

生成AMP私有云支持快照并启用实时支持会话

目录

[简介](#)

[支持快照](#)

[从管理门户生成支持快照](#)

[从管理门户SSH生成支持快照](#)

[从设备控制台生成支持快照](#)

[实时支持会话](#)

[从管理门户启用实时支持会话](#)

[从管理门户SSH启用实时支持会话](#)

[从设备控制台启用实时支持会话](#)

简介

本文档介绍从思科AMP（高级恶意软件防护）私有云设备收集支持快照并启用实时支持会话以用于调查目的的步骤的相关信息。

支持快照

从管理门户生成支持快照

要从管理门户收集支持快照，请执行以下步骤：

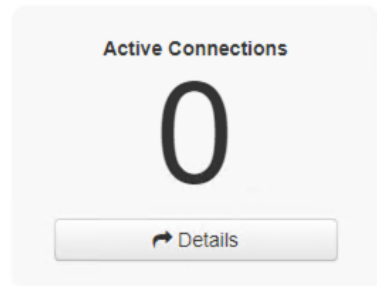
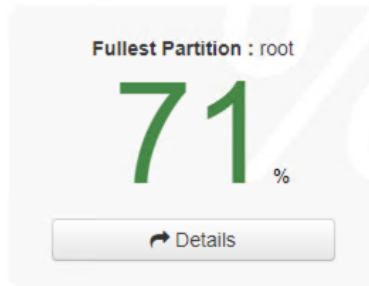
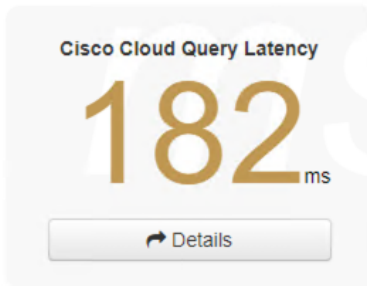
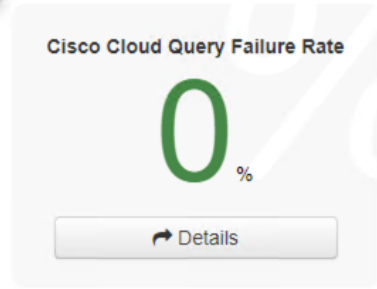
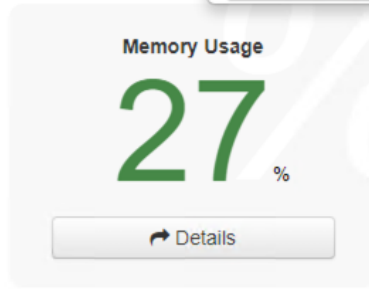
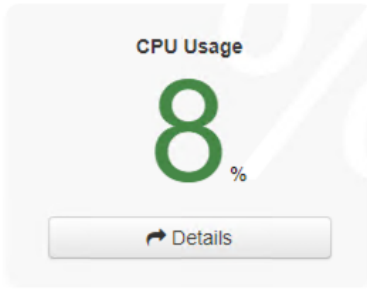
步骤 1：登录管理门户。

步骤 2：选择**支持**，然后选择**支持快照**，如图所示。



Key Metrics

Live Support Session
Support Snapshots



步骤 3：单击**创建快照**。



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.

步骤 4：您可以选择包括核心文件和其他内存转储以及默认未选择的快照，如图所示。

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.

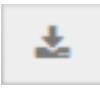
Start

步骤 5：您会发现快照已启动，这可能需要一段时间。要监控进度，请单击**详细信息**，如图所示。

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 ⬇️ ⌛ ⓘ 🗑️

步骤 6：快照生成完成后，您必须能够选择  图标，从访问门户的本地计算机下载快照。

从管理门户SSH生成支持快照

要从管理门户SSH创建支持快照，请执行以下步骤：

步骤 1：SSH到管理门户。

步骤 2：这是用于生成快照的可用CLI。

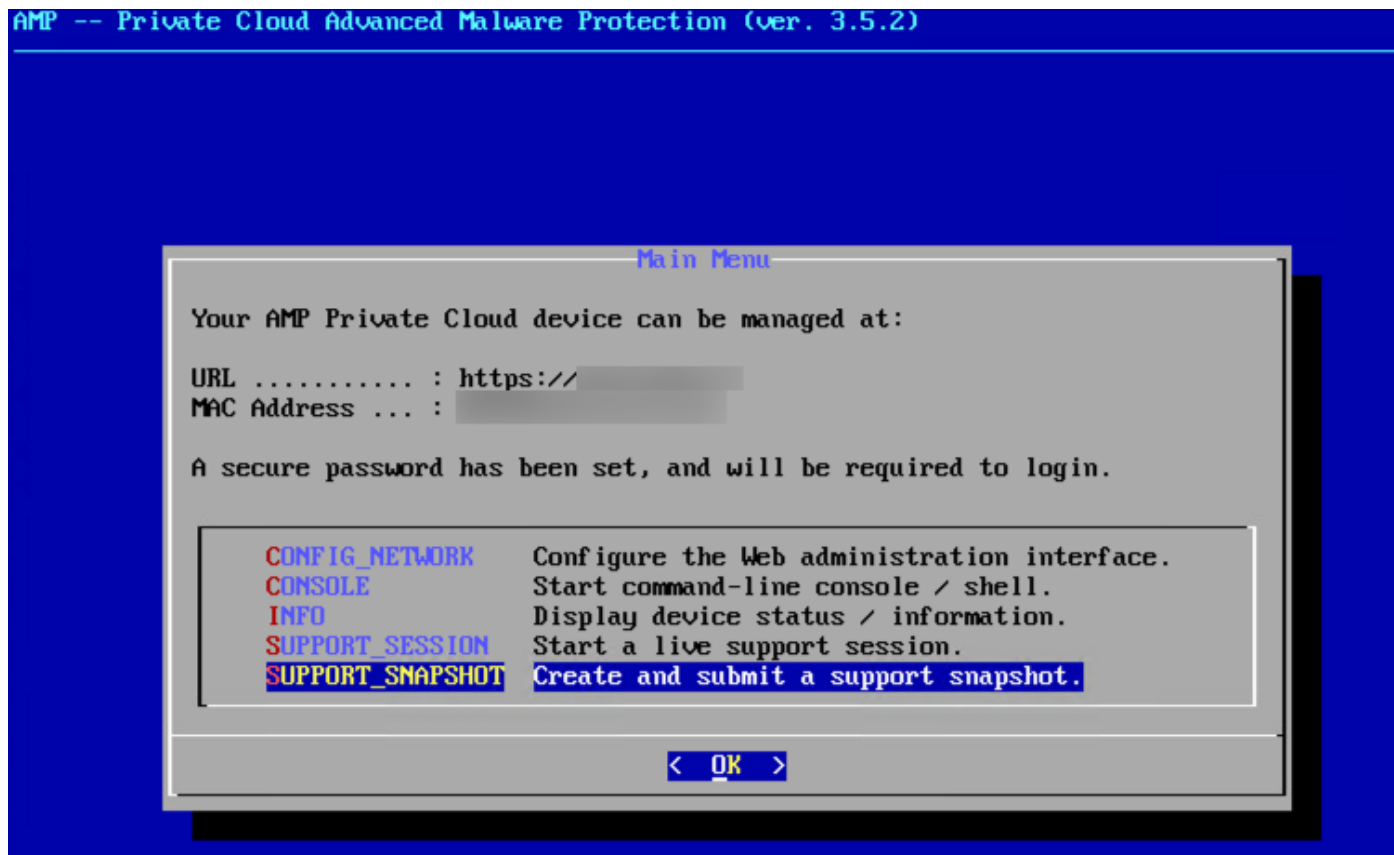
```
[root@fireamp ~]# amp-support snapshot -A
```

从设备控制台生成支持快照

要从私有云设备控制台创建支持快照，请执行以下步骤：

步骤 1：登录私有云设备控制台。

步骤 2：选择SUPPORT_SNAPSHOT。

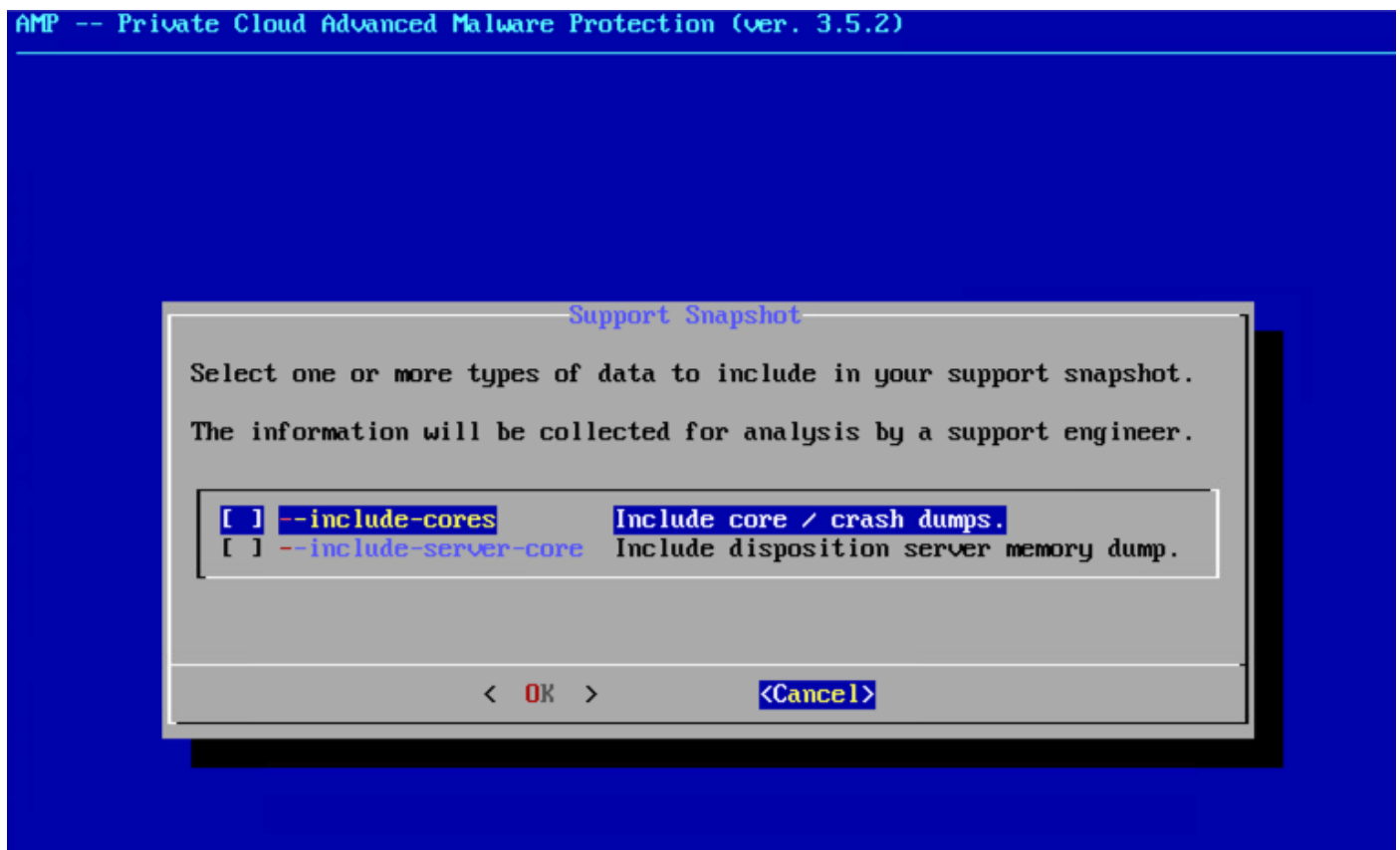


步骤 3：输入管理门户密码，如图所示。



第4步：您可以选择Include the Core Files和其他Memory Dumps，以及默认未选择的快照，如图所

示。



步骤 5：之后，选择OK，快照将开始。

实时支持会话

从管理门户启用实时支持会话

要从管理门户创建启用实时支持会话，请执行以下步骤：

步骤 1：登录管理门户。

步骤 2：单击或选择“支持”并选择“实时支持会话”。

Cisco AMP for Endpoints Private Cloud Administration Portal

Support Announcements Help Logout

Configuration Operations Status Integrations Support

Key Metrics

- CPU Usage: 13%
- Memory Usage: 31%
- Cisco Cloud Query Failure Rate: 0%
- Cisco Cloud Query Latency: 26 ms
- Fullest Partition : root: 71%
- Active Connections: 0

Live Support Session Support Snapshots

步骤 3：单击或选择Download以获取TAC远程连接设备所需的SSH身份。然后单击或选择“开始”以启动实时支持会话，如图所示。

Cisco AMP for Endpoints Private Cloud Administration Portal

Support Announcements Help Logout

Configuration Operations Status Integrations Support

Home / Support - Live Sessions / Create

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

Download

Step 2: Initiate support session

Support Session

Peer support-sessions.amp.cisco.com : 22

Start

步骤 4：在设备成功连接到实时支持会话后，您会注意到中所示的日志，如图所示。

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

从管理门户SSH启用实时支持会话

要从管理门户SSH创建启用实时支持会话，请执行以下步骤：

步骤 1：登录管理门户SSH。

步骤 2：这是可用于从SSH启用实时支持会话的CLI。

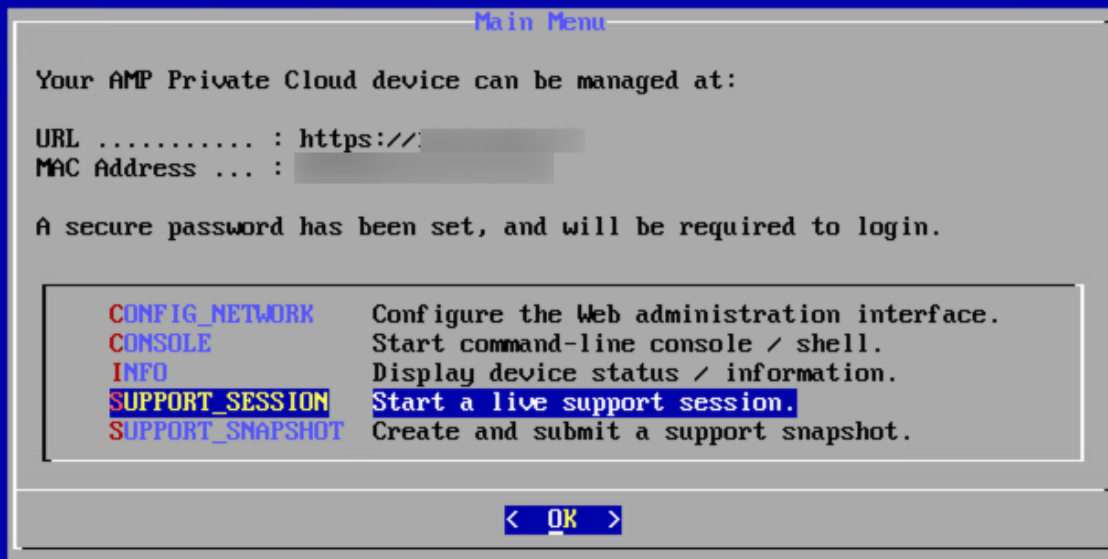
```
[root@fireamp ~]# amp-support session -l support.log -s support-sessions.amp.cisco.com -p 22
```

从设备控制台启用实时支持会话

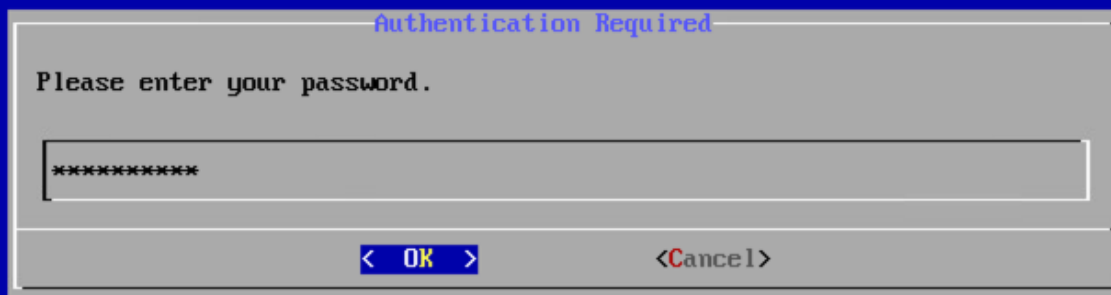
要从私有云设备控制台创建启用实时支持会话，请执行以下步骤：

步骤 1：登录私有云设备控制台。

步骤 2：选择SUPPORT_SESSION以启用实时支持会话，如图所示。



第3步：输入管理门户密码，如图所示。



步骤 4：您可以保持所有默认设置不变。选择OK 以启用实时支持会话，如图所示。

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

< OK >

<Cancel>