SNTC Portal to CX Cloud Onboarding Guide

August 2025

Contents

The Smart Net Total Care (SNTC) portal and Services APIs are being replaced by Cisco's unified digital platform, CX Cloud. The SNTC portal and Services APIs will be decommissioned on November 27, 2025. SNTC users should migrate to CX Cloud and its APIs before decommissioning date to ensure continuous service.

Note: This change has no impact to the SNTC offer, ordering tools, or service description.

The purpose of this document is to provide guidance for SNTC customers migrating to CX Cloud. Refer to the CX Cloud Overview to learn more.

Prerequistes

- Any Cisco device-level contract; The previous restriction limiting usage to only CX Level 1 or CX Level 2 contracts has been removed
- Active SNTC Customer Administrator role

Onboarding

To migrate from the SNTC portal to CX Cloud:

1. Click the Activate CX Cloud link. The **Cisco Login** page displays.

   Note: Alternatively, navigate to http://cx.cisco.com/activate in a web browser to get started.
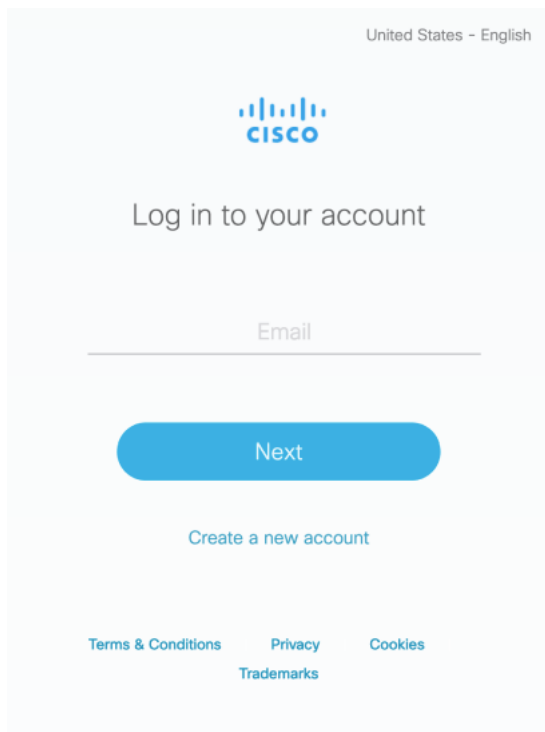
Figure 1.
Cisco Login

2. Log in with CCO ID credentials to set up a CX Cloud account. The **CX Cloud Set Up** page displays.

   *Note: The **CX Cloud Set Up** page displays differently for new customers than it does for customers with an existing CX Cloud account (or if their email domain is listed as a Super User Administrator (SUA) on an existing account even without access).*

*The following screen displays for customers with an existing CX Cloud account. New users are directed to the **Select a Contract to Get Started** screen as detailed below.*

Figure 2.

Select Contract

3. Customers with an existing CX Cloud account should click **Cancel** and log in to their existing CX Cloud account to continue. New customers setting up a new CX Cloud account, select the appropriate radio button for the contract and click **Continue**.

Figure 3.
CX Cloud Set Up

4. Accept the default company name, which is prepopulated by default, or enter a new company account name. Any name is acceptable as long as it is not currently in use.

5. Select the primary data storage region.

6. Click **Submit** to generate a welcome email. A confirmation displays.

*Note: Clicking **Submit** confirms that the SUA role is accepted. SUAs can manage their organization's CX Cloud account by controlling CX Cloud access, setting up device telemetry, and configuring data sharing settings. Email delivery may take a few moments.*

7. Open the "Welcome" email and click **Log in to CX Cloud**. The **Login** page displays.

8. Log in to CX Cloud. The **Home** page displays.
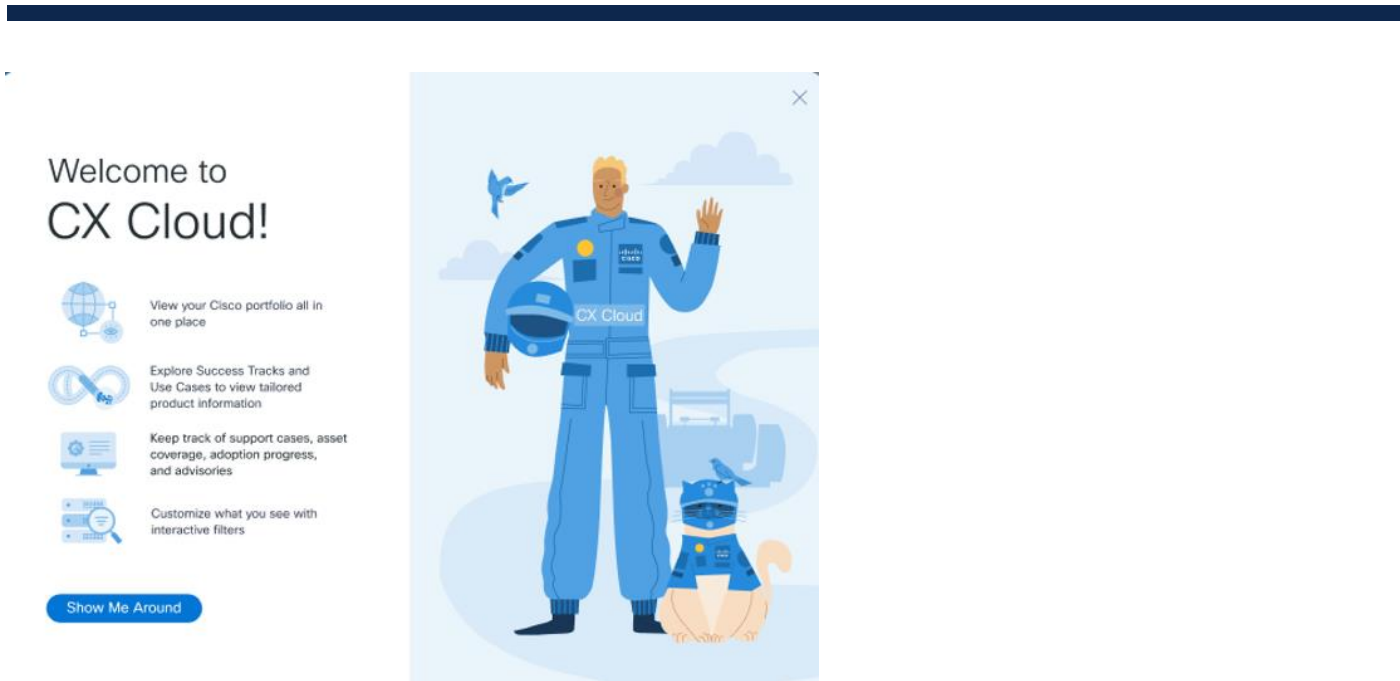
Figure 4.
Figure CX Cloud Home Page

Adding Contracts through Data Sources

SNTC customers with the Administrator role must associate their user account with a contract. This one-time activity enables other user roles to view coverage details in the **Assets & Coverage** tile.

To add SNTC contracts to CX Cloud:

1. Select the **Admin Center** icon from the **CX Cloud Home** page. The **Data Sources** window opens.
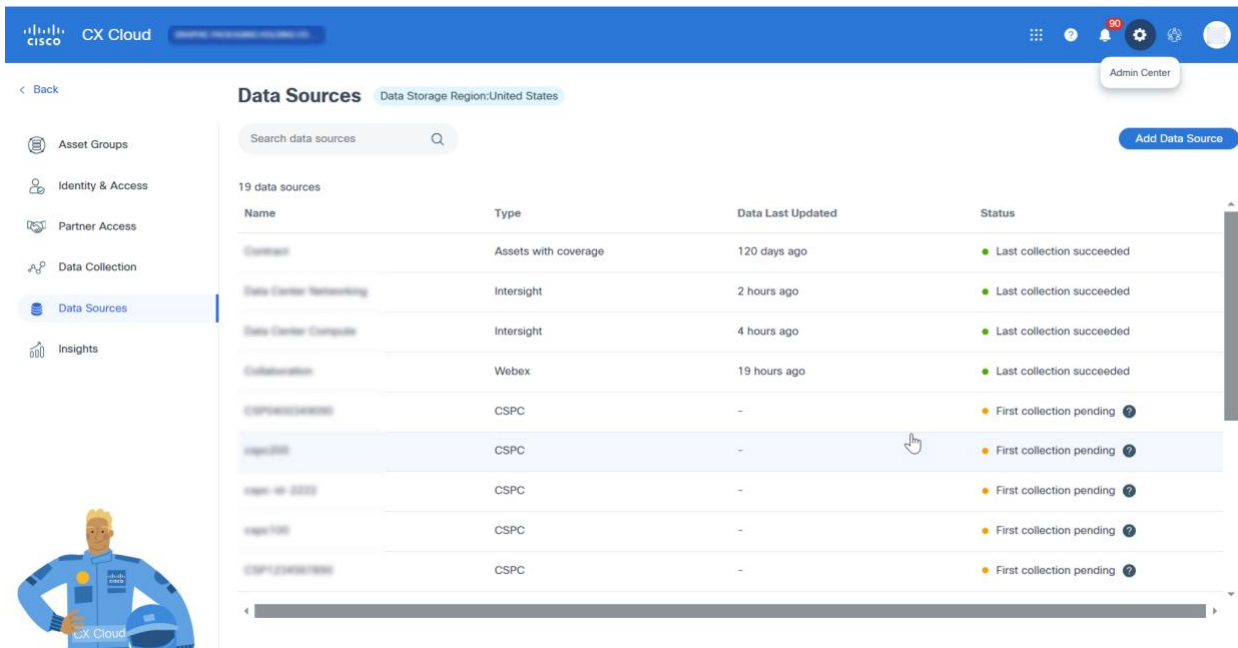
Figure 5.
Data Sources

2. Click **Add Data Source**. The **Add Data Source** window opens. The displayed options vary based on customer subscriptions.

Add Data Source

Search data sources 🔍

Catalyst Center
Uses CX Cloud Agent to support the Success Tracks for Campus Network and WAN (supported asset types)
[Add Data Source]

Cisco Catalyst SD-WAN Manager
Supports the Success Track for WAN
[Add Data Source]

Common Services Platform Collector (CSPC)
Supports assets managed by CSPC
[Add Data Source]

Contracts
Supports assets associated with a contract
[Add Data Source]

CX Cloud Agent
Add CX Cloud Agents to your network to support a variety of Success Tracks.
[Add Data Source]

Intersight
Supports the Data Center Compute and Data Center Networking Success Tracks
[Add Data Source]

Meraki dashboard
Supports Meraki
[Add Data Source]

Other Assets by IP Ranges
Uses CX Cloud Agent to support the Success Track for Campus Network (automated method recommended for larger networks)
[Add Data Source]

Figure 6.
Add Data Source

3. Click **Add Data Source** from the **Contracts** option.

4. Follow the User Interface (UI) instructions to complete the process of adding the contracts data source.

Note: For more information about adding a contract, refer to the Add Contracts in CX Cloud video.

Adding Assets through CSPC

After migrating to CX Cloud, SNTC customers can add assets through the Common Services Platform Collector (CSPC) data source.

To add each CSPC (and assets) as a data source:

1. Select the **Admin Center** icon from the **CX Cloud Home** page. The **Data Sources** window opens.

Figure 7.
Data Sources

2. Click **Add Data Source**. The **Add Data Source** window opens.

Note: *The displayed options vary based on customer services.*

Add Data Source

Figure 8.
Add Data Source

3. Click **Add Data Source** from the **Common Services Platform Collector** (**CSPC**) option. If multiple CSPCs are associated with the SNTC account, the **Add CSPC to CX Cloud** window opens, allowing multiple CSPCs to be selected.
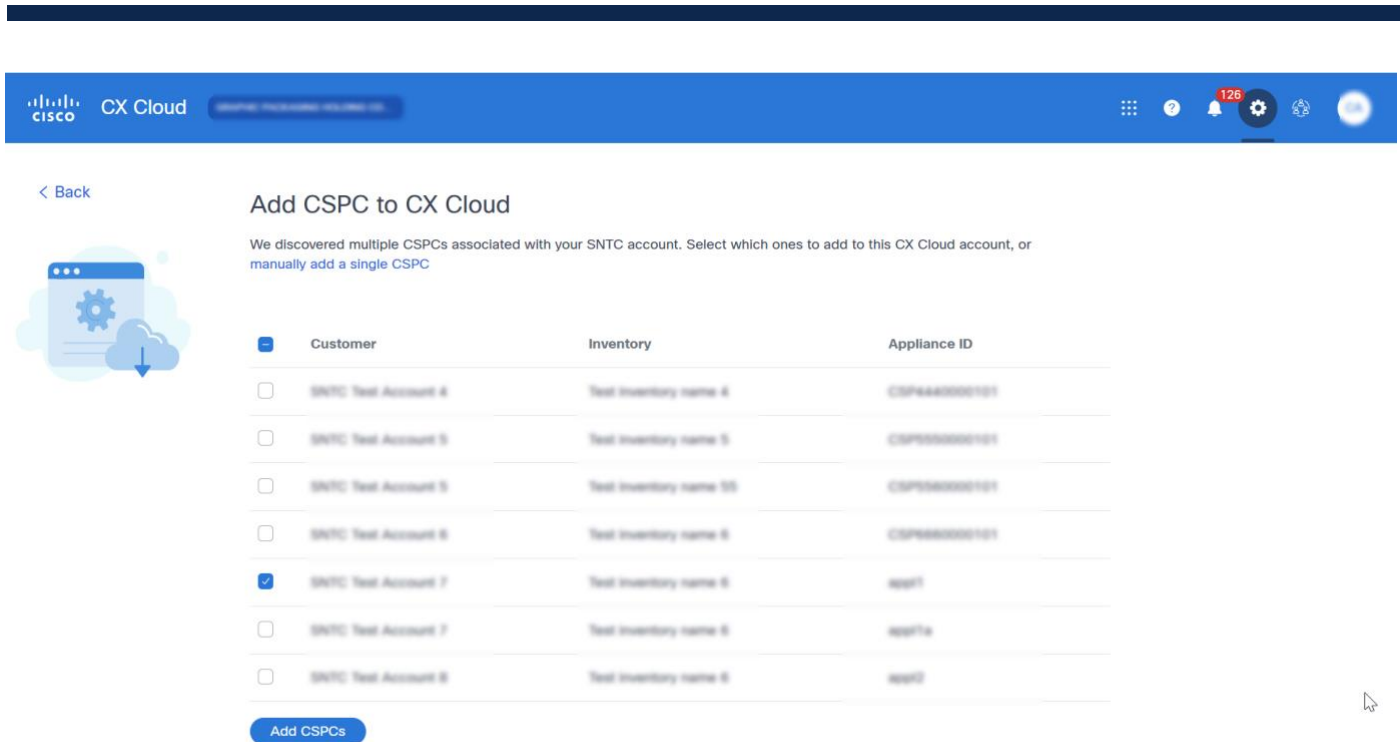
Figure 9.
Add CSPC

4.   Select the applicable CSPC check box(es) and click **Add CSPCs**.

Figure 10.
Add CSPC to CX Cloud

5. Follow the on-screen instructions in the **Add CSPC to CX Cloud** window to obtain required parameters and enter the **Connectivity Registration Serial Number** and **Appliance ID**.

6. Click **Add CSPC**. The **Data Sources** window displays with a confirmation message.

CX Cloud APIs

The CX Cloud APIs are now available to simplify migration for customers and partners moving their applications from the Services (SNTC) APIs. The URLs remain similar to those in the Services APIs, with most changes limited to version updates.

Note: The Collections API which imports .CSV file data into the SNTC Portal is not available, as this feature does not exist in CX Cloud. The Inventory, Contracts, Customer, and Product Alerts APIs are available, but they only provide data currently present in CX Cloud. If data is unavailable in CX Cloud, the API returns "Null".

For comprehensive details, refer to the [CX Cloud API Documentation](#).

Using CX Cloud

This section provides information about CX Cloud features and how to use them.

Admin Center

The **Admin Center** icon in the CX Cloud portal enables Administrators to effectively manage and configure CX Cloud settings. Through the **Admin Center**, Administrators can access the following CX Cloud configuration and administration tabs:

- Asset Groups: Create, edit, and delete asset groups

- Identity & Access: Manage access and permissions to CX Cloud by creating, editing, and deleting rules, users, and roles

- Data Collection: Schedule asset inventory and diagnostic scans to enable Advisories, Insights, and Analytics capabilities, including Rapid Problem Resolution

- Data Sources: Add contracts to view more assets in CX Cloud, configure telemetry data sources (e.g., CX Cloud Agent, Cisco Catalyst Center, and Intersight) for CX Cloud, and configure Meraki API connection to CX Cloud

Note: Only SUA and Administrator roles have the required level of access to manage or modify CX Cloud settings. SUAs can manage all CX Cloud settings while Administrators can only modify Data Collection and Data Sources.

Refer to the *[CX Cloud Admin Center Guide](#)* for more information.

Adding and Deleting Users

Administrators can add and delete users by navigating to **Admin Center** > **Identity & Access**. Click [here](#) to learn more about adding users.

Creating Asset Groups

Administrators can create dynamic and static asset groups by navigating to **Admin Center** > **Asset Groups**. Click [here](#) to learn more about creating asset groups.

CX Cloud Users

CX Cloud users manage work through the following tiles:

- Today

- Assets & Coverage

- Advisories

- Cases

Today

The **Today** tile provides an overview with at-a-glance details and action items requiring attention. It also displays other details like Assets Not Covered, Last Date of Support, and upcoming renewals. Click here to learn more about the **Today** tile.

Assets & Coverage

From the **Assets & Coverage** tile, users can:

- View the entirety of Cisco install base, both purchased and connected assets

- Review contract and coverage details with key support milestones

- Keep track of on-premises and cloud-based infrastructure across multiple deployments with tools to search and filter

- Access a detailed view of an asset's hardware and software details

Click here to learn more about the **Assets & Coverage** tile.

Advisories

From the **Advisories** tile, users can:

- Perform automatic analysis of current customer networks to view a prioritized list of security advisories, field notices, and priority bugs

- Select an individual advisory to view details about the issue, impacted devices, and remediation steps

- Get specific insights on priority bugs that are relevant to their assets and specific configurations, directing focus on the most critical issues of their business

Click here to learn more about the **Advisories** tile.

Cases

From the **Cases** tile, users can:

- Open and manage support cases with the Cisco Technical Assistance Center

- Track all open cases, including cases opened outside of CX Cloud

- View case history, all associated notes, and attached files in the Details view

- View up to 90 days of closed case history

- Follow up on cases by adding notes and attaching files as needed

Users can also create a case by navigating to the **Assets & Coverage** tile and selecting the **More Options** icon displayed in the asset line item. Click here to learn more about the **Cases** tile.