

# Generate Secure Malware Analytics Support Snapshot and Enable Live Support Session

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## Introduction

This document describes the information on the steps to collect Support Snapshot and enable live support session from the Cisco Secure Malware Analytics appliance for further investigation

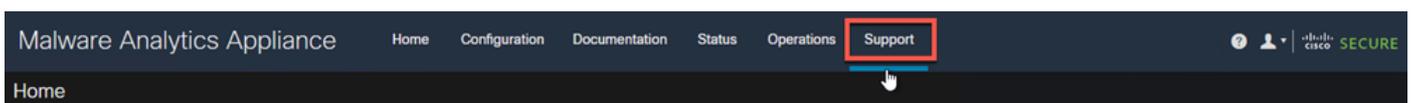
## Support Snapshots

### Generate Support Snapshot from Admin UI

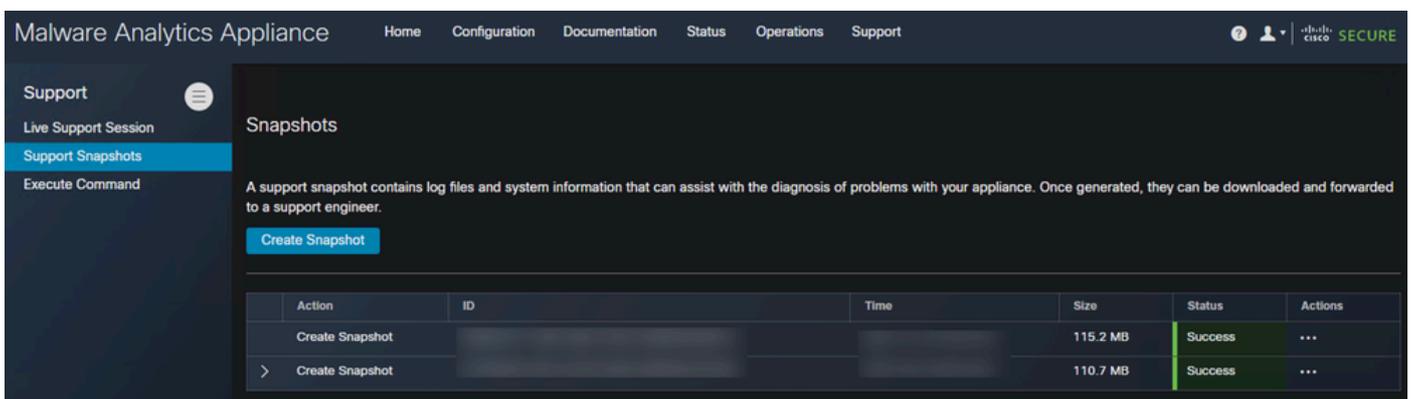
In order to create a Support Snapshot, follow these steps:

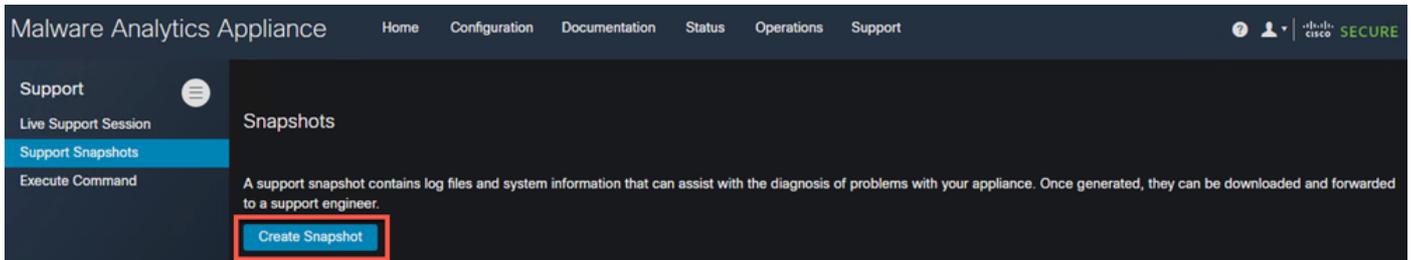
Step 1: Login into the Secure Malware Analytics Admin UI

Step 2: click or select **Support**

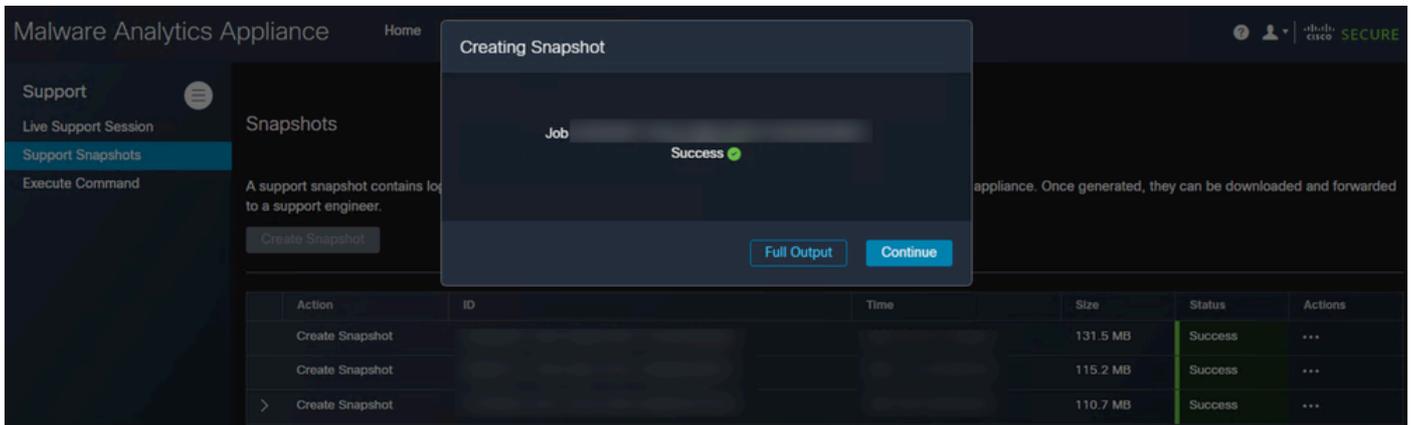


Step 3: click or select **Support Snapshots** and then click or select **Create Snapshot** to generate a support snapshot on this appliance

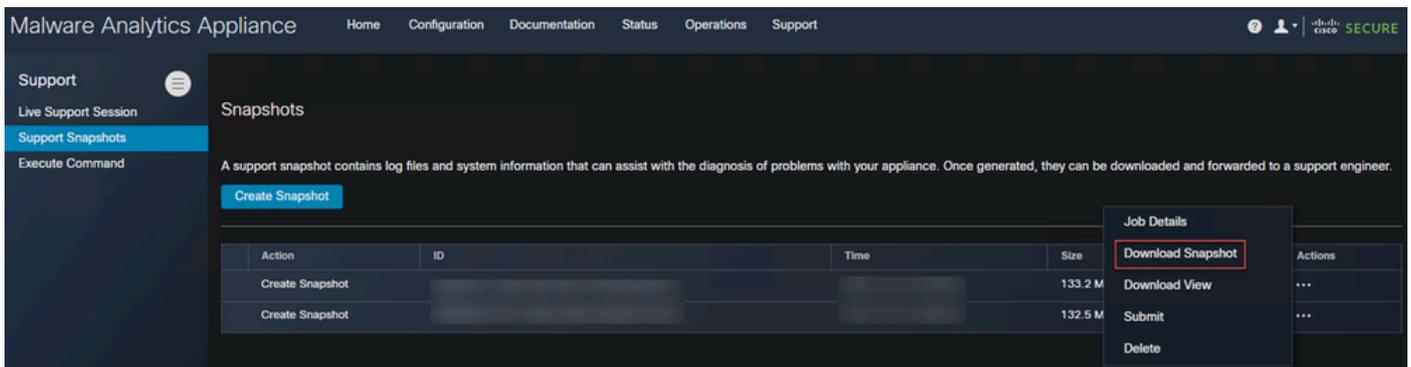




Step 4: Once the snapshot is complete, you would see a **Success** message as shown in the image:



Step 5: Under **Actions** click or select **Download Snapshot** and this must download the snapshot on your machine from where you have logged into the UI



## Generate Support Snapshot from TGSN CLI

In order to create a Support Snapshot from TGSN CLI, follow these steps:

Step 1: Login into the TGSN CLI from SSH. Please refer to the [User Guide](#) for instructions on how to configure this access

Step 2: Once you are logged in, select the **Snapshots** option

```
-----Cisco Secure Malware Analytics - Appliance Administration-----
Your Malware Analytics appliance can be managed at:
Admin URL / MAC:      https://
Application URL / MAC: https://
Password:            *** set by user ***

(n) Network
    Configure the system's network interfaces
(r) Support Mode
    Allow remote access by customer support
(u) Updates
    Download and optionally install updates
(s) Snapshots
    Generate and submit snapshots
(a) Apply
    Apply configuration
(c) Console
    CLI-based configuration access
(e) Exit
    Exit the management tool
```

Step 3: Select the **Create** option and this generates the Snapshot. Now, you would be able to download the Snapshot from the Admin UI as per the process documented for Admin UI

```
-----Cisco Secure Malware Analytics - Appliance Administration-----
Your Malware Analytics appliance can be managed at:
Admin URL / MAC:      https://
Application URL / MAC: https://
Password:            *** set by user ***

Snapshots-----
Latest snapshot:

(c) Create
    Create Support Snapshot
(v) View
    View Support Snapshot
(s) Submit
    Submit Support Snapshot
(b) Back
    Back to main menu
```

## Live Support Session

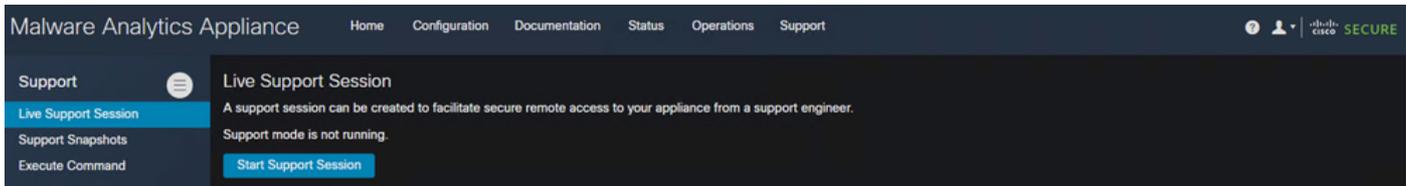
### Enable Live Support Session from Admin UI

In most cases, TAC might request you to enable Live Support Session to the Secure Malware Analytics appliance for further investigation

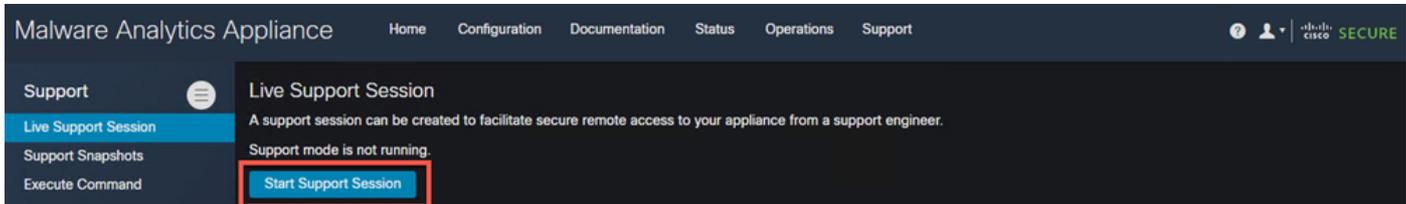
NOTE: Please provide the Serial Number you enable the Live Support Session to TAC to enable them to access the device remotely

To enable this access on the appliance, follow these steps:

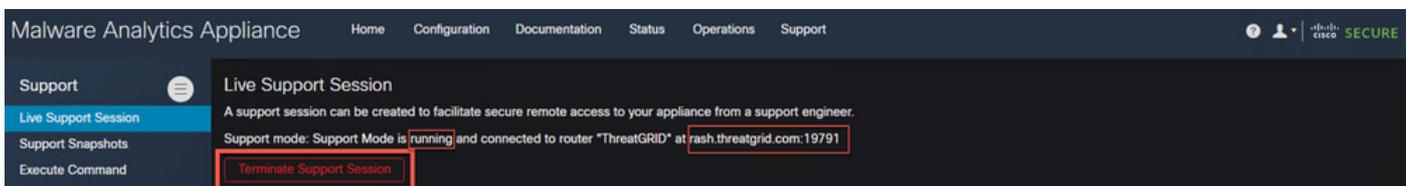
Step 1: On the Admin UI, click or select the **Live Support Session** under the **Support** Tab



Step 2: click or select the **Start Support Session** option



Step 3: Once connected, you must see the message as shown in the image:



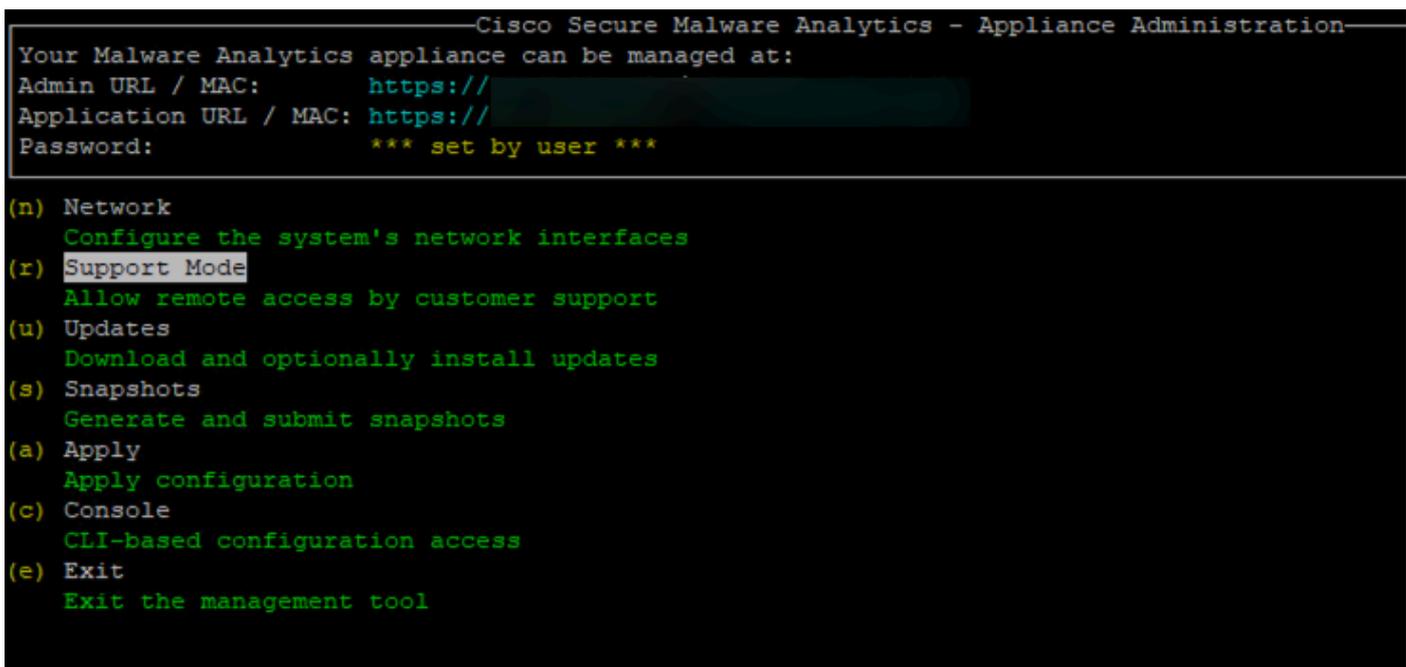
Note: You need to allow Outbound Connectivity from the **Dirty** interface to **rash.threatgrid.com** for this access to work correctly. Please refer to [Network Interface Setup Diagram](#) for more information

## Enable Live Support Session from TGSN CLI

To enable this access on the appliance from TGSN CLI from SSH, follow these steps:

Step 1: Log into the TGSN SSH CLI

Step 2: Select the option **Support Mode**



Step 3: Select **Start** to enable the Live session

```
-----Cisco Secure Malware Analytics - Appliance Administration-----
Your Malware Analytics appliance can be managed at:
Admin URL / MAC:      https:// [REDACTED]
Application URL / MAC: https:// [REDACTED]
Password:             *** set by user ***

Support Mode-----
Status: inactive

(s) Start
    Start support mode
(b) Back
    Back to main menu
```

Step 4: You must see it showing the Status as **active**

```
-----Cisco Secure Malware Analytics - Appliance Administration-----
Your Malware Analytics appliance can be managed at:
Admin URL / MAC:      https:// [REDACTED]
Application URL / MAC: https:// [REDACTED]
Password:             *** set by user ***

Support Mode-----
Status: active

(t) Stop
    Stop support mode
(b) Back
    Back to main menu
```

Note: In situations where the Admin UI or TGSN CLI access is not available, Live Support Session can also be enabled from the Appliance Recovery mode.