page 1](#)
- [Live Support Session, on page 4](#)
- [Support Snapshots, on page 5](#)

## Opening a Support Case

If you have questions or require assistance with Secure Malware Analytics, open a case in Support Case Manager, which is located at <https://mycase.cloudapps.cisco.com/case>.



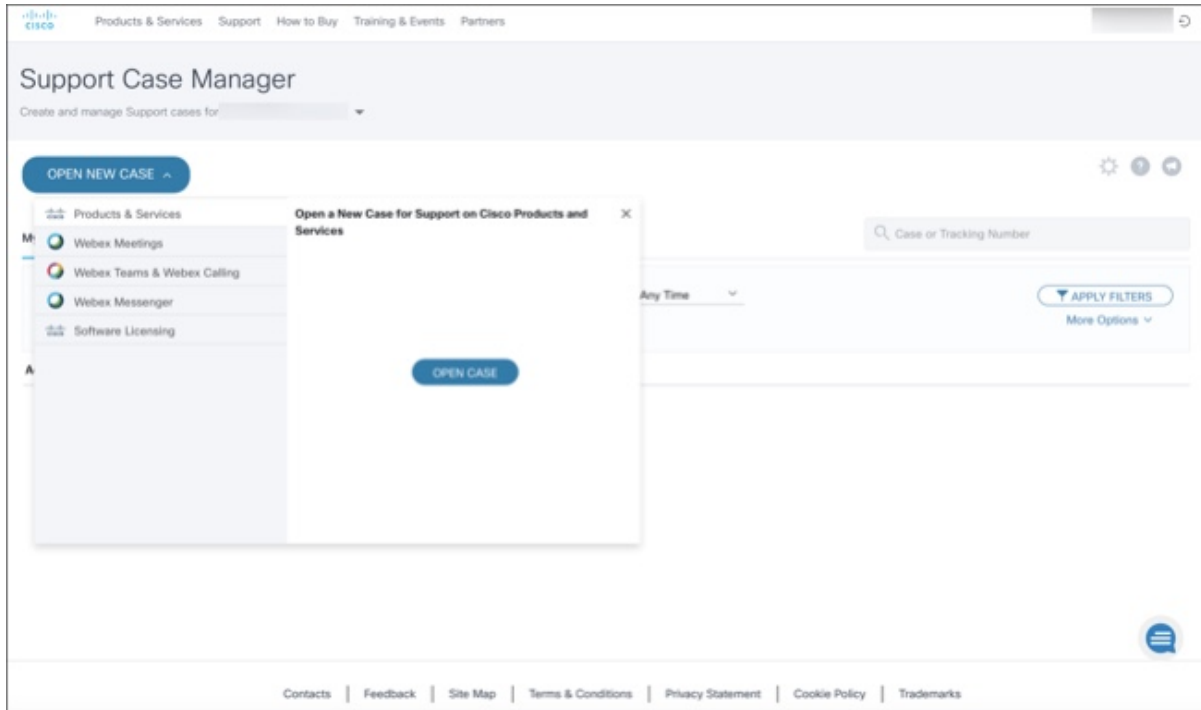
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**Note** If you are receiving support from a Cisco Secure Malware Analytics engineer, they may need remote access to your appliance. See [Starting a Live Support Session](#) to learn more about how to start a live support session, and take a snapshot of your appliance.

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**Step 1** In Support Case Manager, click **Open New Case** > **Open Case**.

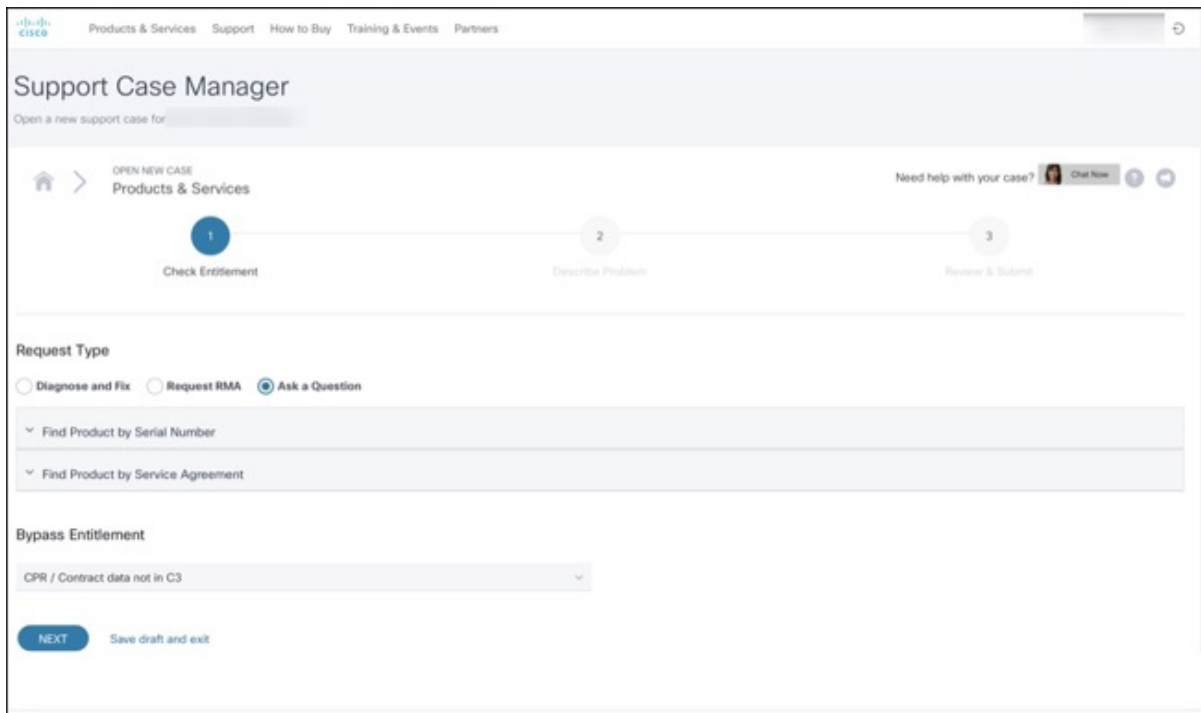
Figure 1: Open New Case



## Step 2

Click the **Ask a Question** radio button and search for your Cisco Security **Product Serial Number** or **Product Service Contract**. This should be the serial number or service contract for Secure Malware Analytics.

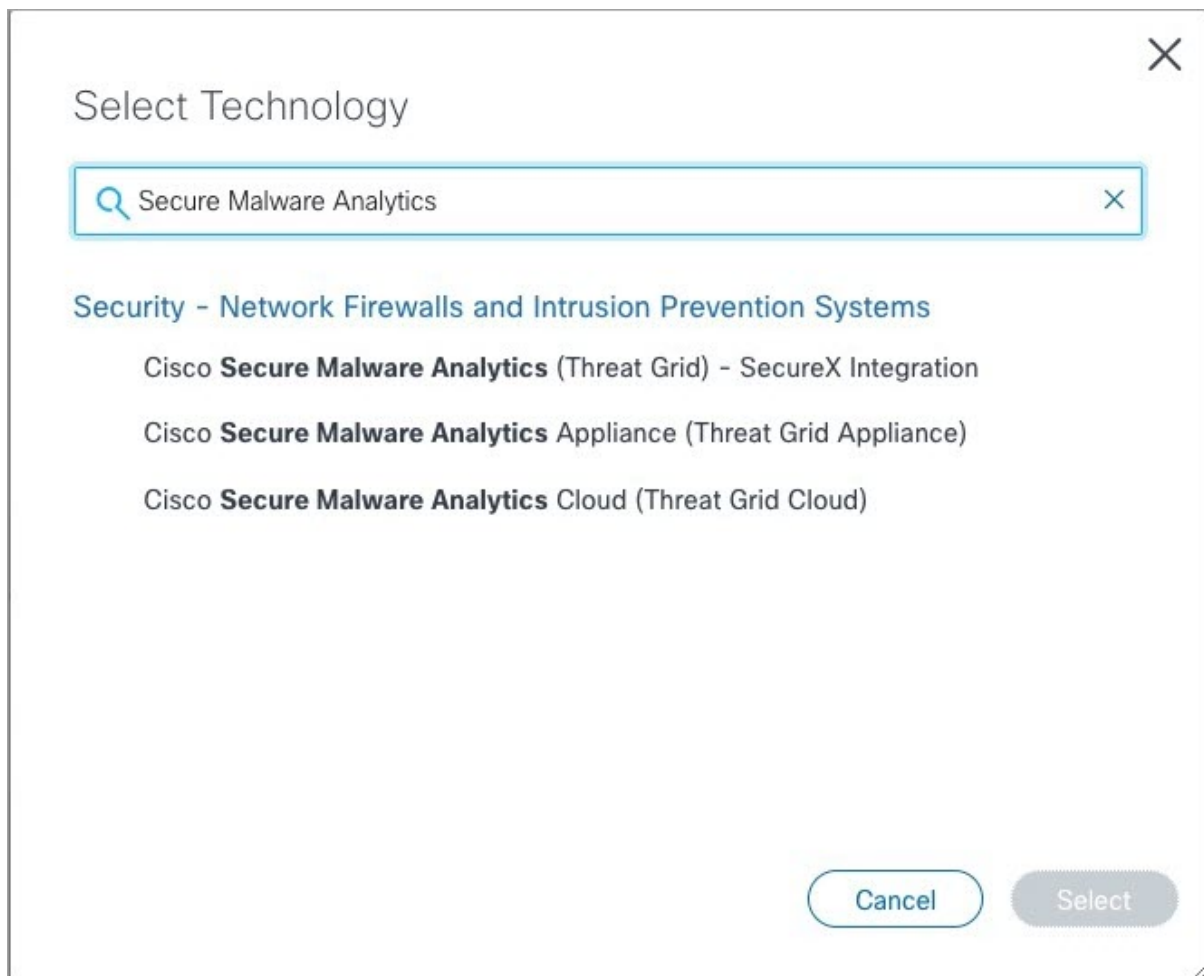
Figure 2: Check Entitlement



**Step 3** On the **Describe Problem** page, enter a **Title** and **Description** of the problem (mention Secure Malware Analytics in the title).

**Step 4** Click **Manually select a Technology** and search for **Secure Malware Analytics**.

*Figure 3: Select Technology*



Select Technology

Secure Malware Analytics

Security - Network Firewalls and Intrusion Prevention Systems

- Cisco **Secure Malware Analytics** (Threat Grid) - SecureX Integration
- Cisco **Secure Malware Analytics** Appliance (Threat Grid Appliance)
- Cisco **Secure Malware Analytics** Cloud (Threat Grid Cloud)

Cancel Select

**Step 5** Choose **Cisco Secure Malware Analytics Appliance** from the list and click **Select**.

**Step 6** Complete the remainder of the form and click **Submit**.

If you are unable to open a case online, contact Cisco Support:

- **US and Canada:** 1-800-553-2447
- **Worldwide Contacts:** <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

For additional information on how to request support:

- See the blog post: **Changes to the Cisco Secure Malware Analytics Support Experience** at <https://community.cisco.com/t5/security-blogs/changes-to-the-cisco-threat-grid-support-experience/ba-p/3911407>

- See the main **Cisco Support & Downloads** page at: <https://www.cisco.com/c/en/us/support/index.html>
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## Live Support Session

If you require support from a Secure Malware Analytics engineer, they may ask you to start a live support session that gives Secure Malware Analytics support engineers remote access to the appliance. Normal operations of the appliance will not be affected. You can start a live support session from the **Live Support Session** page.



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**Note** You can also enable support mode from the Admin TUI, and when booting up in Recovery Mode (see [Resetting the Administrator Password](#) for instructions).

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## Support Servers

Establishing a live support session requires that the appliance be able to reach the following servers:

- **support-snapshots.threatgrid.com** - This allows you to directly upload a support snapshot for support, without the need to give Cisco support staff direct access to your appliance or to download the files and then upload/attach it to the support ticket.
- **rash.threatgrid.com** - This support mode allows Cisco support staff to log in and inspect the appliance directly.

Both servers should be allowed by the firewall during an active support session.

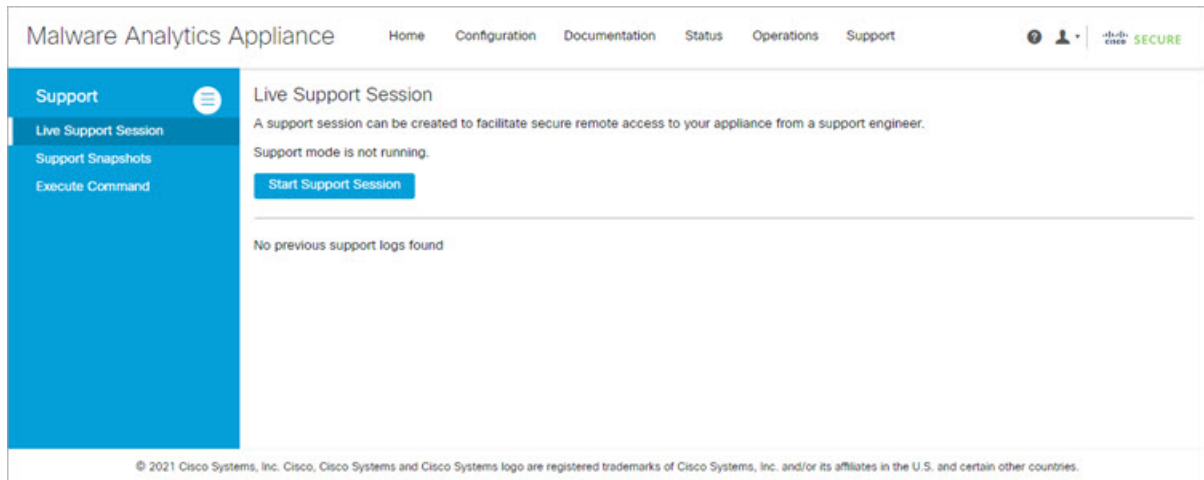
## Starting a Live Support Session

You can start a live support session from the **Live Support Session** page.

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**Step 1** Click the **Support** tab and choose **Live Support Session**.

Figure 4: Live Support Session



**Step 2** Click **Start Support Session** and follow the prompts.

**Step 3** To end the session, click **Terminate Support Session**.

## Support Snapshots

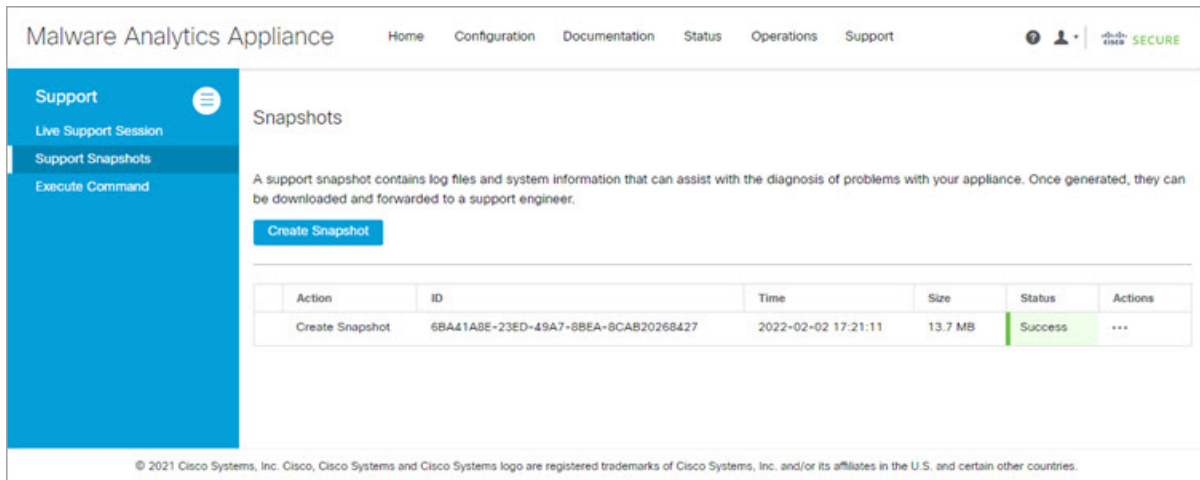
A support snapshot is basically a snapshot of the running system, which contains logs, psoutput, etc., to help Support staff troubleshoot any issues.



**Note** Snapshots taken before the v2.11 update may no longer have their content available to view or submit.

**Step 1** To take a snapshot, click the **Support** tab and choose **Support Snapshots**.

Figure 5: Support Snapshots



**Step 2** Click **Create Snapshot**. The snapshot is taken and added to the page.

**Step 3** Once you take the snapshot, you can view job details, download it as a **.tar** file, or click **Submit**, to automatically upload the snapshot to the Secure Malware Analytics snapshot server.

To remove a snapshot, click **Delete**.

## Use Snapshots to Verify Backups

You can also use snapshots to test and verify that your backups are good. Take a snapshot of the backup store in your Production appliance or cluster, creating a new writable volume off of it, and then try to restore a non-production appliance or cluster from that snapshot.