

# SNTC Portal to CX Cloud Quick Start Guide

August 2025



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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

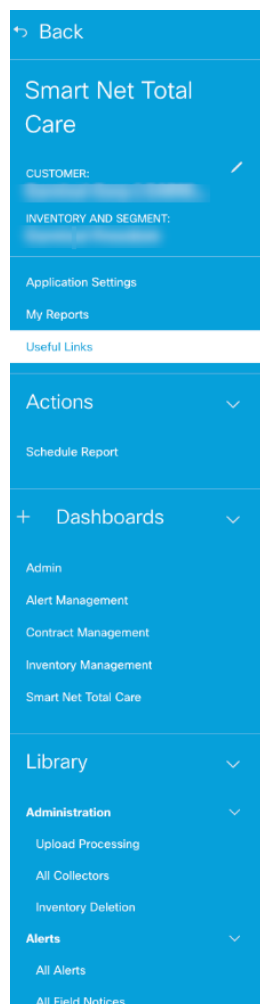
The CX Cloud APIs are now available to simplify migration for customers and partners moving their applications from the Services (SNTC) APIs. The URLs remain similar to those in the Services APIs, with most changes limited to version updates.

**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](#).

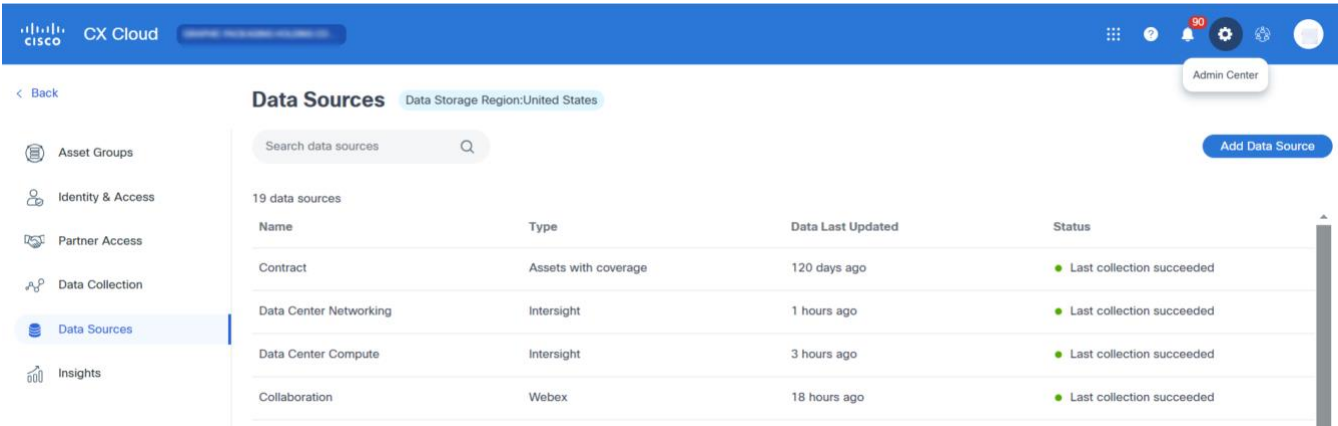
## Using CX Cloud

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.

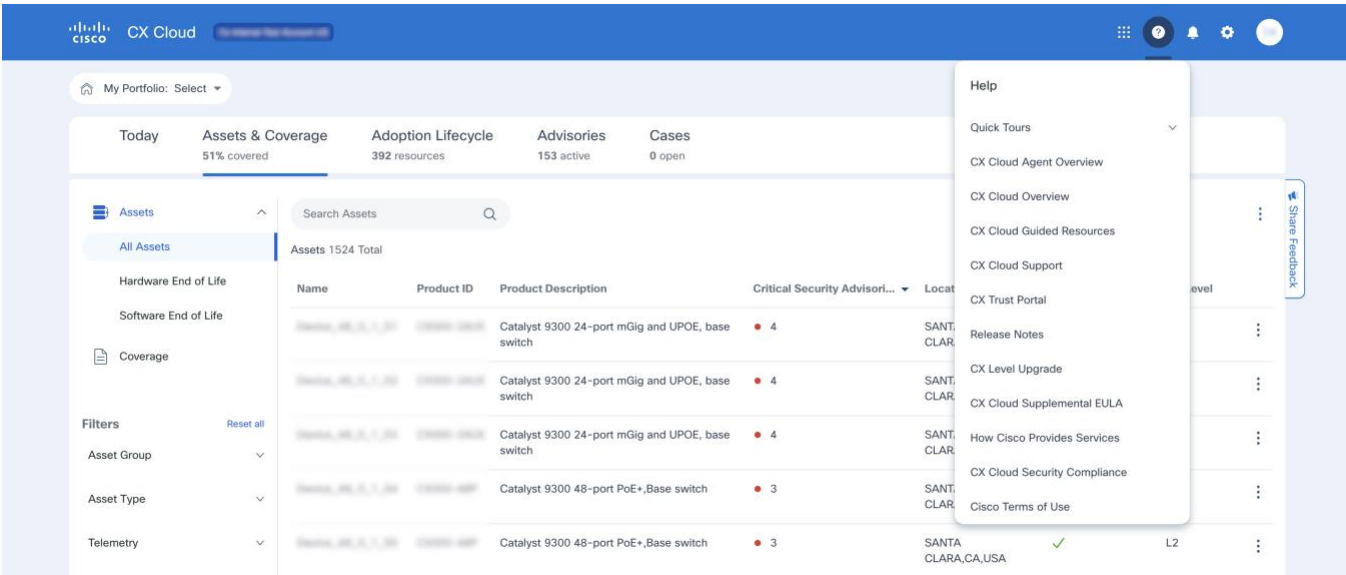
Navigational tabs are available in the left navigation based on customer services. Refer to [Managing Contracts](#) or [Migrating CSPC](#) for more information.

**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.

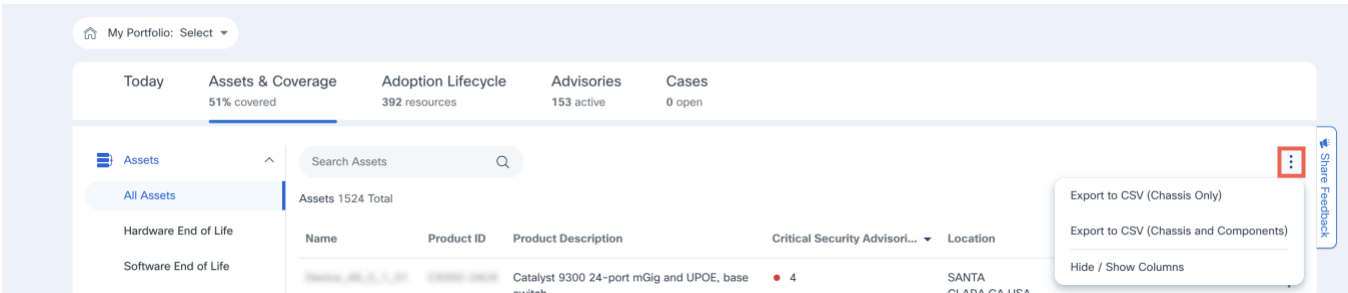


**Figure 3.**  
Support Menu

**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**

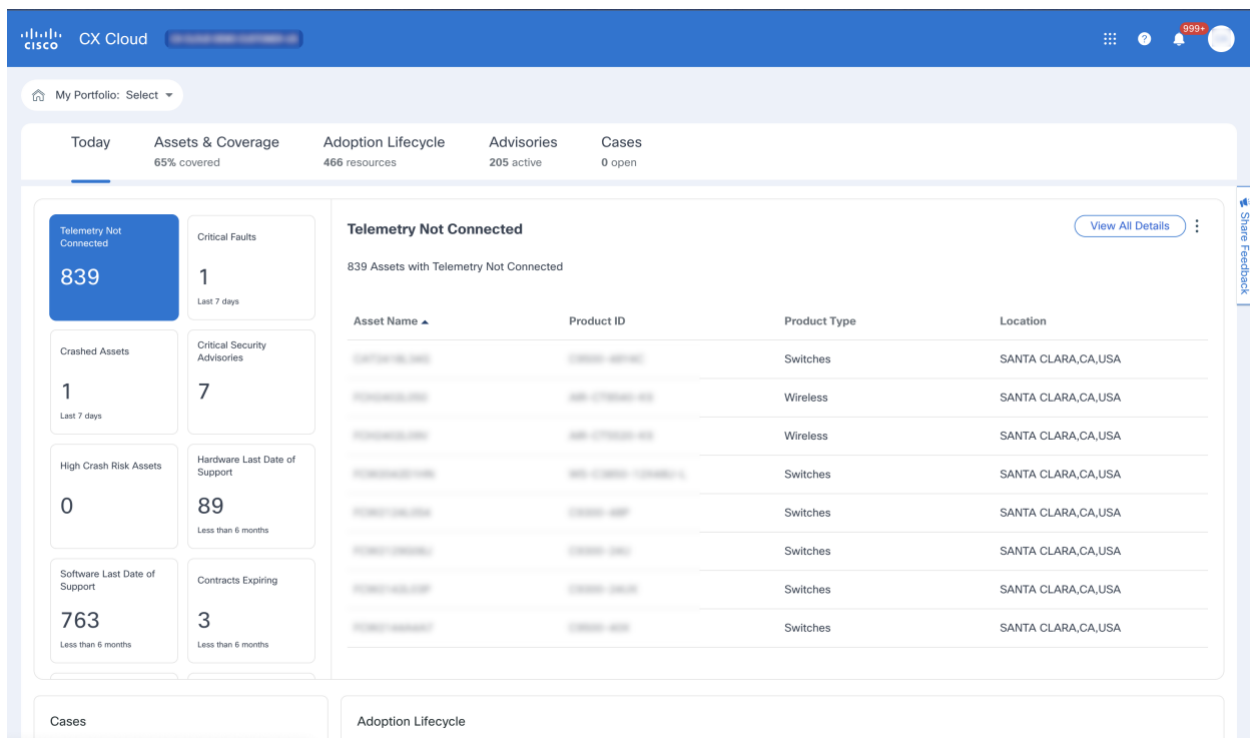
Customers can access the following SNTC dashboard tabs through the CX Cloud **Today** tile and **Notification Center**.

- 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.

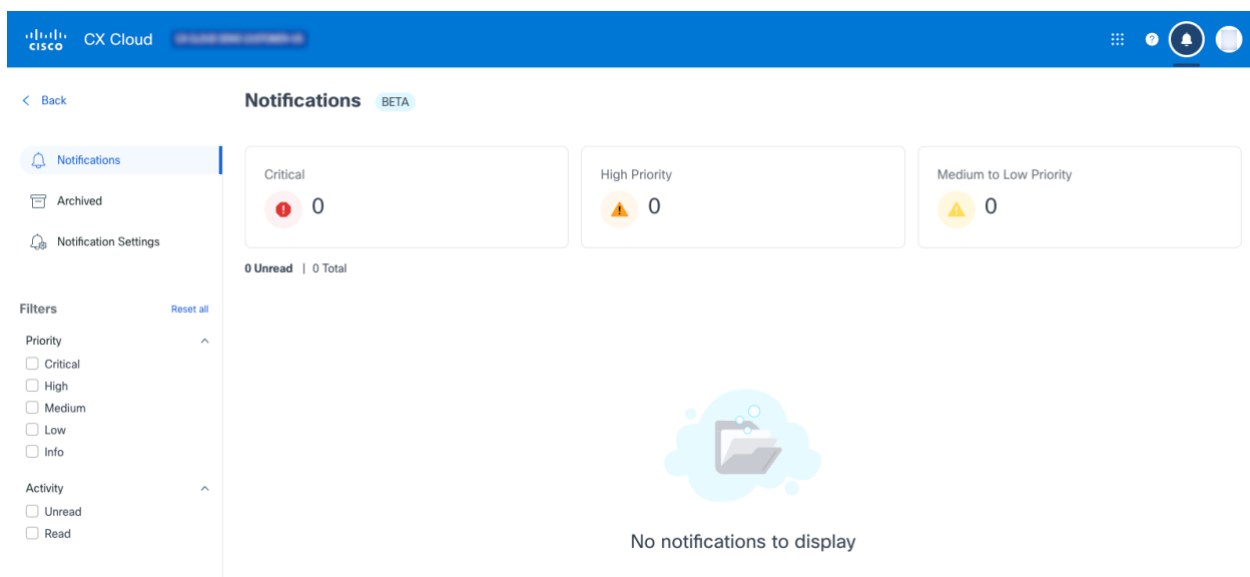


**Figure 5.**  
Today

## 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:

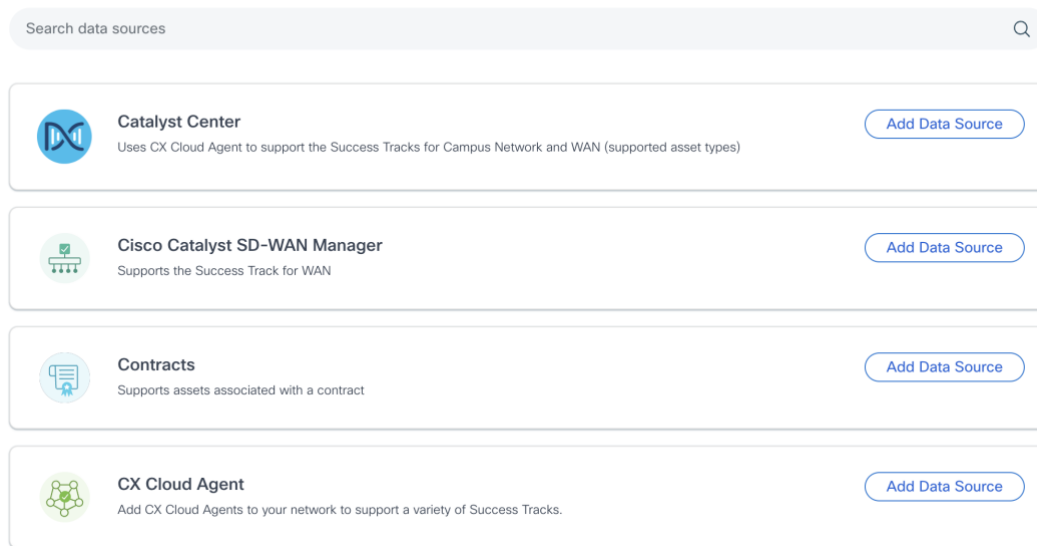
1. Select the **Admin Center** icon. The **Data Sources** window opens.



**Figure 7.**  
Data Sources

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

### Add Data Source



**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.

The screenshot shows the Cisco CX Cloud interface. The top navigation bar includes the Cisco logo, 'CX Cloud', and a user profile. Below the navigation bar, there's a 'My Portfolio: Select' dropdown. The main content area is divided into tabs: 'Today', 'Assets & Coverage' (65% covered), 'Adoption Lifecycle' (466 resources), 'Advisories' (205 active), and 'Cases' (0 open). The 'Assets & Coverage' tab is selected. On the left sidebar, under 'Assets', there's a 'Coverage' filter section highlighted with a red box. It contains three options: 'Covered', 'Not Covered', and 'Soon to Expire'. The main table displays a list of assets with columns: Name, Product ID, Product Description, Critical Security Advisory, Location, Coverage Status, and CX Level. The table shows several rows of assets, all with a 'Covered' status and a CX Level of L2.

Name	Product ID	Product Description	Critical Security Advisory	Location	Coverage Status	CX Level
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 2960-X 48 GigE, 2 x 10G SFP+, LAN Base	4	SANTA CLARA, CA, USA	✓	L2
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 2960-X 48 GigE, 2 x 10G SFP+, LAN Base	4	SANTA CLARA, CA, USA	✓	L2
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 9300 24-port mGig and UPOE, base switch	4	SANTA CLARA, CA, USA	✓	L2
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 9300 24-port mGig and UPOE, base switch	4	SANTA CLARA, CA, USA	✓	L2
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 9300 24-port mGig and UPOE, base switch	4	SANTA CLARA, CA, USA	✓	L2
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 9300 48-port PoE+, Base switch	3	SANTA CLARA, CA, USA	✓	L2
SW-19-1-08-10-0000-01-1	SW-19-00000-0000-01-1	Catalyst 9300 48-port PoE+, Base switch	3	SANTA CLARA, CA, USA	✓	L2

**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

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


**Figure 10.**  
Add Data Source

- 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.

 CX Cloud

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< Back



Add CSPC to CX Cloud

We discovered multiple CSPCs associated with your SNTC account. Select which ones to add to this CX Cloud account, or [manually add a single CSPC](#)

<input checked="" type="checkbox"/>	Customer	Inventory	Appliance ID
<input type="checkbox"/>	SNTC Test Account 5	Test inventory name 5	
<input type="checkbox"/>	SNTC Test Account 6	Test inventory name 6	
<input type="checkbox"/>	SNTC Test Account 7	1	
<input type="checkbox"/>	SNTC Test Account 7	9	
<input checked="" type="checkbox"/>	SNTC Test Account 8	Test inventory name 6	

Add CSPCs

**Figure 11.**  
Add CSPC to CX Cloud

- 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.



### Add CSPC to CX Cloud

Add the appliance ID and the connectivity registration serial number to import your network and device information from Common Services Platform Collector (CSPC) into CX Cloud.

1. Login to your CSPC on a new tab of your browser.
2. Go to Help.
3. Go to View/Manage Registration.
4. Copy the connectivity registration serial number and appliance ID, and paste them below.

Connectivity Registration Serial Number \*

---

Appliance ID \*

---

Add CSPC

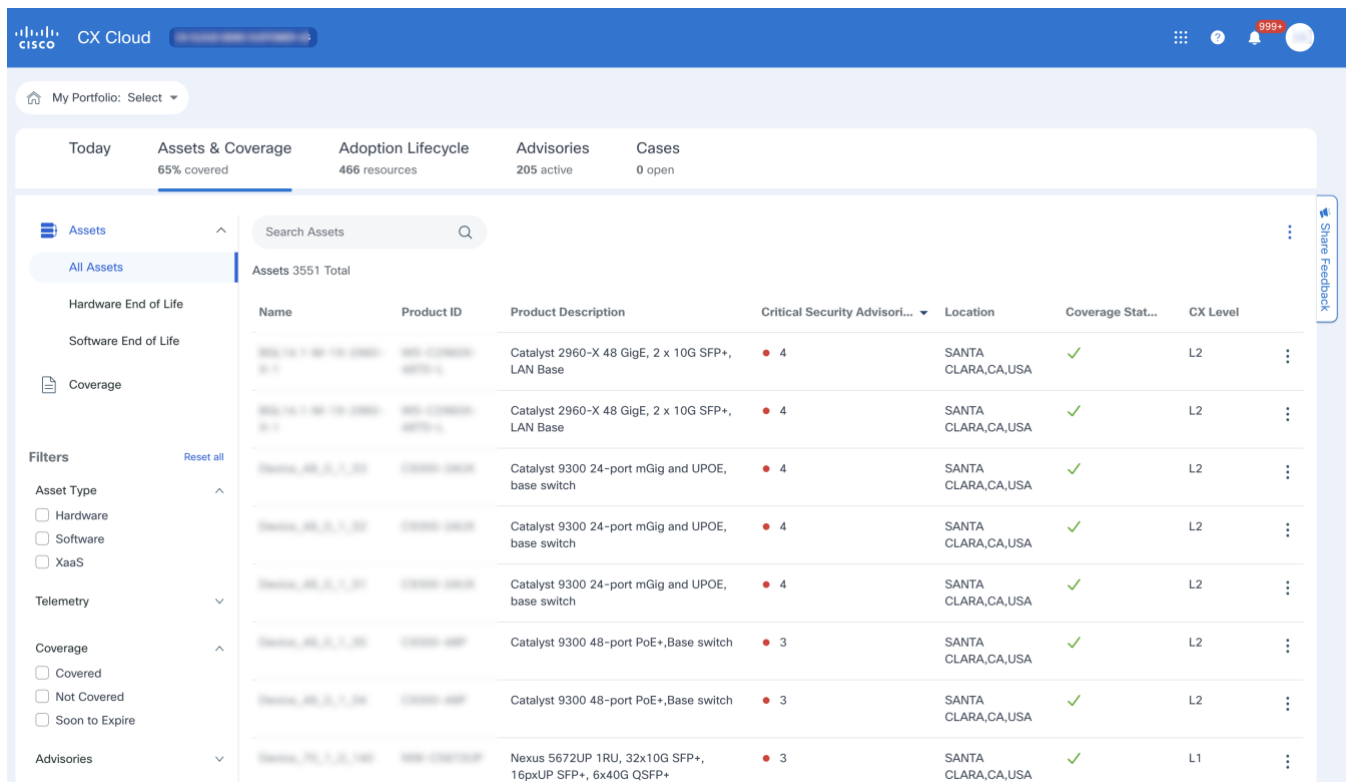
**Figure 12.**

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

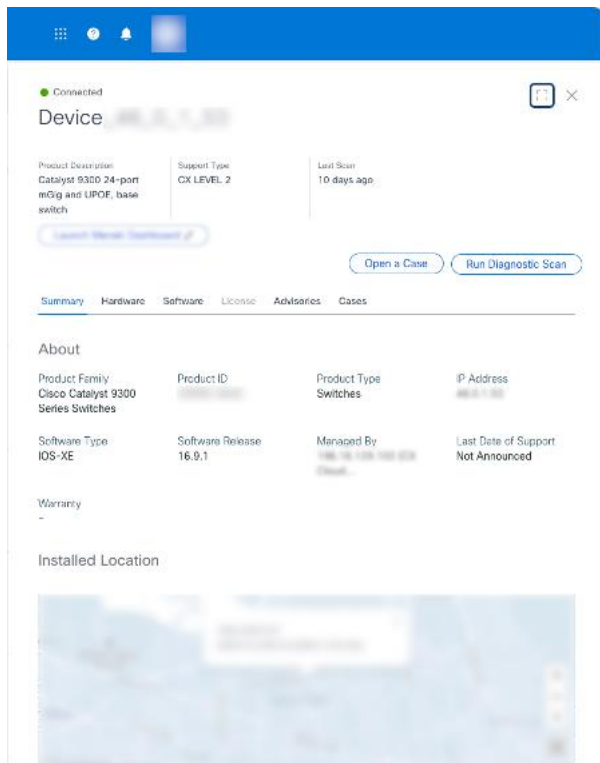
SNTC's *Inventory* is known as Assets in CX Cloud. Customers can view asset details in the **Assets & Coverage > Assets > All Assets** view. Multiple filters are available in the left navigation to easily search for and view assets.



**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



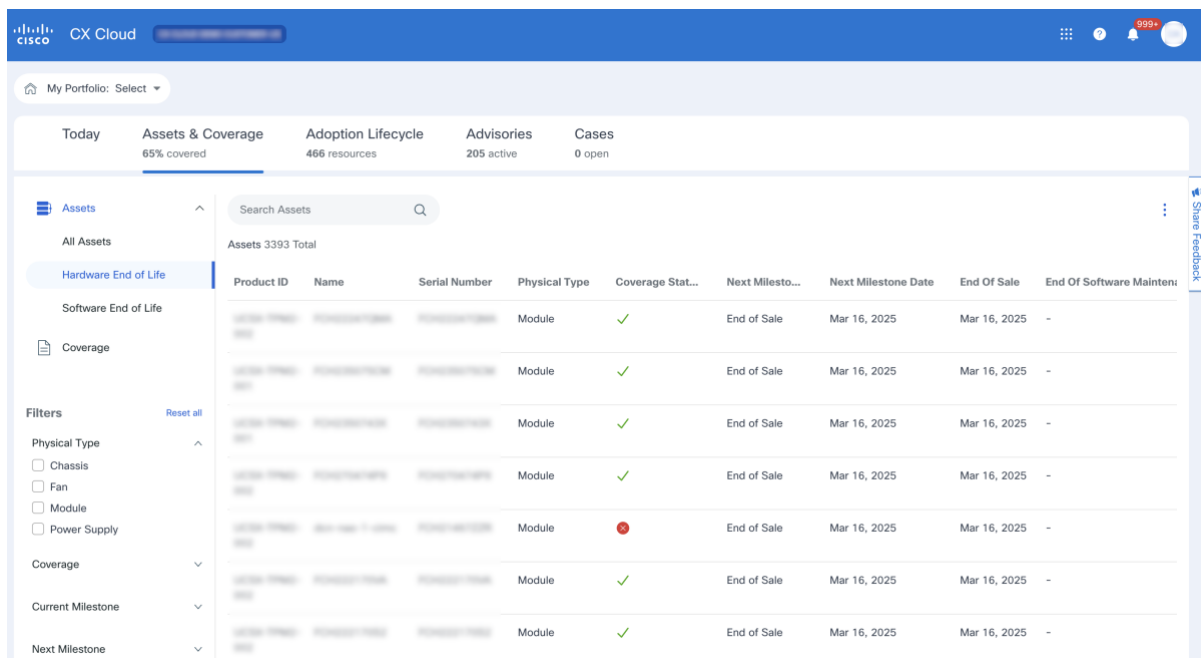
**Figure 14.**  
Asset Detail View

**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

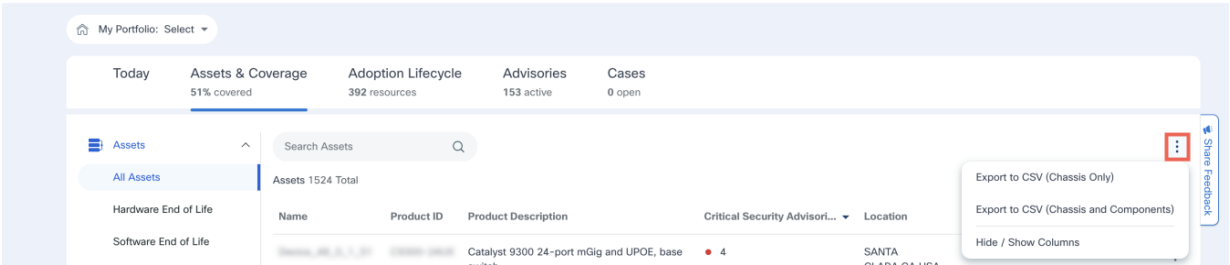
To view hardware assets, select **Assets & Coverage** > **Assets** > **Hardware End of Life**.

To view software assets, select **Assets & Coverage** > **Assets** > **Software End of Life**.



**Figure 15.**  
End of Life

**Downloading Asset Details**



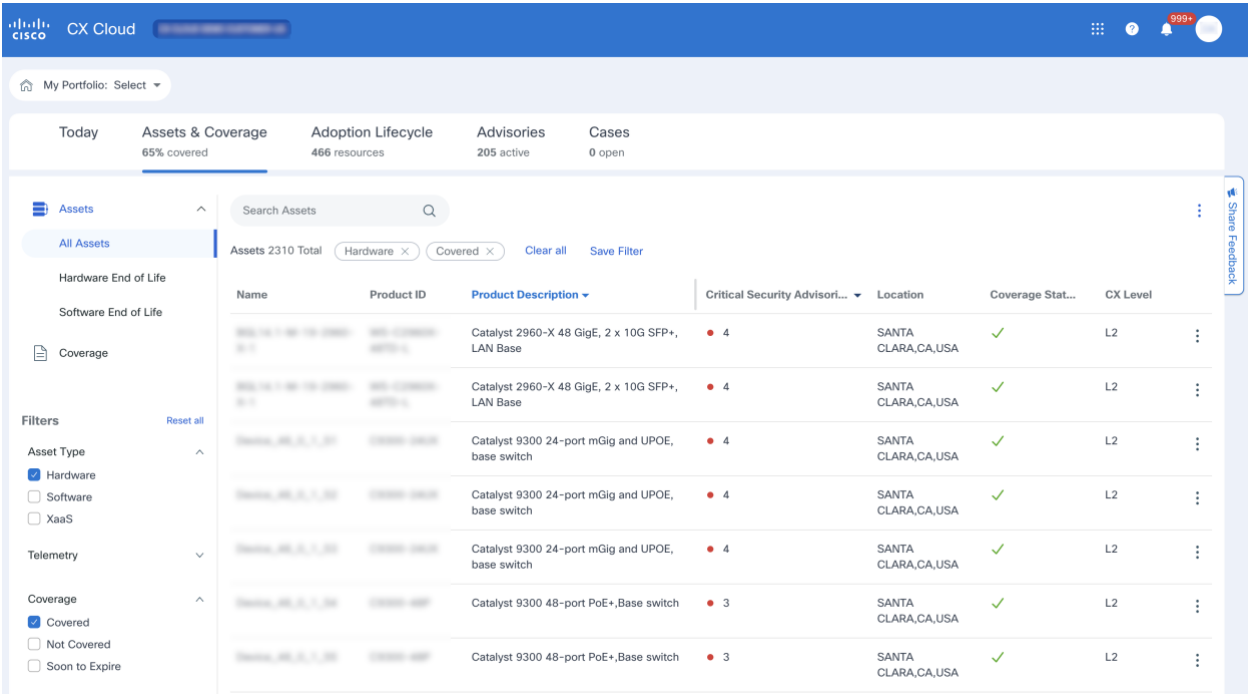
**Figure 16.**  
Export Options

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 3<sup>rd</sup> 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.

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## 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](#) section 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

Product ID	Name	Serial Number	Physical Type	Coverage Stat...	Next Milesto...	Next Milestone Date	End Of Sale	End Of Software Mainten...
[REDACTED]	[REDACTED]	[REDACTED]	Module	✓	End of Sale	Mar 16, 2025	Mar 16, 2025	-
[REDACTED]	[REDACTED]	[REDACTED]	Module	✓	End of Sale	Mar 16, 2025	Mar 16, 2025	-
[REDACTED]	[REDACTED]	[REDACTED]	Module	✓	End of Sale	Mar 16, 2025	Mar 16, 2025	-
[REDACTED]	[REDACTED]	[REDACTED]	Module	✓	End of Sale	Mar 16, 2025	Mar 16, 2025	-
[REDACTED]	[REDACTED]	[REDACTED]	Module	✗	End of Sale	Mar 16, 2025	Mar 16, 2025	-
[REDACTED]	[REDACTED]	[REDACTED]	Module	✓	End of Sale	Mar 16, 2025	Mar 16, 2025	-

**Figure 18.**  
End of Life

- Advisories > Security Advisories
- Advisories > Field Notices

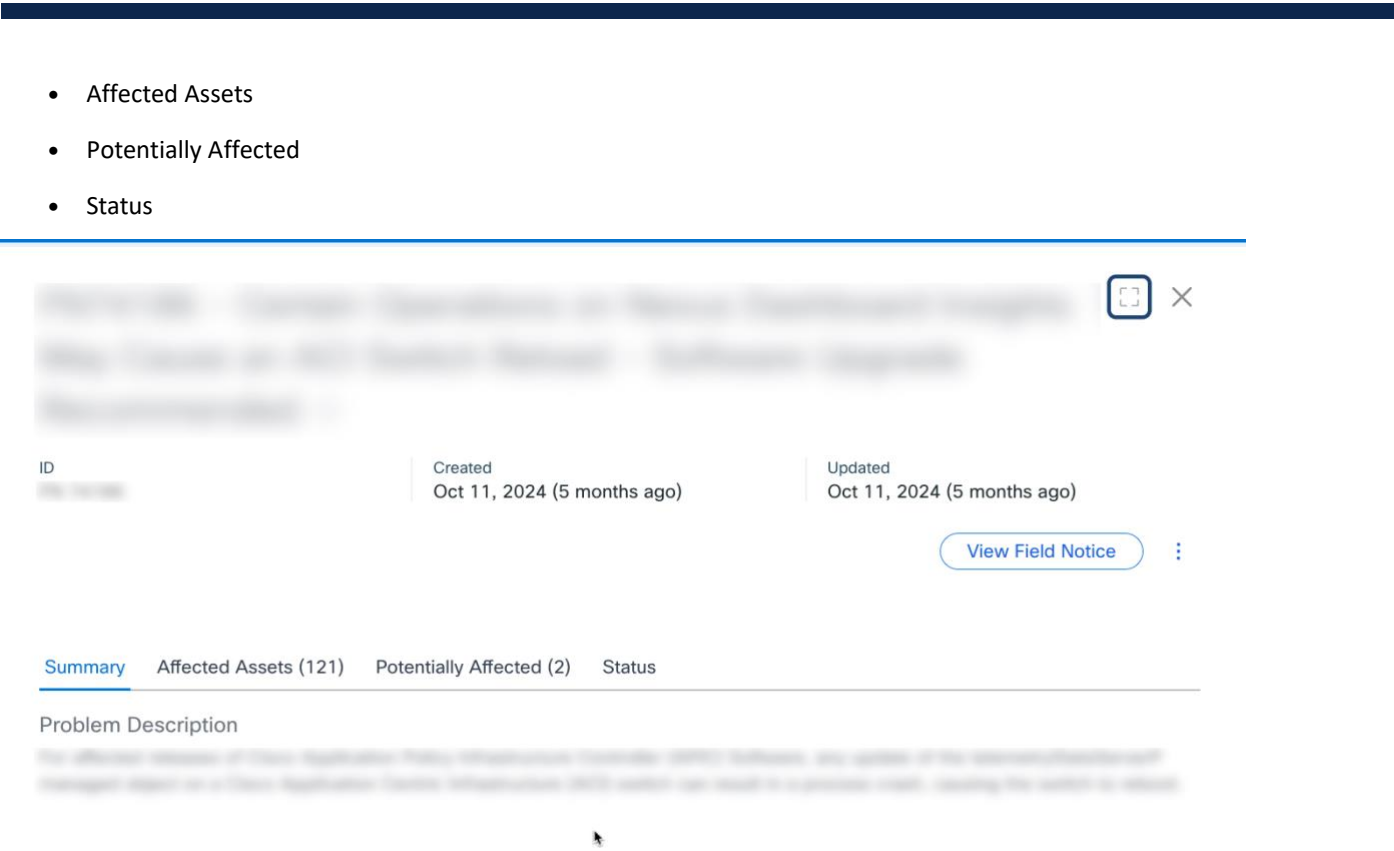
Advisory	Impact	CVE	CVSS Score	Updated	Version	Affected Assets	Potentially Affected Assets
Remote Unauthenticated Code Execution Vulnerability in OpenSSH Server (regreSSHion): July 2024	High	CVE-2024-6387	8.1	4 months ago	1.16	0	238
RADIUS Protocol Spoofing Vulnerability (Blast-RADIUS): July 2024	High	CVE-2024-3596	8.1	4 months ago	1.10	0	767
Cisco IOS XE Software SD-Access Fabric Edge Node Denial of Service Vulnerability	High	CVE-2024-20480	8.6	4 months ago	1.0	0	5
Cisco IOS XE Software Web UI Cross-Site Request Forgery Vulnerability	High	CVE-2024-20437	8.1	4 months ago	1.0	1	0
Cisco IOS XE Software HTTP Server Telephony Services Denial of Service Vulnerability	High	CVE-2024-20436	8.6	4 months ago	1.0	0	5

**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





**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.

The screenshot shows the Cisco CX Cloud interface. At the top, there's a navigation bar with 'CX Cloud' and a user profile. Below it, a 'My Portfolio: Select' dropdown is visible. The main navigation bar includes tabs for 'Today', 'Assets & Coverage' (65% covered), 'Adoption Lifecycle' (466 resources), 'Advisories' (205 active), and 'Cases' (0 open). The left sidebar contains a menu with 'Assets' (All Assets, Hardware End of Life, Software End of Life, Coverage), 'Filters' (Asset Type: Hardware, Software, XaaS; Telemetry), and 'Coverage' (Covered, Not Covered, Soon to Expire). The main content area shows a table of assets with columns: Name, Product ID, Product Description, Critical Security Advisory, Location, Coverage Stat..., and CX Level. The table lists several Catalyst 2960-X and 9300 series switches. A red box highlights the 'Coverage' filter options in the left sidebar.

**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.

The screenshot shows the Cisco CX Cloud interface with the 'Cases' tab selected. The top navigation bar shows 'Today', 'Assets & Coverage' (82% covered), 'Adoption Lifecycle' (316 resources), 'Advisories' (368 active), and 'Cases' (635 open). The left sidebar contains a menu with 'My Open Cases' (All Open Cases, Closed Cases, Support Metrics), 'Filters' (Status: Cisco Pending, Close Pending, Customer Pending, Service Order Pending, Cisco Release Pending; Severity; Last Updated), and a 'Reset all' button. The main content area shows a table of cases with columns: Severity, Case Number, Title, Status, RMAs, Created, Updated, and Customer Contact. The table lists several cases with a 'Moderate Impact' severity and 'Cisco Pending' status. A 'Show Feedback' button is visible on the right side of the interface.

**Figure 22.**  
Cases

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



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## 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.

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