

# 生成在安培威胁网格设备的支持快照

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## 简介

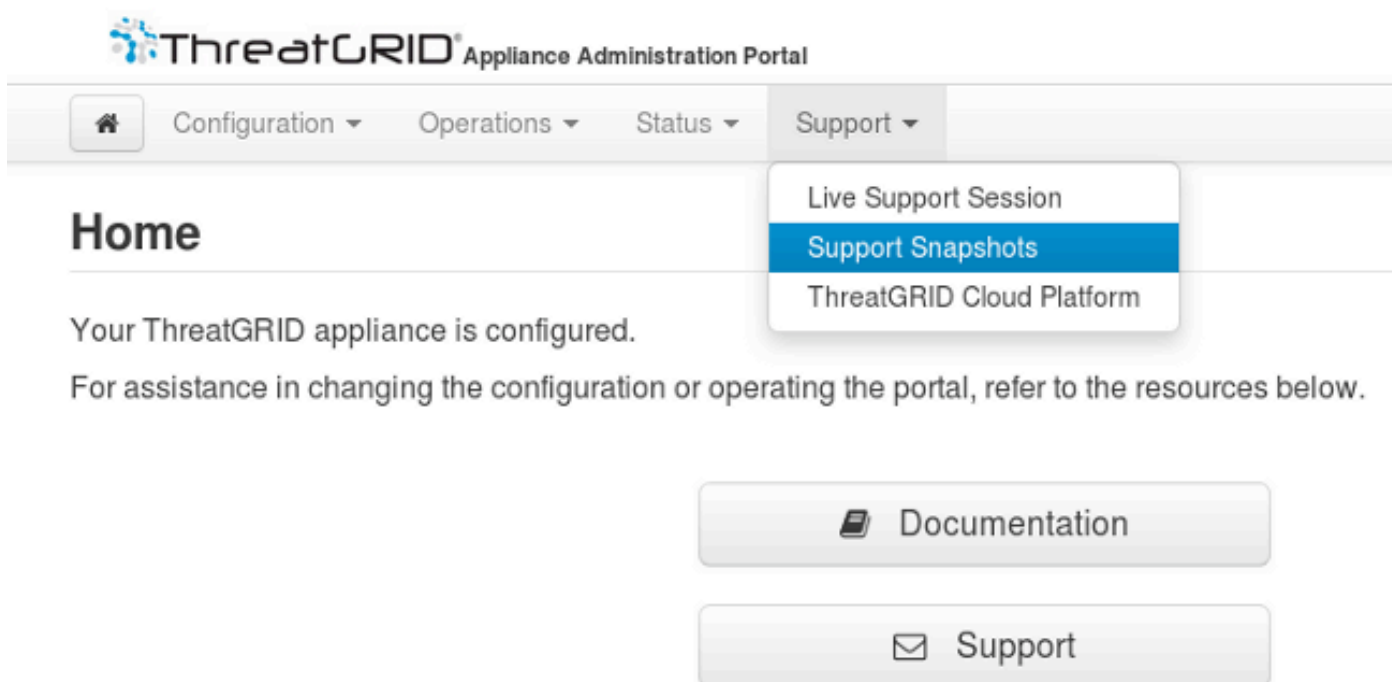
从思科威胁网格设备的支持快照包含用于排除故障一个问题用设备的日志文件和系统信息。本文描述步骤创建从思科威胁网格设备的支持快照。

## 生成在威胁网格设备的支持快照

为了创建支持快照，请遵从下面步骤：

步骤 1：您的安培威胁网格设备管理门户的洛金。

步骤 2：导航支持>支持快照。



步骤 3：单击 **创建快照**和 **开始**。



A support snapshot contains log files and system information that can assist with the diagnosis of problems with your appliance. Once generated, they can be downloaded and forwarded to a ThreatGRID support engineer.

[Create Snapshot](#)

No support snapshots have been generated.

## 下载支持快照

一旦生成，您能下载快照和发送它到分析的Cisco技术支持中心。为了下载，请点击**下载**图标下载 `snapshot.tar.gz` 文件。随意地，您能点击**详细信息**按钮发现命令被执行的和所有错误。



A support snapshot contains log files and system information that can assist with the diagnosis of problems with your appliance. Once generated, they can be downloaded and forwarded to a ThreatGRID support engineer.

[Create Snapshot](#)

State	Size	Started	Duration	Operations
✓ Successful	130 KB	2015-01-26 06:36:29 +0000 less than a minute ago	less than a minute	Details

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