

# Generate AMP Private Cloud Support Snapshot and Enable Live Support Session

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## Introduction

This document describes the information on the steps to collect Support Snapshot and enable live support session from the Cisco AMP (Advanced Malware Protection) Private Cloud appliance for investigation purposes.

## Support Snapshots

### Generate Support Snapshot from Administration Portal

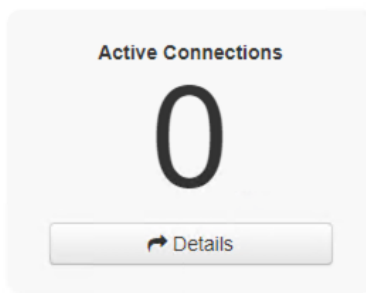
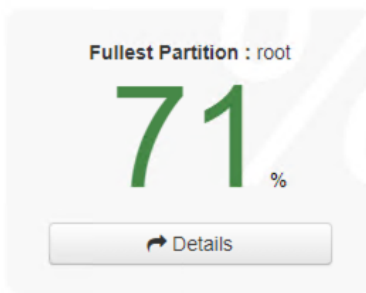
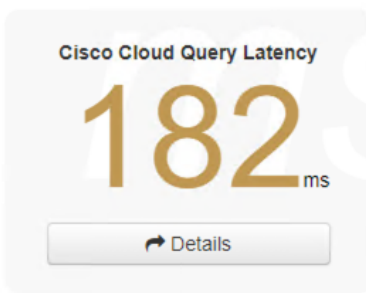
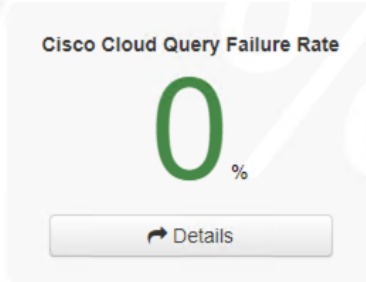
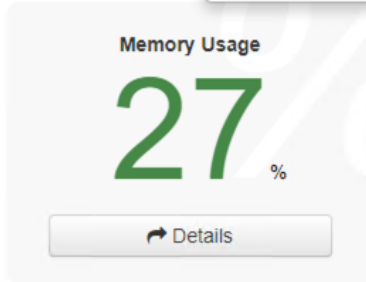
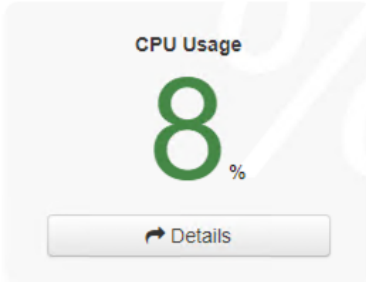
In order to collect a Support Snapshot from the Administration Portal, follow these steps:

Step 1: Log in to the Administration Portal.

Step 2: Select **Support** and then select **Support Snapshots**, as shown in the image.

Key Metrics

Live Support Session  
Support Snapshots



Step 3: Click **Create Snapshot**.

A support snapshot contains log files and system information that can assist with the diagnosis of problems with your device. Once generated, they can be downloaded and forwarded to support or submitted to a Cisco support server.

Create Snapshot

No support snapshots have been generated.

Step 4: You can select on Include the Core Files and other Memory Dumps as well with the Snapshot which are not selected by default, as shown in the image.

Home / Support - Snapshots / Create

## Support snapshot

Snapshots include system analysis, configuration, network, and log information. Select one or more of the appropriate checkboxes below to include it in the snapshot if a core dump is required. The information collected will be saved into a snapshot file for later submission to Cisco support.

- Use --include-cores; includes core files and crash dumps.
- Use --include-server-core; includes a disposition server memory dump.

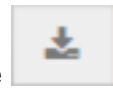
Start

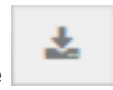
Step 5: You would observe that the Snapshot has started and this might take a while. In order to monitor the progress, click on **Details**, as shown in the image.

A support snapshot contains log files and system information that can assist with the diagnosis of problems with your device. Once generated, they can be downloaded and forwarded to support or submitted to a Cisco support server.

Create Snapshot

State	Size	Started	Duration	Operations
▶ Running		Tue Dec 21 2021 21:52:10 GMT-0600 (Central Standard Time) 0 day, 0 hour, 0 minute, 56 seconds ago	⌚ Please wait...	📄 Details ⬇️ 🔄 📄 🗑️



Step 6: Once the Snapshot generation is complete, you must be able to select the  icon to download the snapshot on your local machine from where you are access the Portal.

## Generate Support Snapshot from Administration Portal SSH

In order to create a Support Snapshot from the Administration Portal SSH, follow these steps :

Step 1: SSH to the Administration Portal.

Step 2: This is the available CLI to generate the snapshot.

```
[root@fireamp ~]# amp-support snapshot -A <Path where to store the Snapshot> usage:
```

/opt/opadmin/embedded/bin/amp-support snapshot [options] <snapshot\_file> Create a snapshot of the current system; this includes log files, system status, run processes, crash dumps, and other information that can be used by a support engineer to diagnose problems with your system. If no explicit options are provided the default ones are assumed. The default options are: include-configs, include-logs, include-network, include-cores, and include-status -A, --all Include everything. -a, --include-analysis Include system analysis. (SLOW!) -C, --include-configs Include configuration files. -c, --include-cores Include core files. -F, --include-firehose-cassandra Include firehose-cassandra status. -i, --include-inodes Include filesystem inode usage. -I, --include-integrations Include appliance integration information. -k, --include\_kafka Include Kafka status. -L, --include-flink Include Flink status. -l, --include-logs Include log files. -m, --include-mongo Include MongoDB status. -N, --include-cassandra Include Cassandra status. -n, --include-network Include network analysis. -r, --include-redis Include Redis status. -S, --include-server-core Include a disposition server memory dump. -s, --include-status Include system status. -d, --include-docker Include docker status. -z, --include\_zookeeper Include Zookeeper status. -f, --fs-check FILE Include filesystem check results from file. -v, --verbose Increase output verbosity.

## Generate Support Snapshot from Appliance Console

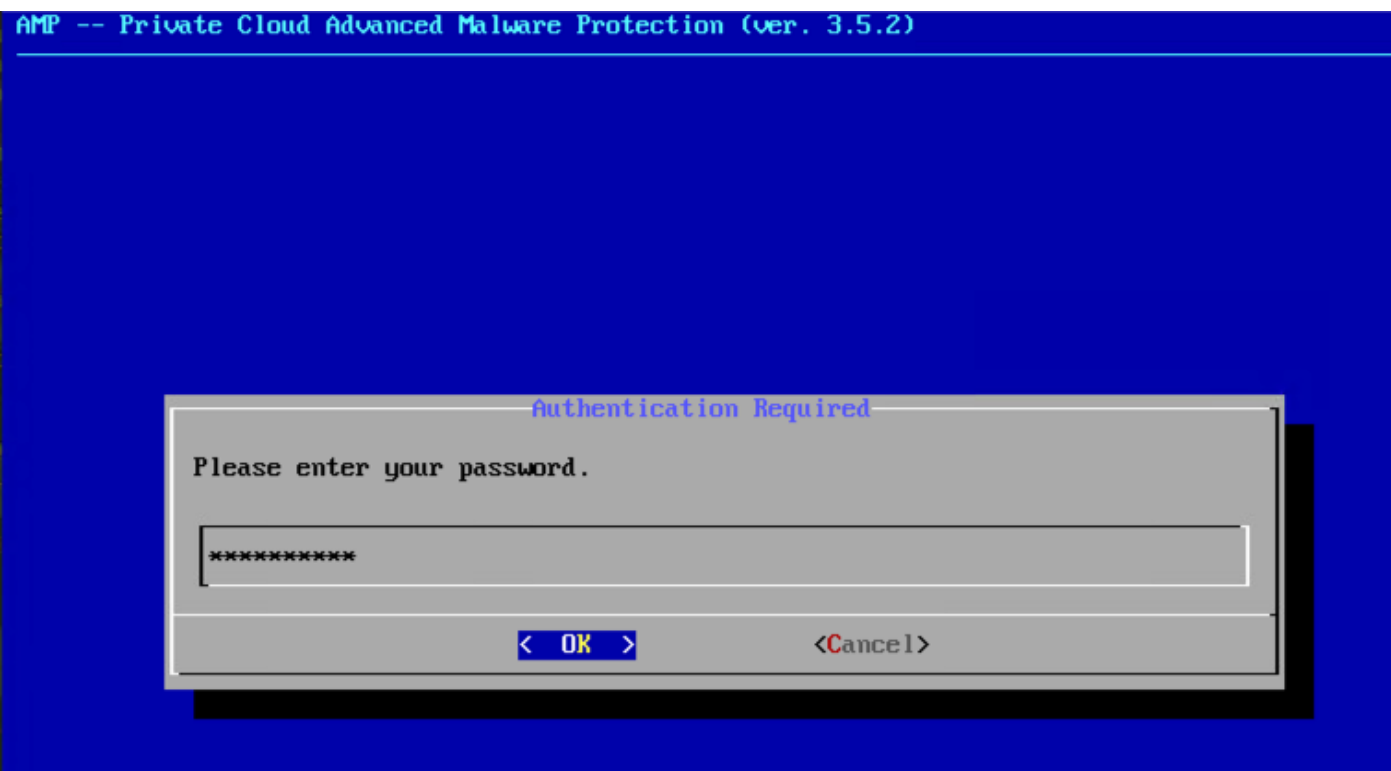
In order to create a Support Snapshot from the Private Cloud Appliance Console, follow these steps:

Step 1: Log in to the Private Cloud Appliance Console.

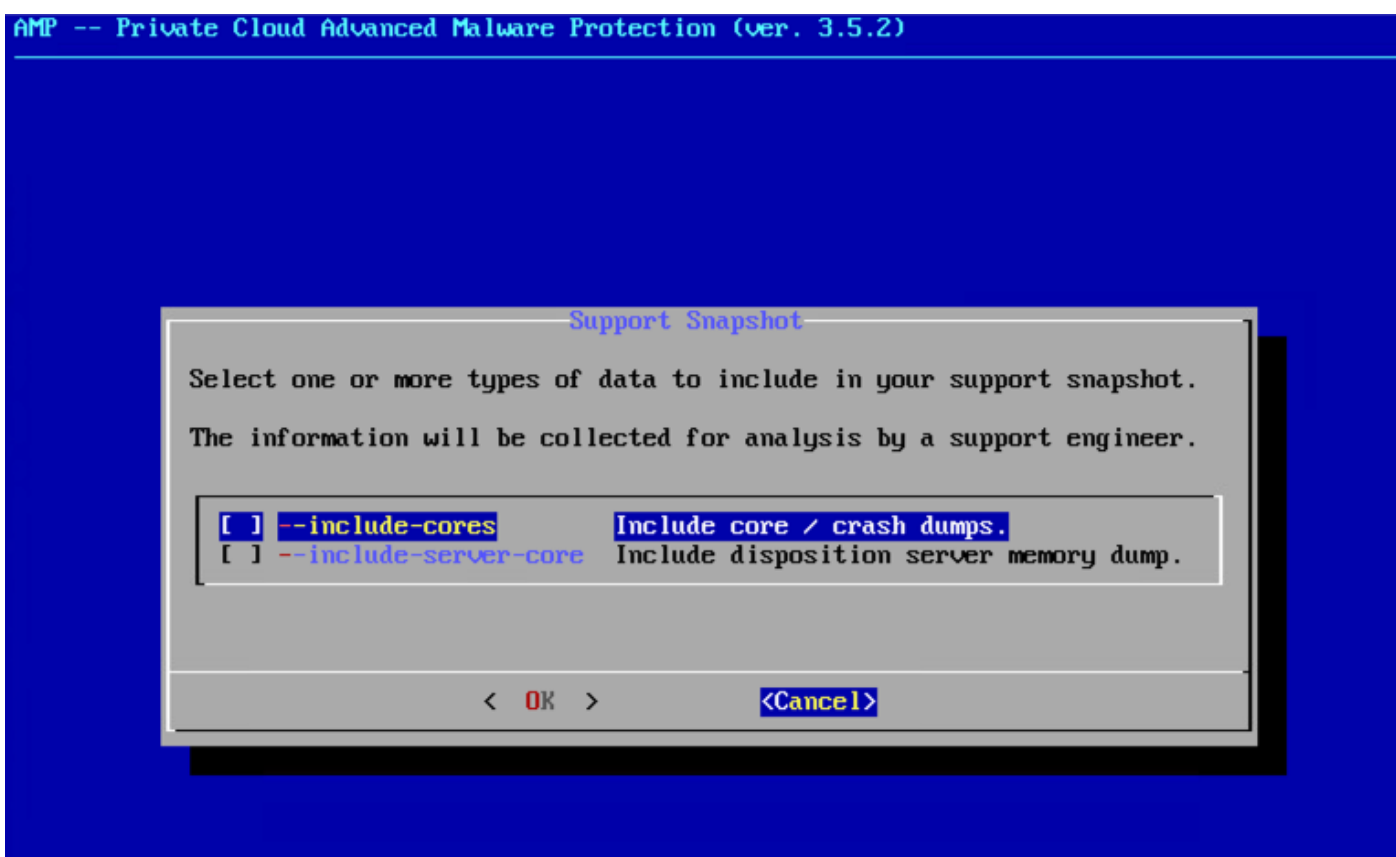
Step 2: Select **SUPPORT\_SNAPSHOT**.



Step 3: Enter the Administration Portal Password, as shown in the image.



Step 4: You can select on Include the Core Files and other Memory Dumps as well with the Snapshot which are not selected by default, as shown in the image.



Step 5: After that select **OK** and the Snapshot would get started.

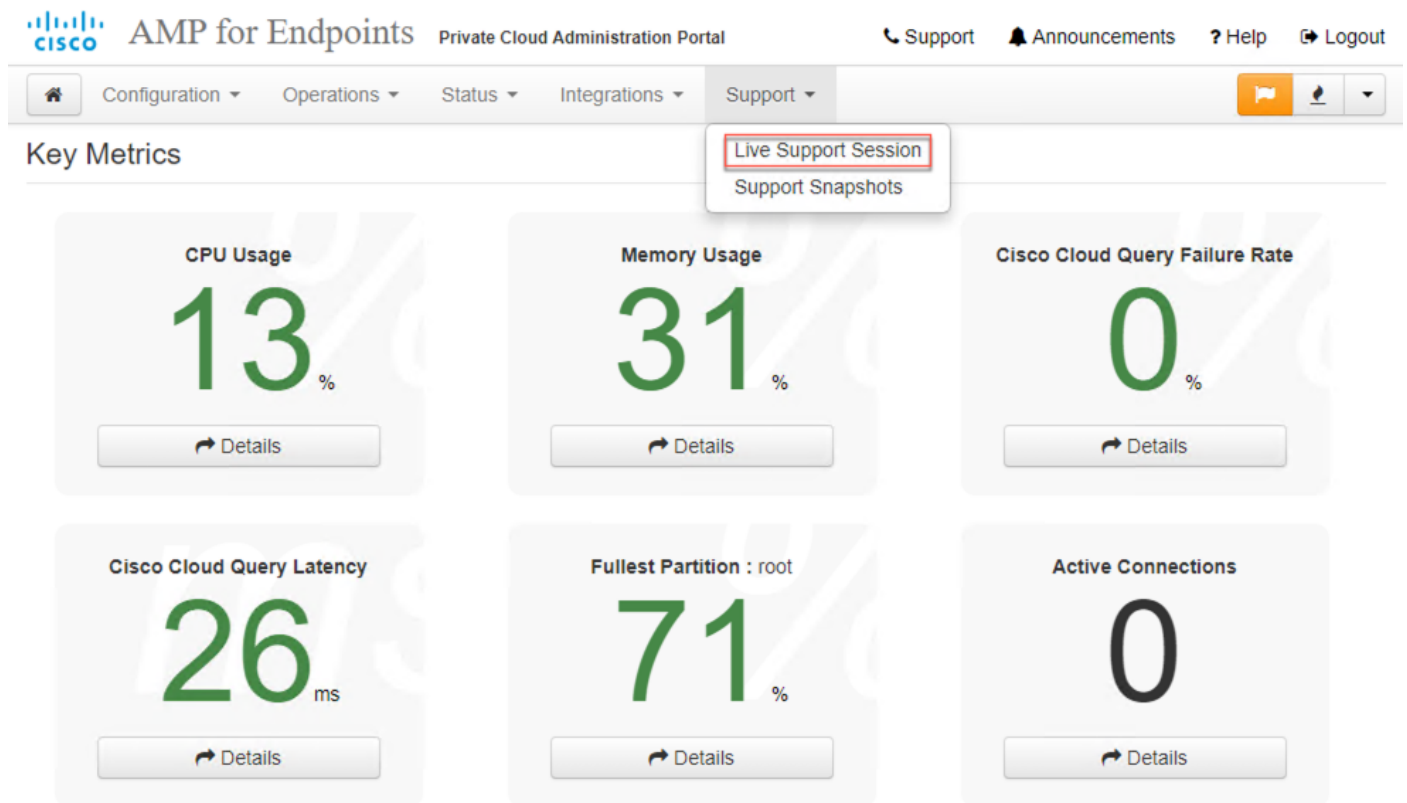
## Live Support Session

### Enable Live Support Session from Administration Portal

In order to create enable Live Support Session from Administration Portal, follow these steps:

Step 1: Log in to the Administration Portal.

Step 2: click or select **Support** and select **Live Support Session**.




Step 3: click or select **Download** to fetch the SSH Identity required by TAC to connect to the Appliance remotely. Then click or select **Start** to initiate the Live Support Session, as shown in the image.



## Step 1: Send your support identity

Before continuing, you must open a support case and attach the key from the Support Identity box below.

Support Identity	
	<a href="#">Download</a>

## Step 2: Initiate support session

Support Session	
Peer	<input type="text" value="support-sessions.amp.cisco.com"/> : 22
<a href="#">Start</a>	

Step 4: You would notice the logs as shown in the as shown in the image after the appliance has connected successfully for the Live Support Session, as shown in the image.



Support Session Active

Home / Support - Live Sessions /

State	Started	Finished	Duration	Operations
▶ Running	1 minute ago	⌚ Please wait...	⌚ Please wait...	Details ✕ ↻ 🗑️

Output Support Log

```

debug1: Exit status 0
Client session established successfully.
Support session is running!
  
```

Download Output

## Enable Live Support Session from Administration Portal SSH

In order to create enable Live Support Session from Administration Portal SSH, follow these steps:

Step 1: Log in to the Administration Portal SSH.

Step 2: This is the CLI available to enable Live Support Session from the SSH..

```

[root@fireamp ~]# amp-support session -l support.log -s support-sessions.amp.cisco.com -p 22
<UUID> usage: /opt/opadmin/embedded/bin/amp-support session [options] <uuid> Manage a support
session with a remote server; this facilitates a secure method of provide unrestricted shell
access to your machine to an engineer on a remote system. Note that when restart a session, the
same parameters as the previous session are used unless new parameters are supplied. The UUID is
expected to be version 4. Note that the `--log` option provides an optional log file for the
support engineer to log their shell activity to. A script is provided to the remote user to
collect this log data, but it is not and cannot be enforced by the support script. OPTIONS -b, -
-batch Use batch (non-interactive) mode. -d, --delete Delete a support session and all files. -
l, --log FILE Log remote shell commands to file. -p, --port PORT Connect to an alternative port.
-s, --support-server SERVER Set the server of a session. -t, --terminate Terminate an active
session. -v, --verbose Increase output verbosity. NOTE: UUID can be any random string as long as
it has the format: xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx. Also, you can keep the Port as default
to 22 EXAMPLES /opt/opadmin/embedded/bin/amp-support session -l support.log -s
support.example.com -p 2222 xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx /opt/opadmin/embedded/bin/amp-
support session xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx /opt/opadmin/embedded/bin/amp-support
session -t -d xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
  
```

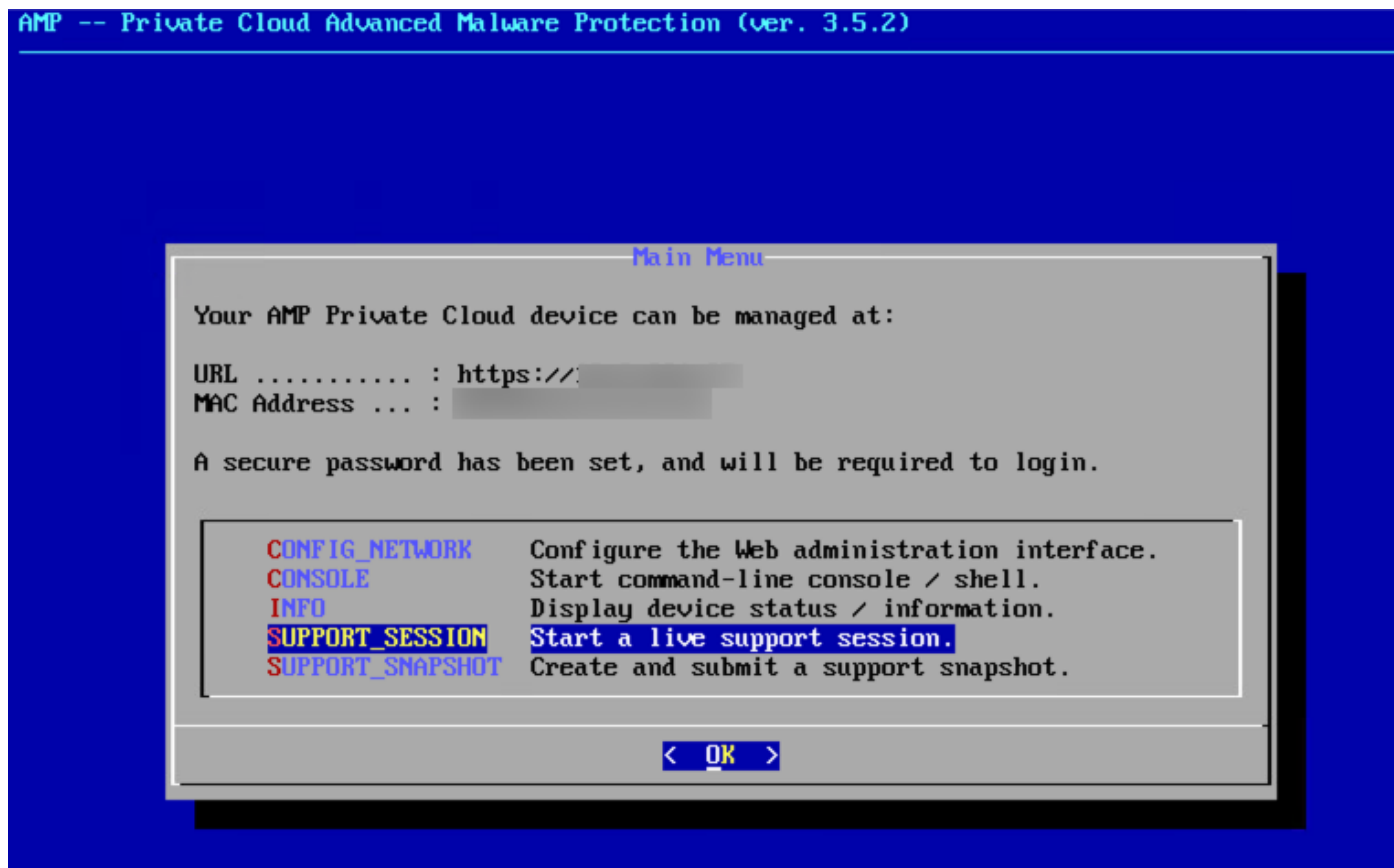


## Enable Live Support Session from Appliance Console

In order to create enable Live Support Session from Private Cloud Appliance Console, follow these steps:

Step 1: Log into the Private Cloud Appliance Console.

Step 2: Select **SUPPORT\_SESSION** to enable Live Support Session, as shown in the image.



Step 3: Enter the Administration Portal Password, as shown in the image.

Authentication Required

Please enter your password.

\*\*\*\*\*

Step 4: You can leave all the default settings unchanged. Select **OK** to enable the Live Support Session, as shown in the image.

Start Support Session

You are about to start a remote support session. A support session facilitates secure remote access into your device for support purposes.

This should only be done under the guidance of a support engineer.

Your support identity is: \_\_\_\_\_

Enter your remote support host and port below, and then press ENTER:

Support Identity .....	_____
Support Server .....	support-sessions.amp.cisco.com
Support Server Port .....	22