

Snapshots

A snapshot is a capture of the critical internal state of your Cisco appliance at a specific point in time. It acts like a virtual picture of the appliance, with information such as the appliance configuration, logs, network status, and other relevant data.

Why are Snapshots important?

- **Detailed Diagnostics:**They provide a wealth of information that customer support can analyze to pinpoint the root cause of an issue. This data might include:
  - System logs: Recording events, errors, and configuration changes.
  - Network status: Showing active connections, traffic flow, and any network-related issues.
  - Version history: Highlighting recent software or firmware updates that might be relevant.
  - System state: Capturing the configuration, processes, and resources active at the time of the snapshot.
- **Time Savings:** Analyzing a snapshot is often faster than remotely logging into the appliance and manually gathering information. This means quicker resolution to your problem.
- **Reproducibility:** If the issue reoccurs, the snapshot allows customer support to recreate the exact appliance state for further investigation.

When are Snapshots Requested?

Customer support might request a snapshot when you open a ticket with an appliance issue, especially if the description is vague or the problem is intermittent. It is particularly helpful for:

- **Unusual behavior:** Snapshots capture the state during the anomaly, giving support crucial clues.
- **Performance issues:** Analyzing resource usage and network statistics within the snapshot helps identify bottlenecks or configuration problems.
- **Software or firmware updates:** Snapshots allow support to assess the impact of recent updates on your appliance.

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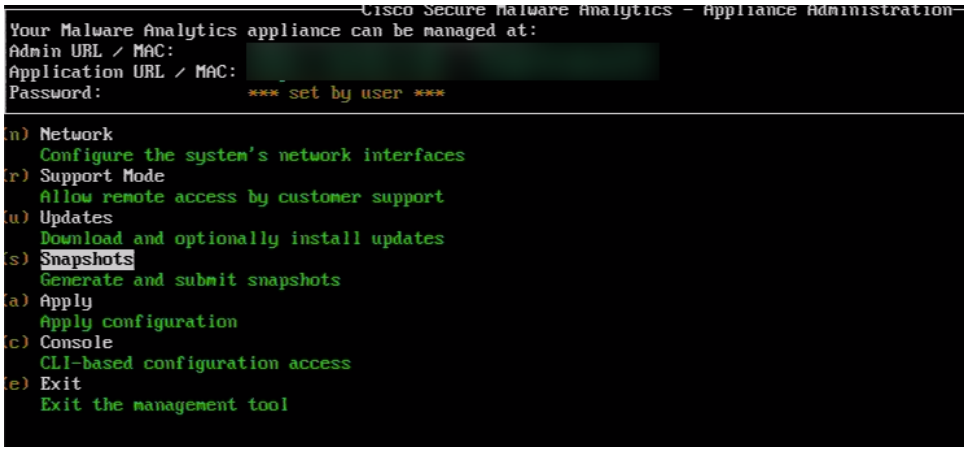
Creating Snapshots

The process to create a Snapshot is as follows:

Procedure

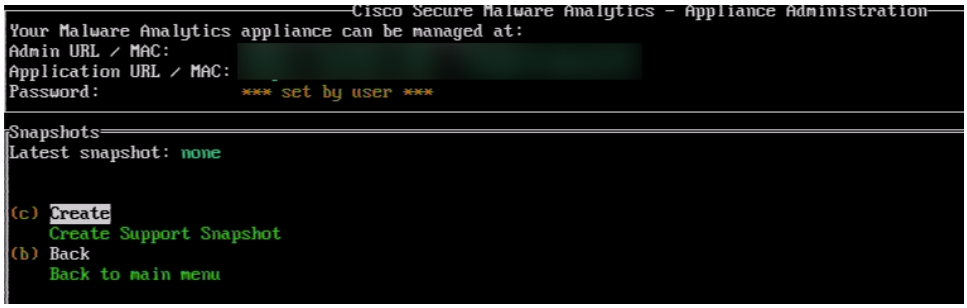
Step 1 In Admin TUI, select **Snapshot**.

Figure 1: Snapshots



Step 2 Select **Create** option and this generates the Snapshot. Now, you would be able to download the Snapshot from the OpAdmin as per the process documented. For more information, see Support Snapshots.

Figure 2: Create Snapshots



The snapshot creation might take some time depending on the size and complexity of your appliance.