



## CHAPTER

# 1

# Introduction to Smart Portal

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This chapter provides an overview of Cisco's smart portal and covers the following areas:

- [Overview](#)
- [Key Features and Benefits](#)
- [Browser Minimum Requirements](#)
- [Launch Smart Portal](#)
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## Overview

Cisco's smart portal provides capabilities to discover, collect and analyze network device details and provide network aware information. The Cisco smart portal provides inventory reporting and analysis on network devices, which gives you information about contracts, expiring coverages, various product alerts, and different types of network summary reports.

## Key Features and Benefits

This section identifies the key features of the Cisco smart portal and describes the benefits it provides.

### Accurate Installed Base Information

Installed base management information is provided through the smart portal reports, The data from the smart collector(s), along with other installed base management capabilities, and provides network details to the Cisco smart portal. The smart portal reports then provides detailed various information about the identified devices in your network, regarding the technical service coverage on individual devices, renewals, upgrades, contract management, and product alerts.

### Product Alerts

This capability enables customers' inventory data to be correlated with Cisco's product alerts (EoX notices, field notices, PSIRTs), as well as basic security vulnerability integration, to show additional information from IntelliShield for PSIRT alerts.

## Enhanced Device Diagnostics

Device diagnostics are provided through the Smart Call Home feature, on enabled devices. Devices equipped with the call home technology continuously monitor their own health and automatically notify you of potential issues. When enabled on core network devices, these detailed diagnostics and real-time alerts help you identify and resolve issues even more quickly.

## Browser Minimum Requirements

This is the recommended minimum configuration requirements for browser clients:

- Windows XP
- IE 8
- Flash 9 plug-in
- 1GB RAM

# Launch Smart Portal

To launch the Smart Portal, perform the following steps:

Go to the Smart Portal url, <https://tools.cisco.com/csp>



## Log In

Language:

**Log into an Existing Account**

User Name

Password

[Forgot your user ID and/or password?](#)

- Enter your login credentials (CCO id and password); the Smart Portal appears.


 The screenshot displays the Cisco Smart Portal interface. At the top, there are navigation tabs for "Overview", "User Registration", and "Smart Collector - Cisco Services Platform". A green banner below the tabs indicates a weekly maintenance window from 7 PM Saturday to 7 AM Sunday Pacific Time. The main content area is divided into several sections:
 

- Smart Portal Overview**: Describes capabilities to discover, collect, and analyze network device details.
- PSS Support Community**: Provides information on joining a private community for support.
- User Registration**: Includes links for "Self Registration Or Register Users" and "Maintain User Registrations".
- Inventory Collection**: Includes links for "Register CSP-C", "Manage Collectors", "Revoke/Re-Inventory Uploads", and a "Manual Import (Sample CSV Format)" link.
- Installed Base Management, Alerts and Diagnostics**: Includes links for "Reports" and "Reports 2.0".

 On the right side, there is a "Toolkit" section with icons for various tools, a "Related Tools" section with links like "TAC Case Query" and "Dynamic Configuration Tool", and a "Resources" section with links for "PSS Smart Portal Training" and "PSS API Console". A "Download" section is also present with links for "User Guide" and "Smart Collector - Common Services Platform Software". A vertical "Show Me How" button is located on the far right edge of the page.


## Training Aids

Smart Portal has training aids that provide help on specific PSS tasks. There are two different scenarios where partners can access this training information:


- Clicking a question mark icon  acts as a training launcher and provides information that is relevant to a particular task.
- Utilizing the Player (**Show Me How...**). The training player provides links to various types of training for PSS related tasks.

**Important** Java needs to be enabled on the browser in order for the training platform to work (both the launcher and player).


## Training Launcher

- The training launcher  provides context sensitive information that is relevant to the corresponding topic area, and provides information on how to perform that particular task.



- Moving your mouse over a training launcher icon  provides an overview of the training for the associated topic.



- Clicking the training launcher icon  provides the actual training for the associated topic.
- Sometimes additional training links are provided; click the respective link to access the additional training.
- There is additional training on other Smart Portal pages (User Registration, Smart Collector – Common Services Platform) ... see graphics below.

Overview [User Registration](#) Smart Collector - Common Services Platform

User registration is required to view reports and maintain user and collectors registrations.

**New Registration** Initiate a user registration or self register yourself as Administrator

**Multiple Registrations** Initiate Multiple Registration as Administrator

**Search List:**  
Use an "\*" as wildcard character for the partial search.

**Cisco.com ID:**

**Entitled Company:** --Please Select--

**Role:** --Please Select--

**Registration Status:** --Please Select--

**Business Program:** --Please Select--

**Hide entries with no Collector activity:**

Show Me How..

Overview [User Registration](#) [Smart Collector - Common Services Platform](#)

Filter By:  
Registration Status: Completed

[Clear all](#)

**Common Services Platform Collector (CSP-C) Registrations** [New Registration](#)

Actions	Entitled Company	Collector	Registration Status	Site Id	Version Number	Last Successful Upload Date	Created On	Created By	Last Update	Updated By
	...									
	CISCO SYSTEMS LTD									


[First/Prev] 1 [Next/Last] [Export All](#) No successful uploads after initial registration or No successful uploads in past 1 month

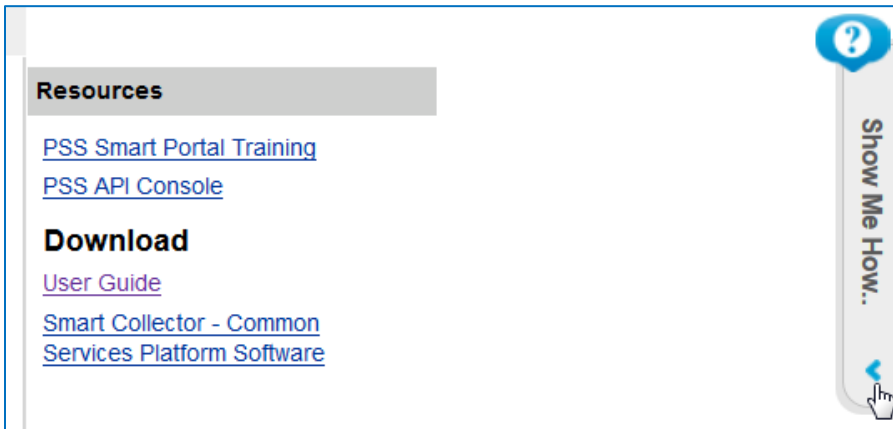
Related Tools:  
[TAC Case Query](#)  
[TAC Case Create](#)  
[Dynamic Configuration Tool](#)

Show Me How..


- Like the Overview page, click the training launcher icon to see the training for the associated topic, or click the [training player](#) to see the consolidated training information.

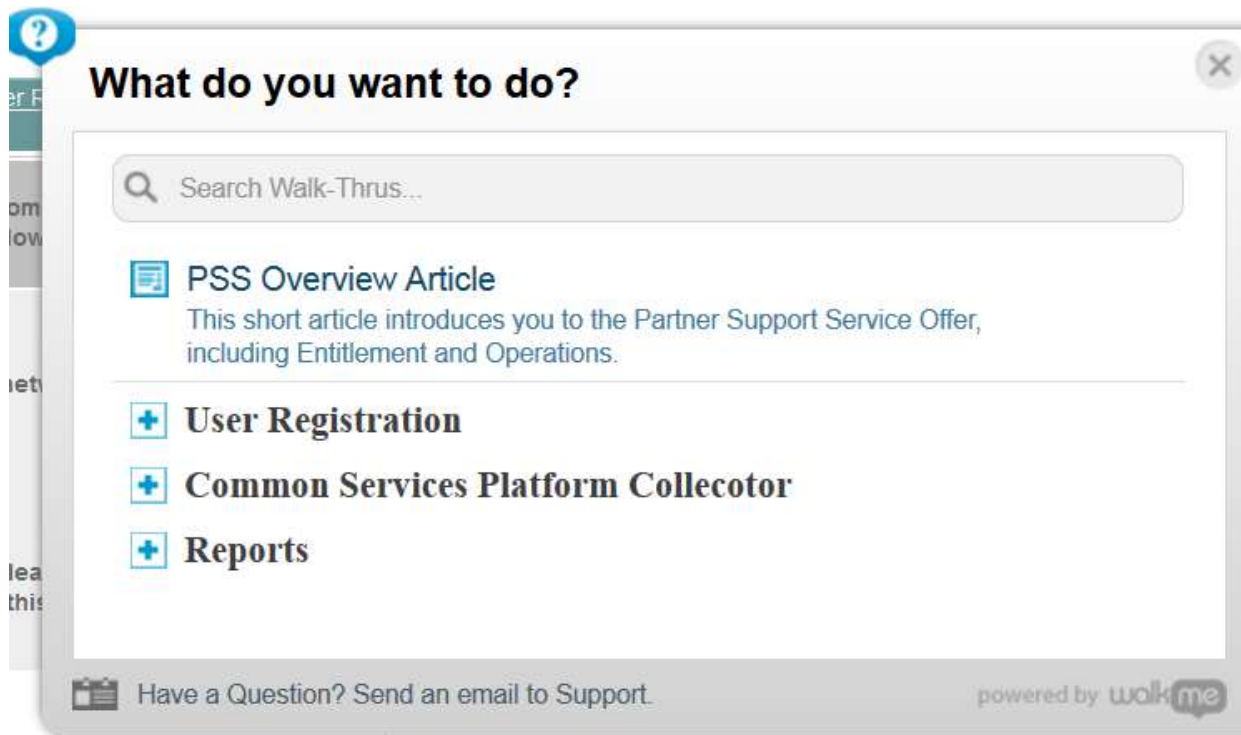
## Training Player

The training player consolidates all the information that can be accessed individually by the training launchers .



There are two ways to launch the training player:

- Click the training launcher icon .
- Click the < at the bottom of the training player.



The training player provides the following information:

- PSS Overview Article
- Information about the primary PSS functions:
  - User Registration
  - Common Services Platform Collector
  - Reports



**Note** The training player is available on all tabbed pages (Overview, User Registration, Common Services Platform Collector).

The screenshot shows a dialog box titled "What do you want to do?" with a search bar and a list of results. The results include a "PSS Overview Article" with a description, and three expandable categories: "User Registration", "Common Services Platform Collector", and "Reports". At the bottom, there is a link to "Have a Question? Send an email to Support." and a "powered by walkme" logo.

- To see additional information about one of the [three primary PSS functions](#), click the + icon to expand the category for more information.

The screenshot shows the same dialog box, but the "User Registration" category is expanded. It displays four items: "Walk Me Thru: How to Register a Single User", "Demo: How to Register for a Cisco.com ID" (with a 2:30 minute video description), "Walk Me Thru: How to Register Multiple Users", and "Demo: How to Register Users for the Smart Portal" (with a 10:30 minute video description). A vertical scrollbar is visible on the right side of the expanded list.

- Slide the scroll bar on the right to see additional information.

## For More Information

For more information about the Cisco smart portal tool, please contact [ask-smart-services@cisco.com](mailto:ask-smart-services@cisco.com).

You can also go to the [Partner Support Service Support Community](#).