SNTC Portal to CX Cloud
Quick Start 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.

This document outlines the most common SNTC portal operations that can be performed in CX Cloud, helping SNTC customers continue operations in CX Cloud and ensuring a smooth post-migration experience. It is not a comprehensive user guide. Images in this guide are for informational guidance only; actual on-screen functionality can vary based on the customer account, user role, or purchased services.

Features At a Quick Glance

The following table displays features that are available or unavailable in CX Cloud.

Note: Some CX Cloud features are only available as part of purchased Success Track service levels.

Table 1.   Features Mapping

Available in CX Cloud	Unavailable in CX Cloud
Inventory / Assets / End of Life	Scheduled Reports, Delta Reports
Asset Groups	.CSV file import as Data Source
Security Advisories and Field Notices	API Upload as Data Source
Diagnostic Scan and Priority Bugs	Third Party Network Management System Support (Netformx and Solarwinds) as Data Source
Adoption Lifecycle and Learning	Internet Protocol (IP) Phone Reporting
Case Management	Unmasking of masked IP address or hostname when enabled in CSPC
Case Management KPIs	
Rapid Problem Resolution	
Insights	
Partner Access to Customer's Portal[*] and APIs	
Notifications	
Few Custom Reports (partially)	
Common Services Platform Collector (CSPC) as Data Source	
CX Cloud Agent as Data Source	
Cisco Catalyst Center, Intersight, Meraki Dashboard, Webex, Catalyst SD-WAN Manager as Data Source	

| Available in CX Cloud	Unavailable in CX Cloud
Service Contracts as Data Source	
CX Cloud APIs	

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".

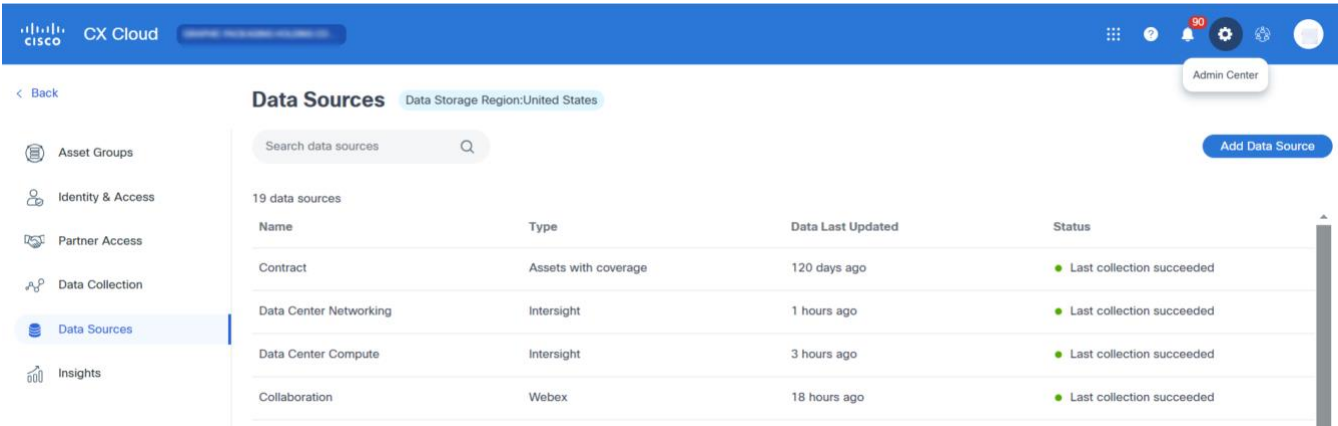For comprehensive details, refer to the CX Cloud API Documentation.

Using CX Cloud

This document follows the SNTC portal navigation panel to map SNTC operations in CX Cloud.
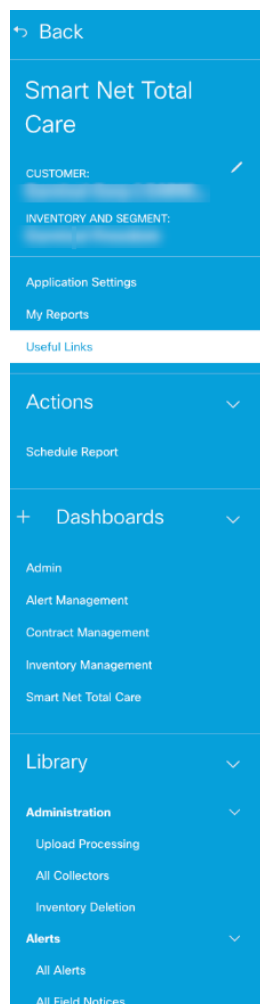
Figure 1.
SNTC Portal Navigation Panel

Application Settings

Figure 2.
Data Sources

Customers with the Administrator role can configure and manage CX Cloud settings by selecting the **Admin Center** icon. The **Data Sources** window opens.

Navigational tabs are available in the left navigation based on customer services. Refer to Managing Contracts or Migrating CSPC for more information.

My Reports

Customers can download respective views (e.g., assets, advisories, etc.) by selecting the **More Options** icon; however, CX Cloud does not offer the same reports as the SNTC portal (e.g., Inventory by Product, Inventory Summary, Delta Reports and IP Phone Reporting). Refer to Scheduling Reports for more information.

Useful Links

Additional resources are available under the **Support** menu.
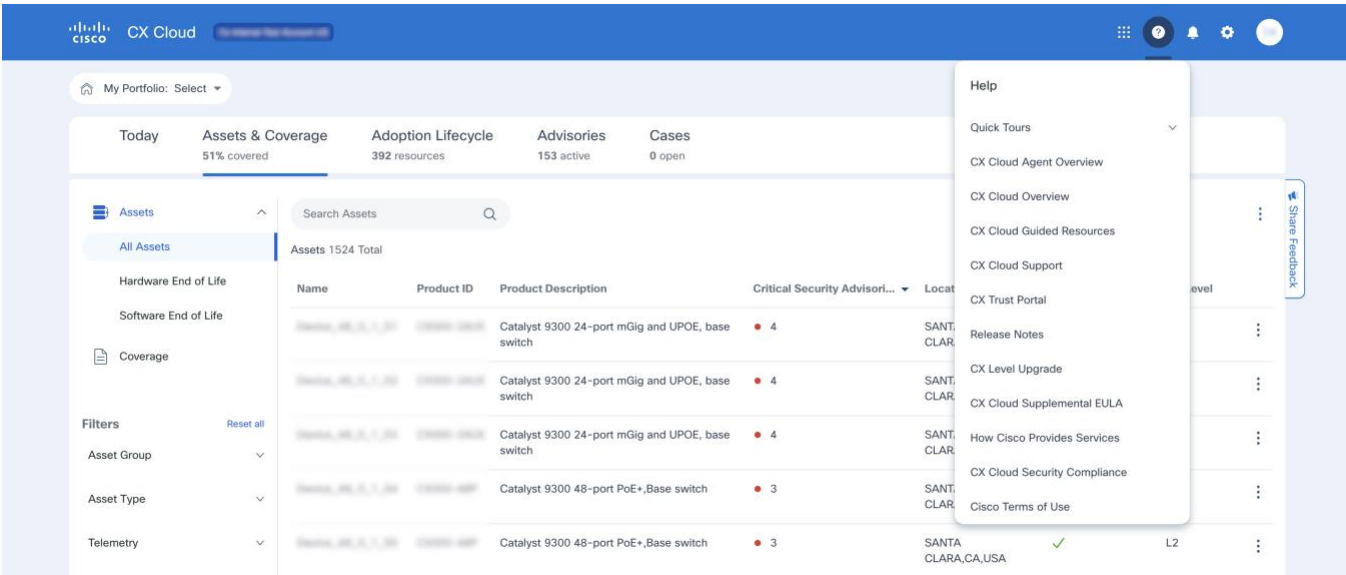
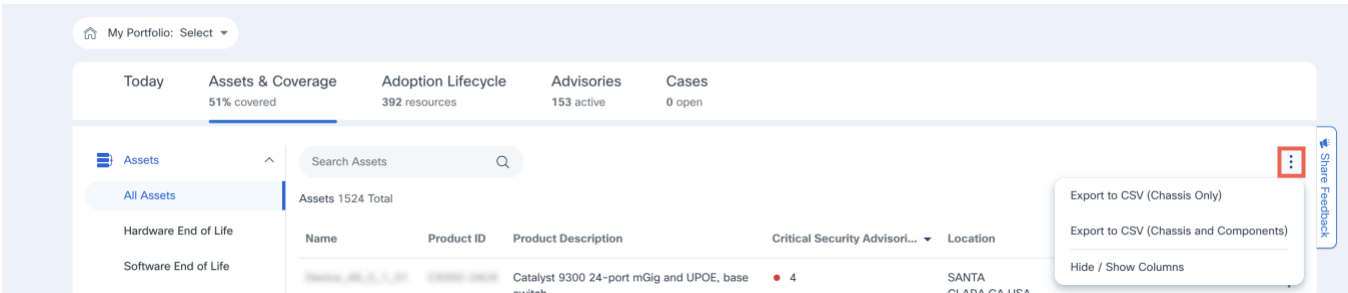**Figure 3.**
Support Menu

Actions

Scheduling Reports

CX Cloud does not offer the same Scheduling Report feature provided in the SNTC portal, but customers can view and export available reports. For example, customers can view hardware asset details (i.e., equipment) from **Assets & Coverage** > **Assets** > **All Assets** and download details in .CSV format by selecting the **More Options** icon > **Export to CSV (Chassis and Components)**.

Figure 4.
Scheduling Reports

Advisory reports can be exported through the **Advisories** tile by selecting the **More Options** icon > **Export to CSV**.

Dashboard

Customers can access the following SNTC dashboard tabs through the CX Cloud **Today** tile and **Notification Center**.

- Admin
- Alert Management
- Contract Management
- Inventory Management
- Smart Net Total Care

Admin and Alert Management

Viewing Alerts in Today

The **Today** tile provides summary highlights and alerts for Critical Security Advisories, Contracts Expiring, Cases, and other key areas.
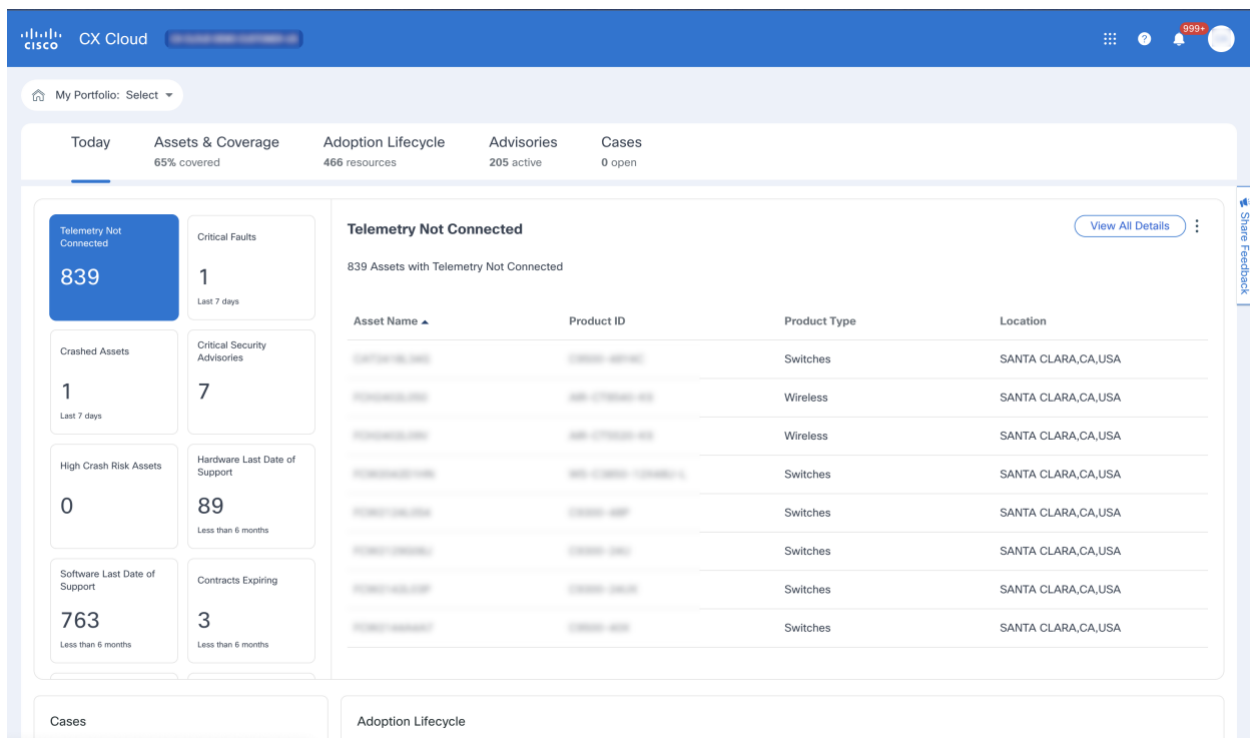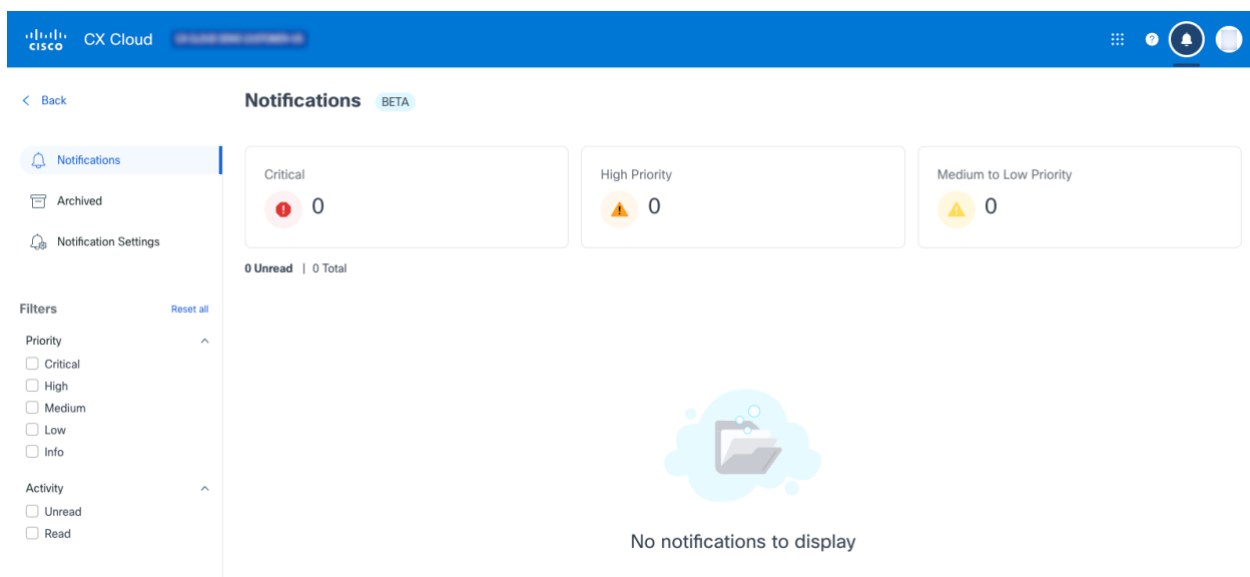
Figure 5.
Today

Viewing and Managing Notifications

Customers can view and manage portfolio notifications related to Advisories in the CX Cloud **Notification Center** to review message details and archive notifications.

Currently, notifications are available for advisories. The **Notifications** page is also equipped with a **Notifications Settings** tab where events notifications can be customized.

Figure 6.
Notification Center

Managing Contracts

Customers with the Administrator role can manage contracts in the **Admin Center**. Once added, contracts can be viewed in the **Assets & Coverage** tile.

Adding Contracts

To add a contract in CX Cloud:

1. Select the **Admin Center** icon. The **Data Sources** window opens.

Figure 7.
Data Sources

2. Click **Add Data Source**. The **Add Data Source** page displays. Displayed options vary based on customer services.

Figure 8.
Add Data Source

3. Click **Add Data Source** from the **Contracts** option. The **Add Contracts** window opens. Follow the on-screen instructions to successfully add contracts.

Once contracts are successfully added, they can be viewed under **Assets & Coverage** > **Coverage**. Contracts not added to the account, but that are associated with an asset in one of the connected Data Sources, are only visible as an attribute of the asset in the **Assets & Coverage** > **Assets** > **All Assets** view.

Note: Adding contracts does not update the assets until next daily contract sync.

Viewing Contracts

Customers can view an asset's coverage details in the **Assets & Coverage** tile and use the **Coverage** filter in the left navigation to view covered and uncovered assets. Navigate to **Assets & Coverage > Assets > All Assets** and select the **Covered** and **Soon to Expire** options for the **Coverage** filter to display covered assets or the **Not Covered** filter to display uncovered assets. The **Soon to Expire** coverage filter can be utilized for advance planning for coverage that will expire within ninety (90) days.

Figure 9.
Contracts

Note: A corresponding report for SNTC's Device with Multiple Contracts is currently not available in CX Cloud.

Migrating CSPC

To add existing CSPC accounts migrated to CX Cloud as a Data Source:

1. Select the **Admin Center** icon. The **Data Sources** window opens.

2. Click **Add Data Source**. The **Add Data Source** page displays. Displayed options vary based on customer services.

Add Data Source

Figure 10.
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 11.
Add CSPC to CX Cloud

4. Select the applicable CSPC check box(es) and click **Add CSPCs**. The **Data Sources** window opens and a confirmation message displays.

Note: If the customer account is not already associated to any SNTC Portal's CSPC to connect, the following screen displays and the user should continue to follow the on-screen instructions.
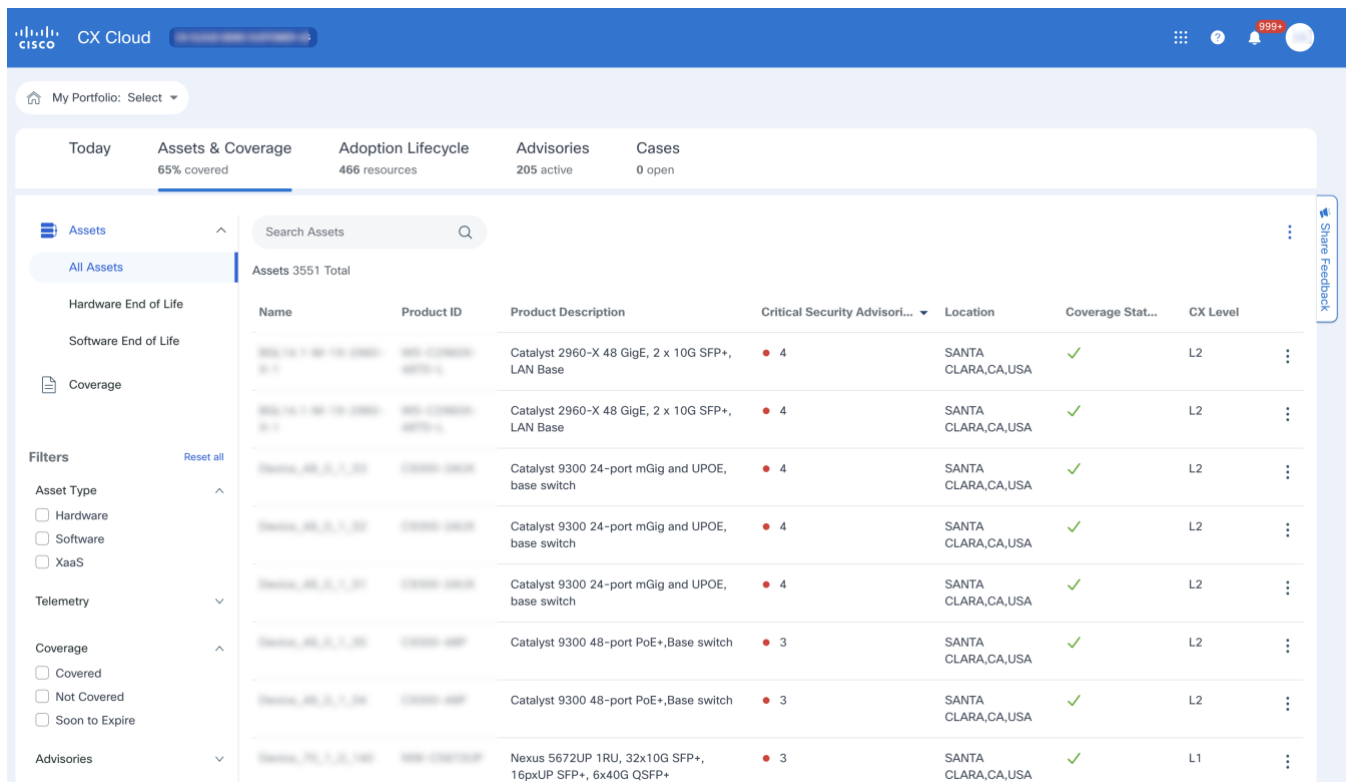
Figure 12.
Add CSPC

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.

Viewing Inventory Details

SNTC's *Inventory* is known as Assets in CX Cloud. Customers can view asset details in the **Assets & Coverage** > **Assets** > **All Assets** view. Multiple filters are available in the left navigation to easily search for and view assets.

Figure 13.
Assets & Coverage

Clicking an asset in the **All Assets** page opens a detail view of the asset where information is organized in the following tabs:

- Summary

- Hardware

- Software

- Advisories

- Cases
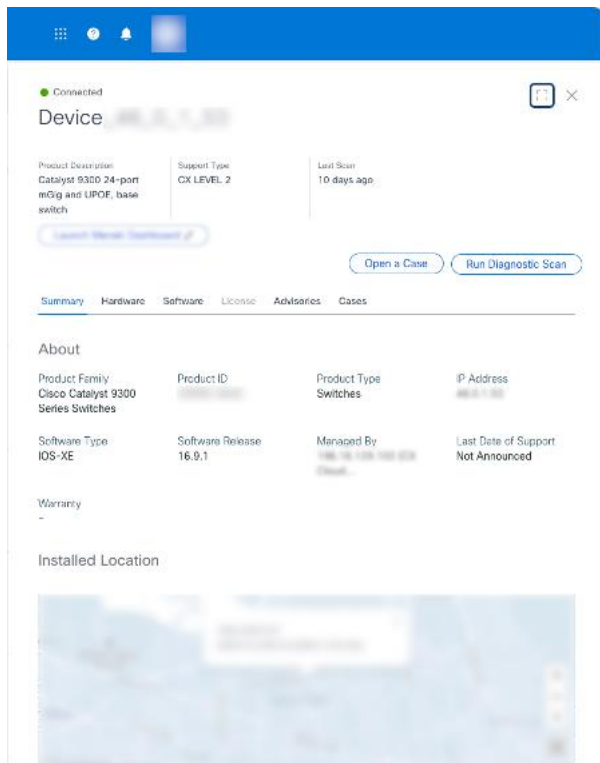
Figure 14.
Asset Detail View

Note: By default, all columns do not display. To edit the list of visible columns, select the **More Options** icon > **Hide / Show Columns**. Select or clear the appropriate check boxes to display desired columns.
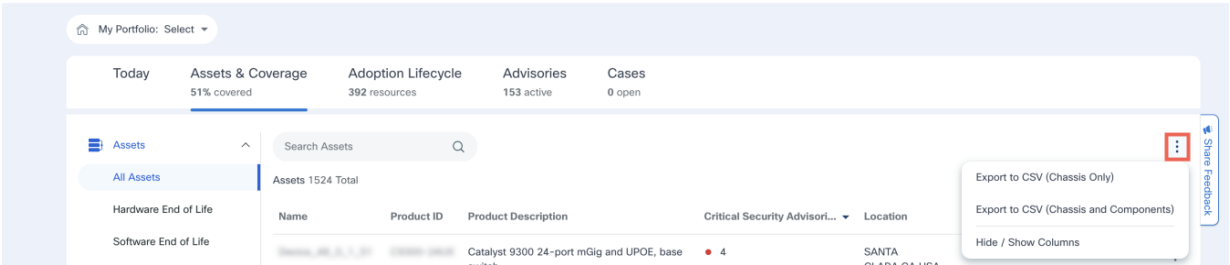
Viewing Hardware and Software End of Life Assets

To view hardware assets, select **Assets & Coverage** > **Assets** > **Hardware End of Life**.

To view software assets, select **Assets & Coverage** > **Assets** > **Software End of Life**.
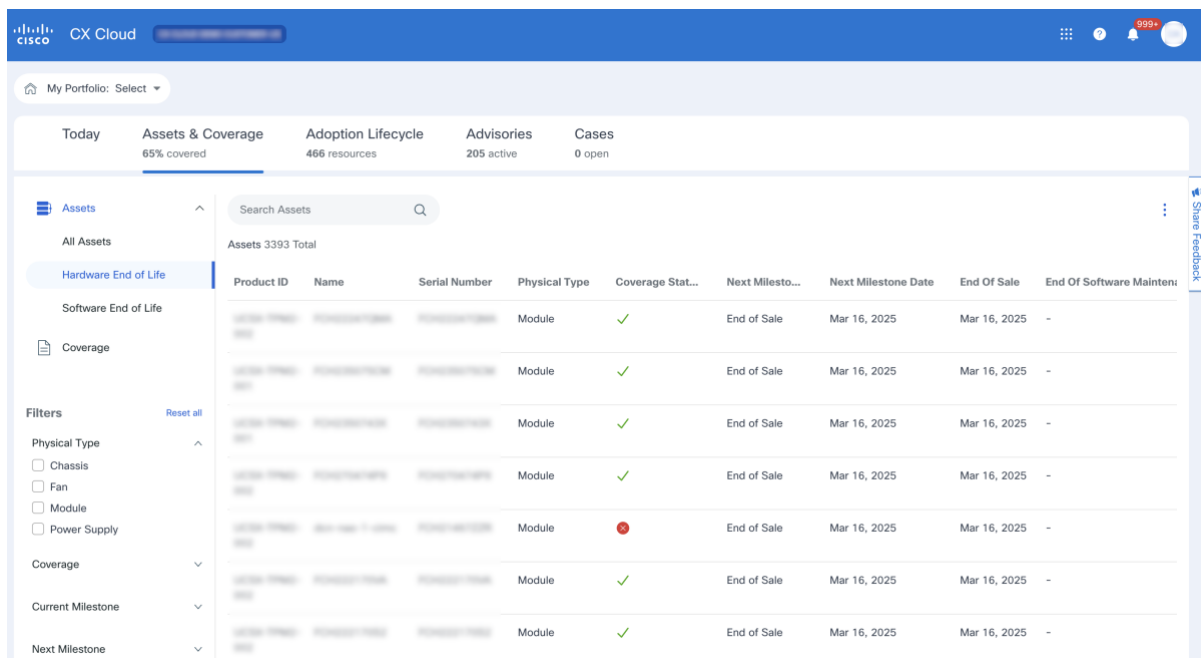
Figure 15.
End of Life
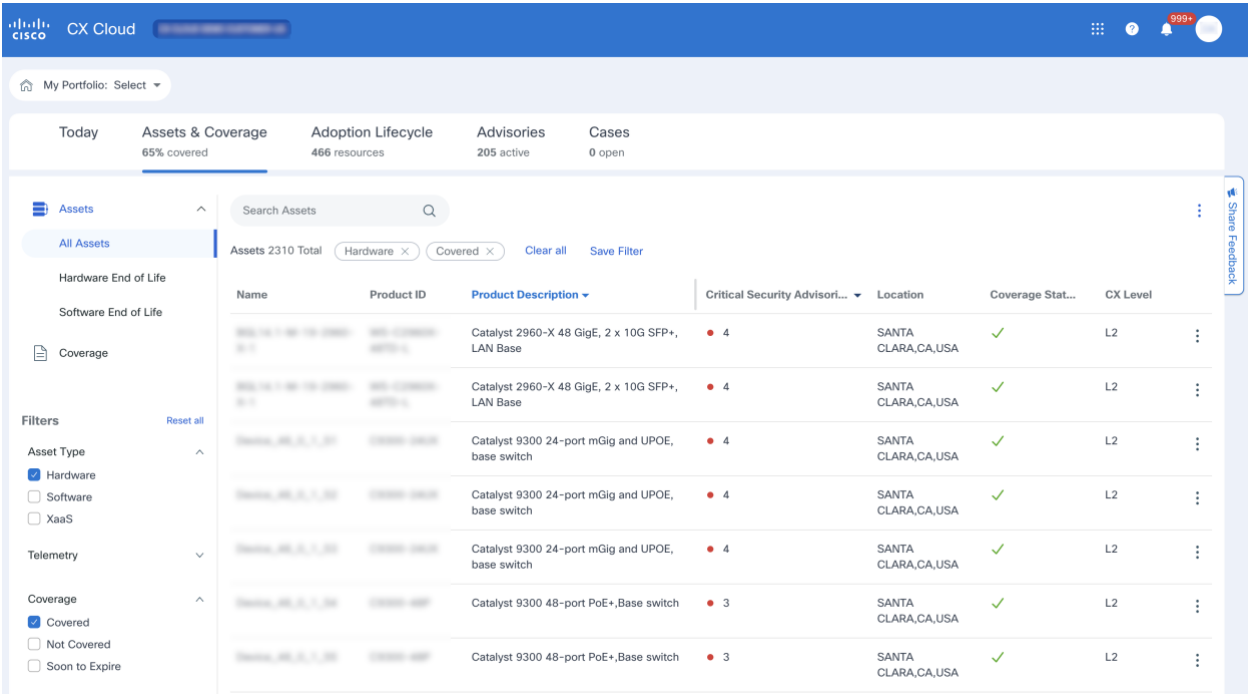
Downloading Asset Details

Figure 16.
Export Options

Asset details can be downloaded in .CSV format by selecting the **More Options** icon > **Export to CSV (Chassis)** or **Export to CSV (Chassis and Components)**.

Viewing Third Party Details

To view third party details, select the appropriate 3rd party option from the **Product family** filter in the left navigation.

Customizing Assets View

Figure 17.
Save Filters

Customers can save applied filter settings for quick access. To create custom filters, search for or filter asset details and save the resulting assets view by clicking **Save Filter** for access in the **Saved Filters** panel of the page.

Viewing Duplicate Records

Customers can follow these steps in CX Cloud to locate duplicate records previously found in the SNTC portal's Inventory Duplicates report.

To locate duplicate records in CX Cloud:

1. Navigate to **Assets & Coverage** > **Assets** > **All Assets**.

2. Select the **More Options** icon > **Export to CSV** or **Export to CSV (Chassis and Components)** to download the file.

3. Open the downloaded file and search for duplicate entries in the **Serial Number** column.

4. Compare duplicate records against the **Managed By** column for Connected Assets to determine the source of the duplicates.

5. Contact your Cisco representative for support if duplicates are from assets that are "Not Connected".

Note: In CX Cloud, some duplicates across data sources are automatically resolved. Specifically, if the same serial number is found in Catalyst Center and Seed file or IP Range on the same CX Cloud Agent, the CX Cloud Agent prioritizes the Catalyst Center asset and discontinues collection from the Seed file or IP Range asset.

Library

Administration

SNTC Library Administration consists of:

- Upload Processing
- Active Alerts
- All Collectors
- File Import
- Inventory Deletion
- Segment Exclusions

Customers with Super User Administrator access can manage account activities by navigating to **Admin Center** > **Data Sources**.

Active Alerts can be viewed in the **Assets & Coverage** and **Advisories** tiles. Refer to the Alerts *s*ection for more information.

Segment Exclusions

SNTC *Segments* are represented in CX Cloud by Asset Groups which can be accessed through the **Assets & Coverage** tile by selecting **Assets** > **All Assets**. This page includes an optional **Asset Group** column available through the **More Options** icon > **Hide / Show Columns** > **Asset Group** check box.

*Note: Assets not assigned to an Asset Group have no value in the **Asset Group** column.*

Alerts

SNTC portal alerts available in **Library** > **Alerts** can be accessed in CX Cloud through the following navigation:

- Assets & Coverage > Hardware End of Life
- Assets & Coverage > Software End of Life

Figure 18.
End of Life

- Advisories > Security Advisories

- Advisories > Field Notices

Figure 19.
Advisories

Clicking on any Field Notice or Security Advisory opens a detail view of the advisory where information is organized in the following tabs:

- Summary

- Affected Assets

- Potentially Affected

- Status
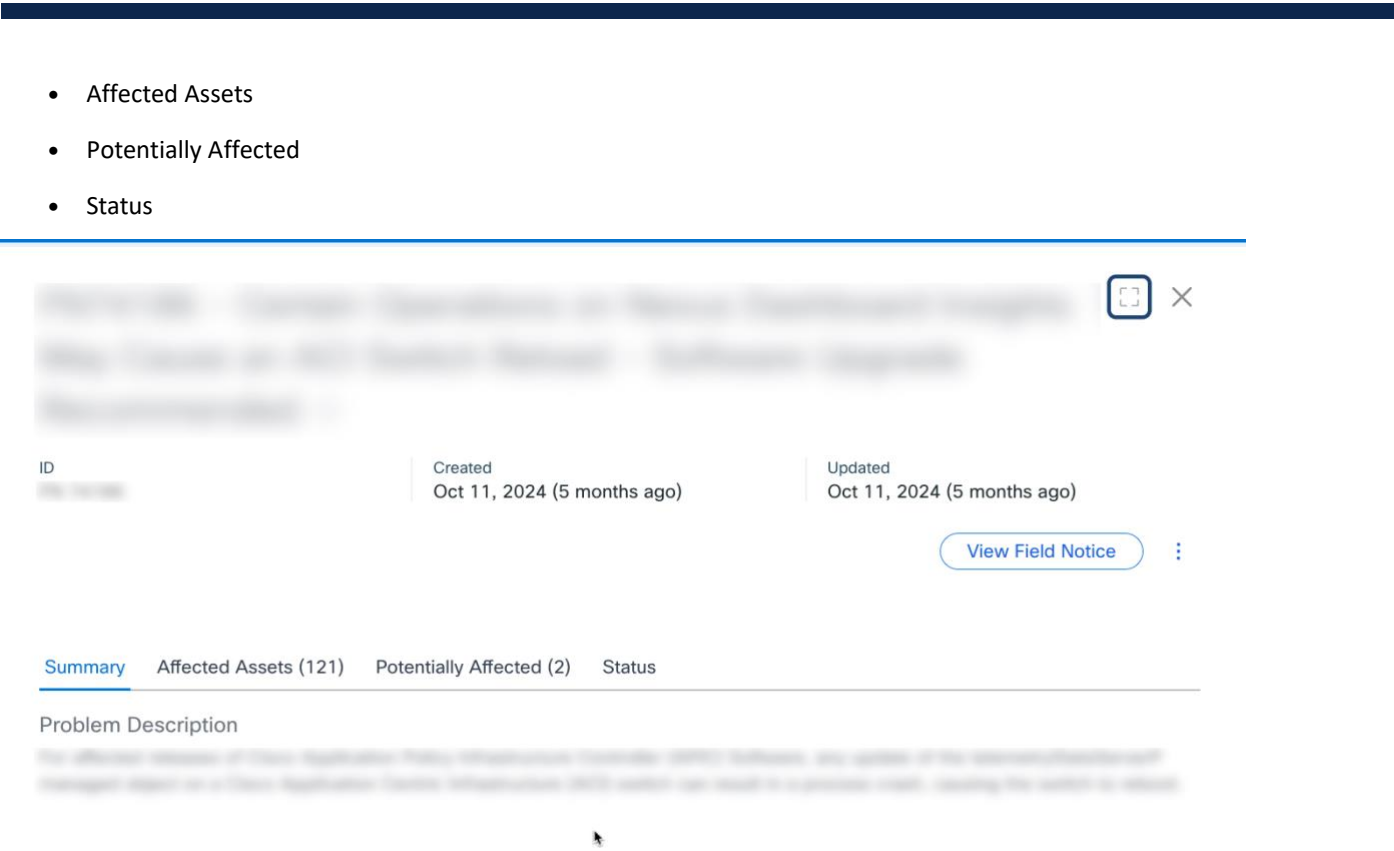
Figure 20.
Advisory Detail View

Contracts

Contracts are available in the **Assets & Coverage** tile. Use the **Coverage** filter in the left navigation to view covered and uncovered assets.

Navigate to **Assets & Coverage** > **Assets** > **All Assets** and select the **Covered** and **Soon to Expire** options for the **Coverage** filter to display covered assets or the **Not Covered** option to display uncovered assets.

The **Soon to Expire** coverage filter can be utilized for advance planning for coverage that will expire within ninety (90) days.

Note: *A corresponding report for SNTC's Device with Multiple Contracts is currently not available in CX Cloud.*

Figure 21.
Contracts

Incident Management

Incidents are referred to as Cases in CX Cloud, which are created and managed in the **Cases** tile.

To create a new case, navigate to the **Cases** tile, click **Open a Case** and follow the on-screen instructions. Upon successful creation, cases display on the **Cases** page. The left navigation panel provides links to view various filters.

Figure 22.
Cases

A case for an asset can also be created in the asset's detail view in **Assets & Coverage**.

Figure 23.
Asset Detail View

Inventory Insights

CX Cloud does not offer a corresponding Inventory Insight Summary, but assets per data source can be viewed in the **Assets & Coverage** > **Assets** > **All Assets** > **Managed By** column.

If the **Managed By** column is not visible by default, select the **More Options** icon > **Hide / Show Columns** and select the **Managed By** check box.

Figure 24.
Managed By Column

CSPC Collection Status

Customers using CX Cloud Agent can access a collection summary report through the **Admin Center** for CX Cloud Agent direct collection. Cisco recommends customers migrate from CSPC to CX Cloud Agent collector.

To download the collection report in CX Cloud:

1. Navigate to the **Admin Center**. The **Data Sources** page displays.

2. Select a CX Cloud Agent to open the detail view.

3. Click **Download Report**.

Customers who have not migrated to CX Cloud Agent can use the following workaround to view a collection report as a formal CSPC Collection Status Report is not available in CX Cloud.

To view CSPC collection reports in CSPC:

1. Log in to CSPC.

2. Navigate to **Applications** > **Common Applications** > **View Collected Data**.

3. Select **View Device Collection Summary** from the **Actions** drop-down list.