

Generate a Support Snapshot File on a FireAMP Private Cloud

TAC

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Contributed by Nazmul Rajib and Binyam Demissie, Cisco TAC Engineer.

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Introduction

A support snapshot contains log files and system information to assist with the diagnosis of problems with your FireAMP Private Cloud device. This document describes the steps on how to create a support snapshot from a Private Cloud.

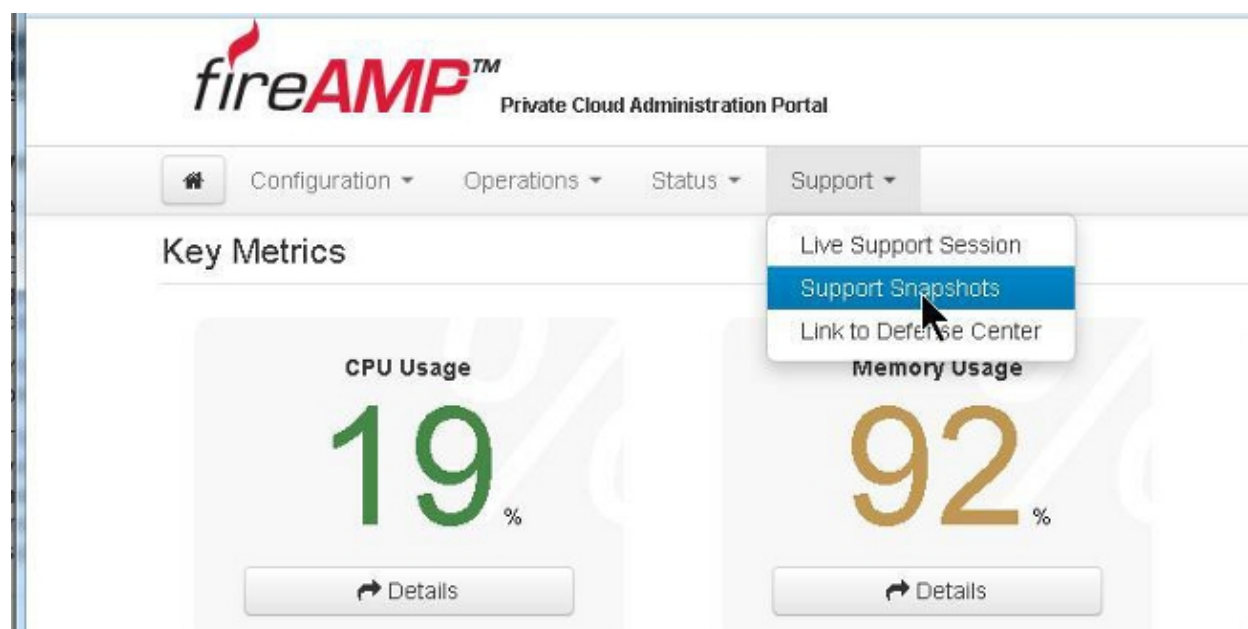
Support Snapshot File on a FireAMP Private Cloud

Generate a Support Snapshot

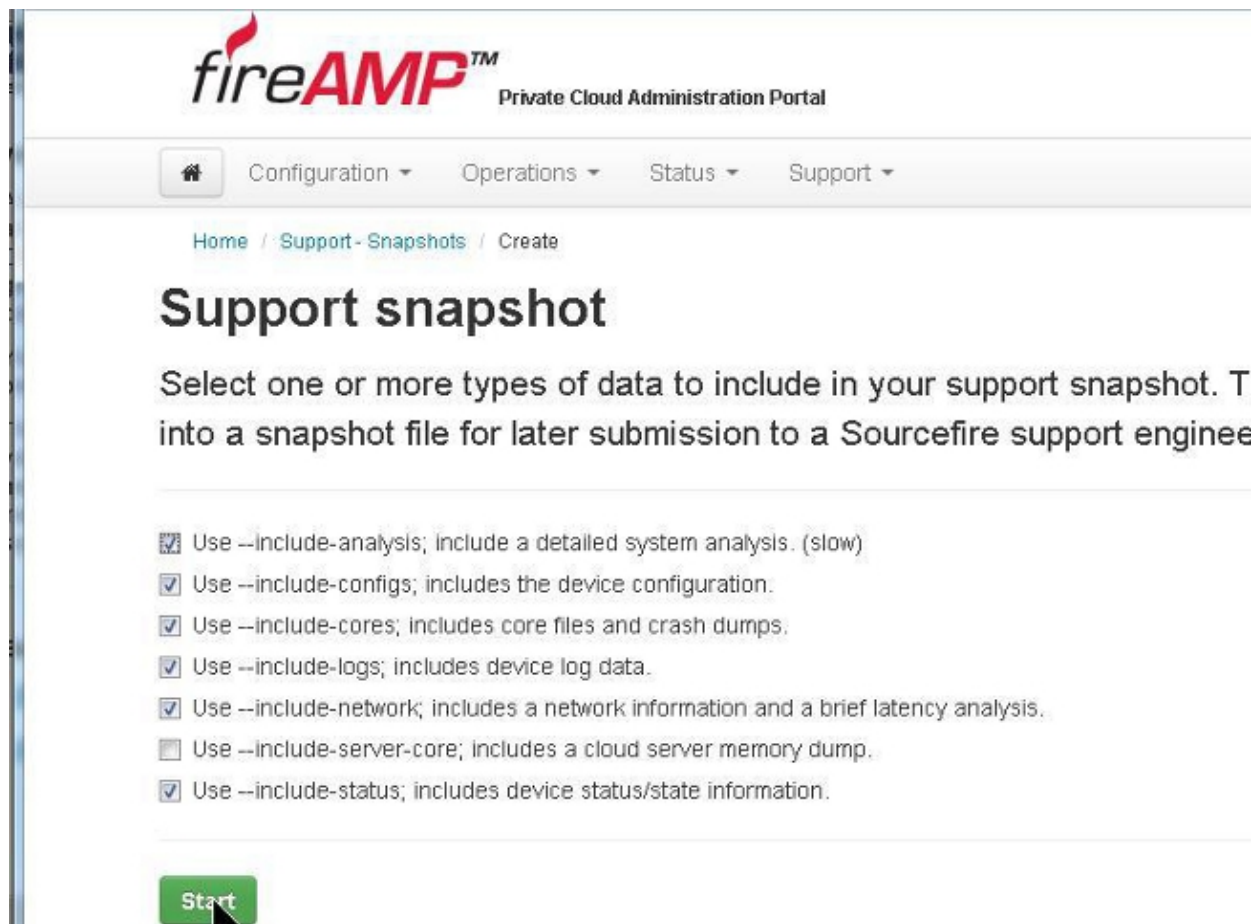
In order to create a support snapshot, follow the steps below:

Step 1: Login to your *Private Cloud Administrative Portal*.

Step 2: Navigate to *Support > Support Snapshots*.



Step 3: Click on **Create Snapshot** and include "Use --include-analysis; include a detailed system analysis. (slow)" from the options.



Step 4: Click **Start** to begin generating the Support Snapshots. It might take up to 45 minutes to generate a snapshot if the detailed system analysis data is included in the snapshot.

Download a Support Snapshot

Once a snapshot is generated, click on the **Download** icon to download the *snapshot.tar.gz* file.

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 a Sourcefire support engineer, or submitted to a Sourcefire support server.

Create Snapshot

State	Size	Started	Duration	Operations
Successful	22.3 MB	2014-08-14 01:48:44 +0000 38 minutes ago	37 minutes	Details Download Refresh Stop Delete

Optionally, you can click the *Details* button to see the commands being executed and any errors.

Provide a Snapshot to a Support Engineer

Once a snapshot is generated, you can download the snapshot and email it to Cisco Technical Support. You can also submit it directly to a Support peer. After you submit a snapshot, you can view the submission details or delete the snapshot.