# **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

Malware Analytics A	ppliance	Home	Configuration	Documentation	Status	Operations	Support		0 1.	cisco SECURE
Support	Snapshots									ſ
Support Snapshots										
Execute Command	A support snapshot to a support engined Create Snapshot	contains log er.	files and system	information that car	n assist with	n the diagnosis o	of problems with your appliance. On	ce generated, they	can be downloade	ed and forwarded
	Action		10				Time	Fina	Chalue	Actions
	Action		ID				Time	Size	Status	Actions
	Create Snap	shot						115.2 MB	Success	
	> Create Snap	shot						110.7 MB	Success	



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

Malware Analytics Appliance Home		Creating Snapshot					0 1·	cisco SECURE
Support Live Support Session Support Snapshots Execute Command	Snapshots	Job	Success 🖉		annlianna Onr	nenerated they	can he download	ard and forwardad
Create Snapshot		Full Output Continue			аррнансе. Он	eu anu luiwalueu		
		ID		Time				
						131.5 MB	Success	
						115.2 MB	Success	
							Success	

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

Malware Analytics A	Appliance Hor	e Configuration	Documentation	Status	Operations	Support			0	
Support Execute Command	Snapshots A support snapshot contai	is log files and system	n information that ca	n assist with	n the diagnosis	of problems with your appl	iance. Once generated, the	y can be	downloaded and forwarded to	a support engineer.
									Job Details	
	Action	ID				Time		Size	Download Snapshot	Actions
<u> </u>	Oceate Describet					Tune		122.0.14	Developed Marrie	Actions
	Create Snapshot							133.2 M	Download View	
	Create Snapshot							132.5 M	Submit	
									Delete	

#### **Generate Support Snapshot from TGSH CLI**

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

Step 1: Login into the TGSH CLI from SSH. Please refer to the <u>User Guide</u> 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	alware Analytics appliance can be managed at:
Admir	JRL / MAC: https://
Appli	ation URL / MAC: https://
Passv	rd: *** set by user ***
L	
(n) Ne	vork (
Co	figure the system's network interfaces
(r) Su	bort Mode
Al	ow remote access by customer support
(u) Ur	Ates
Do	nload and optionally install updates
(s) Sr	oshots
Ge	erate and submit snapshots
(a) Ap	LY
Ag	Ly configuration
(c) Co	aole
CI	-based configuration access
(e) Ex	
Ea	t 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



### **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

Malware Analytics A	Appliance Home	Configuration D	Ocumentation	Status	Operations	Support	⑦ L ▼   <sup>sthalt</sup> SECURE
Support	Live Support Session A support session can be creat	ed to facilitate secure	remote access to y	your applia	ince from a sup	sport engineer.	
Support Snapshots Execute Command	Support mode is not running. Start Support Session						

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 <u>Network Interface Setup Diagram</u> for more information

#### Enable Live Support Session from TGSH CLI

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

Step 1: Log into the TGSH SSH CLI

Step 2: Select the option Support Mode



Step 3: Select Start to enable the Live session



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



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