

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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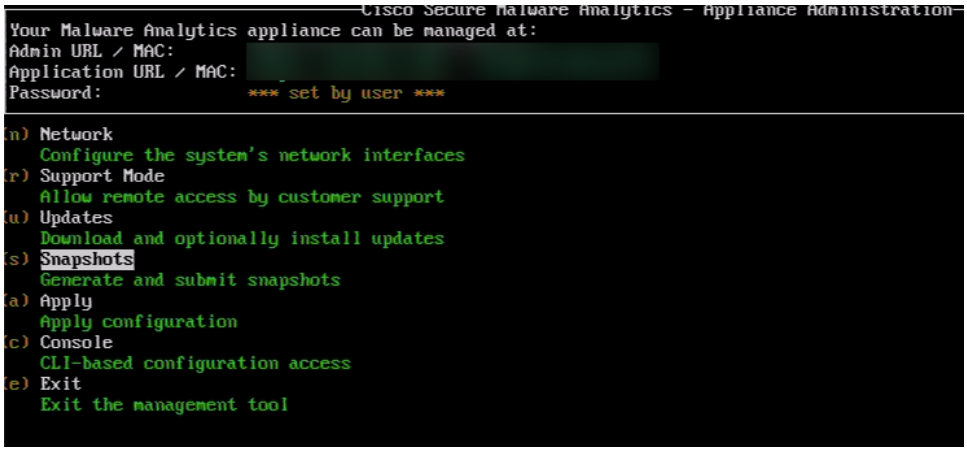
Creating Snapshots

The process to create a Snapshot is as follows:

Procedure

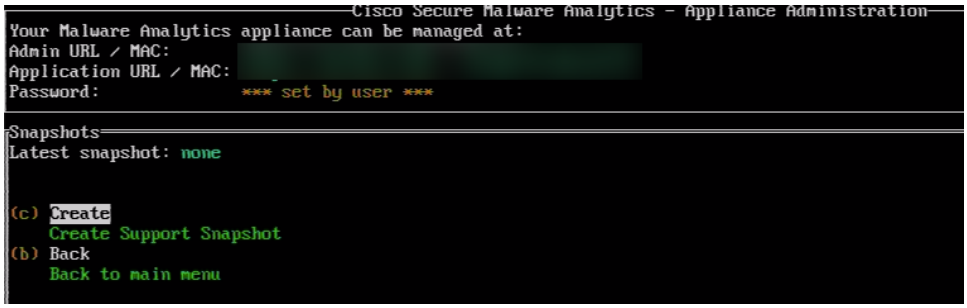
Step 1 In Admin TUI, select **Snapshot**.

Figure 1: Snapshots



Step 2 Select **Create** option and this generates the Snapshot. Now, you would be able to download the Snapshot from the Admin UI 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.