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## AIX snap Command and Troubleshooting (12/96)

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TOPIC -----

This article describes the snap command and provides some troubleshooting help for users who may not know how to navigate AIX on a Network Server 500 or 700.

DISCUSSION -----

The snap command gathers system configuration information and compresses the information into a tar file. The file can then be downloaded to disk or tape, or transmitted to a remote system. The information gathered with the snap command may be required to identify and resolve system problems.

NOTE: Root user authority is required to execute the snap command.

Use the snap -o /dev/rfd0 command to copy the compressed image to diskette. Use the snap -o /dev/rmt0 command to copy the image to tape.

Approximately 8 MB of temporary disk space is required to collect all system information, including contents of the error log. If you do not gather all system information with the snap -a command, less disk space may be required (depending on the options selected).

The snap -g command gathers general system information, including the following:

- Error report
- Copy of the customized Object Data Manager (ODM) database
- Trace file
- User environment
- Amount of physical memory and paging space
- Device and attribute information
- Security user information

The output of the snap -g command is written to the /tmp/ibmsupt/general/general.snap file.

You should run "snap -a". This will gather all information collected to a subdirectory under /tmp. Use "fdformat" to format a few disks. It should only take one if you delete the core file named unix in /tmp/ibmsupt/dump. Run "snap -o /dev/rfd0" to put the compressed files on the floppy disk.

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