

# 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

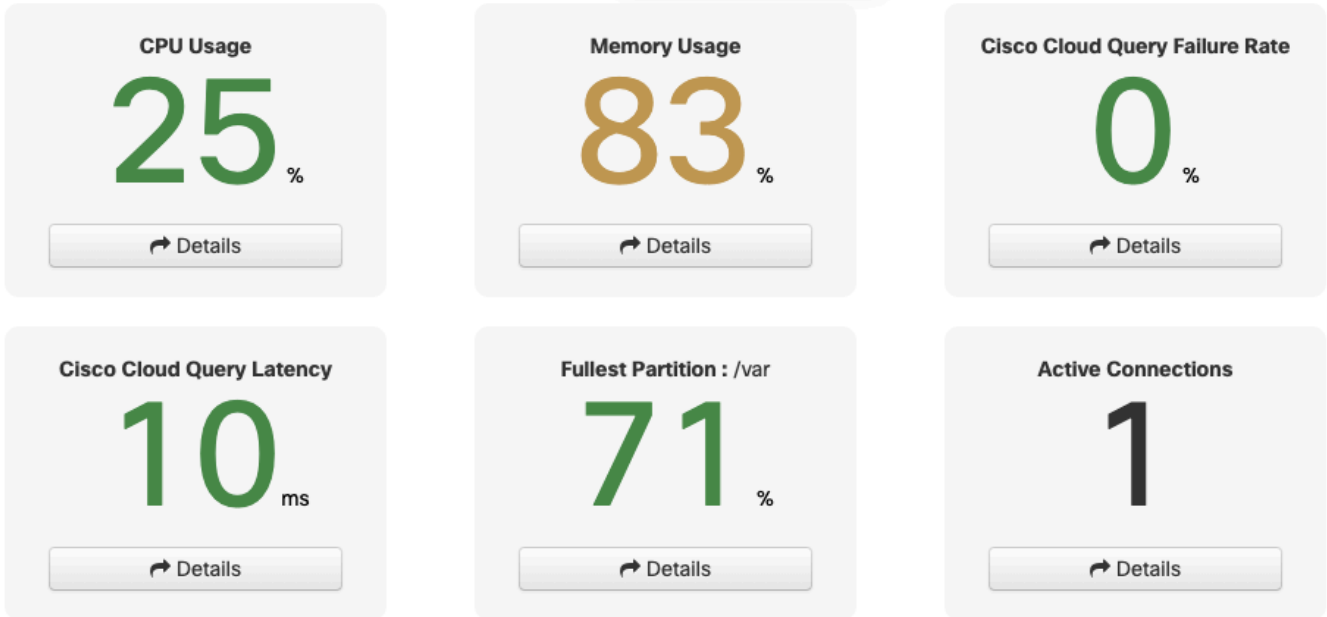
要从管理门户收集支持快照，请执行以下步骤：

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。

### Key Metrics

Live Support Session  
**Support Snapshots**



第3步：点击创建快照。

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**

State	Size	Started	Duration	Operations
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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

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](#)

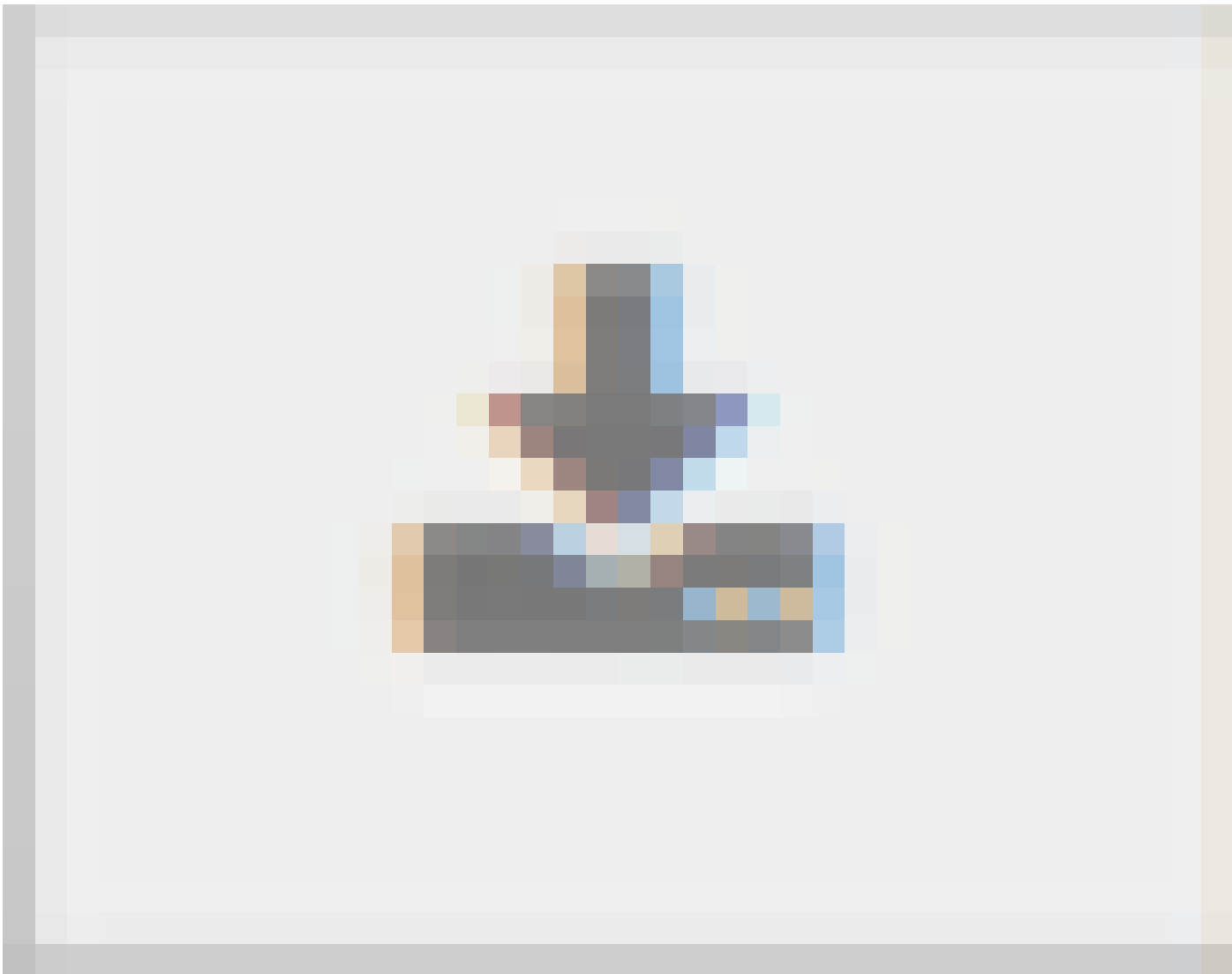
第5步：您会看到快照已启动，这可能需要一段时间。要监控进度，请单击Details，如图所示。

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	<a href="#">Details</a> <a href="#">Download</a> <a href="#">Refresh</a> <a href="#">Info</a> <a href="#">Delete</a>

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	Include system analysis. (SLOW!)

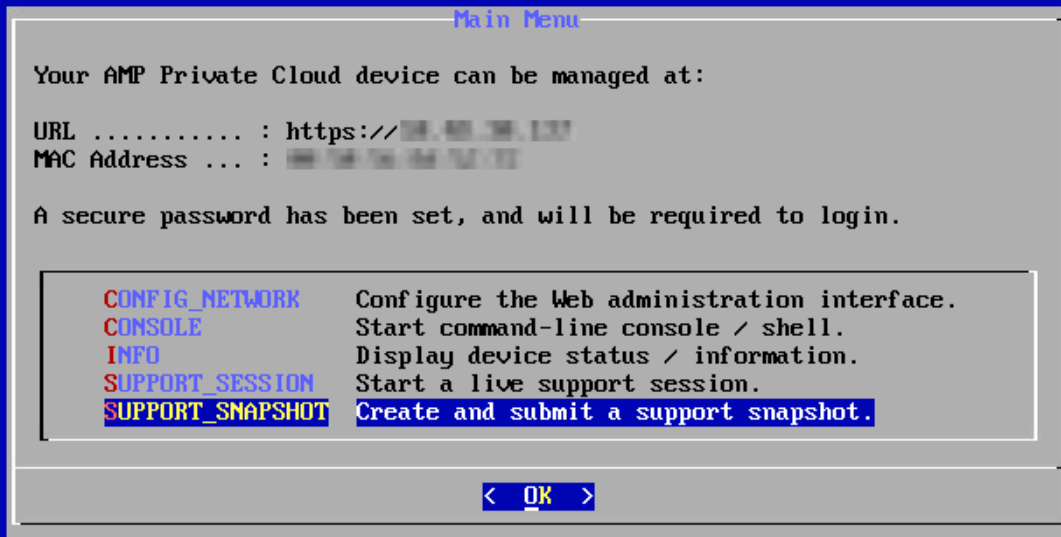
-C, --include-configs	Include configuration files.
-c, --include-cores	Include core files.
-F, --include-firehose-cassandra	Include firehose-cassandra status.
-i, --include-inodes	Include filesystem inode usage.
-I, --include-integrations	Include appliance integration information.
-k, --include_kafka	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.

## 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。

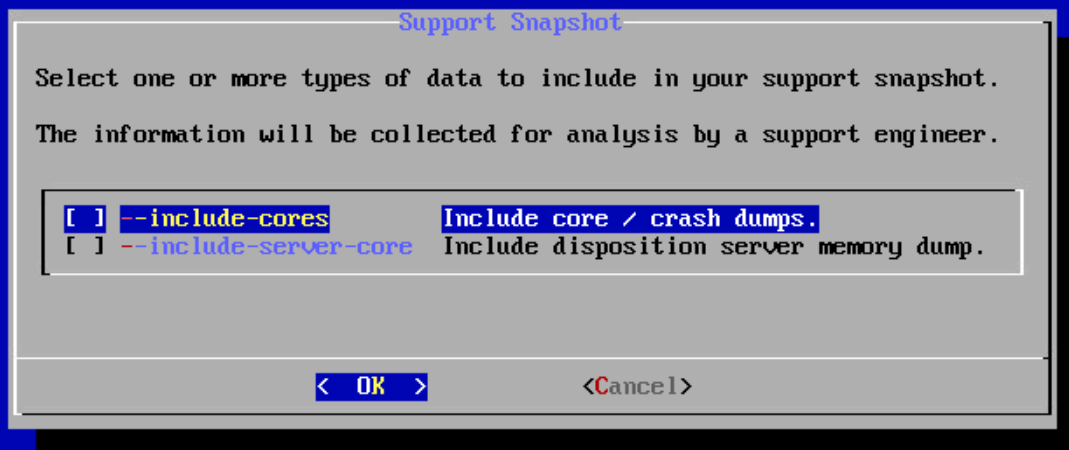
第2步：选择SUPPORT\_SNAPSHOT。



第3步：输入管理门户密码，如图所示。



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。



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：

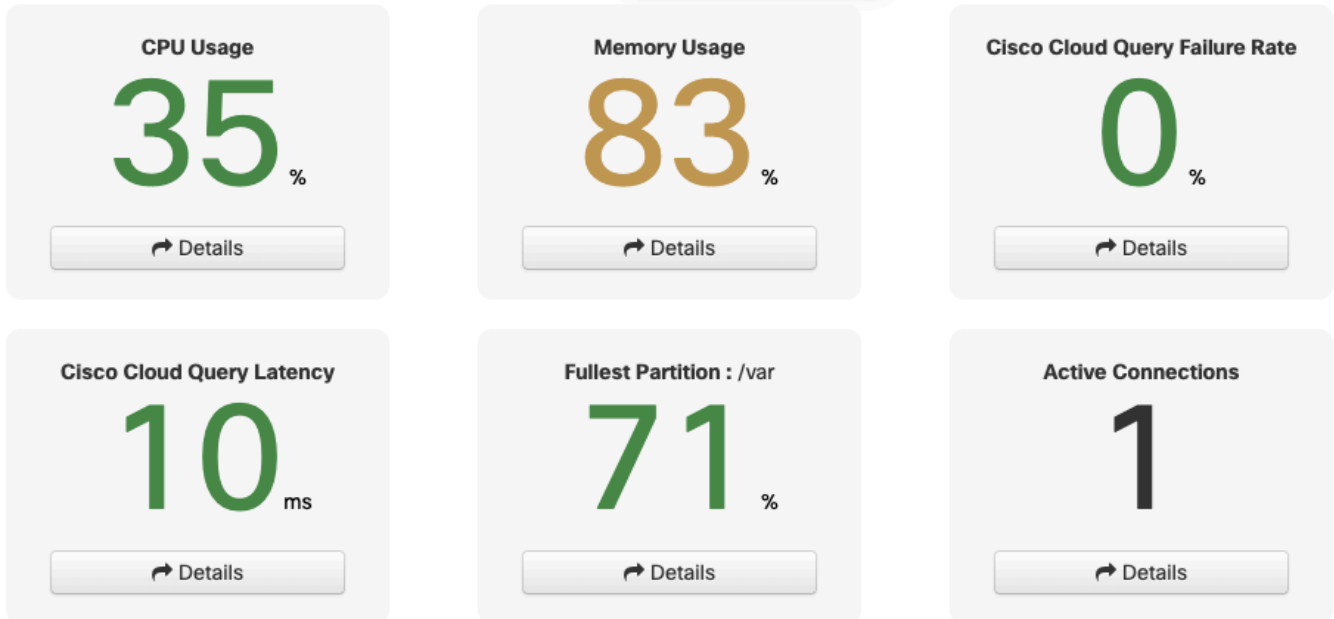
第1步：登录管理门户。

第2步：点击或选择支持并选择实时支持会话。



- Live Support Session**
- Support Snapshots

## Key Metrics



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。

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	
	<a href="#">Download</a>

## Step 2: Initiate support session

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

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。

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：

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 -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

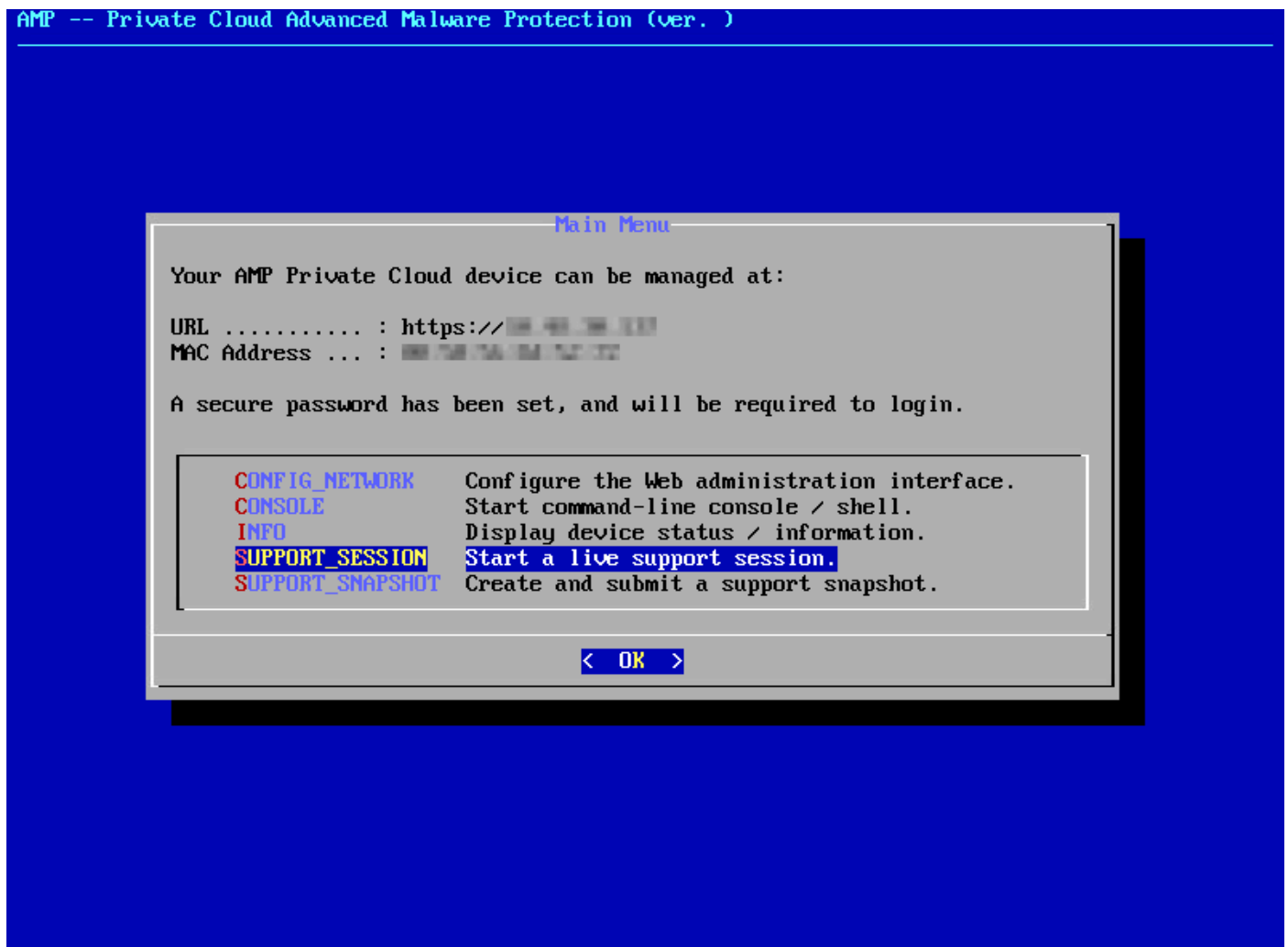
```
/opt/opadmin/embedded/bin/amp-support session -l support.log -s support.example.com -p 2222 xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
/opt/opadmin/embedded/bin/amp-support session xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
/opt/opadmin/embedded/bin/amp-support session -t -d xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx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

## 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。



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。

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