Smart Collectors

C H A P T E R **3**

This chapter provides details about the smart collector processes of the Cisco smart portal. This chapter provides information about the Smart Collector- Common Services Platform (CSP-C) and covers the following areas:

- Smart Collector Overview
- Online Training Help
- Smart Collector - CSP-C Registration
  - o Download Smart Collector – CSP-C Software
  - o Register CSP-C
  - o Download a Certificate
  - o Update a CSP-C registration
  - o Delete a CSP-C registration
  - o Export All
  - o Inventory Upload
  - o Revalidate Inventory Uploads
  - o Notification of Upload Status
  - o Manual Import

Smart Collector Overview

The Common Services Platform Collector, also known as the Smart Collector, provides a data collection mechanism that enables customers to better manage their Cisco branded installed base. Data collected by CSP-C is delivered securely to Cisco backend, where it is leveraged against Cisco's extensive databases to provide detailed reports and analytics on both hardware and software. The result is a comprehensive view of the customer's inventory, contract agreements and service level coverage, as well as other critical details in a single customizable source.

There are the following options for using the CSP-C:

- ISO Image on Target Hardware.
- VMware vSphere Hypervisor platform.
- OVA image for ESXi platform

Additional information regarding installation and configuration of the CSP-C are covered in the Common Services Platform Collector Quick Start Guide.

Online Training Help

Online training help is available on the PSS Smart Portal.

Note The question marks 🛈 preceding some of the categories provide help information about that category when clicked. For more information about this online help go to the PSS User Guide's *Introduction to Smart Portal* chapter, the Training Aid section.

Important Java needs to be enabled on the browser in order for the training platform to work (both the launcher and player).
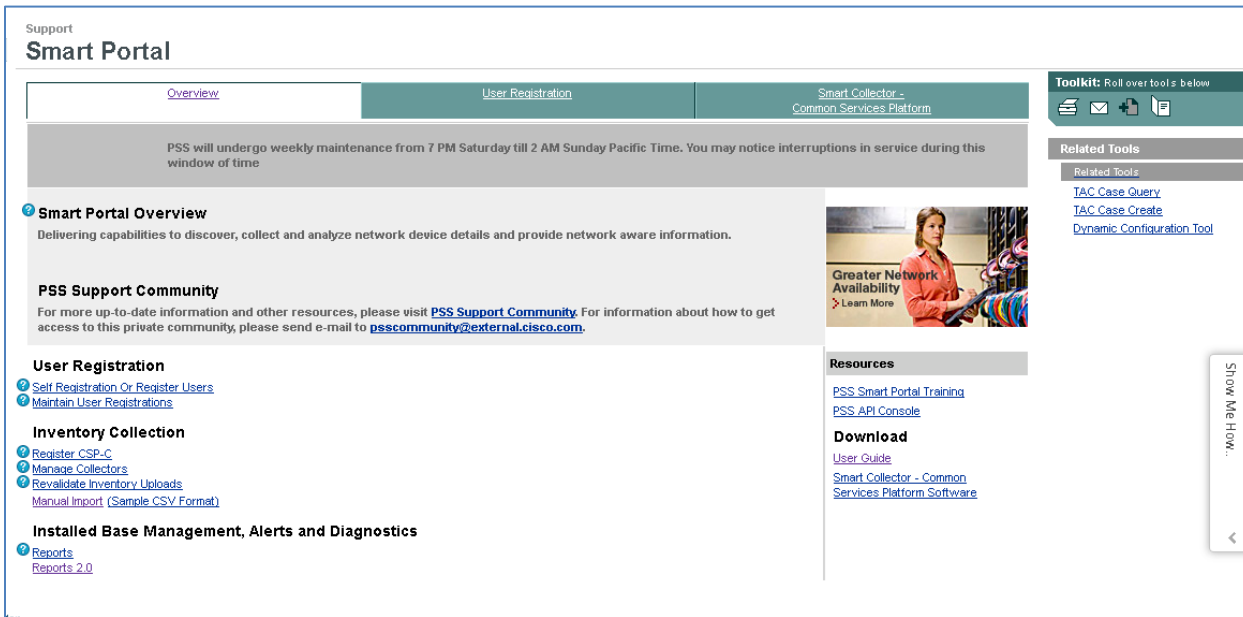
Common Services Platform Collector (CSP-C) Registration

This section covers the following areas of CSP-C:

- Download Smart Collector – CSP-C Software
- End User License Agreement
- Register CSP-C
- Download a Certificate
- Manage Collectors
- Revalidate Inventory Uploads
- Notification of Upload Status
- Manual Import

Download Smart Collector – CSP-C Software

The download location for the Smart Collector – CSP-C software is located on the smart portal Overview page. To download the Smart Collector – CSP-C software perform the following steps:

- On the smart portal Overview page on the right, in the Download section, click **Smart Collector – Common Services Platform Software;**   the Cisco Log In window appears.

- Enter your CCO Id and password, and then click the **Log In** button; the Download Software window appears.

You have two options for downloading the image:

- o   Download image immediately ①
- o   Add to cart, and download later with other download files ②

Download Image

To download the image immediately, perform the following steps:

- Find the ISO image download that matches the OS you are using, and then click **Download**; ① an informational window appears indicating that you need to login and that the login user id you use must have an associated service contract to be able to perform the download.

- Click **Login**; a EULA window will appear.

- Click **Accept License Agreement**; the Opening image file window appears.
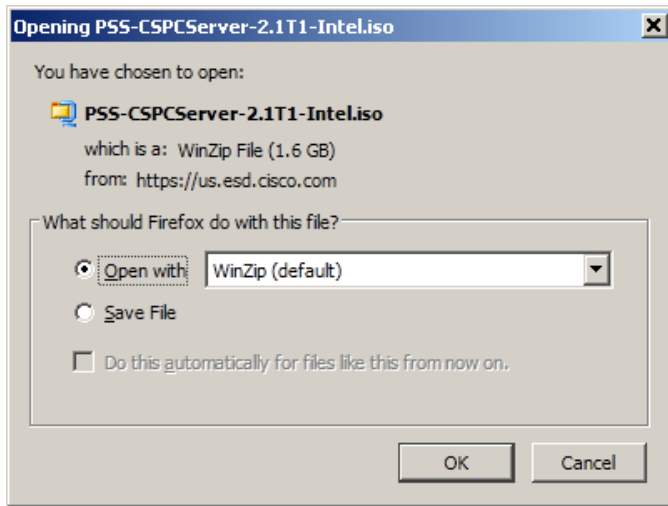
- Click the **Open With** radio button; the collector image starts downloading.

- When the collector image has finished downloading he zipped folder and its associated contents appear and are available for use.
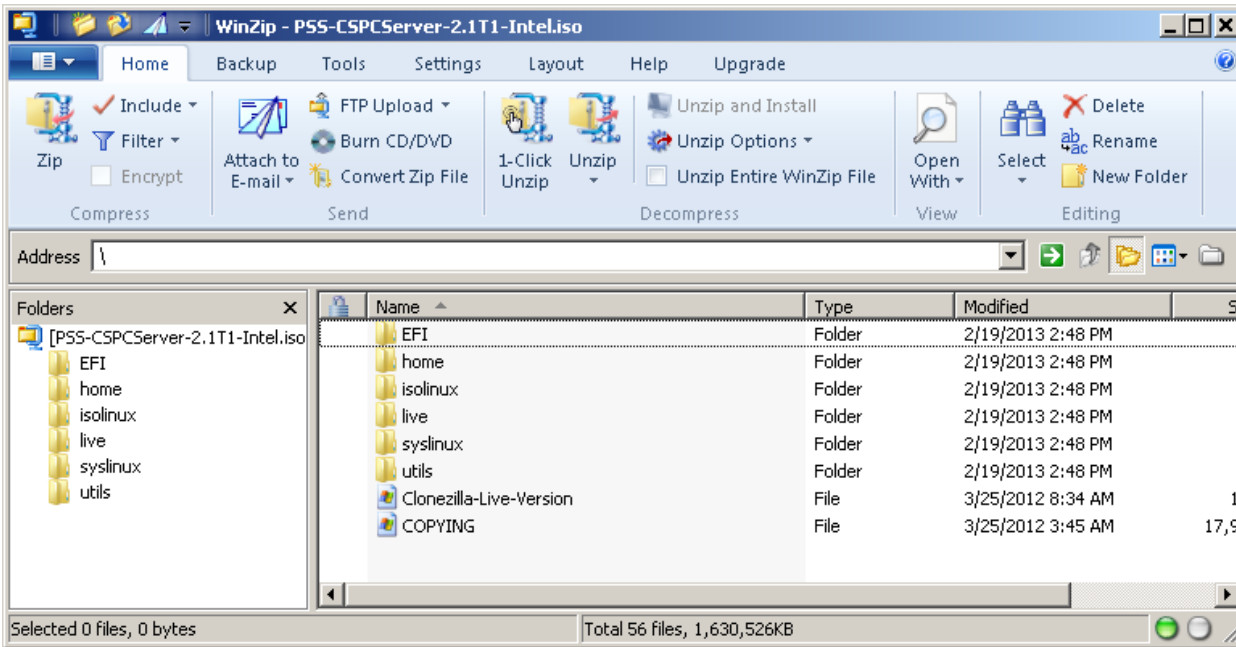
Add to Cart

To add the image to the cart and download the image later, perform the following steps:

- Find the image download that matches the OS you are using, and then click **Add to cart.** ①

- The Download and Add to cart buttons changes to ✔ In Cart and the Download Cart number ① increments by 1.
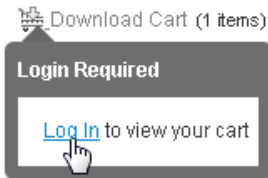
- Click **Download Cart** ① to see and download the files in the cart; an informational window appears indicating that a login is required.

Enter your login credentials; the cart with the corresponding cart items appears.
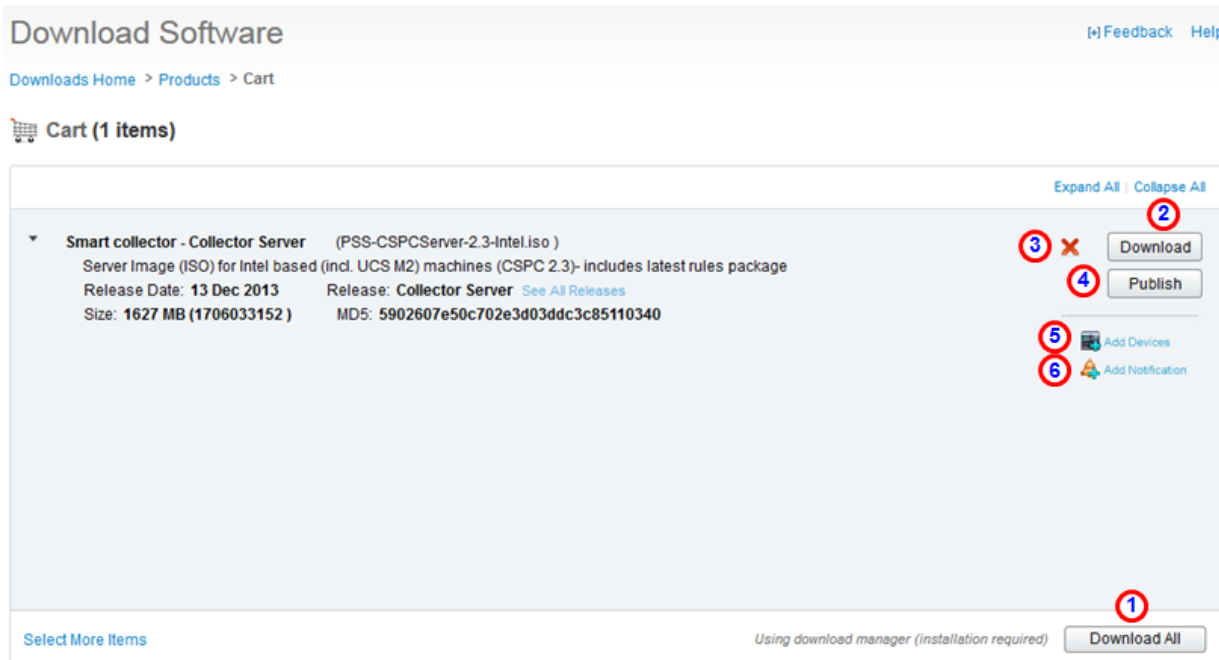
- You have several options on this page:

    o Download all the listed images at the same time, by clicking **Download All**. ①

    o Download each image separately by clicking the respective **Download** button. ②

    o The Remove from the Download Cart, ③ removes the associated image from the Download Cart.

    o Save to my added devices list by clicking the Add Device icon. ④

    o Save to my added devices list by clicking the Add Device icon. ⑤

    o The Set Cisco Notification Alert icon ⑥ lets you set a notification alert for this release.

- After selecting one of the download options, then continue this download process at the End User License Agreement section.

End User License Agreement
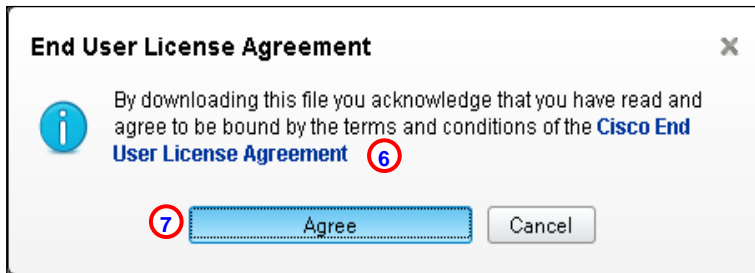
- Perform one of the following tasks:
  - o Click **Cisco End User License Agreement**; ⑥ the End User License Agreement document appears in another window or tab. After reading the EULA, return to the previous window or tab and perform the next step.
  - o Click the **Agree** button ⑦ the Opening PSS-CSP-C Server-2.1T1-Intel.iso window appears.
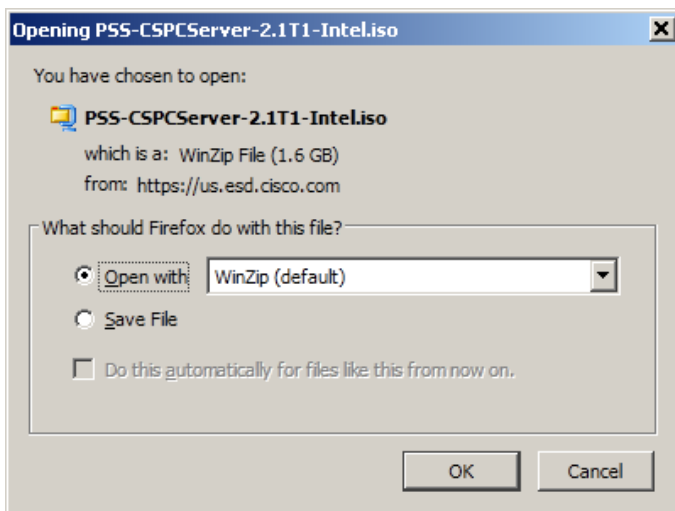
- Choose one of the above radio button options (i.e., **Open With** or **Save File**) then click **OK;** the download starts.

Browser Requirements

The CSP-C Web UI was tested with the browsers mentioned in the following table.

Type	Version
Internet Explorer	8.0.x, 9.0
Firefox	18.x and above

Register CSP-C

The CSP-C registration needs to be performed before the collector can be utilized by smart portal. The registration allows a validation to occur that creates a connection between the CSP-C collector and the Cisco backend. To register a CSP-C, perform the following steps:
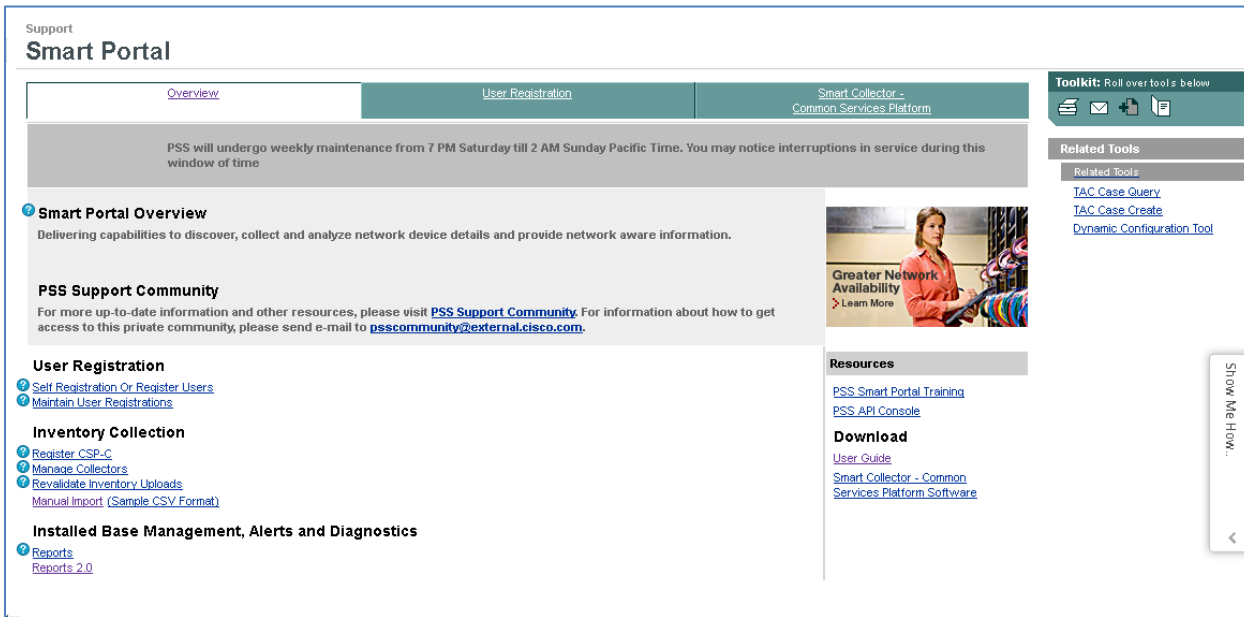
- There are two ways to initiate a CSP-C registration, on the smart portal Overview page:
  - Option 1 – Under the Inventory Collection section, click **Register CSP-C**
  - Option 2 – At the top of the Smart Portal Overview page, click the **Smart Collector- Common Services Platform** tab.

  The Smart Collector -Common Services Platform window appears, and the Common Services Platform Collector (CSP-C) Registrations pane is displayed ⌐┘, (see the following graphic).
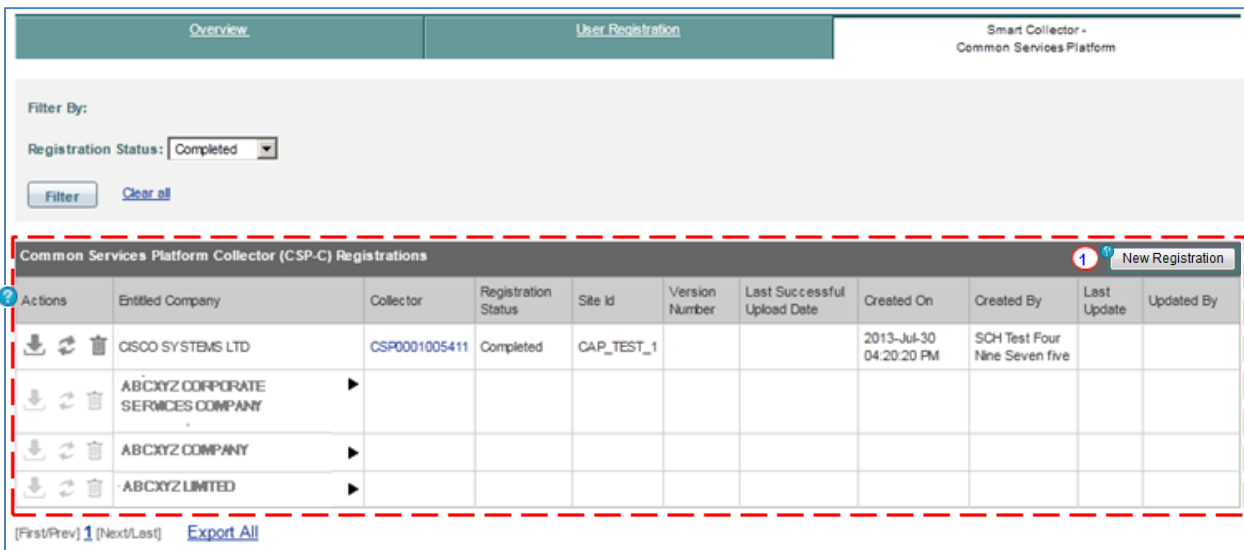
  - Click **New Registration**. ①
- Clicking either of the above options displays the CSP-C Registration: Enter Information pane.

- Enter all the required information, which is designated by a red asterisk*. The serial number ② is auto-generated, but can be modified, but it is advisable to not modify the serial number.

Note   Enter information that is relevant to the device/site, which will make finding/working with the device easier in the future. For the Site ID you can either manually enter the id or select one from the drop-down list.①

The serial number information can be obtained from the invoice or other paperwork that came with the device; however the best source for the serial number is from the actual device.

- Click **Submit**; a message appears indicating that the status of the submission.

- The status message provides a link to download a certificate.①

- Click the triangle ② to expand the view and see the list of devices that are registered with the entitled company (for example, Cisco Systems Ltd.).

- The new CSP-C registration ⌐⌐ is displayed in the expanded view of the Cisco Systems list of registered CSP-C's.

Note   The Action icons become active only when there is an associated collector on the same row; the first two rows have specific collectors identified and therefore their associated action icons are active. The remaining three rows are entitled company names only (all three have closed collector lists) and have inactive action icons. If an entitled company list is expanded, then the associated collectors are displayed and those rows will have active action icons. The icons respectively represent **Download** (a certificate), **Update** (properties of the collector), **and Delete** (the collector registration).

Download a Certificate

Downloading a certificate provides you a security certificate and other registration related files that will be used later when configuring the CSP-C. There are two ways to download a certificate. One way is to use the download link specified in an email notification that is sent after registering a new CSP-C, or updating an existing CSP-C registration. The other method is to use the download certificate function on the smart portal, which is described next.

To download a certificate from the smart portal, perform the following steps:

Overview	User Registration	Smart Collector - Common Services Platform

Filter By:

Registration Status: Completed ▼

[Filter]   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 ▼	CSP0001005558	Completed	RTP-Bldg 10			2013-Aug-22 07:09:38 PM	SCH Test Four Nine Seven five		
⬇ ⟳ 🗑		CSP0001005411	Completed	CAP_TEST_1			2013-Jul-30 04:20:20 PM	SCH Test Four Nine Seven five		

- Click the **Download Certificate** icon⬇, a zip file window appears requesting you to either save or open the file.

Note The certificate can be downloaded at any time, but must be downloaded before configuring the CSP-C since the certificate and other entitlement info is needed during the CSP-C configuration process. To download the certificate later, simply come to this web page, select the CSP-C you want the certificate for and click **Download Certificate**.

Opening CSP0001005558.zip

You have chosen to open:

📁 **CSP0001005558.zip**

which is a: WinZip File (12.0 KB)

from: https://tools-stage.cisco.com

What should Firefox do with this file?

○ Open with   WinZip (default) ▼

⦿ Save File

☐ Do this automatically for files like this from now on.

[OK]   [Cancel]
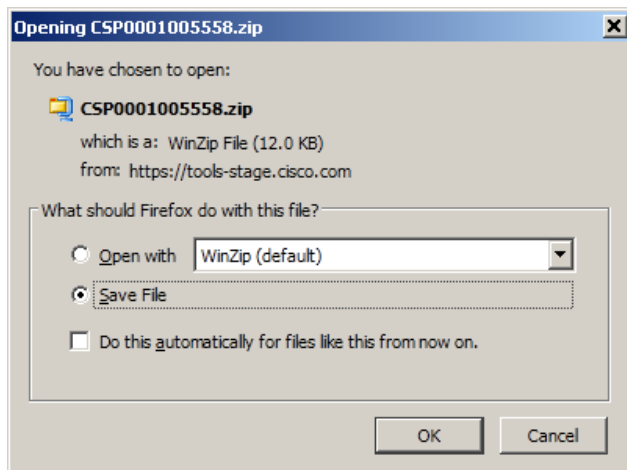
- Click the **Save File** radio button, and then click **OK**.

Note You should not open the zip file and extract the files; doing so might complicate the CSP-C configuration process later. Store the zip file in a safe place that will be easy to find later.

Manage Collectors

There are two options for managing a collector:

- [Update a CSP-C Registration](#)
- [Delete a CSP-C Registration](#)

Update a CSP-C Registration

Updating a registration can be performed on only those registrations that have a registration status of "Completed". Registrations that are in an unregistered state cannot be updated. To update a CSP-C registration perform the following steps:

On the Smart Collector Overview page, click one of the following items:

- **Manage Collectors**, under the Inventory Collection section.
- **Smart Collector- Common Services Platform** tab, at the top of the Smart Portal Overview page

Clicking either of the above options displays the Smart Collector- Common Services Platform page; by default this page displays all the registered CSP-C's, if any have been registered.

- Expand the collector list of an entitled company by pressing the expand triangle; ① the corresponding list of collectors appears and their associated action icons ⬇ ⟳ 🗑 become active.

- Click the **Update** icon ⟳ for the associated collector you want to manage/update; the Edit CSP-C Registration page appears.

- Change or add the information you want to modify on this page (for example, changed the CSP-C name from cspc_keeler_se to **cspc_keeler_pss**).

- Click the **Submit** button; the list of registered collectors appears.

- The top-left corner of the page contains a status message of the update that was just performed.

- An email notification is sent to the user, by the Cisco backend, after updating a CSP-C registration, the notification indicates the status of the update.

Delete a CSP-C Registration

Deleting a CSP-C registration does not delete the CSP-C device that is installed; instead, it revokes the security certificate of the installed CSP-C. To delete a CSP-C registration perform the following steps:

On the Smart Collector Overview page, click one of the following items:

- **Manage Collectors**, under the Inventory Collection section.

- **Smart Collector- Common Services Platform** tab, at the top of the Smart Portal Overview page

Note   Clicking either of the above options displays the Smart Collector- Common Services Platform page; by default this page displays all the registered CSP-C's, if any have been registered.

- Expand the device list of an entitled company by clicking the expand triangle; ① the corresponding list of collectors appears and their associated action icons become active.

Overview	User Registration	Smart Collector - Common Services Platform

Filter By:

Registration Status: Completed

Filter   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 ▼	CSP0001005558	Completed	RTP-Bldg 10			2013-Aug-22 07:09:38 PM	SCH Test Four Nine Seven five		
⬇ ⮂ 🗑		CSP0001005411	Completed	CAP_TEST_1			2013-Jul-30 04:20:20 PM	SCH Test Four Nine Seven five		
⬇ ⮂ 🗑	ABCXYZ CORPORATE SERVICES COMPANY ▶									
⬇ ⮂ 🗑	ABCXYZ COMPANY ▶									
⬇ ⮂ 🗑	ABCXYZ LIMITED ▶									

[First/Prev] 1 [Next/Last]   Export All

- Click the **Delete** icon 🗑 ; a confirmation window appears to verify that you want to delete the registration and indicates that doing so will stop the CSP-C communication to the Cisco backend.

REG-INFO-83006: Deleting a CSP-C registration will prevent the CSP-C from sending data to the Cisco backend. Are you sure you want to delete this registration?

OK   Cancel

- Click **OK**; a status message appears on the previous view indicating the success of the registration deletion.

2013-AUG-23: REG-INFO-83005: CSP-C registration has been deleted successfully. Email notification has been sent to respective Administrators regarding the same

Filter By:

Registration Status: Completed ▾ ①

[Filter] 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	CSP0001005411	Completed	CAP_TEST_1			2013-Jul-30 04:20:20 PM	SCH Test Four Nine Seven five		
⬇ ↻ 🗑	ABCXYZ CORPORATE SERVICES COMPANY ▶									
⬇ ↻ 🗑	ABCXYZ COMPANY ▶									
⬇ ↻ 🗑	ABCXYZ LIMITED ▶									

[First/Prev] 1 [Next/Last]   Export All

- The refreshed view shows the deleted registration is no longer in the list of filtered-completed ① devices.

Filter By:

Registration Status: Unregistered ▾

[Filter] 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	CSP0001005558	Unregistered				2013-Aug-22 07:09:38 PM	SCH Test Four Nine Seven five	2013-Aug-22 10:46:27 PM	SCH Test Four Nine Seven five

- Click the **Registration Status:** drop-down list and select the **Unregistered** option.
- Click **Filter**; the deleted registration is displayed, but now has a status of Unregistered.
- An email notification is sent to the user, by the Cisco backend, after deleting a CSP-C registration. The notification indicates the status of the deletion.

Export All

The Export All function exports all the information that is viewable into an XLS spread sheet format. To obtain this offline report, perform the following steps:
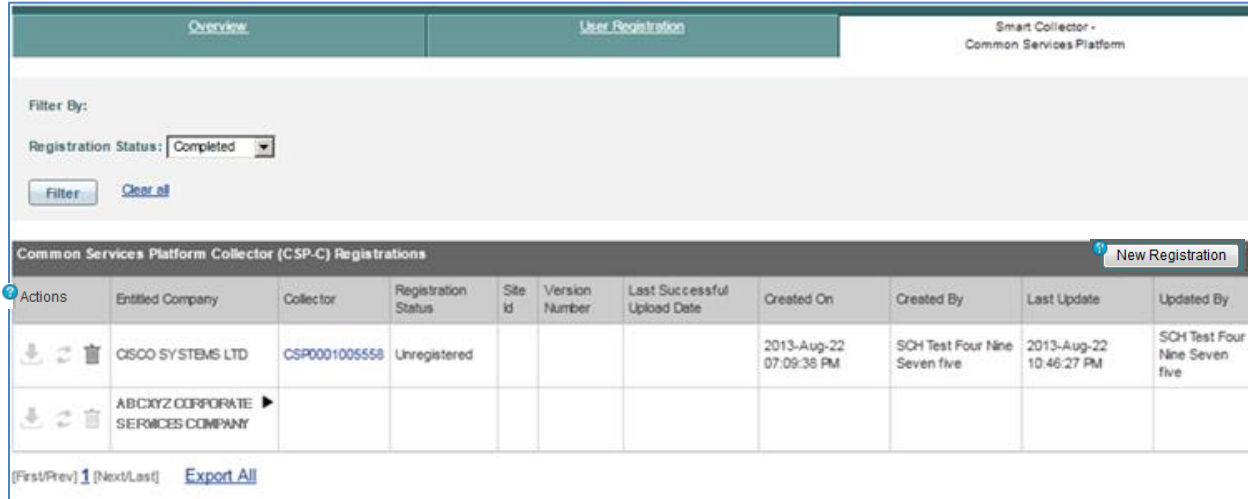
- On the smart collector's tab click **Export All**; a window appears asking how to process the zipped export file.
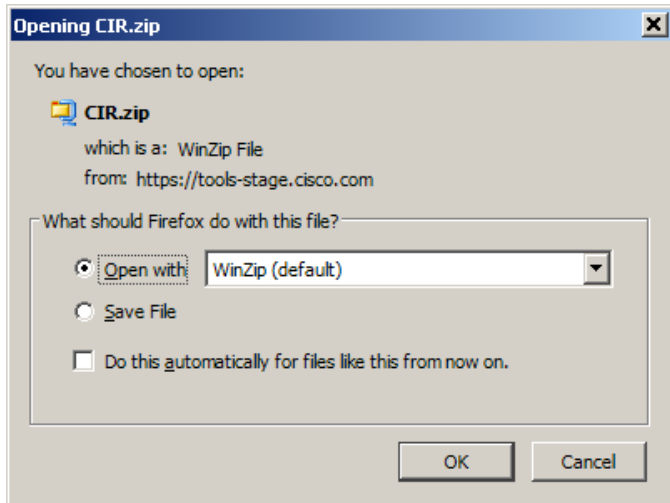
- Select your option and then click **OK**.
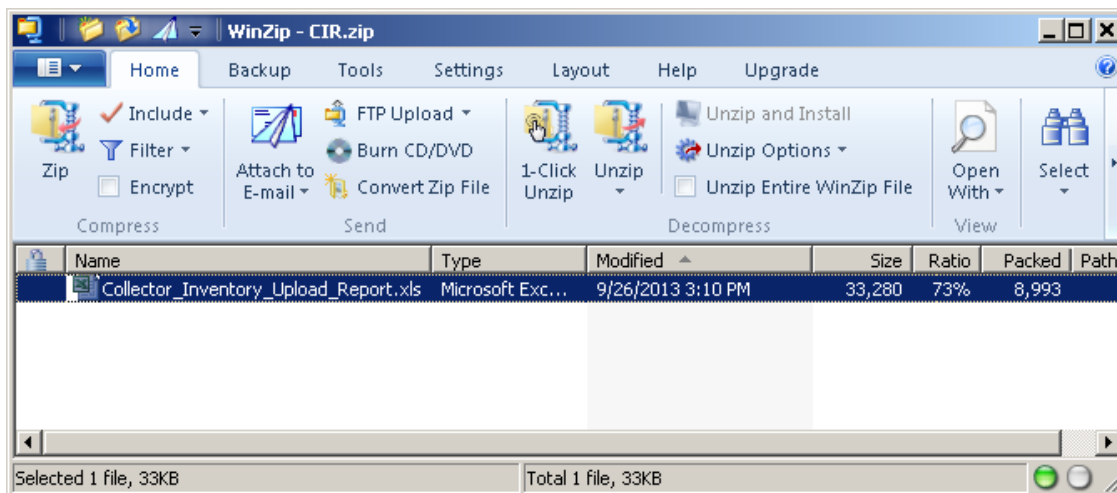
- Open the zip file and then open the collector .xls file.

- • The spread sheet contains info about all the collectors, their status and dates, and all the other data that is associated to each collector.

Inventory Upload

There are several different processes that are required to perform an inventory upload, those processes are:

- • Discover the Devices

- • Create and Manage Datasets

- • Data Collection Profiles

- • Run Collection Profile and Upload Data

- • Manual Import

Create and Manage Datasets

Prior to this section we have discovered devices in the network that we want to know about.

A dataset is the output of a particular command or set of commands issued by the CSP-C server. The commands issued by the CSP-C server are sent to a specific device and the device output from those commands is referred to as a dataset.

The creation of the dataset involves specifying what type mechanism to use to collect the dataset. Some of the mechanisms that can be used are:

- • Output of a command (CLI)

- • SNMP request (SNMP)

- • XML output (SOAP/XML)

Along with specifying one of the above mechanisms a platform must also be selected. A platform (that is a router or switch platform) must be specified for the selected mechanism to run on. The platform identifies what type router or switch they have and indicates what commands can be run on those devices.

To create a dataset perform the following steps:

- • On the browser menu choose **Applications tab > Device Management > Data Collection Settings > Manage Datasets**; the CSP-C browser displays the Manage Datasets pane.
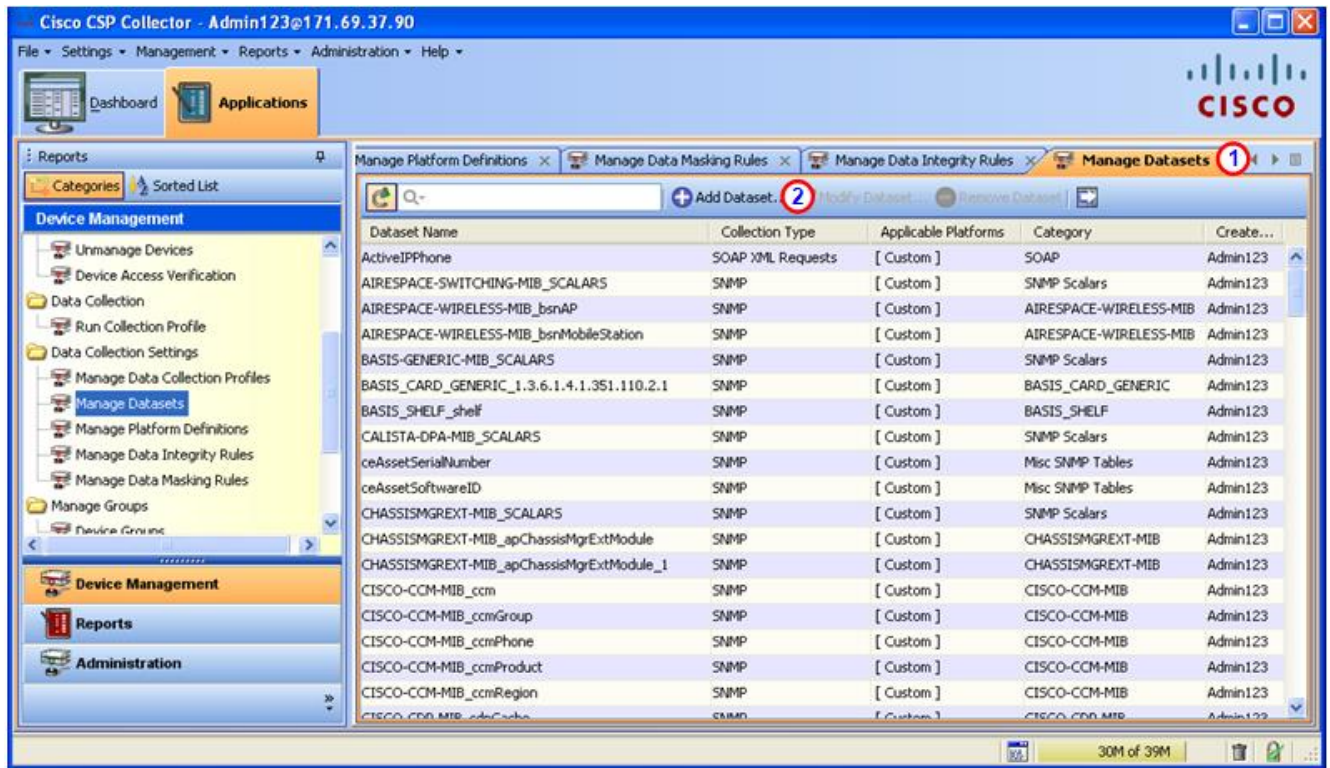
- To create a new dataset, click **Add Dataset**; ② the Dataset Editor – Create a new Dataset window appears.
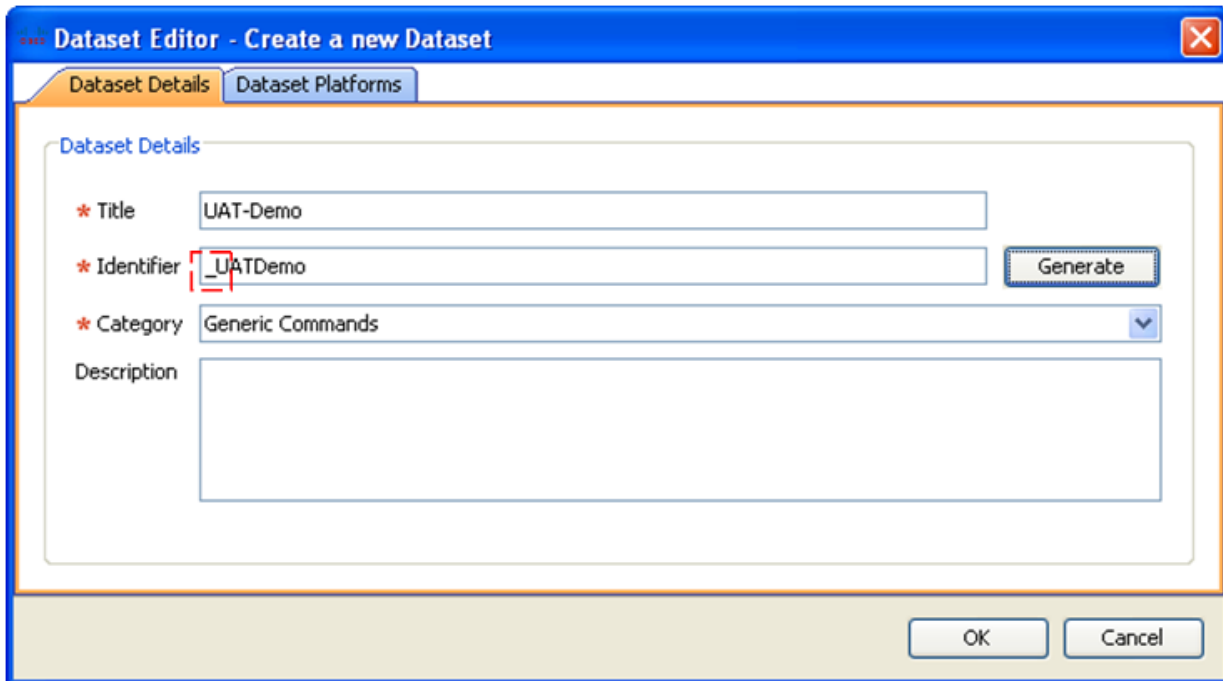
- Fill in the required information, then click the **Dataset Platforms** tab; the Dataset Platforms pane appears.

Note   The Identifier must start with an underscore ⌐ at the beginning of the identifier name. Use the Generate button to automatically generate a valid identifier name from the name in the Title field (that is, UAT-Demo).
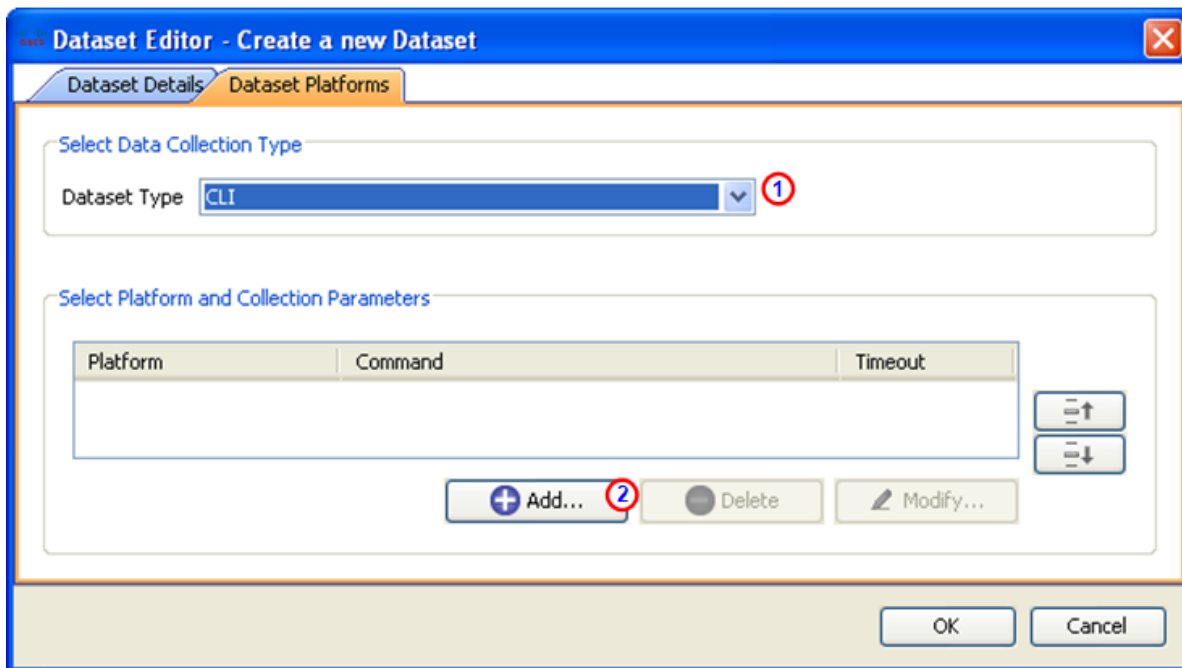
- Need to Specify the following items:
  - Database Type
    - Click the **Dataset Type** drop-down list ① and select a dataset (that is, CLI).
    - Click the **Add** button ② Dataset Entry Details window appears for specifying the platform.
  - Platform and Collection Parameters
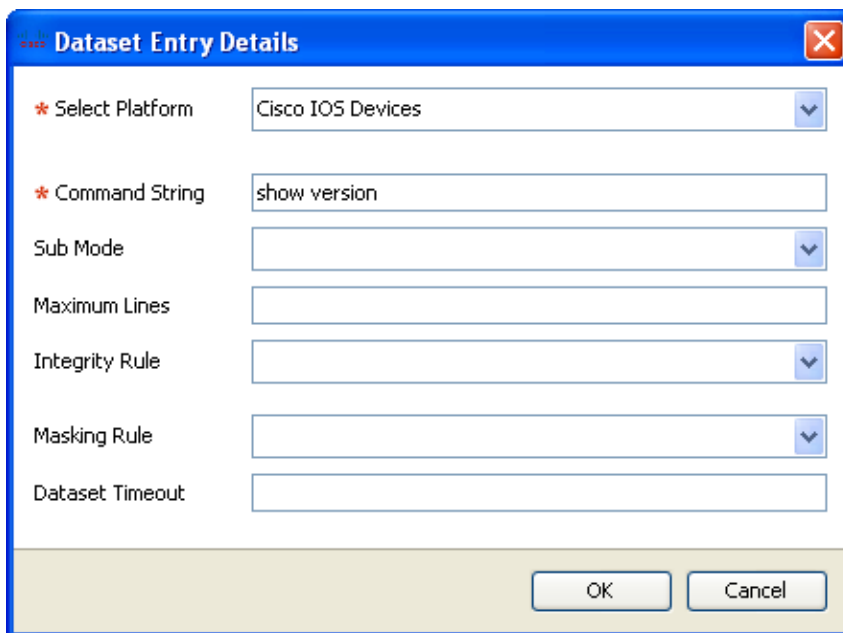
- Enter the required info.
- Click **OK**; the platform is added to the platform list.
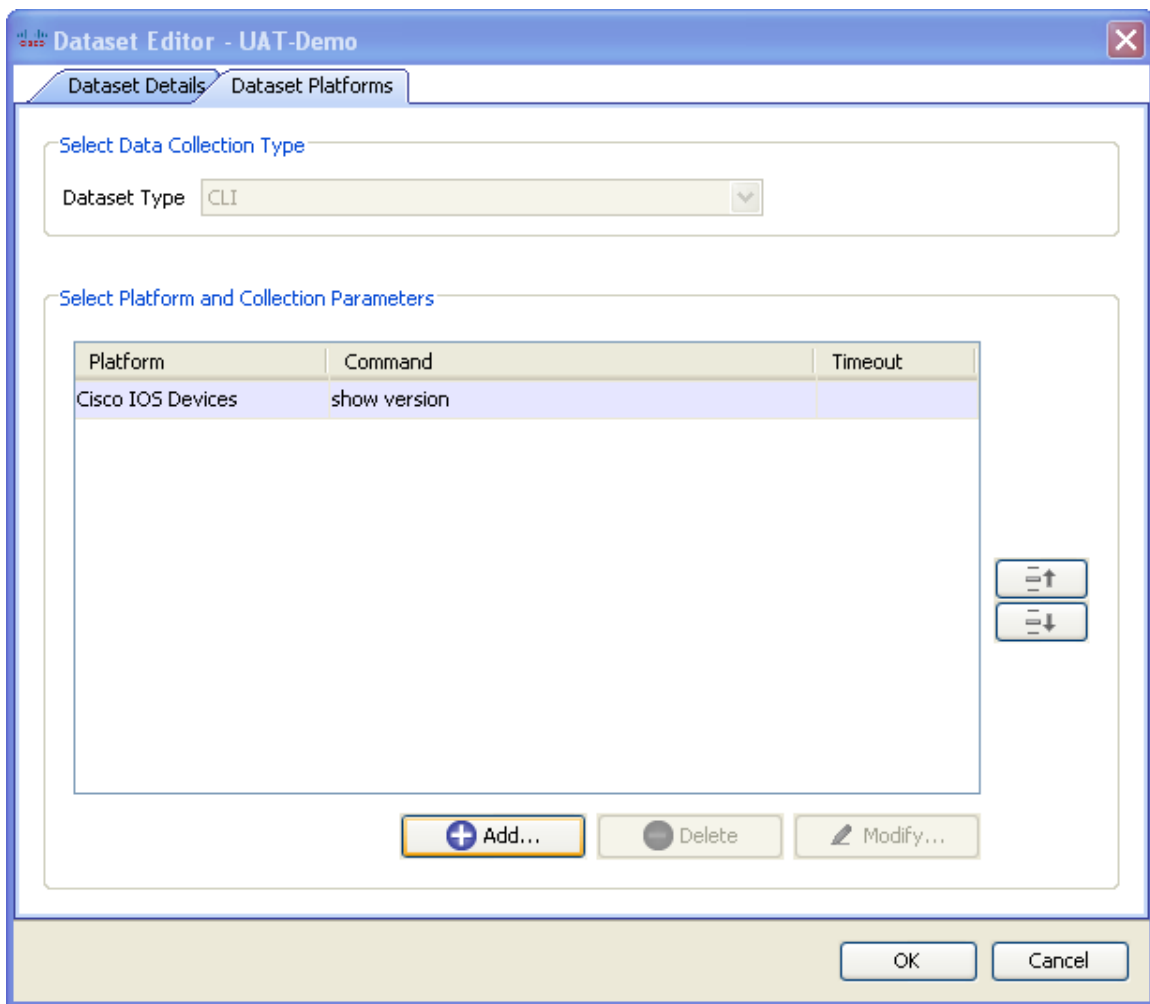
- Click **OK**; a success message window appears.
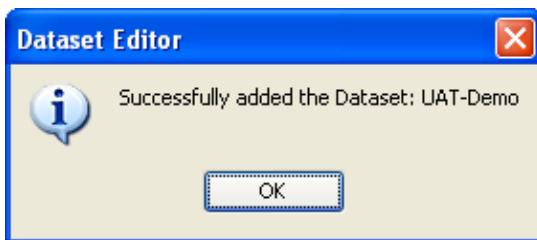
- Click **OK**; the UAT_Demo dataset name ③ is added to the list
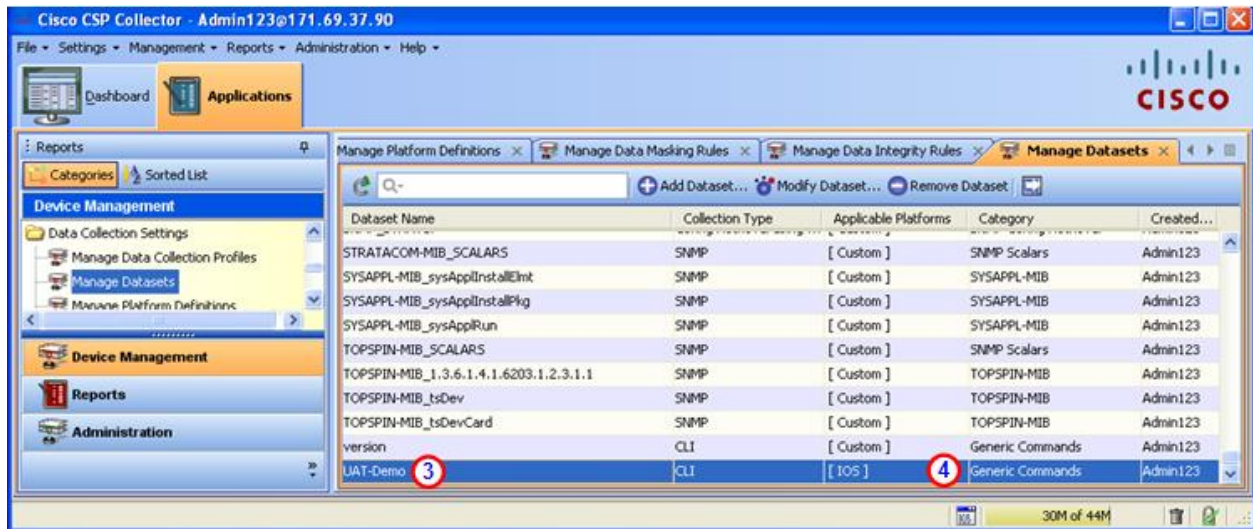
- It is noted as having the Generic Commands Category.

Note Remember both the dataset name and the category type. This info will be needed later during the Add Collection Profile process.

The next step in the inventory process is to manage the data collection profiles.

Data Collection Profiles

A collection profile defines what data to collect from the devices, from what type devices the data needs to be collected, and how often the data needs to be collected. There are two different profile categories covered:

- Add Collection Profile

- Manage Data Collection Profiles

Add Collection Profile

To add a data collection profile perform the following steps:

- On the menu, choose **Applications tab > Manage Data Collection Profiles > Add Collection Profiles**, the CSP-C browser displays the Data Collection Profiles pane.①

✎

Note   This is where existing devices get associated to the commands that are noted in the various datasets.
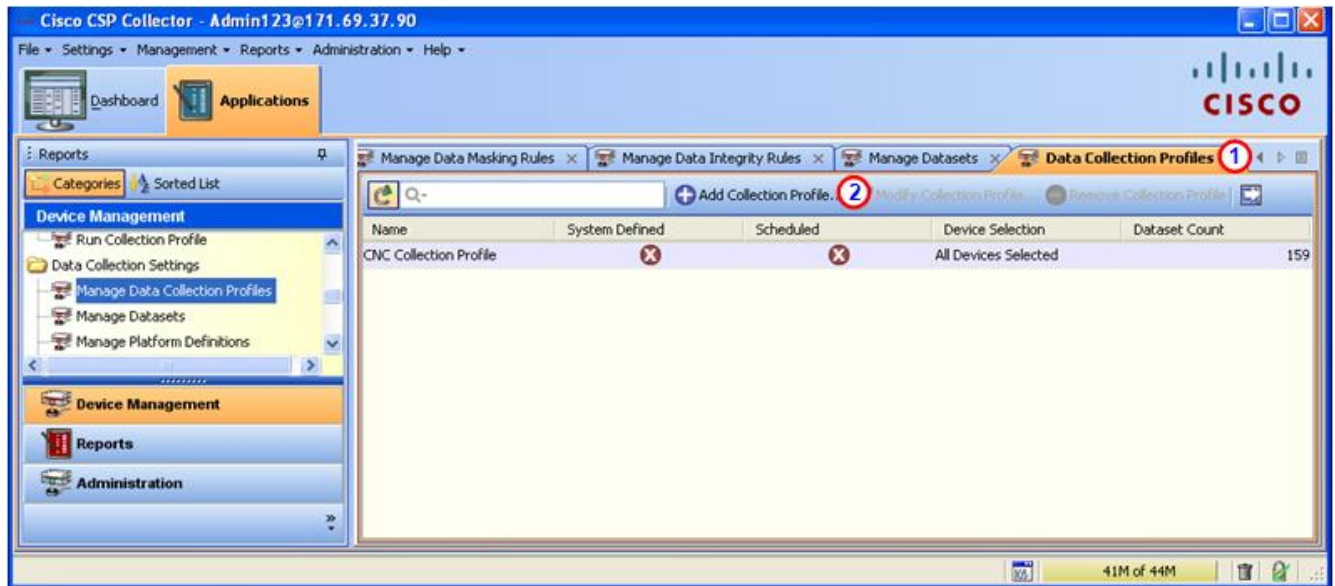
- To create a new Collection Profile, click **Add Collection Profile…**;② the Add Collection Profile window appears, displaying the Select Devices tab.
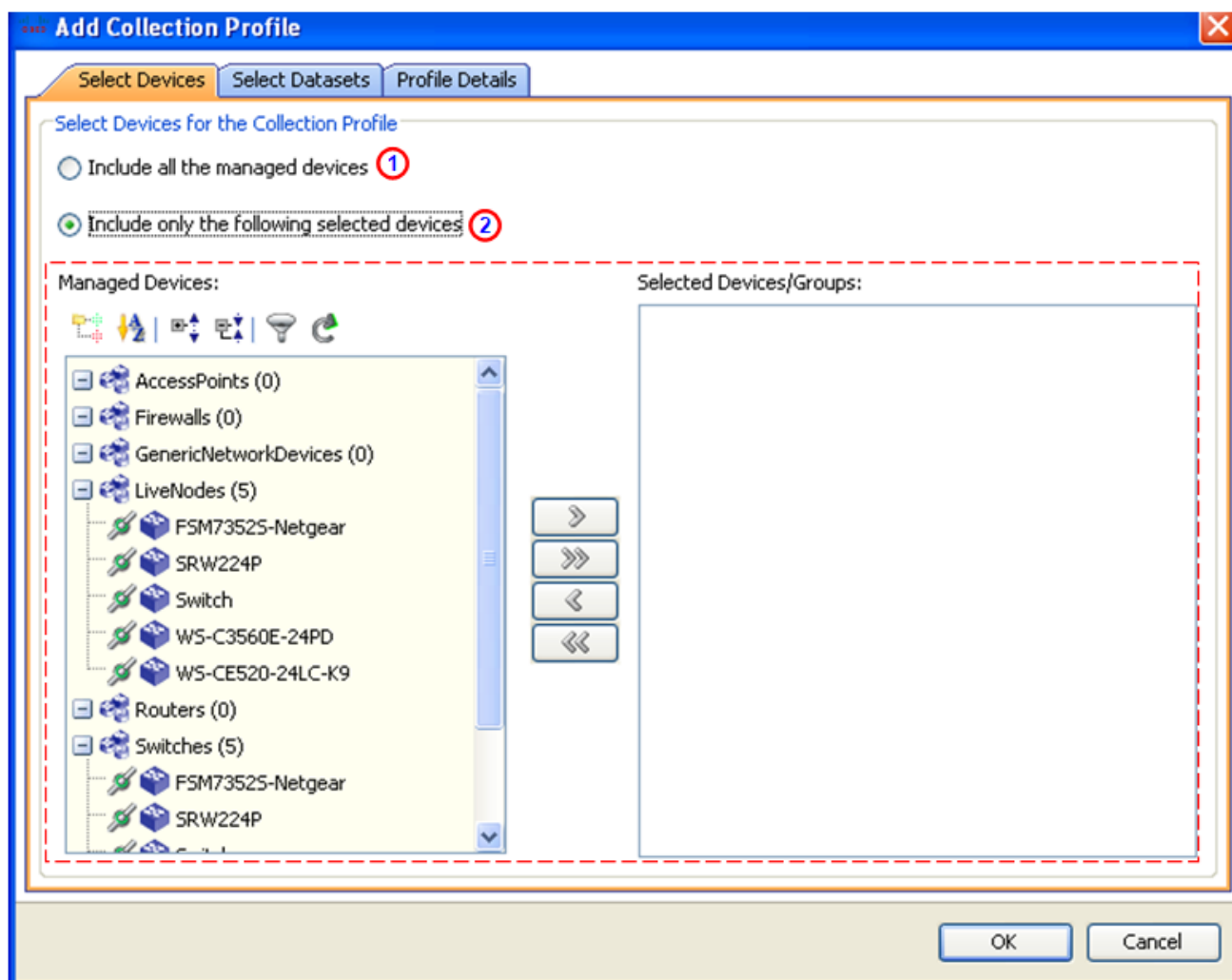
- There are two options for selecting devices for a collection profile:
    - Include all the managed devices ①
    - Include only those devices that you select. ② This option enables the selection area.
- The second option ② that lets you select what devices will be associated to a dataset, and works in the following manner:
    - Select the devices you want in the Selected Devices/Group pane.
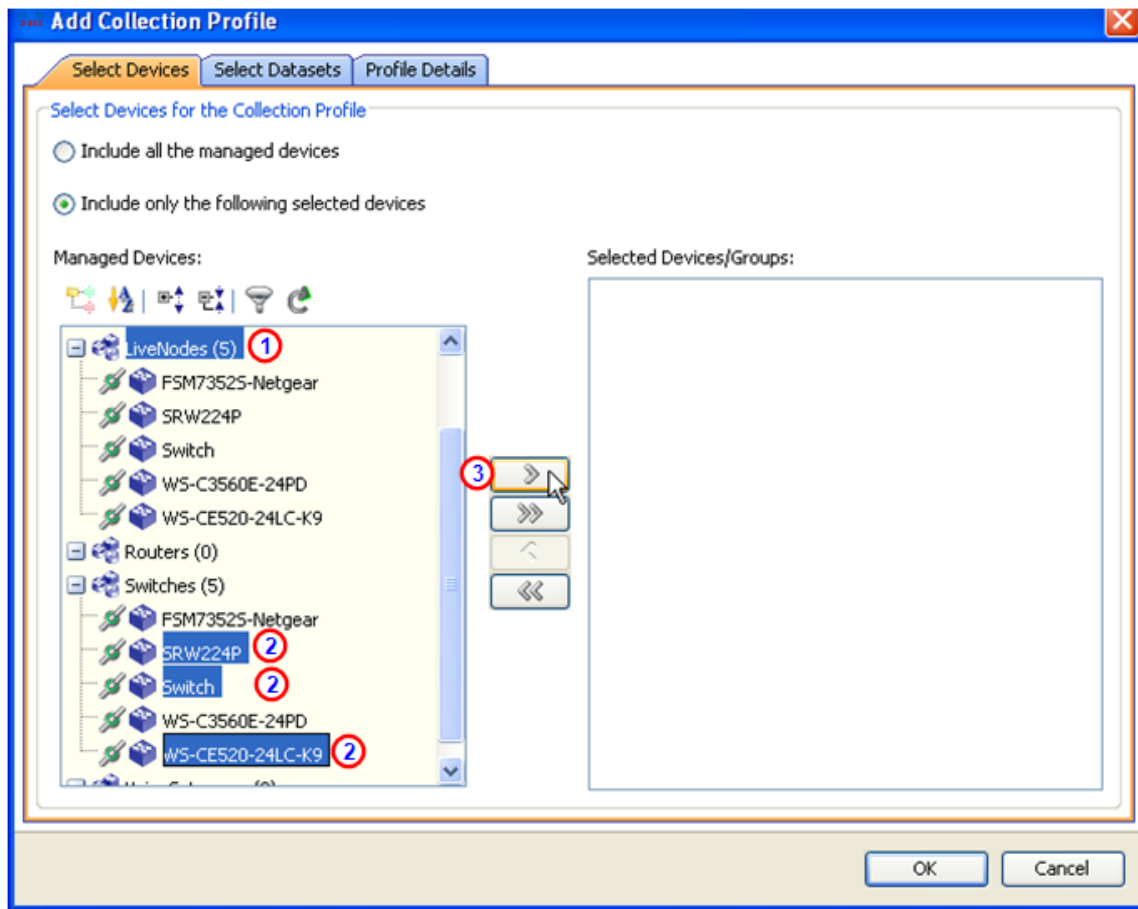
Note   You can select multiple items and the items can be a group of devices ① or individual devices. ②

- After selecting the devices or groups, click the right pointing arrow; ③ the selected devices and groups get moved to the Selected Devices/Groups pane.
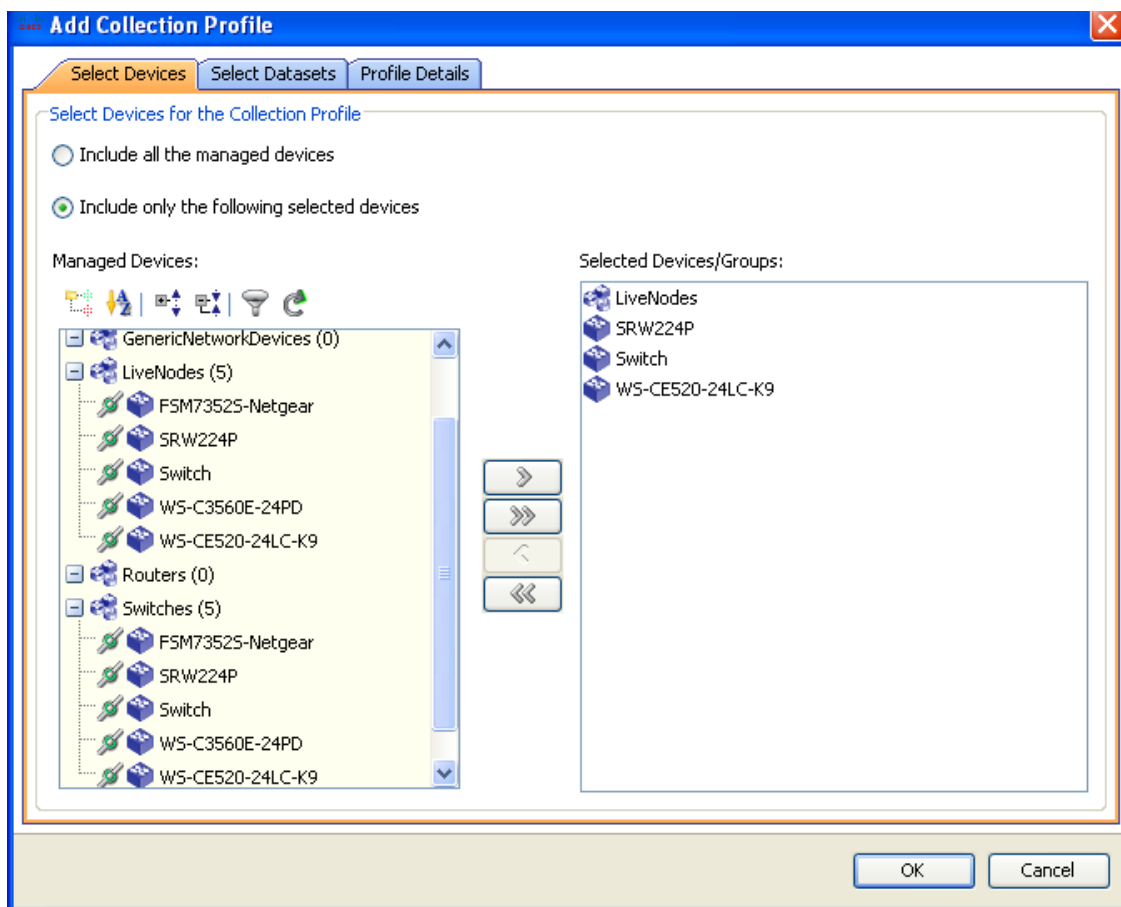
- The selected devices are now also in the Selected Devices/Groups pane; these devices represent the devices that are going to be associated to a set of commands in the next tab.

- Click the **Select Datasets** tab.
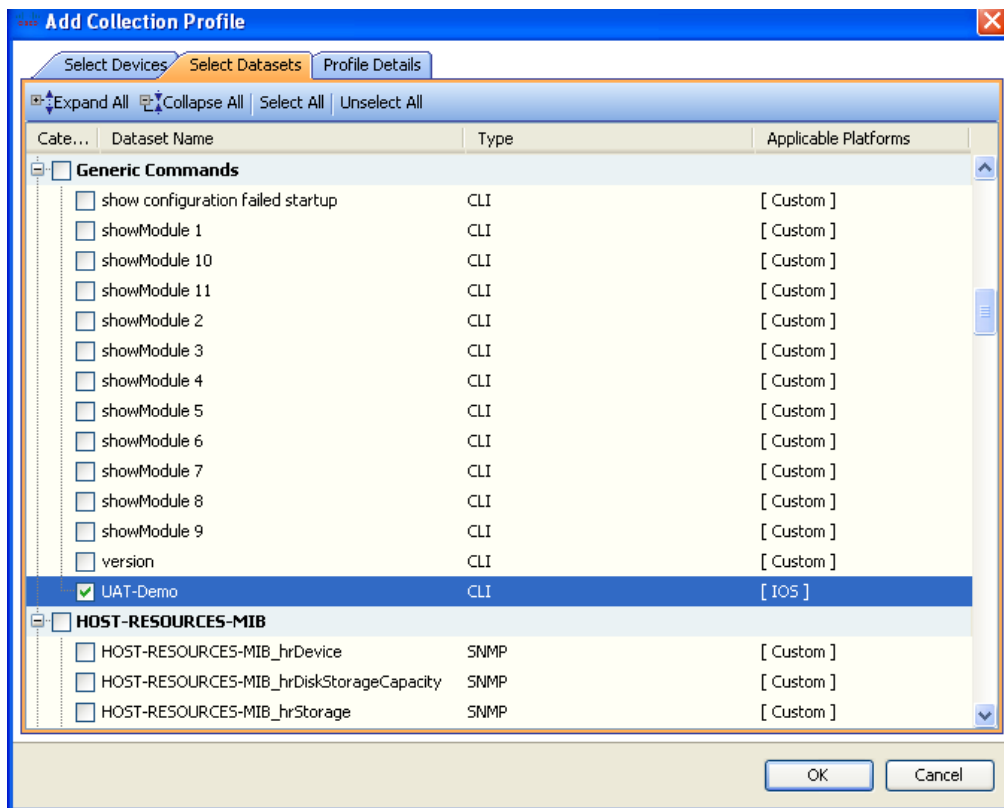
- Select the dataset names you want to associate to the devices. For this example look for the category name Generic Commands, which is where the UAT-Demo dataset name we created earlier is located.

- Check the **UAT-Demo** check box.

Note The combination of Generic Commands category name with UAT-Demo dataset was performed during the add dataset section.

- Click the **Profile Details** tab, the Profile Details tab appears.

- Enter the title in the Profile Title field, and then click the **Generate** button; the browser creates the Identifier name automatically.

- To send the inventory data to the Cisco Data Center perform the following steps:

  o In the Export Options area (at the bottom), check the Export upon successful execution… check box.

  o Select a format from the Export Format drop-down list.

Export Options

☑ Export upon successful execution of the Collection Profile

* Export Format   Cisco Network Collector (.zip)

* File Name Prefix   caewalllab

Upload to Remote Server ☑
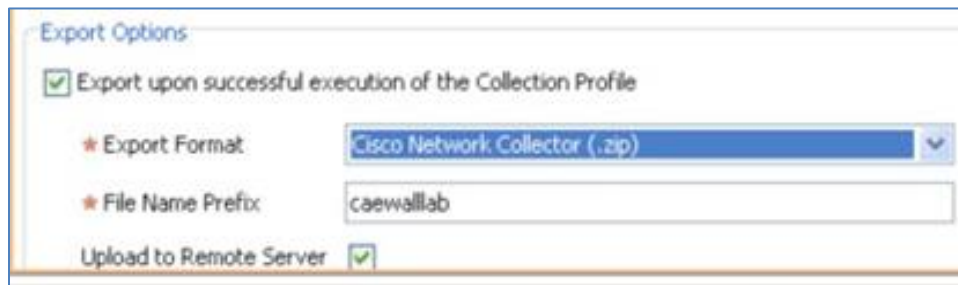
Important   The default that comes up for the export options (Cisco VSEM (.zip)) should be changed to **Cisco Network Collector (.zip)** when uploading to the Cisco Data Center.

- Enter a name in the File Name Prefix field (that is, UAT-Demo).
- Check the Upload to Remote Server check-box.
- Click **OK**; a Collection Profile Editor window appears with a success message.

Collection Profile Editor

ℹ Successfully added the Collection Profile: UAT-Demo

OK
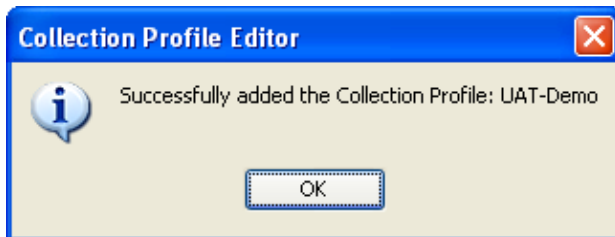
- Click **OK**; the Data Collection Profiles pane appears with the new data collection profile added to the list.
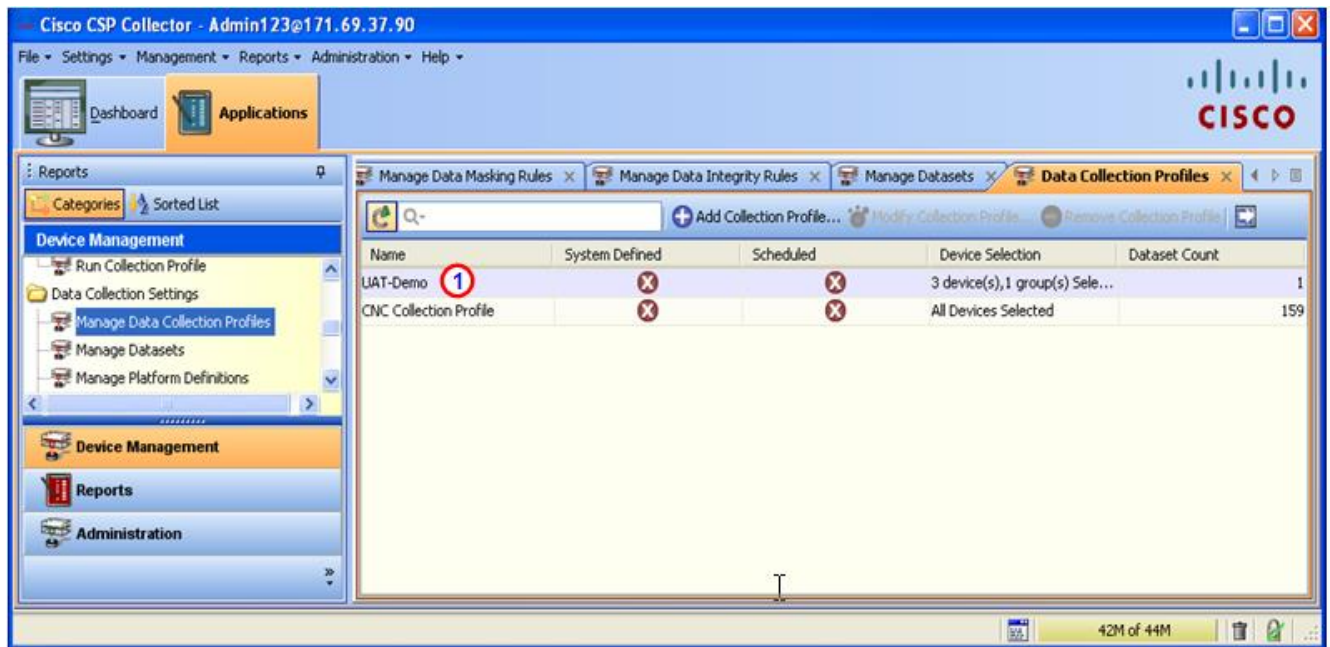
The next step in the process is to run an inventory collection to collect the data from the specified commands.

Run Collection Profile and Upload Data

This part of the process collects the data from the devices in the customer network and uploads the collection data to Cisco for processing.

Leading Practice: Cisco recommends that partners upload their collections once (1) a month for networks that are not changing, and twice (2) a month for networks that are being updated.

Note   After the collector has uploaded, collected information should be processed and available on the Smart Portal within 48 hours, depending on the network size.

To create a dataset perform the following steps:

- On the browser menu choose **Applications tab > Data collection > Run Collection Profile**; the Run Collection Profile window appears.
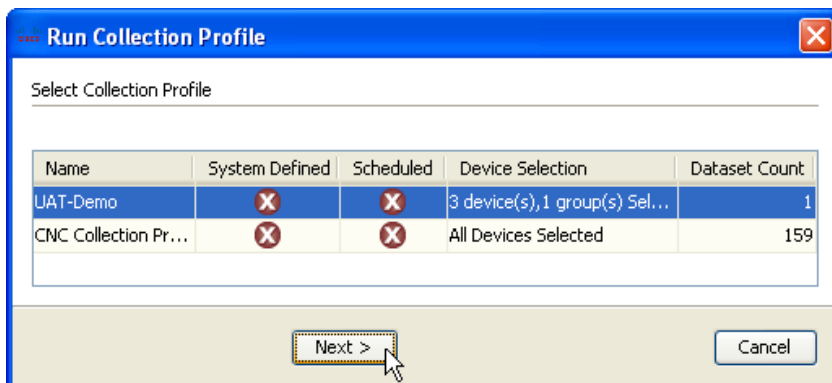
- Select the collection profile you want to run (that is, UAT-Demo).
- Click **Next**, the Data Collection Status area appears.
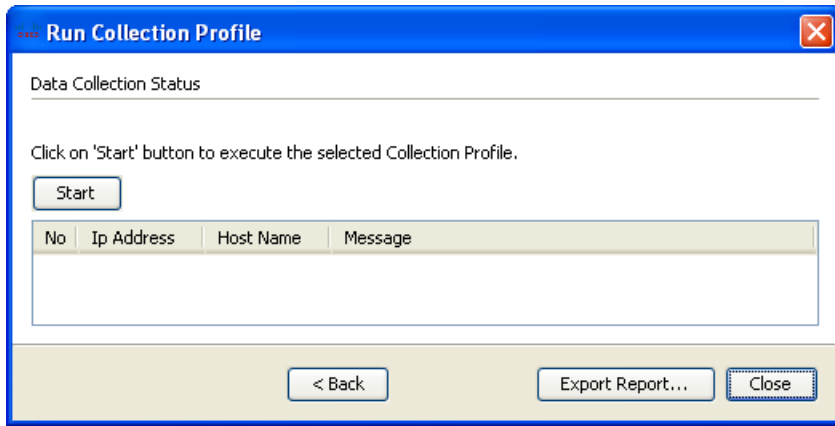
- Click **Start**; the data collection process is started.
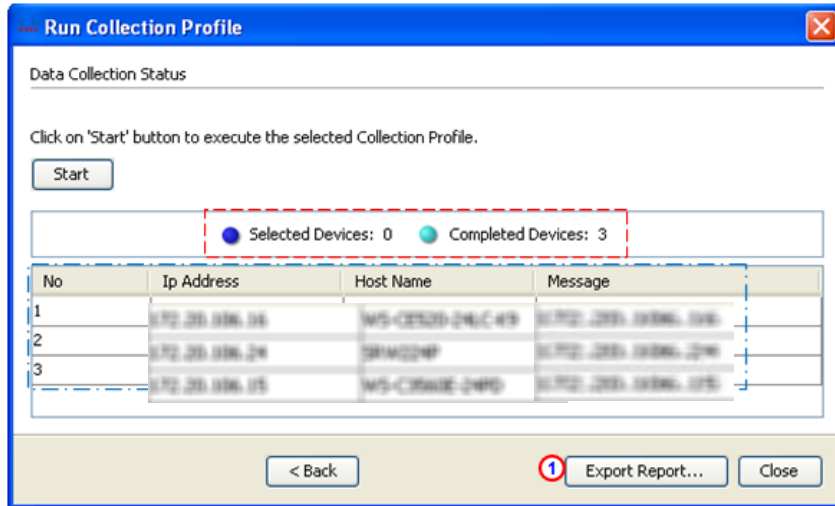
- The details of the data collection are filled in. A summary is above and the details are below.

- The above report can be exported by clicking the **Export Report…** button. See the Export Report section for more details.

- Click **Close**.

The collection of the data is sent to the Cisco Data Center, if the <u>Upload to Remote Server check box</u> was previously selected.

Data Access Verification

User needs to run Data Access Verification (DAV) once after <u>uploading the certificate / license file</u> in to the CSPC server appliance. It is good to run DAV before running collection profiles. To run DAV, perform the following steps:
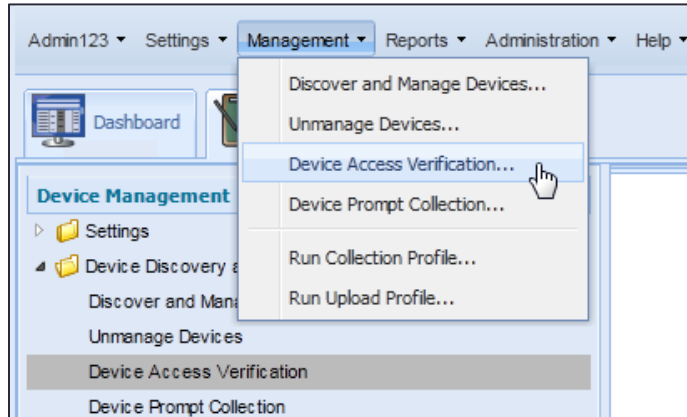
- On the CSPC server appliance menu choose **Management > Data Access Verification**.
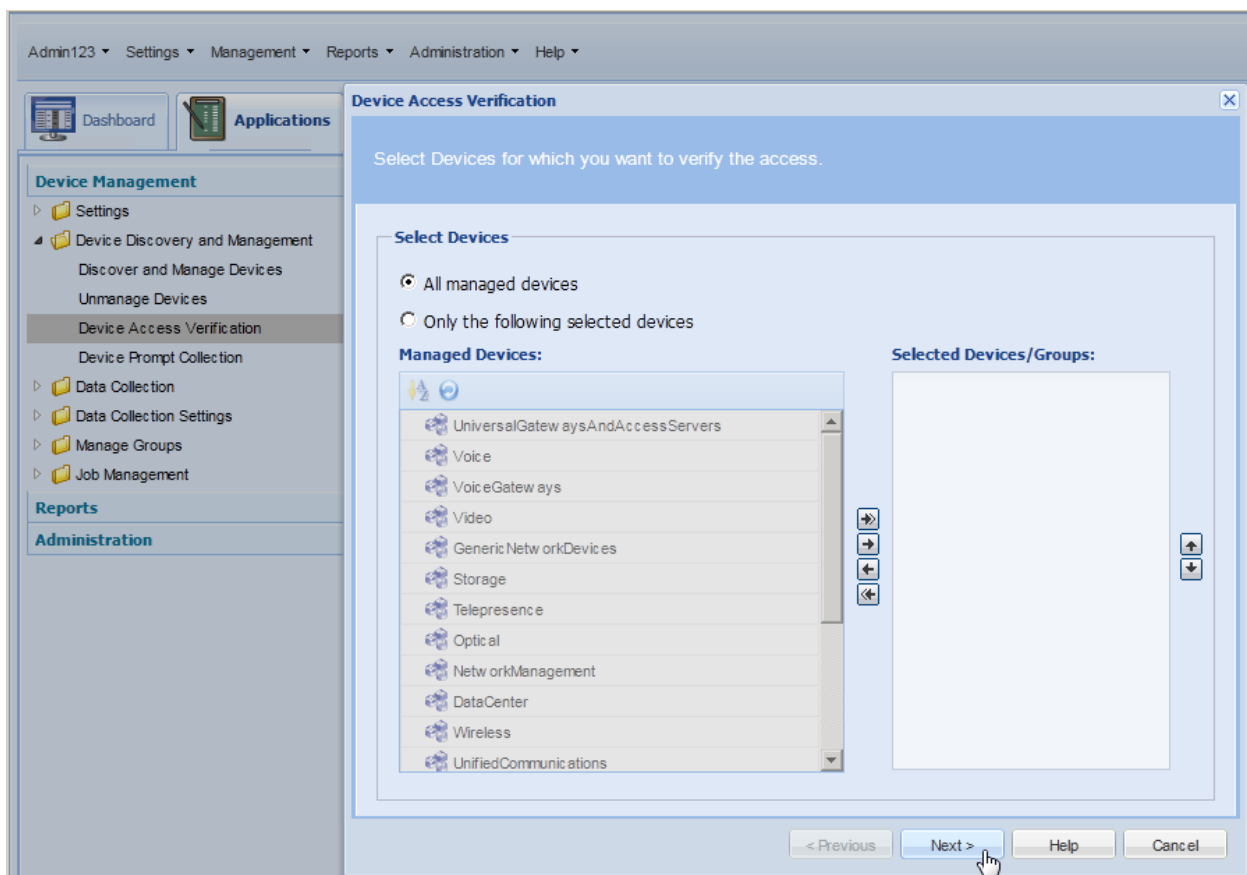
- Or on the navigation pane select **Applications > Device Discovery and Management > Data Access Verification**; the Data Access Verification pane appears.

- In the Select Devices section, select one of the following options:

  o Select **All managed devices** radio button, which verifies all the devices known to the appliance.

- o   Select only the following selected devices radio button.
- o   In the Managed Devices pane, select which specific devices you want verified and click the arrow buttons to move the selected devices to the Selected Devices/Groups pane.
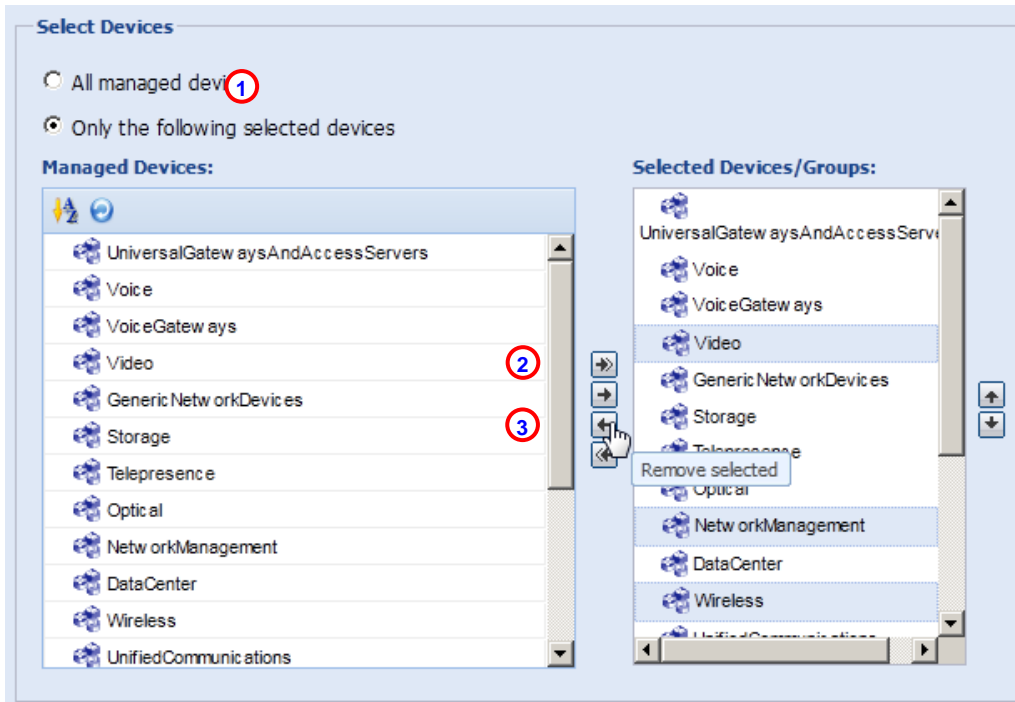
Note   Selecting the **All managed devices** ① radio button or the ⏩ **Add All** button, ② performs the same initial function; all the devices are selected for verification. One key difference for the Add all button is that the Add All function copies all the devices over to the Selected Devices/Groups pane, where you have the ability to further refine the list by selecting those few devices that you may not want in the list.

The scenario where the Add All button is very helpful is when you want most of, but not all, the managed devices verified. Simply click the **Add All** button, ② then once all the devices are copied over to the Selected Devices/Groups pane, select those few devices you don't want in the list and click the ⬅ **Remove Selected** button; ③ those devices are removed from the Selected Devices/Groups pane and you can now proceed with the Data Access Verification.

Tip   You can select non-contiguous devices (items not in contiguous sequence wih each other) by selecting the first item with your mouse, then pressing the **Ctrl** key and select the remaining items you want in the list (see above graphic). To select contiguous items in a list, with your mouse select the first item in the list, press the shift key, then select the last item in the list. All the items between and including the first and last selected items are now selected in the list.

- •   After the devices have been selected, click **Next**; the Data Access Verification Schedule Options pane appears.

- Fill in the respective fields as needed; there are only two required fields:
  - o Select at least one protocol for Data Access Verification section.
  - o Provide a name in the Job Name: field, which is preceded with the * red asterisk.
- After all the fields are filled in, then click **Finish**.
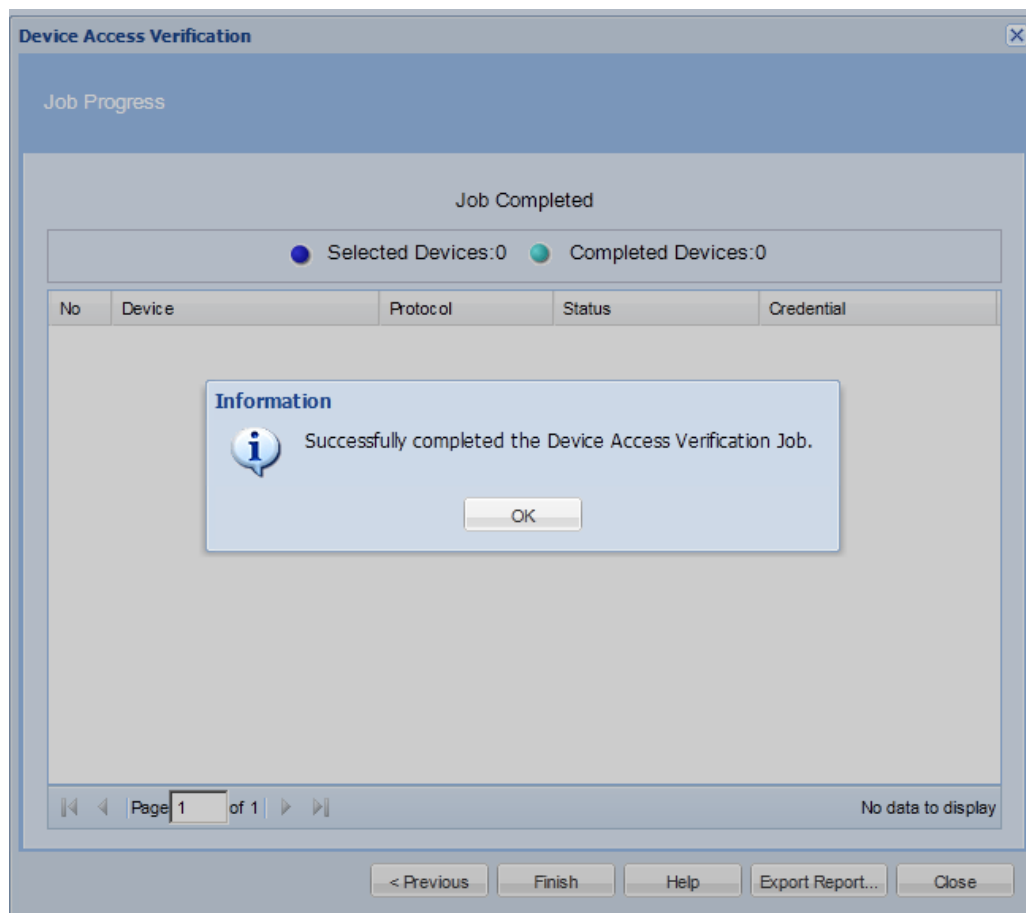
- If any devices are found, they are listed in the Job Completed area, also a successful information message appears.

Manual Import

A partner can import inventory manually in one of the following conditions:

- A customer does not need a collector in the deployment environment.
- A customer does not want the partner to collect information of all the devices from their network.

This section consists of the following topics:

- Prerequisites
- Creating CSV File
- Manually Importing Devices

Prerequisites

The prerequisites for using the manual import feature are:

- There must be a registered Entitled Company (EC).
- The user must select the specific inventory and EC for the import.
- Only the Partner Administrator can import the CSV file through the portal. However, all users can see the imported devices and imported details in the portal and offline reports.

Creating the CSV File

The first step is to create a CSV file in the specified format.

To create the CSV file, perform the following steps:

- To download the sample CSV file, click **Sample CSV Format** under the Inventory Collection section in the Smart Portal Overview page. An excel sheet is downloaded.

- Enter the data for the parameters contained in the sample CSV. The device parameters must be mentioned in the identical order as specified in the sample file.

- Save the information as a CSV file.

The parameters contained in the sample CSV file and the maximum character limit for each parameter is listed in the following table.

CSV Parameter	Max Character Limit	Mandatory/Optional	Purpose
Host Name	255 Char (including spaces)	Mandatory	Used for chassis and card association.
IP Address	64 Char (including spaces)	Mandatory	Used for chassis and card association. Used by Delta report to identify IP changes.
Serial Number	50 Char (including spaces)	Mandatory	Used for contract validation.
Product ID	255 Char (including spaces)	Mandatory	Used for contract validation.
MAC Address	50 Char (including spaces)	Optional	Used to obtain serial number for IP phones.
SNMP Location	4000 Char (including spaces)	Optional	Used for inventory report to populate "SNMP Location" field.
OS Type	50 Char (including spaces)	Optional	Used for PSIRT alert and software alert report.
OS Version	50 Char (including spaces)	Optional	Used for software alert report.

Manually Importing Devices

To manually import the inventory, perform the following steps:

- In the Smart Portal Overview page, click **Manual Import** under the Inventory Collection section.

- The CSV Import window appears.

- Choose an entitled company from the drop-down list.

- Choose an inventory from the drop-down list or choose the **Enter New** option from the drop-down list to enter a new inventory.

- Choose an appliance ID for the inventory from the drop-down list. Click **Generate Appliance Id** to generate appliance ID for the new inventory. If required, you can also generate an appliance ID for the existing inventory by clicking **Generate Appliance Id**.

- Click **Browse** and select the CSV file that needs to be uploaded into the Smart Portal from your local system.

  Note   You can also download the sample CSV format file by clicking **Sample CSV Format** under the Inventory Collection section. For more information on creating the CSV file, see Creating the CSV File section.

- Click **Import**.

The following warning message appears:

Manual import is untrusted source. It might overwrite existing inventory information. Please make sure to select the most recent file.
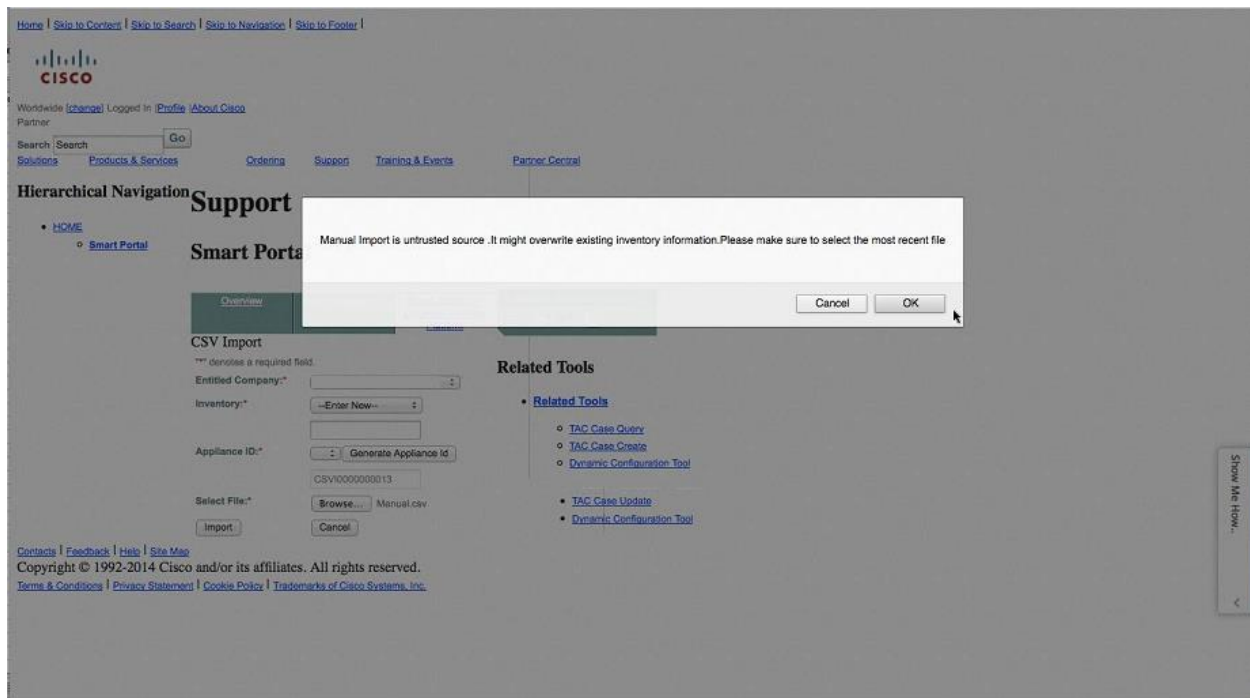
- Click **OK** to import the inventory information manually.

    The portal displays the success message if the manual inventory is imported successfully. Once the inventory is successfully imported, it will start processing. Data will not be available in the portal until the processing has completed.

Note   The mutual relationship is not established between the device information that is uploaded using the CSV file. For instance, if you upload the information for a router chassis and the cards installed within that chassis, PSS will not be able to discern that those cards are installed in the chassis. Also, knowledge about the chassis support contract that actually covers the installed cards is not known. (For example, a card that is covered under a chassis contract will be reported as uncovered in the reports).

CSV Import Limitations

- Manual Import is limited to 50K devices.
- All the headers are mandatory and must follow the identical order as specified in the sample CSV file.
- Users cannot import the CSV file, if there is any pending request for that particular Entitled Company and Inventory combination.
- HOST_NAME, IP_ADDRESS, SERIAL_NUMBER and PRODUCT_ID field values are mandatory for each device entry, otherwise import will fail.
- IP_ADDRESS must be in the valid format for each device entry, otherwise import will fail.
- The duplicate entries must be removed before importing the file.
- Inventory is limited to Chassis only. The Card details cannot be collected and displayed in the reports.
- Alerts – Only Hardware Alerts and Field Notice alerts are processed for CSV Import Inventories.
- Exceptions Summary Report – No data.
- Protocol Access Error Report – No data.

- CDS Report
  - o Energywise Assessment – No data.
  - o IPv6 Assessment Report – No data.
  - o MediaNet Report – No data.
- Installed Application Reports – No data.
- Discrepancies in NPDR reports.
- The most recent file from the collector has to be imported because the file overwrites the last imported inventory.
- A device cannot be included in the CSV import file, if there is an ongoing processing of the device from the collector file.

Revalidating a blocked Inventory Upload

The Cisco data center will reject any inventory collection that does not show at least one device covered by a PSS supported contract. An email notification is sent to the admin, which contains details of the blocked uploads.

An Inventory is blocked when one of the following condition occurs:

- A PSS support contract has expired, or the contract is not a valid PSS contract
- The inventory collection did not have any devices covered under a PSS support contract
- The CSP-Collector did not discover and collect the device covered by a PSS service contract

Once an active contract covers a device in the collection and it is included in the inventory upload, an admin can release the blocked upload by having PSS revalidate the service coverage.

Providing PSS Service Coverage

Before an inventory collection can be uploaded, there needs to be at least one device in the collection covered by a PSS supported contract. To do this, an admin should choose one of the following options:

- Renew a PSS contract for a device in the inventory
- Add a new PSS contract for a device in the inventory
- Move a covered device into the blocked inventory

The admin can perform contract revalidation by using the Revalidate Inventory Uploads function. The Revalidate Inventory Uploads function lets a Partner Administrator revalidate their inventory uploads by entering a valid contract.

Exception Scenario:

An inventory upload is allowed when a partner wants to perform a demo upload for a customer from a test environment. This scenario will be supported by Cisco support as a manual upload.

To Revalidate Inventory Uploads, an admin performs the following steps:

On the Smart Collector Overview page, under the Inventory Collection section, click **Revalidate Inventory Uploads**,.

- Select an entitled company and inventory from the corresponding drop-down lists.

Note   The Entitled Company drop-down list will list only those EC's whose inventories are blocked. It will not list any EC's that have a valid contract. The inventory drop-down list will list only those inventories that are blocked.

- Enter the new valid PSS supported contract number.
- Click **Submit**.
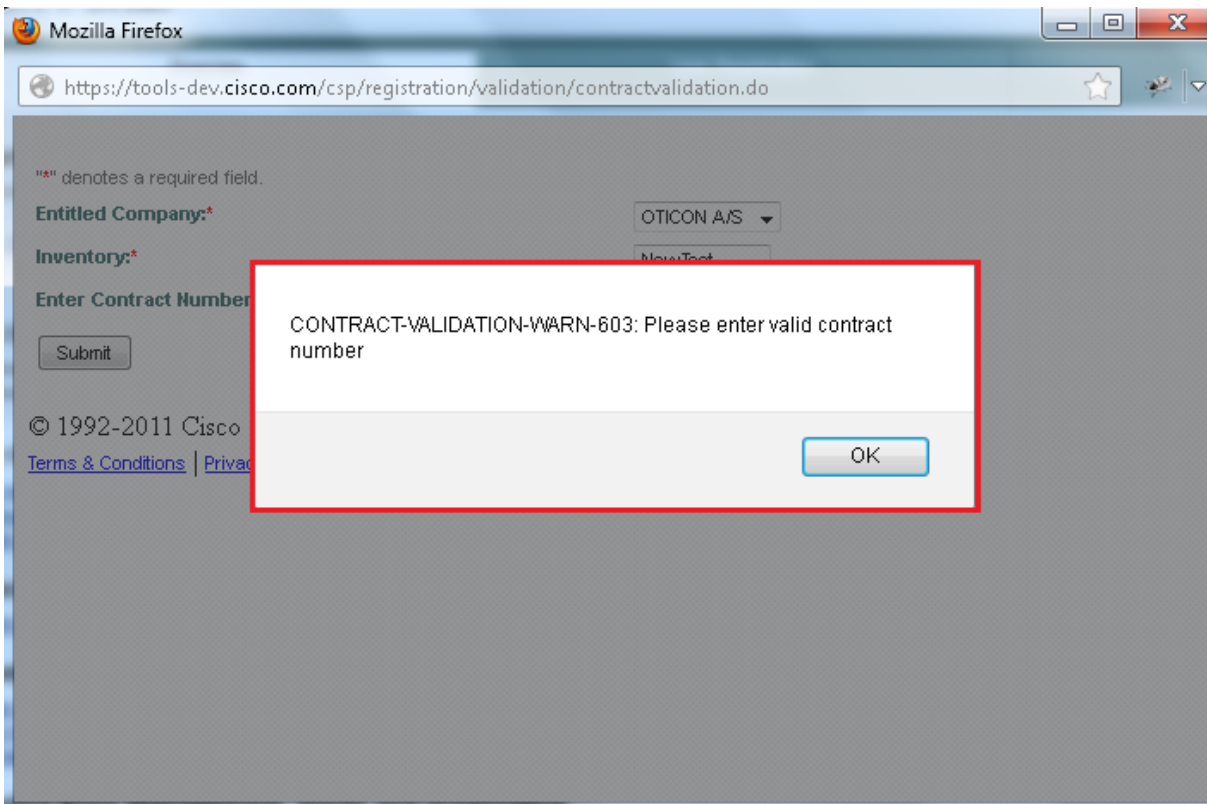
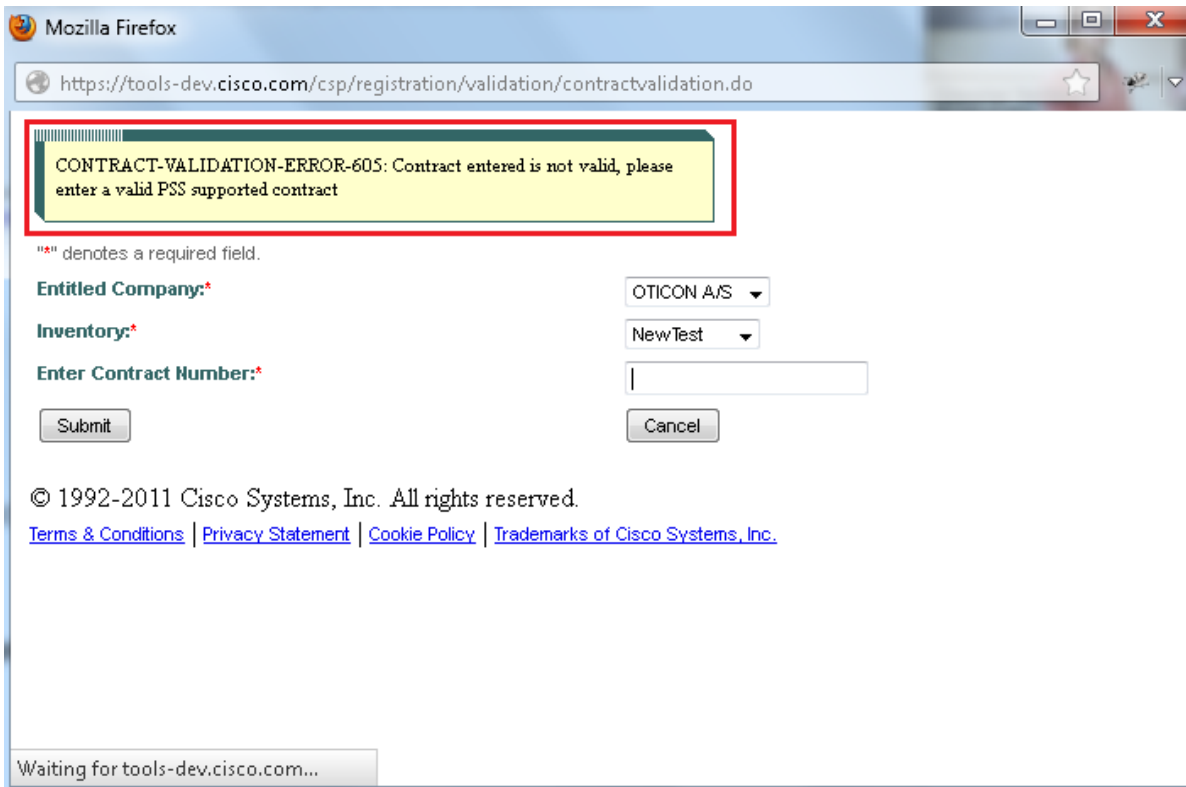- A warning message appears if the entered contract number contains alphabetical or special characters.

- A warning message appears when a contract is entered that is not supported by PSS.
    - o   If the entered contract number contains alphabetical or special characters.
    - o   If a contract entered is not supported by PSS.

- o If the administrator enters a valid contract, but that contract does not belong to the specified customer.
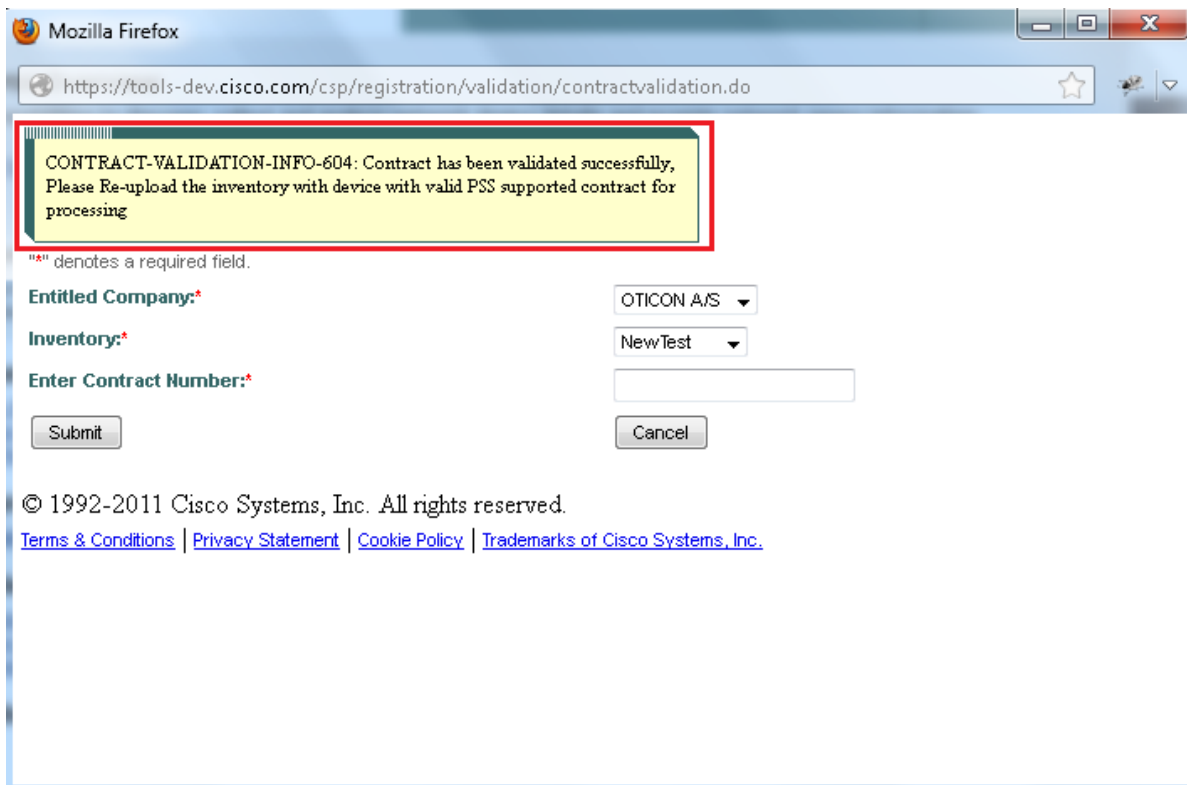
- The portal displays the above success message when the contract validated successfully and instructs the user to re-upload the inventory for processing.

- Return to the CSP-C and launch the job(s) for collection and upload. On the CSP-C, validate the successful collection of at least one device that you know is covered under a PSS contract.

- From the Smart Portal, under Installed Base Management, Alerts and Diagnostics click Reports. Select the Inventory Processing pod from the Dashboard. View the Status column to validate upload success or failure.

Note
The Cisco data center periodically checks uploaded inventories for devices covered by PSS service contracts. If no devices in an uploaded inventory are covered under a PSS contract, the inventory will be blocked and you will need to go through the revalidation process again.

Notification of Upload Status

There are numerous collectors that have either never been uploaded or have performed only one upload. Collector inactivity occurs when collector scheduling focuses on the first upload and not subsequent uploads. The upload status notification serves as a helpful reminder for partners to schedule subsequent uploads appropriately.

This feature notifies partners of inactive collectors during either portal login or via email. Partners receive email notifications and visual indications on the Collector dashboard for registered collectors when no successful uploads occurred:

- After initial CSP-C registration.
- Within a 3 month period.

Smart Portal User Guide

Below are some examples of collector notifications.

The legend at the bottom of the table ① indicates the meaning of the icons in the "Last Successful Upload Date" column.

Note   There is no auto-refresh when the upload date changes. The user must manually refresh the page to see the latest status by clicking the Update icon.

Additional CSP-C Resources

There is also additional information related to CSP-C operation, in the following documents:

- Common Services Platform Collector Quick Start Guide provides the following information:
  - o   Configuring the IP Address on the CSP-C Collector
  - o   CSP-C Registration
  - o   Installing and Configuring a CSP-C Client
  - o   Installing and Configuring a VMware Client

- o   CLI Commands
- o   Basic troubleshooting
- [CSP-C supported devices list](#)
- [PSS CSP-C Pre-Install Checklist](#)