

Support

This chapter provides instructions for starting a support session and taking support snapshots to aid in resolving issues with the Secure Malware Analytics Appliance.

- Opening a Support Case, on page 1
- Live Support Session, on page 4
- Support Snapshots, on page 5

Opening a Support Case

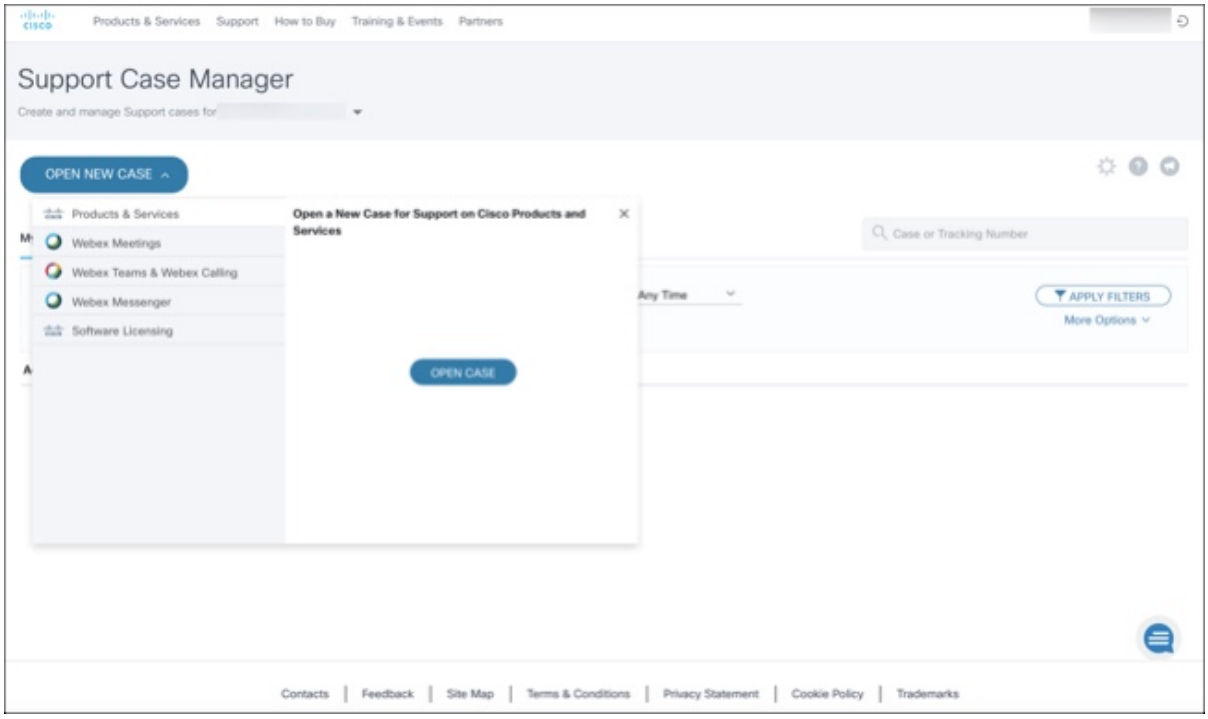
If you have questions or require assistance with Secure Malware Analytics, open a case in Support Case Manager, which is located at https://mycase.cloudapps.cisco.com/case.

Note If you are receiving support from a Cisco Secure Malware Analytics engineer, they may need remote access to your appliance. See Live Support Session to learn more about how to start a live support session, and take a snapshot of your appliance.

Procedure

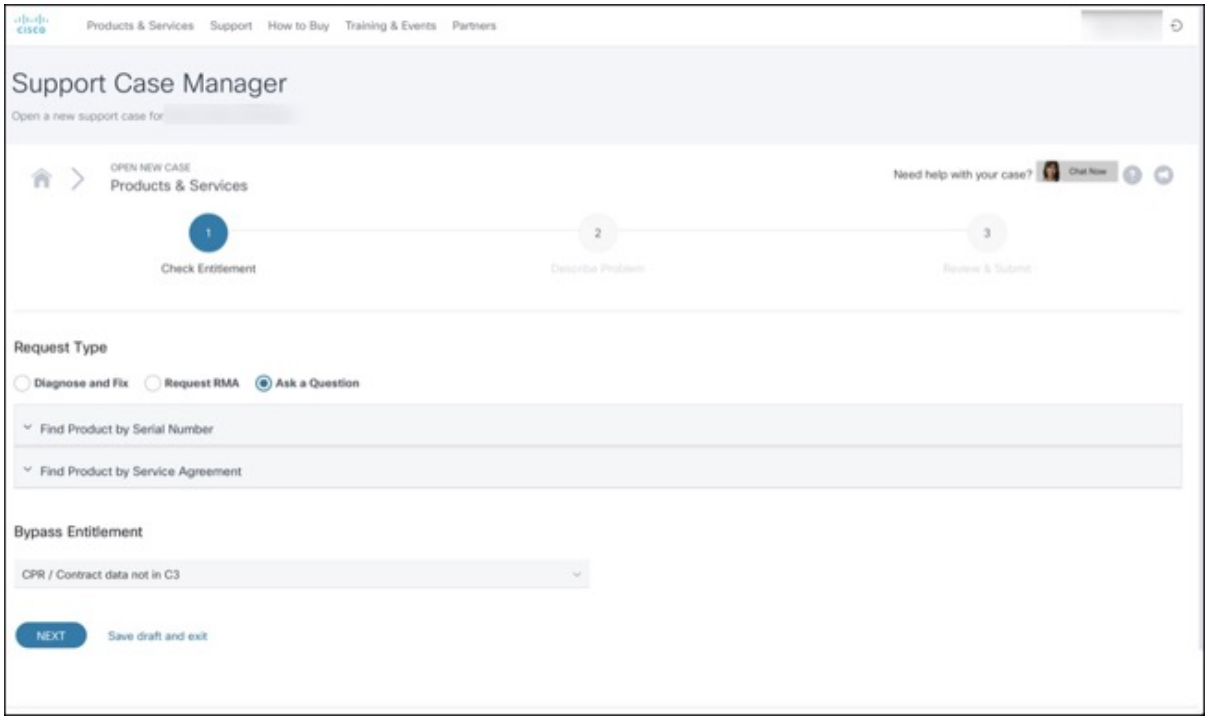
Step 1 In Support Case Manager, click **Open New Case > Open Case**.

Figure 1: Open New Case



Step 2 Click the **Ask a Question** radio button and search for your Cisco Security **Product Serial Number** or **Product Service Contract**. This should be the serial number or service contract for Secure Malware Analytics.

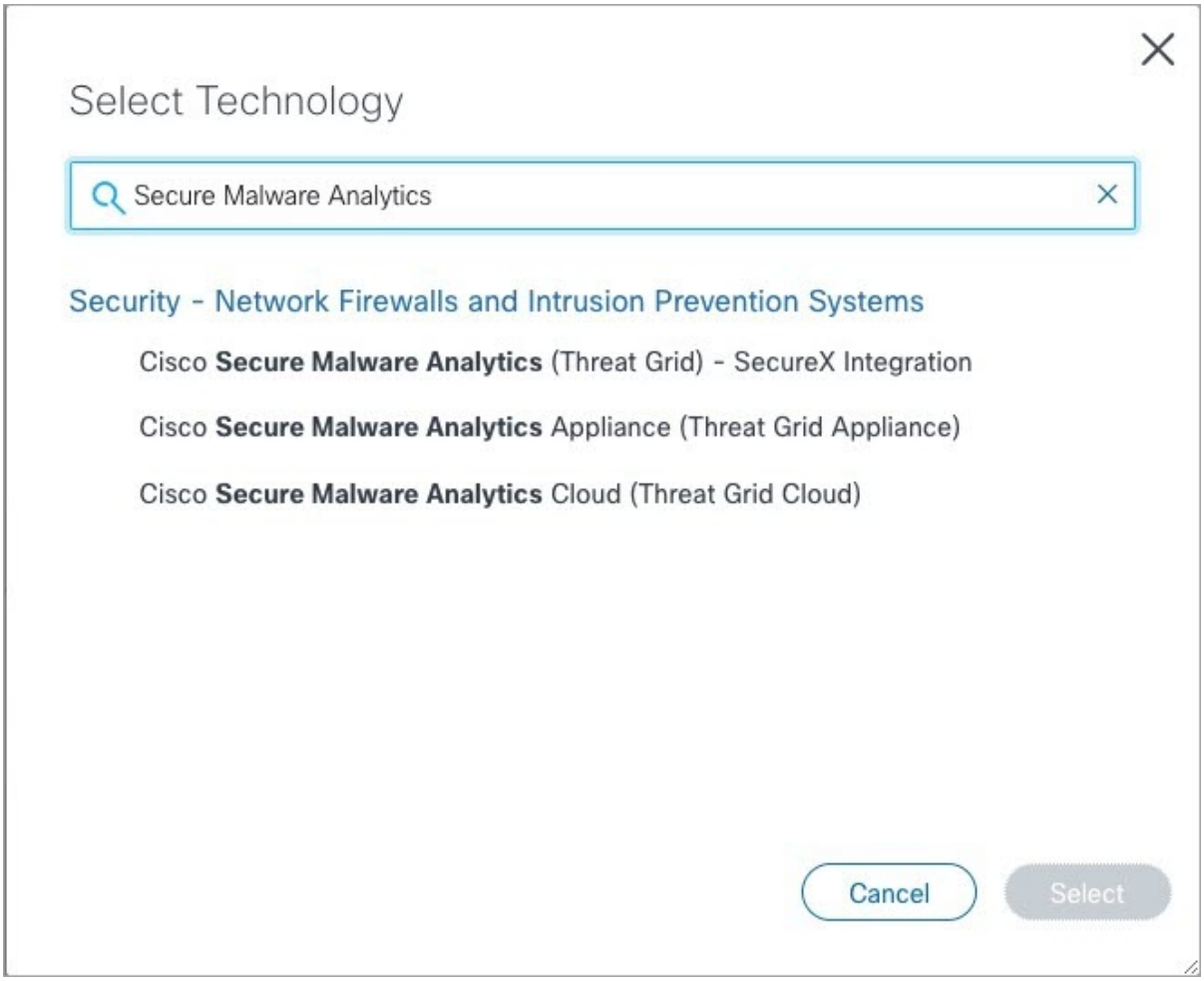
Figure 2: Check Entitlement



Step 3 On the **Describe Problem** page, enter a **Title** and **Description** of the problem (mention Secure Malware Analytics in the title).

Step 4 Click **Manually select a Technology** and search for **Secure Malware Analytics**.

Figure 3: Select Technology



Step 5 Choose **Cisco Secure Malware Analytics Appliance** from the list and click **Select**.

Step 6 Complete the remainder of the form and click **Submit**.

If you are unable to open a case online, contact Cisco Support:

- **US and Canada**: 1-800-553-2447
- **Worldwide Contacts**: https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

For additional information on how to request support:

- See the blog post: **Changes to the Cisco Secure Malware Analytics Support Experience** at https://community.cisco.com/t5/security-blogs/changes-to-the-cisco-threat-grid-support-experience/ba-p/3911407

- See the main **Cisco Support & Downloads** page at: https://www.cisco.com/c/en/us/support/index.html

Live Support Session

If you require support from a Secure Malware Analytics engineer, they may ask you to start a live support session that gives Secure Malware Analytics support engineers remote access to the appliance. Normal operations of the appliance will not be affected. You can start a live support session from the **Live Support Session** page.

Note You can also enable support mode from the Admin TUI, and when booting up in Recovery Mode (see Resetting the Administrator Password for instructions).

Support Servers

Establishing a live support session requires that the appliance be able to reach the following servers:

- **support-snapshots.threatgrid.com** - This allows you to directly upload a support snapshot for support, without the need to give Cisco support staff direct access to your appliance or to download the files and then upload/attach it to the support ticket.
- **rash.threatgrid.com** - This support mode allows Cisco support staff to log in and inspect the appliance directly.

Both servers should be allowed by the firewall during an active support session. For more information on the recommended firewall rules per interface of the Secure Malware Analytics Appliance, see SMA firewall rules.

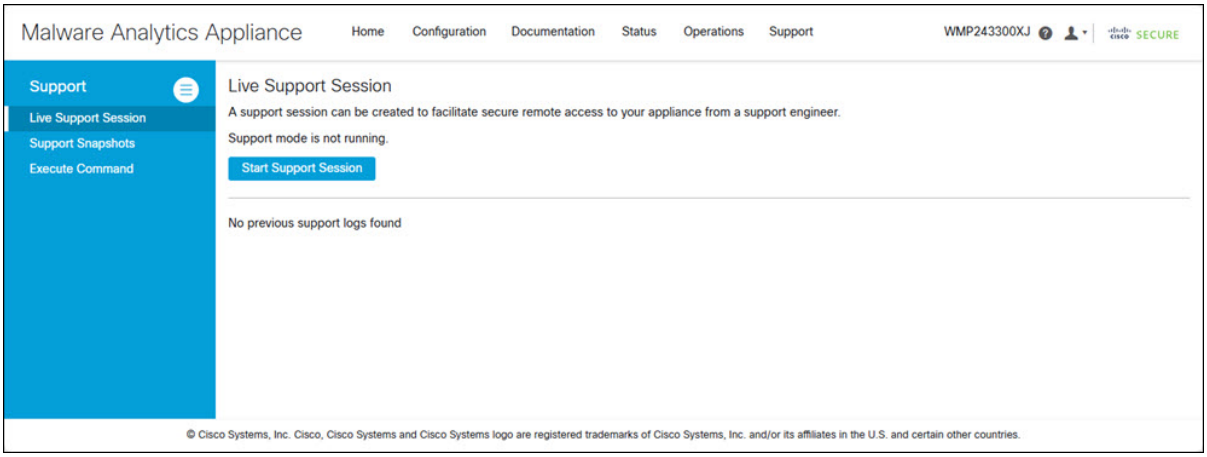
Starting a Live Support Session

You can start a live support session from the **Live Support Session** page.

Procedure

Step 1 Click the **Support** tab and choose **Live Support Session**.

Figure 4: Live Support Session



Step 2 Click **Start Support Session** and follow the prompts.

Step 3 To end the session, click **Terminate Support Session**.

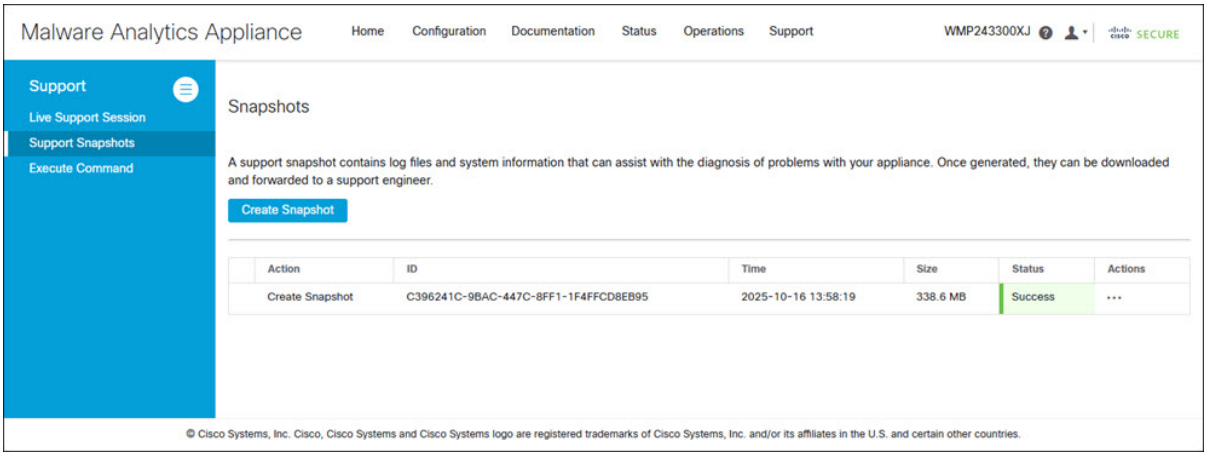
Support Snapshots

A support snapshot captures important log files and system information to help support engineers diagnose and troubleshoot any issues with your appliance.

Procedure

Step 1 Navigate to **Support** > **Support Snapshots**

Figure 5: Support Snapshots



Step 2 Click **Create Snapshot**.

The snapshot will be generated and added to the list on the **Support Snapshots** page with a unique **ID**, **Time** taken, and **Size**. Wait for the **Status** to show as **Success** before proceeding.

Step 3 Once the snapshot is complete, you can use the options in the **Actions** column to manage it. Select an action from the menu:

a) **Job Details:** View technical details about the snapshot creation process.
b) **Download Snapshot:** Download the snapshot to your local machine as a **.tar file** so you can manually send it to a support engineer.
c) **Download View:** Download the contents of the snapshot for local viewing.
d) **Submit:** Automatically upload the snapshot to the Secure Malware Analytics snapshot server. This is the fastest way to get the snapshot to the support team.
e) **Delete:** Remove the snapshot from the appliance.

Use NFS storage snapshot to verify appliance backups

You can also use snapshots to test and verify that your backups are good. Take a snapshot of the backup store in your Production appliance or cluster, creating a new writable volume off of it, and then try to restore a non-production appliance or cluster from that snapshot.