

# 生成安全終端私有雲支援快照並啟用即時支援會話

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## 簡介

本文檔介紹從思科安全終端私有雲裝置收集支援快照並啟用即時支援會話的步驟。

## 背景資訊

與TAC合作時，有時需要收集支援快照或允許TAC建立到您的安全終端（之前稱為高級惡意軟體防護）私有雲裝置的支援隧道。這有助於徹底調查或遠端應用修復。

此方法可節省時間，並為TAC工程師提供有效解決問題所需的全面資訊。

## 支援快照

### 從管理入口網站產生支援快照

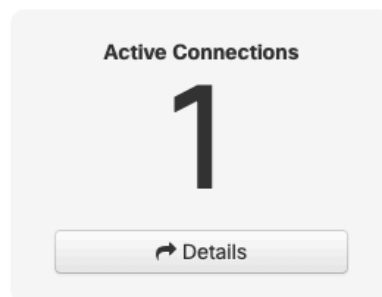
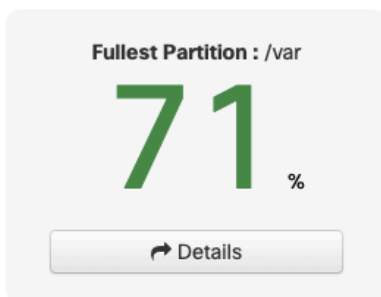
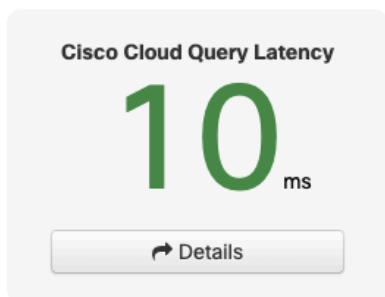
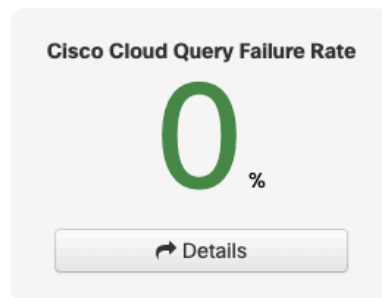
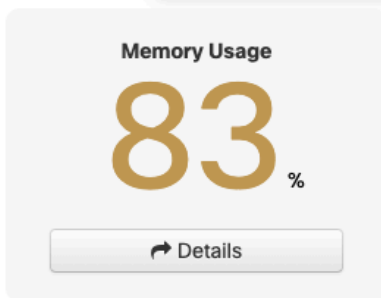
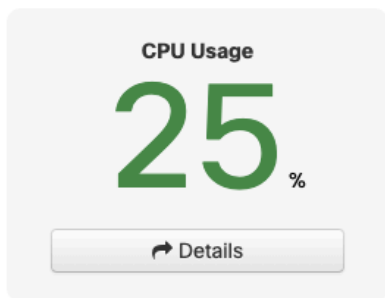
要從管理門戶收集支援快照，請執行以下步驟：

第1步：登入管理門戶。

第2步：選擇支援，然後選擇支援快照，如圖所示。

### Key Metrics

Live Support Session  
**Support Snapshots**



第3步：點選建立快照。

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
-------	------	---------	----------	------------

第4步：您可以選擇包括核心檔案和其他記憶體轉儲以及快照，預設情況下未選擇這些快照，如圖所示。

[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](#)

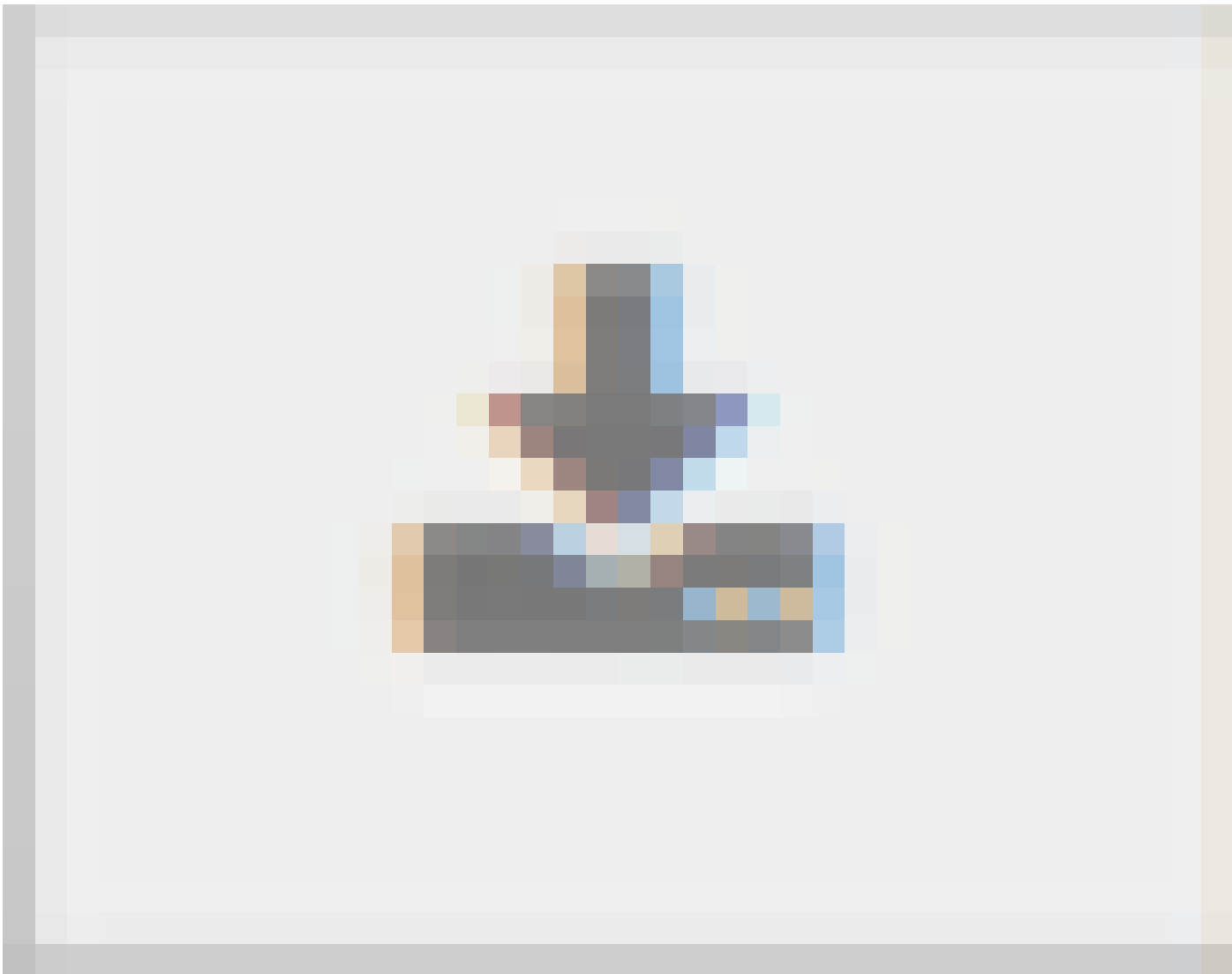
第5步：您會看到快照已啟動，這可能需要一些時間。要監控進度，請按一下Details，如圖所示。

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：完成快照生成後，您必須能夠選擇



圖示，以將快照下載到您訪問門戶的本地電腦上。

## 從管理門戶SSH生成支援快照

要從管理門戶SSH建立支援快照，請執行以下步驟：

第1步：透過SSH連線到管理門戶。

第2步：這是可用於生成快照的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!)

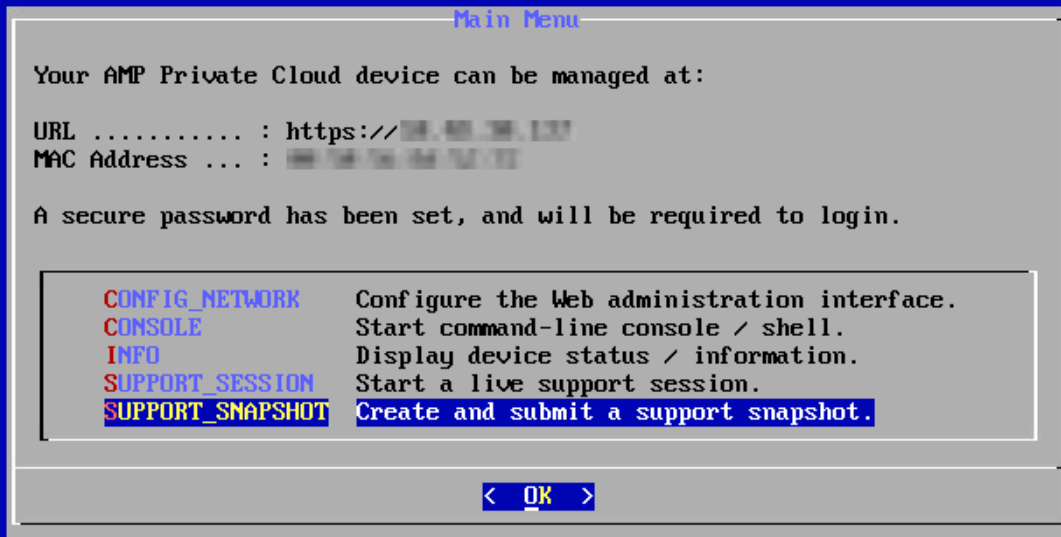
-C, --include-configs	Include configuration files.
-c, --include-cores	Include core files.
-F, --include-firehose-cassandra	Include firehose-cassandra status.
-i, --include-inodes	Include filesystem inode usage.
-I, --include-integrations	Include appliance integration information.
-k, --include_kafka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

## 從裝置控制檯生成支援快照

要從Private Cloud Appliance Console建立支援快照，請執行以下步驟：

第1步：登入私有雲裝置控制檯。

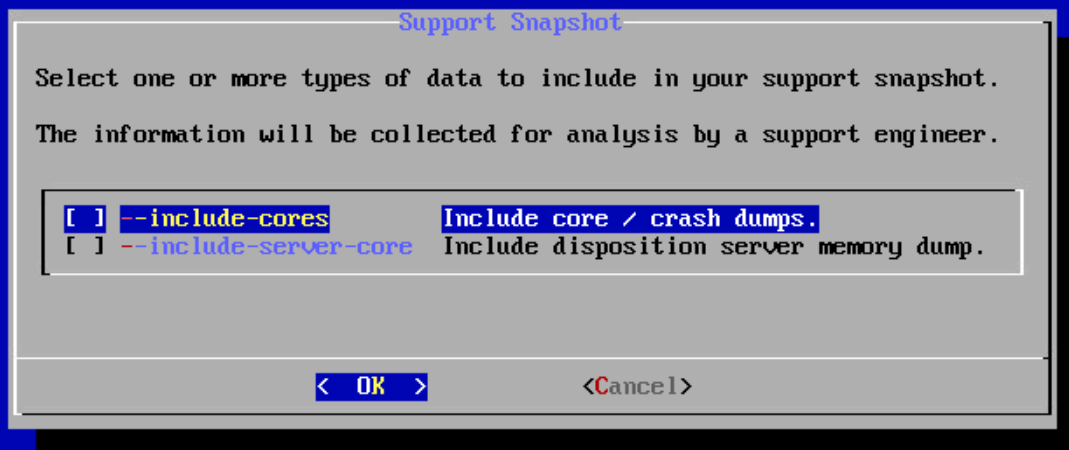
第2步：選擇SUPPORT\_SNAPSHOT。



第3步：輸入管理門戶密碼，如圖所示。



第4步：您可以選擇包括核心檔案和其他記憶體轉儲以及快照，預設情況下未選擇這些快照，如圖所示。



第5步：完成此操作後，選擇確定，然後開始快照。

## 即時支援工作階段

從管理入口網站啟用即時支援工作階段

若要從管理入口網站建立啟用即時支援工作階段，請執行下列步驟：

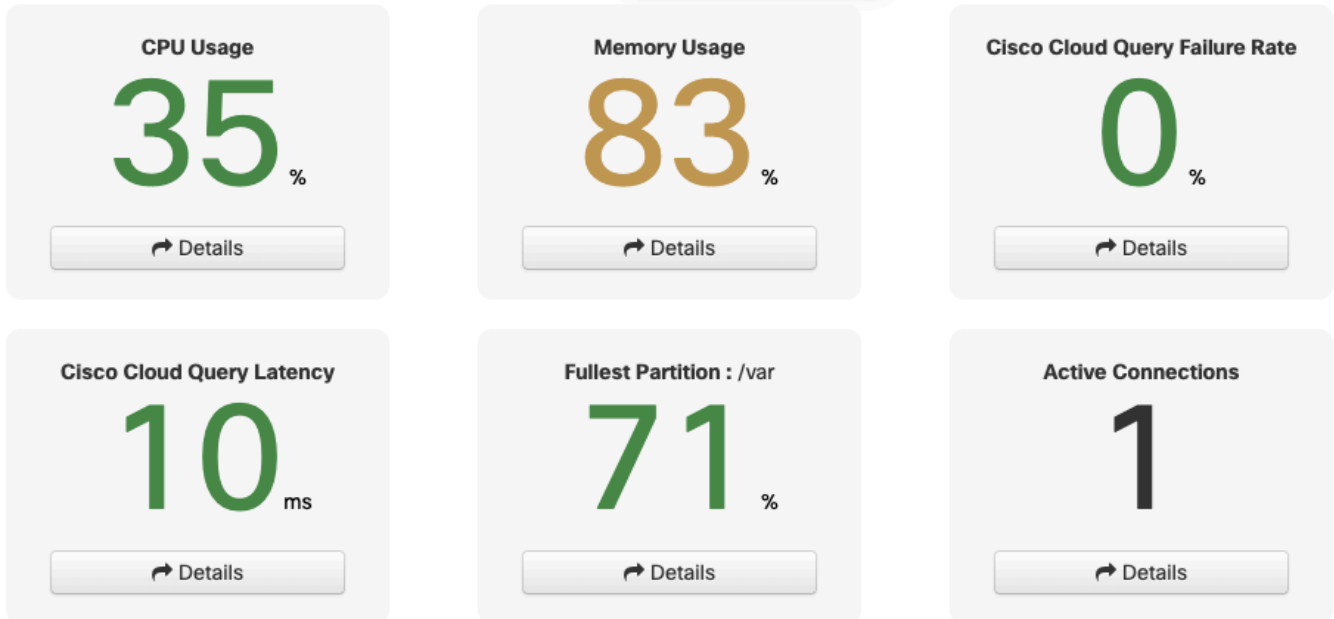
第1步：登入管理門戶。

第2步：點選或選擇支援並選擇即時支援會話。



- Live Support Session**
- Support Snapshots

### Key Metrics



第3步：按一下或選擇啟動支援會話（如圖所示），然後選擇下載以獲取TAC遠端連線到裝置所需的SSH身份。然後按一下或選擇Start以啟動即時支援會話，如圖所示。

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"/>	:	<input type="text" value="22"/>
<a href="#">Start</a>			

第4步：裝置成功連線即時支援會話後，您會看到如圖所示的日誌，如圖所示。

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

### 從管理入口網站SSH啟用即時支援工作階段

要從管理門戶SSH建立啟用即時支援會話，請執行以下步驟：

第1步：登入管理門戶SSH。

第2步：這是可用於從SSH啟用即時支援會話的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

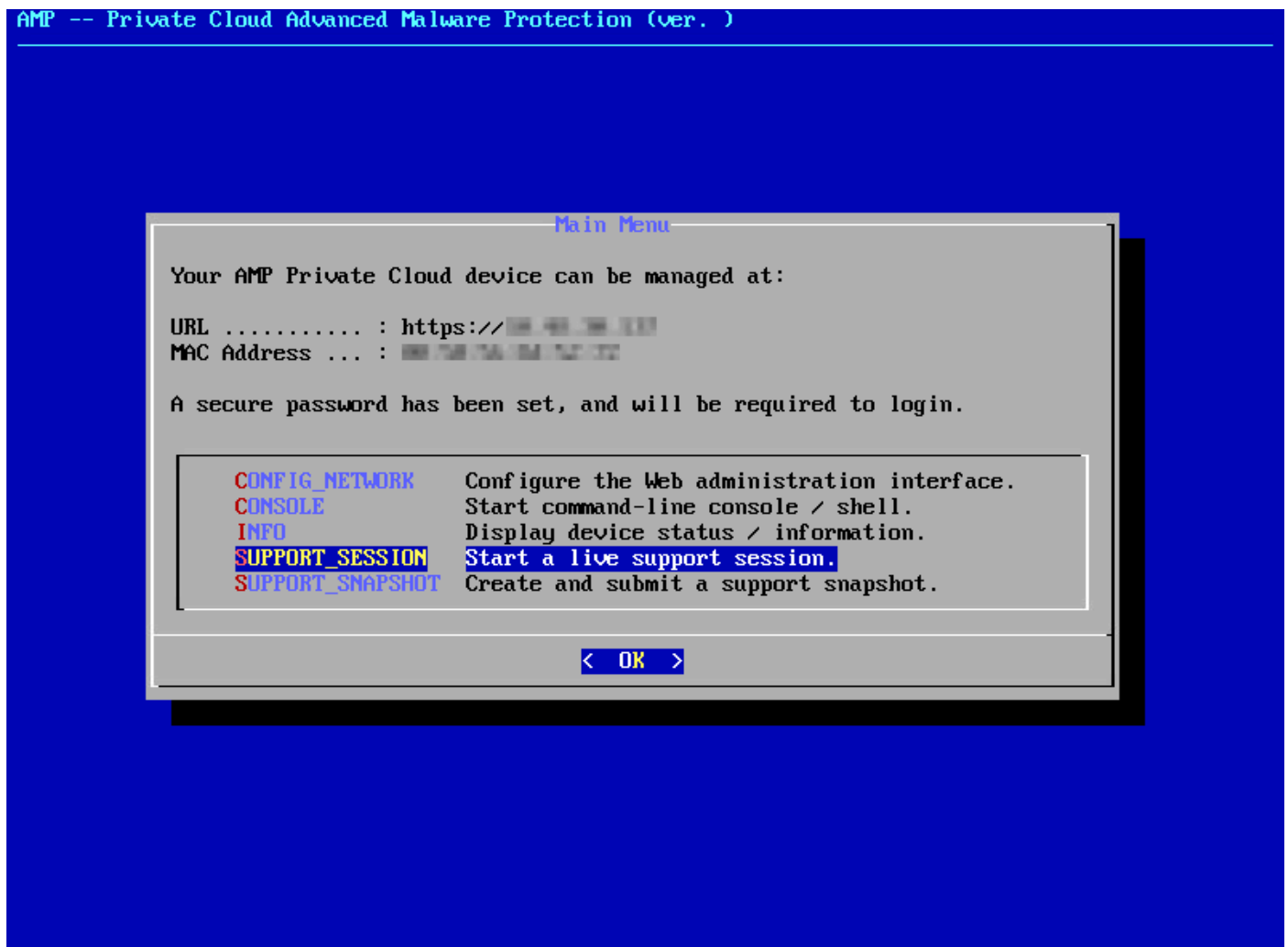
```
/opt/opadmin/embedded/bin/amp-support session -l support.log -s support.example.com -p 2222 xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
/opt/opadmin/embedded/bin/amp-support session xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
/opt/opadmin/embedded/bin/amp-support session -t -d xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx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

## 從裝置控制檯啟用即時支援會話

要從Private Cloud Appliance Console建立啟用即時支援會話，請執行以下步驟：

第1步：登入私有雲裝置控制檯。

第2步：選擇SUPPORT\_SESSION啟用即時支援會話，如下圖所示。



第3步：輸入管理門戶密碼，如圖所示。

步驟4：您可以保留所有預設設定不變。選擇確定啟用即時支援會話，如圖所示。

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。