# 生成安全终端私有云支持快照并启用实时支持会 话

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## 简介

本文档介绍从思科安全终端私有云设备收集支持快照并启用实时支持会话的步骤。

## 背景信息

与TAC协作时,有时需要收集支持快照或允许TAC建立到您的安全终端(之前称为高级恶意软件防 护)私有云设备的支持隧道。这便于彻底调查或远程应用修复。

此方法可节省时间,并为TAC工程师提供有效解决问题所需的全面信息。

### 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:

第1步:登录管理门户。

第2步:选择支持,然后选择支持快照,如图所示。

Secure Endpoint Private Cloud Administration Portal	📞 Support 🛛 🌲 Announcements	Relp Description SECURE
A Configuration - Operations - Status -	Integrations - Support -	i≈ Console ປໍ▼
Key Metrics	Live Support Session Support Snapshots	
CPU Usage 25%	Memory Usage 83% * Details	Cisco Cloud Query Failure Rate
Cisco Cloud Query Latency 10 ms	Fullest Partition : /var	Active Connections 1
第3步:点击创建快照。		
Secure Endpoint Private Cloud Administration Portal	Support 🔺 Announcements	; ? Help ⊕ Logout

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.

Configuration - Operations - Status - Integrations - Support -

Console 😃 -

		Create Snapshot		
II State	🖨 Size	∰ Started	O Duration	III Operations

第4步:您可以选择"包括核心文件"和其他内存转储以及默认情况下未选择的快照,如图所示。



Home / Support - Snapshots / Create

### Support snapshot

Start

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.

<b>~</b>	Useinclude-cores; includes core files and crash dumps.
<	Useinclude-server-core; includes a disposition server memory dump.

第5步:您会看到快照已启动,这可能需要一段时间。要监控进度,请单击Details,如图所示。

	<ul> <li>Secure Endpoint</li> <li>Private Cloud Administration Portal</li> </ul>			Support	Announcements	? Help	🕩 Logout	cisco S	ECURE	
*	Configuration $-$	Operations -	Status 👻	Integrations -	Support -			<b>I</b>	Console	Ф. <del>•</del>

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	O Duration	I 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 🛃 🔇 🗿 🏛

第6步:快照生成完成后,您必须能够选择



图标,将快照下载到您访问门户的本地计算机上。

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:

第1步:通过SSH连接到管理门户。

第2步:这是可用于生成快照的CLI。

[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	<pre>Include system analysis. (SLOW!)</pre>

-C,	include-configs	Include	configuration files.
-с,	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.
-1,	include-logs	Include	log files.
-m,	include-mongo	Include	MongoDB status.
-N,	include-cassandra	Include	Cassandra status.
-n,	<pre>include-network</pre>	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,	<pre>include_zookeeper</pre>	Include	Zookeeper status.
-f,	fs-check FILE	Include	filesystem check results from file.
-v,	verbose	Increase	e output verbosity.

从装置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:

第1步:登录私有云设备控制台。

第2步:选择SUPPORT\_SNAPSHOT。

AMP Private Cloud Advanced Malware Protection (ve	e. –	)
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AAC Address : A secure password has been set, and will be required to login. CONFIG_METWORK CONSOLE INFO SUPPORT_SESSION SUPPORT_SNAPSHOT Create and submit a support snapshot. CONSOLE CONSOLE SUPPORT_SNAPSHOT Create and submit a support snapshot.	Your AMP Private Cloud	device can be managed at:
A secure password has been set, and will be required to login. CONFIG_NETWORK CONSOLE INFO SUPPORT_SESSION SUPPORT_SNAPSHOT Configure the Web administration interface Start command-line console / shell. Display device status / information. Start a live support session. Create and submit a support snapshot.	MAC Address :	
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.	A secure password has	been set, and will be required to login.
<mark>&lt; <u>0</u>K &gt;</mark>	CONFIG_NETWORK CONSOLE INFO SUPPORT_SESSION SUPPORT_SNAPSHOT	Configure the Web administration interface Start command-line console / shell. Display device status / information. Start a live support session. Create and submit a support snapshot.
		<mark>&lt; <u>0</u>K &gt;</mark>

第3步:输入管理门户密码,如图所示。

AMP Pri	ivate Cloud Advanced Malware Protection (ver. )
	Authentication Required
	Please enter your password.
	<pre>Cancel&gt;</pre>

第4步:您可以选择"包括核心文件"和其他内存转储以及默认情况下未选择的快照,如图所示。

AMP	Private	Cloud	Advanced	Malware	Protection	(ver.	)
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Support Snapshot Select one or more types of data to include in your support snapshot. The information will be collected for analysis by a support engineer. Include core < crash dumps. Include disposition server memory dump. (OK > <cancel></cancel>	Support Snapshot Select one or more types of data to include in your support snapshot. The information will be collected for analysis by a support engineer. Include core < crash dumps. Include disposition server memory dump. ( OK > <cancel></cancel>	Support Snapshot Select one or more types of data to include in your support snapshot. The information will be collected for analysis by a support engineer. Include core < crash dumps. Include disposition server memory dump. ( OK > <cancel></cancel>	Select one or more types of data to include in your support snapshot. The information will be collected for analysis by a support engineer.	Support Snapshot. Select one or more types of data to include in your support snapshot. The information will be collected for analysis by a support engineer. Include-cores Include core < crash dumps. Iinclude-server-core Include disposition server memory dump. ( OK > (Cancel>		
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< OK > <cancel></cancel>	Cancel>	Cancel>	Cance 1>	Cancel>	I    include-cores       I    include-server-core	Include core ∠ crash dumps. Include disposition server memory dump.
< OK > <cancel></cancel>	Cancel>	Cancel>	Cancel>	Cancel>		
					< OK .	Cancel>

第5步:完成此操作后,请选择确定,然后开始创建快照。

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:

第1步:登录管理门户。

第2步:点击或选择支持并选择实时支持会话。

Secure Endpoint Private Cloud Administration Portal	📞 Support 🛛 🌲 Announcem	ents ? Help 🕩 Logout
Configuration - Operations - Status -	Integrations - Support -	i Console 🖒 🗸
Key Metrics	Live Support Session Support Snapshots	
CPU Usage	Memory Usage	Cisco Cloud Query Failure Rate
35.	83,	O "
→ Details	→ Details	→ Details
Cisco Cloud Query Latency	Fullest Partition : /var	Active Connections
<b>10</b> <sub>ms</sub>	71 *	1
→ Details	→ Details	→ Details

第3步:点击或选择启动支持会话(如图所示)然后下载,以获取TAC远程连接到设备所需的 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。



### 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
Description of the second s	

#### Step 2: Initiate support session

Support	Session	
Peer	Support-sessions.amp.cisco.com	: 22
	Start	

第4步:设备成功连接实时支持会话后,您会发现日志如图所示。

	Secure Endpoint Private Cloud Administra	ation Portal		📞 Suppo	rt 🌲 Announcement	s ? Help 🕩 Lo	gout	cisco SE	CUR
*	Configuration - Operatio	ons 👻 Status 👻	Integrations - Su	ipport -			100	Console	<u>ں</u> •
	Support Session /	Active							
н	lome / Support - Live Sessior	ns /							
::	State	🛗 Started		🛗 Finished	<ul> <li>Duration</li> </ul>	II Operations			
	► Running	1 minute ago		O Please wait	O Please wait	Details	×	C 🗎	
	<b>∃Output</b>	Log							
									•
d	ebug1: Exit status 0 lient session establish	ed successfull	(·						
s	upport session is runni	ng!							-
				Lownload 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:

第1步:登录管理门户SSH。

#### 第2步:这是可用于从SSH启用实时支持会话的CLI。

[root@fireamp ~]# amp-support session -1 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-xxxxx-xxxx.

EXAMPLES

### 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:

第1步:登录私有云设备控制台。

第2步:选择SUPPORT\_SESSION以启用实时支持会话,如图所示。

Main Menu
Your AMP Private Cloud device can be managed at:
URL : https://
A secure password has been set, and will be required to login.
CONFIG_NETWORK CONSOLEConfigure the Web administration interface.SUPPORT_SESSION SUPPORT_SNAPSHOTConfigure the Web administration interface. Start command-line console < shell. Display device status < information. Start a live support session. Create and submit a support snapshot.

第3步:输入管理门户密码,如图所示。

第4步:您可以保留所有默认设置不变。选择确定以启用实时支持会话,如图所示。

#### 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

请注意:即使是最好的机器翻译,其准确度也不及专业翻译人员的水平。

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