

Generate Secure Endpoint Private Cloud Support Snapshot and Enable Live Support Session

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Introduction

This document describes the steps to collect Support Snapshot and enable live support session from the Cisco Secure Endpoint Private Cloud appliance.

Background information

When collaborating with TAC, it is sometimes necessary to gather a Support Snapshot or allow TAC to establish a support tunnel to your Secure Endpoint (previously known as Advanced Malware Protection) Private Cloud appliance. This facilitates thorough investigation or remote application of fixes.

This approach saves time and provides the TAC engineer with the comprehensive information needed to address the issue effectively.

Support Snapshots

Generate Support Snapshot from Administration Portal

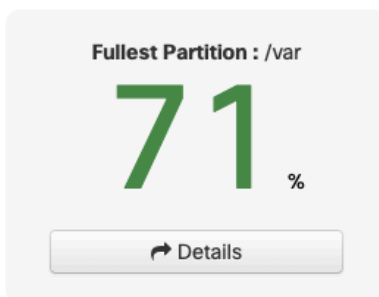
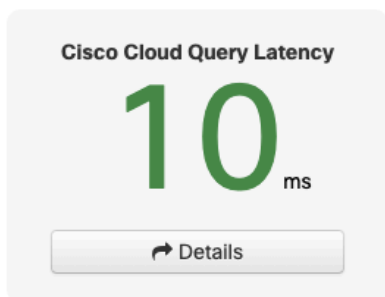
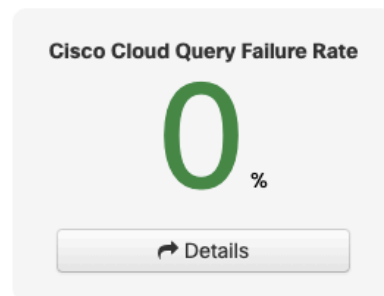
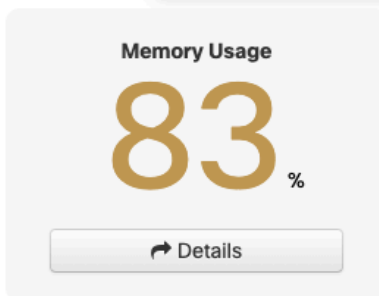
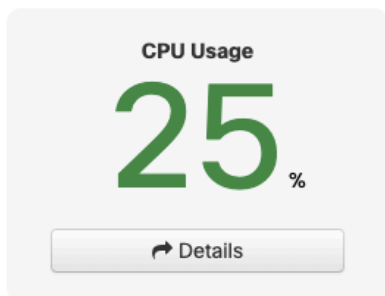
In order to collect a Support Snapshot from the Administration Portal, perform these steps:

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

State	Size	Started	Duration	Operations
-------	------	---------	----------	------------

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.

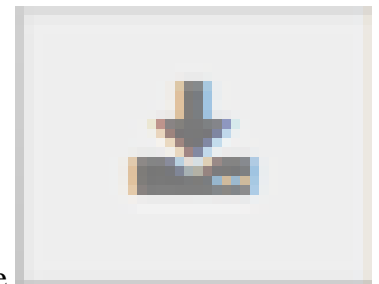
Start

Step 5: You would observe that the Snapshot has started and this can 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		Mon Jul 29 2024 09:44:42 GMT+0200 (Central European Summer Time) 0 day, 0 hour, 0 minute, 23 seconds ago	less than a minute	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, perform 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, perform these steps:

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

Step 2: Select **SUPPORT_SNAPSHOT**.

Main Menu

Your AMP Private Cloud device can be managed at:

URL : https://**192.168.1.107**
MAC Address ... : **08:00:27:08:12:33**

A secure password has been set, and will be required to login.

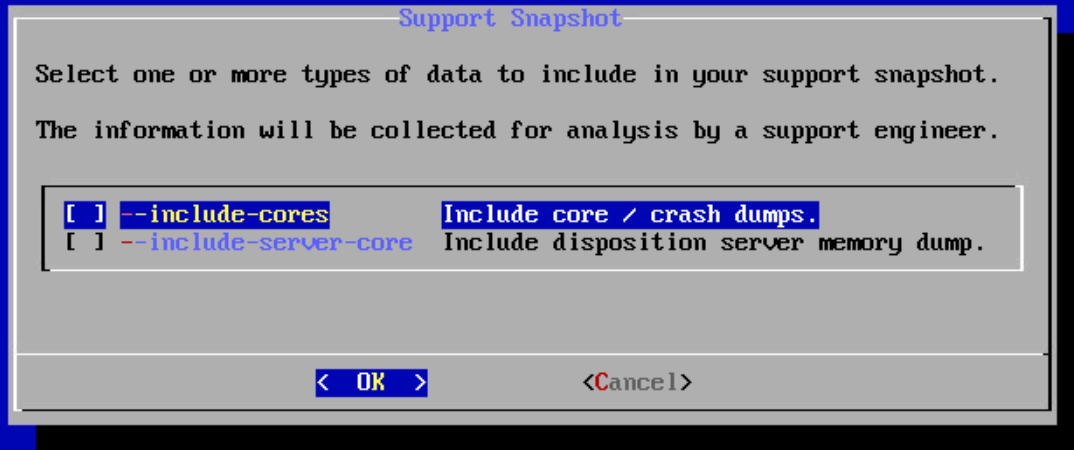
CONFIG_NETWORK	Configure the Web administration interface.
CONSOLE	Start command-line console / shell.
INFO	Display device status / information.
SUPPORT_SESSION	Start a live support session.
SUPPORT_SNAPSHOT	Create and submit a support snapshot.

< **OK** >

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

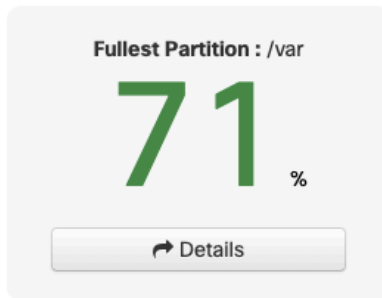
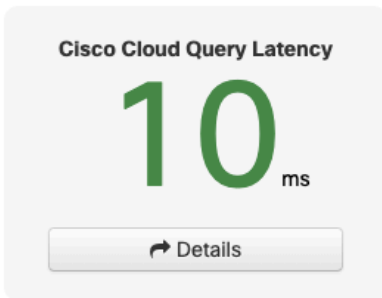
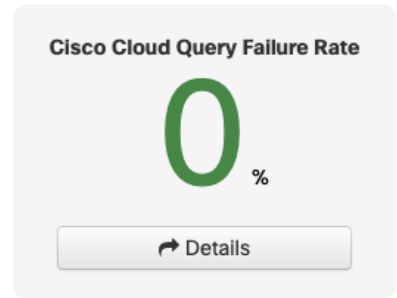
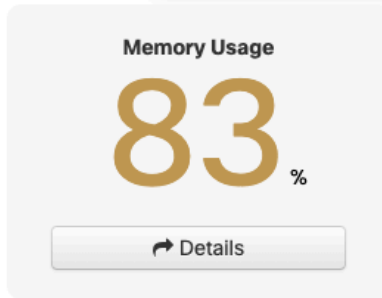
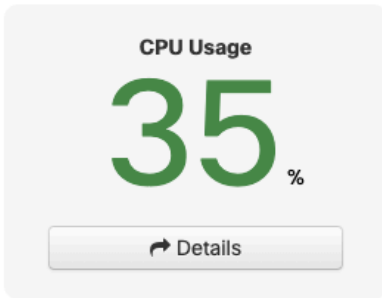
In order to create enable Live Support Session from Administration Portal, perform these steps:

Step 1: Log in to the Administration Portal.

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

Key Metrics

Live Support Session
Support Snapshots



Step 3: Click or select **Start Support Session as shown** then **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	
	Download

Step 2: Initiate support session

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

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, perform 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.

EXAMPLES

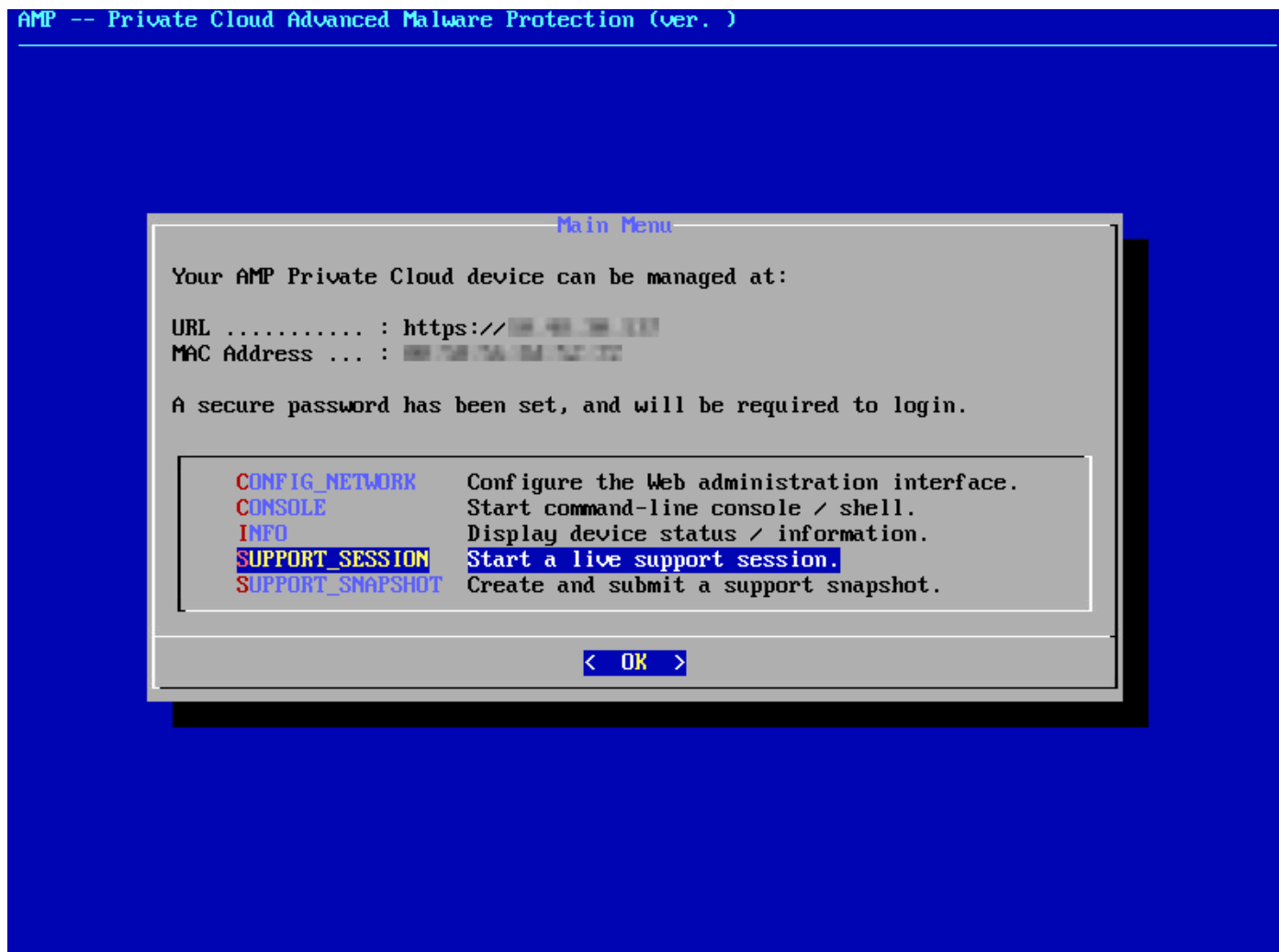
```
/opt/opadmin/embedded/bin/amp-support session -l support.log -s support.example.com -p 2222 xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
/opt/opadmin/embedded/bin/amp-support session xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
/opt/opadmin/embedded/bin/amp-support session -t -d xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
```

Enable Live Support Session from Appliance Console

In order to create enable Live Support Session from Private Cloud Appliance Console, perform 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.

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