

How to Generate a Maintenance Snapshot

Smart Update provides a mechanism for capturing information about your BEA product installation that you can send to BEA Customer Support when reporting a problem. This information is called a *maintenance snapshot*.

To generate a maintenance snapshot, complete the following steps.

1. Launch Smart Update:

Windows:

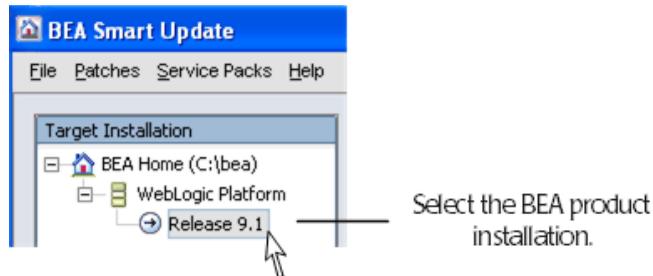
From the Start menu, choose **Start**→**Programs**→**BEA Products**→**Smart Update**.

UNIX:

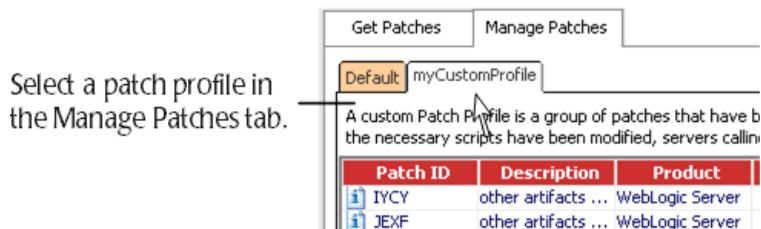
- a. Change to the `BEA_HOME/utils/bsu` directory.
- b. Enter the `bsu.sh` command.

Note: You do not need to log in to BEA Customer Support to generate a maintenance snapshot.

2. In the Smart Update main window, in the panel labeled **Target Installation**, select the BEA product installation with which you are reporting a problem.



3. Select a patch profile in the Manage Patches tab.



4. Choose **Patches**→**Patch Profiles...**→**Save Snapshot...**



5. In the Save Snapshot dialog box, enter a file name for the maintenance snapshot, and click **OK**.
The maintenance snapshot is a simple ASCII text file.
6. Send the maintenance snapshot file to BEA Customer Support. Use of email is preferred. But you may print the file and send it via postal mail, if appropriate.