



# Smart Collectors

## CHAPTER 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](#)
  - [Download Smart Collector – CSP-C Software](#)
  - [Register CSP-C](#)
  - [Download a Certificate](#)
  - [Update a CSP-C registration](#)
  - [Delete a CSP-C registration](#)
  - [Export All](#)
  - [Inventory Upload](#)
  - [Revalidate Inventory Uploads](#)
  - [Notification of Upload Status](#)
  - [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.

The screenshot shows the PSS Smart Portal interface. At the top, there are navigation tabs: "Overview", "User Registration", and "Smart Collector - Common Services Platform". Below the tabs is a maintenance notice: "PSS will undergo weekly maintenance from 7 PM Saturday till 2 AM Sunday Pacific Time. You may notice interruptions in service during this window of time".

The main content area is divided into several sections:

- Smart Portal Overview**: Includes a description of capabilities and a "PSS Support Community" link.
- User Registration**: Contains links for "Self Registration Or Register Users" and "Maintain User Registrations".
- Inventory Collection**: Contains links for "Register CSP-C", "Manage Collectors", "Revalidate Inventory Uploads", and "Manual Import (Sample CSV Format)".
- Installed Base Management, Alerts and Diagnostics**: Contains 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", "TAC Case Create", 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".



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).

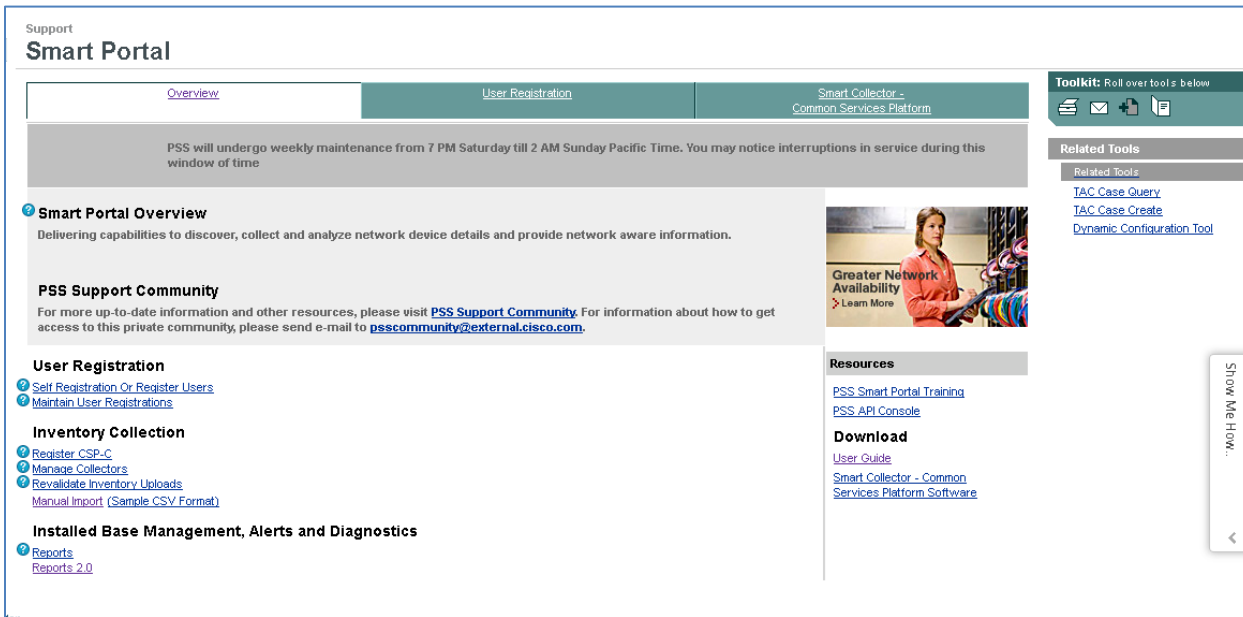
## Common Services Platform Collector (CSP-C) Registration

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:



The screenshot shows the Smart Portal interface. At the top, there are navigation tabs: Overview, User Registration, and Smart Collector - Common Services Platform. A maintenance notice states: "PSS will undergo weekly maintenance from 7 PM Saturday till 2 AM Sunday Pacific Time. You may notice interruptions in service during this window of time". The main content area is divided into sections: Smart Portal Overview, PSS Support Community, User Registration, Inventory Collection, and Installed Base Management, Alerts and Diagnostics. On the right side, there is a Toolkit with icons for Home, Mail, Add, and Print. Below that is a Related Tools section with links for TAC Case Query, TAC Case Create, and Dynamic Configuration Tool. A Resources section includes links for PSS Smart Portal Training and PSS API Console. A Download section is visible, containing links for User Guide and Smart Collector - Common Services Platform Software. A vertical "Show Me How" button is on the far right.

- 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.



The screenshot shows the Cisco Log In window. It has a title "Log In" and a section titled "Existing User". There are two input fields: "User Name:" and "Password:". A "Log In" button is positioned to the right of the password field. Below the input fields, there is a link: "Forgot your user ID and/or password?".

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

Download Software Download Cart (0 items) (-) Feedback Help

Downloads Home > Products > Cloud and Systems Management > Cisco Services > Cisco Smart Collector > Smart collector > Smart Collector Software-Collector Server

### Smart collector

Expand All | Collapse All

- ▼ Latest
- Other Files
- ▼ All Releases
- ▼ PSS 1.0
- Other Files
- Collector Server
- Collector Client

#### Release Collector Server

Add Devices  
Add Notification

File Information	Release Date	Size	
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.3)- includes latest rules package  PSS-CSPCServer-2.3-ESXI_OVF10.ova	13-DEC-2013	6808.60 MB	<span>Download</span> <span>Add to cart</span>
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.3)- includes latest rules package  PSS-CSPCServer-2.3-Intel.iso	13-DEC-2013	1626.96 MB	<span>1 Download</span> <span>2 Add to cart</span>
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.3) - includes latest rules package  PSS-CSPCServer-2.3-UCSM3.iso	13-DEC-2013	2199.22 MB	<span>Download</span> <span>Add to cart</span>
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.2)- includes latest rules package  PSS-CSPCServer-2.2-ESXI-OVF10.ova	17-MAY-2013	7340.83 MB	<span>Download</span> <span>Add to cart</span>
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.2)- includes latest rules package  PSS-CSPCServer-2.2-Intel.iso	17-MAY-2013	2489.26 MB	<span>Download</span> <span>Add to cart</span>
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.2)- includes latest rules package  PSS-CSPCServer-2.2-UCSM3.iso	17-MAY-2013	2933.60 MB	<span>Download</span> <span>Add to cart</span>

You have two options for downloading the image:


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

## Download Image

To download the image immediately, perform the following steps:

The screenshot shows the 'Download Software' interface for 'Smart collector'. It features a search bar, 'Expand All | Collapse All' links, and a sidebar with navigation options like 'Latest', 'All Releases', and 'PSS 1.0'. The main content area is titled 'Release Collector Server' and contains a table with the following data:

File Information	Release Date	Size	Download	Add to cart
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.3)- includ es latest rules package [🔒] PSS-CSPCServer-2.3-ESXi_OVF10.ova	13-DEC-2013	6808.60 MB	Download	Add to cart
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.3)- includ es latest rules package [🔒] PSS-CSPCServer-2.3-Intel.iso	13-DEC-2013	1626.96 MB	Download	Add to cart
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.3)- includes latest rules package [🔒] PSS-CSPCServer-2.3-UCSM3.iso	13-DEC-2013	2199.22 MB	Download	Add to cart
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.2)- includ es latest rules package [🔒] PSS-CSPCServer-2.2-ESXi-OVF10.ova	17-MAY-2013	7340.83 MB	Download	Add to cart
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.2)- includ es latest rules package [🔒] PSS-CSPCServer-2.2-Intel.iso	17-MAY-2013	2489.26 MB	Download	Add to cart
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.2)- includes latest rules package [🔒] PSS-CSPCServer-2.2-UCSM3.iso	17-MAY-2013	2933.60 MB	Download	Add to cart

- Find the ISO image download that matches the OS you are using, and then click **Download**;  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.

**Log In and Service Contract Required**

To Download this software, you must [Log In](#) and have a valid service contract associated to your Cisco.com profile.

If you do not have a service contract you can get one through:

- Your Cisco Account Team if you have a direct purchase agreement with Cisco
- You Cisco Partner or Reseller

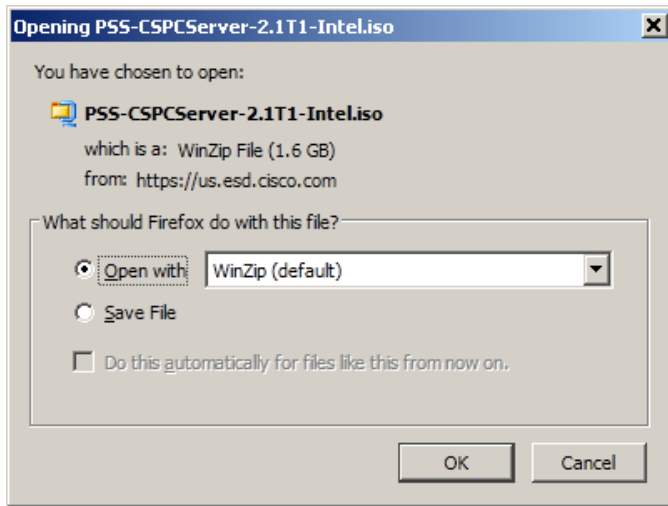
Once you have the service contract you must associate your service contract to your Cisco.com user ID with [Profile Manager](#)

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

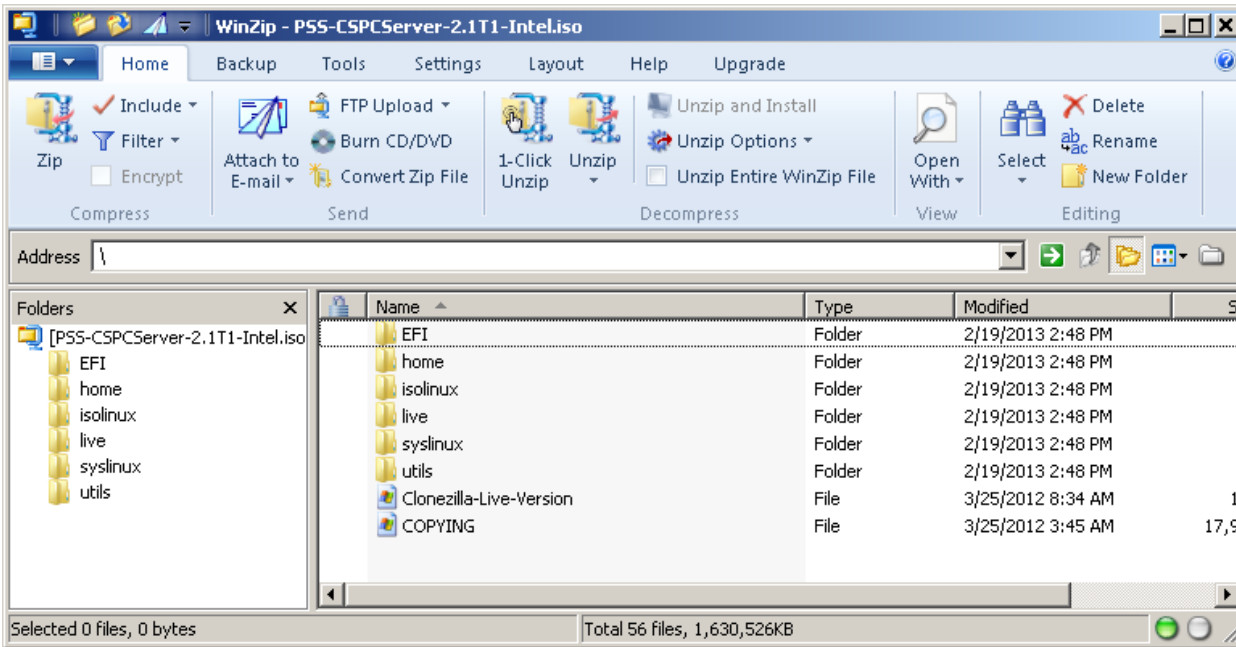
**End User License Agreement**

In order to download software, please indicate that you have read and agree to be bound by the [Cisco End User License Agreement](#)

- 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 the 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:

The screenshot shows the 'Download Software' page for 'Release Collector Server'. The page has a breadcrumb trail: Downloads Home > Products > Cloud and Systems Management > Cisco Services > Cisco Smart Collector > Smart collector > Smart Collector Software-Collector Server. The main content area is titled 'Release Collector Server' and contains a table with columns for 'File Information', 'Release Date', and 'Size'. The table lists six server images. The second row, representing a 1626.96 MB ISO image for Intel-based machines, has its 'Add to cart' button circled in red with the number '1'.

File Information	Release Date	Size	Download	Add to cart
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.3)- includes latest rules package [lock] PSS-CSPCServer-2.3-ESXi_OVF10.ova	13-DEC-2013	6808.60 MB	Download	Add to cart
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.3)- includes latest rules package [lock] PSS-CSPCServer-2.3-Intel.iso	13-DEC-2013	1626.96 MB	Download	Add to cart
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.3) - includes latest rules package [lock] PSS-CSPCServer-2.3-UCSM3.iso	13-DEC-2013	2199.22 MB	Download	Add to cart
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.2)- includes latest rules package [lock] PSS-CSPCServer-2.2-ESXi-OVF10.ova	17-MAY-2013	7340.83 MB	Download	Add to cart
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.2)- includes latest rules package [lock] PSS-CSPCServer-2.2-Intel.iso	17-MAY-2013	2489.26 MB	Download	Add to cart
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.2)- includes latest rules package [lock] PSS-CSPCServer-2.2-UCSM3.iso	17-MAY-2013	2933.60 MB	Download	Add to cart

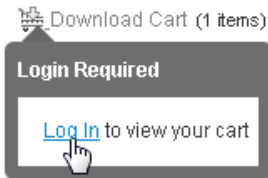
- Find the image download that matches the OS you are using, and then click **Add to cart.** ①

The screenshot shows the 'Download Software' page after the item has been added to the cart. The 'Add to cart' button for the 1626.96 MB ISO image now displays a green checkmark and the text 'In Cart'. The 'Download Cart' count at the top right of the page has increased to '(1 items)', which is also circled in red with the number '1'.

File Information	Release Date	Size	Download	Add to cart
Server Image (OVF10) for VmWare ESXi(4.x & 5.0) platform (CSPC 2.3)- includes latest rules package [lock] PSS-CSPCServer-2.3-ESXi_OVF10.ova	13-DEC-2013	6808.60 MB	Download	Add to cart
Server Image (ISO) for Intel based (incl. UCS M2) machines (CSPC 2.3)- includes latest rules package [lock] PSS-CSPCServer-2.3-Intel.iso	13-DEC-2013	1626.96 MB	Download	In Cart
Server Image (ISO) for Cisco UCS C2xx M3 machines with SATA drives (CSPC 2.3) - includes latest rules package [lock] PSS-CSPCServer-2.3-UCSM3.iso	13-DEC-2013	2199.22 MB	Download	Add to cart

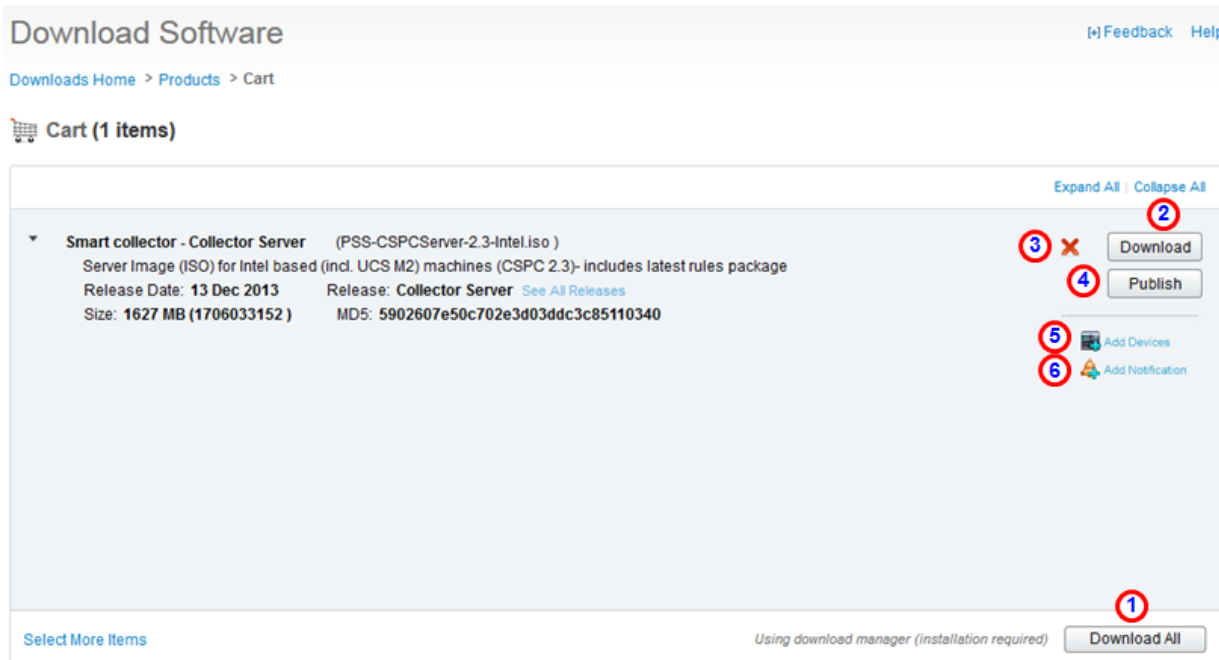
- The Download and Add to cart buttons changes to **In Cart** and the Download Cart number ① increments by 1.





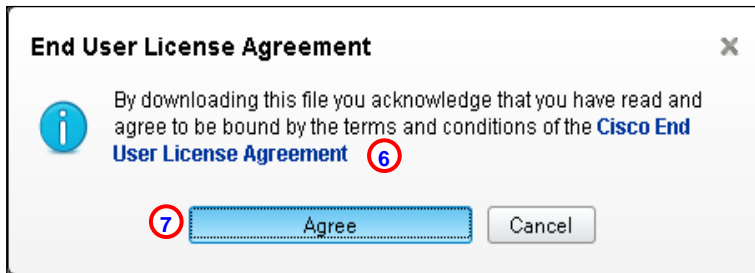
- Click **Download Cart** <sup>1</sup> to see and download the files in the cart; an informational window appears indicating that a login is required.

Enter your login credentials; the cart with the corresponding cart items appears.

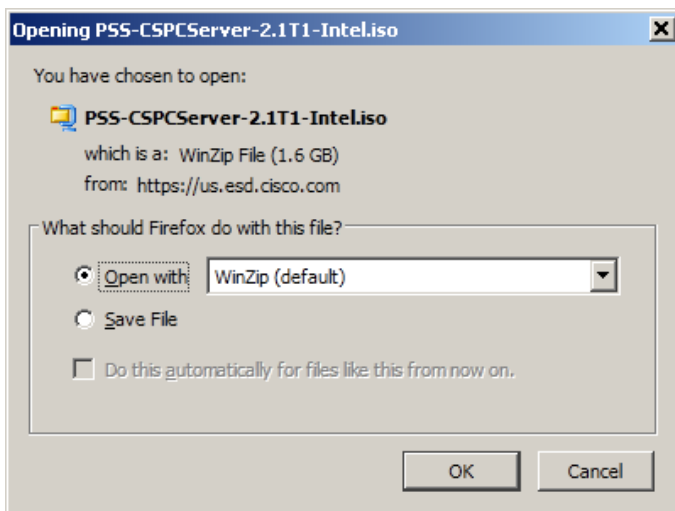


- You have several options on this page:
  - Download all the listed images at the same time, by clicking **Download All**. <sup>1</sup>
  - Download each image separately by clicking the respective **Download** button. <sup>2</sup>
  - The Remove from the Download Cart, <sup>3</sup> removes the associated image from the Download Cart.
  - Save to my added devices list by clicking the Add Device icon. <sup>4</sup>
  - Save to my added devices list by clicking the Add Device icon. <sup>5</sup>
  - The Set Cisco Notification Alert icon <sup>6</sup> 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:
  - Click **Cisco End User License Agreement**; 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.
  - Click the **Agree** button; 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.

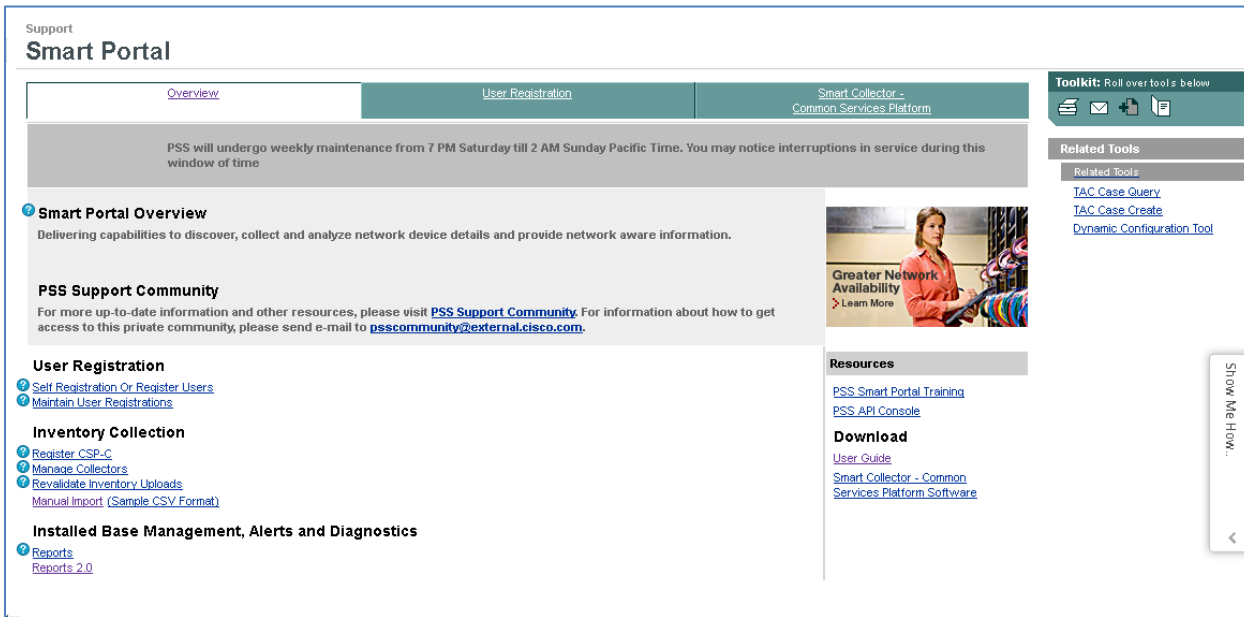
## Browser Requirements

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

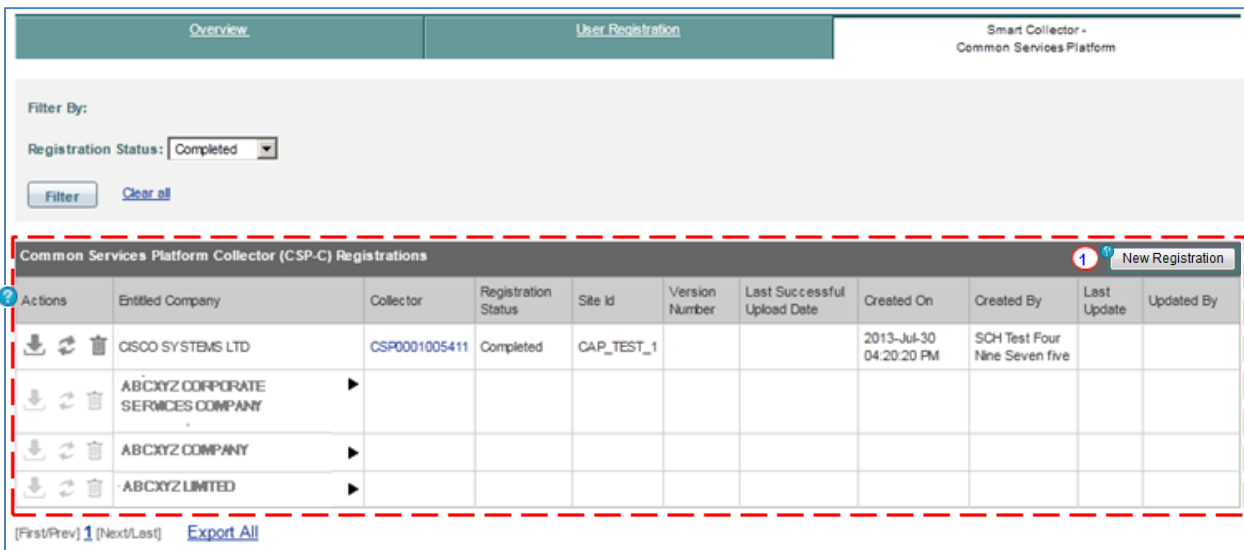
## Register CSP-C

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.

Overview **User Registration** Smart Collector - Common Services Platform

### CSP-C Registration: Enter Information

This page allows you to register a new CSP-C for the Inventory and Reporting program.

A "\*" denotes a required field.

CSP-C Name:\*

Entitled Company:\*

Site ID:\*  *Enter Unique SiteId Or Select from below list*

Existing list of Site IDs  
 ①

Serial Number:\*  ②

Inventory Name:\*

- 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.

Overview **User Registration** Smart Collector - Common Services Platform

**2013-AUG-23: REG-INFO-83001:** Your CSP-C registration has been submitted successfully. To complete the CSP-C installation you will need a Security Certificate & Registration information files, which you can download from [Download Certificate](#) ①

Filter By:

Registration Status:


[Clear all](#)

**Common Services Platform Collector (CSP-C) Registrations**

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 ②									
	ABCXYZ CORPORATE SERVICES COMPANY									
	ABCXYZ COMPANY									
	ABCXYZ LIMITED									

[First/Prev] 1 [Next/Last] [Export All](#)

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

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
















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](#)

- 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.

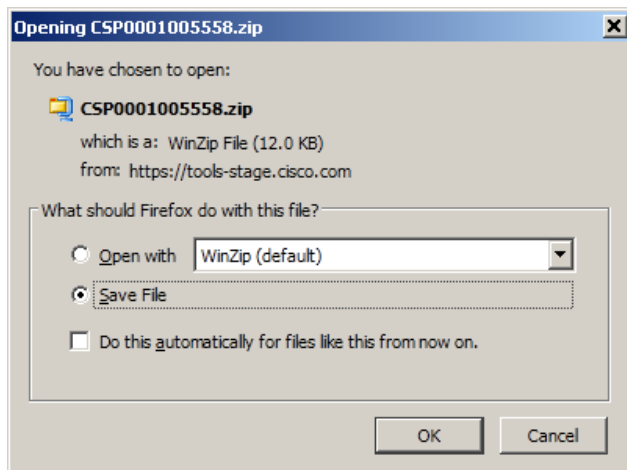
To download a certificate from the smart portal, perform the following steps:

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**.



- 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:

The screenshot shows the Smart Portal interface. At the top, there is a navigation bar with three tabs: 'Overview', 'User Registration', and 'Smart Collector - Common Services Platform'. The 'Smart Collector - Common Services Platform' tab is selected. Below the navigation bar, there is a maintenance notice: 'PSS will undergo weekly maintenance from 7 PM Saturday till 2 AM Sunday Pacific Time. You may notice interruptions in service during this window of time'. The main content area is divided into several sections: 'Smart Portal Overview', 'PSS Support Community', 'User Registration', 'Inventory Collection', and 'Installed Base Management, Alerts and Diagnostics'. The 'Inventory Collection' section contains links for 'Register CSP-C', 'Manage Collectors', 'Revalidate Inventory Uploads', and 'Manual Import'. The 'Smart Collector - Common Services Platform' tab is active, and the page displays a list of registered CSP-C's.

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.

Overview | User Registration | Smart Collector - Common Services Platform

Filter By:  
Registration Status:

[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	▶								
	ABCXYZ CORPORATE SERVICES COMPANY	▶								
	ABCXYZ COMPANY	▶								
	ABCXYZ LIMITED	▶								

[First/Prev] 1 [Next/Last] [Export All](#)

- 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.

Overview | User Registration | Smart Collector - Common Services Platform

Filter By:  
Registration Status:

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



**Edit CSP-C Registration**

This page allows you to update the CSP-C registration for the Inventory and Reporting program.

A "\*" denotes a required field.

Appliance ID: CSP0001005558

CSP-C Name\*:

Entitled Company: CISCO SYSTEMS LTD

Site ID: RTP-Bldg 10

Serial Number\*:

Inventory Name: CSPC-SE2012

Connectivity Connection Password:  *Leave the field empty to retain old password*

Confirm Password:

- 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.

**2013-AUG-23: REG-INFO-83004:** Your CSP-C registration has been updated successfully. The changes also result in update to the Security Certificate and Registration information files, which you can download from [Download Certificate](#)

Filter By:  
Registration Status:

[Clear all](#)

**Common Services Platform Collector (CSP-C) Registrations**

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									

- 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.

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									
	ABCXYZ CORPORATE SERVICES COMPANY									
	ABCXYZ COMPANY									
	ABCXYZ LIMITED									

- 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](#)

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.

Overview User Registration Smart Collector - Common Services Platform

**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 <span style="float: right;">New Registration</span>										
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.

Overview User Registration Smart Collector - Common Services Platform

Filter By:  
 Registration Status: Unregistered

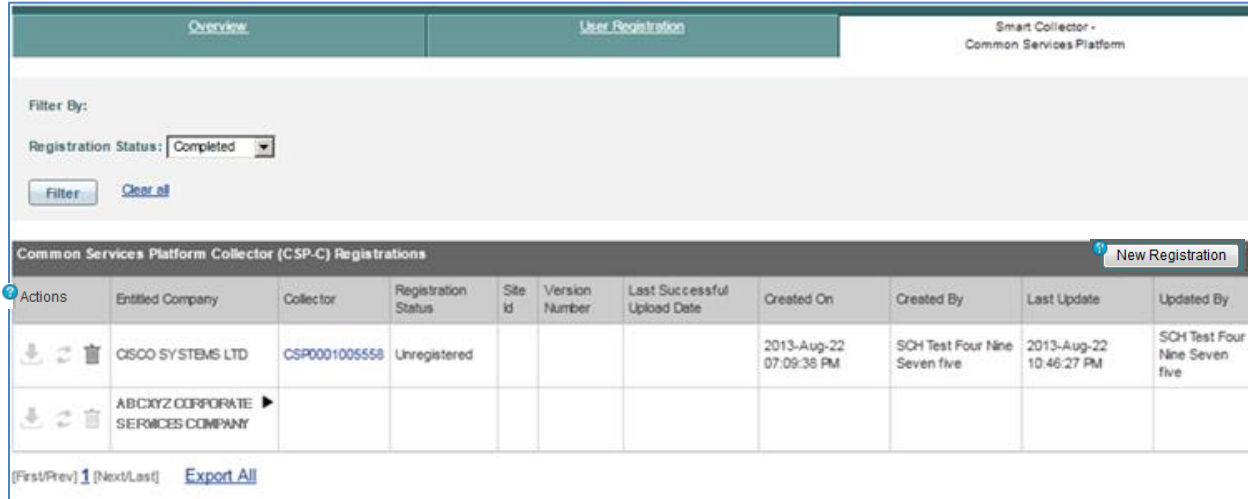
[Filter](#) [Clear all](#)

Common Services Platform Collector (CSP-C) Registrations <span style="float: right;">New Registration</span>										
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

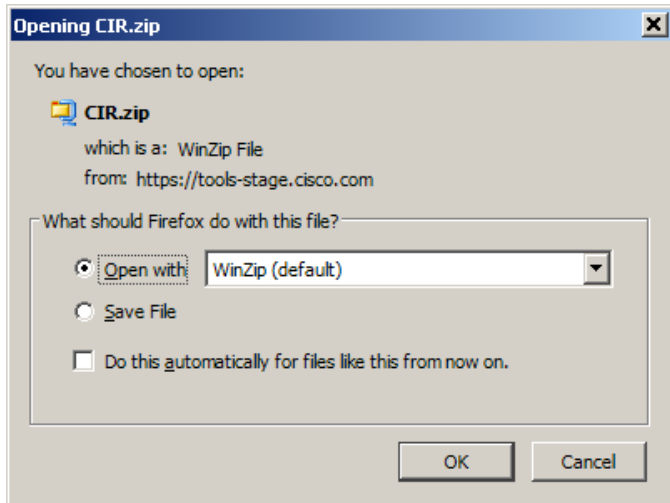
- Click the **Registration Status:** drop-down list and select the **Unregistered** option.
- Click **Filter**; the deleted registration is displayed, but now has a status of Unregistered.
- An email notification is sent to the user, by the Cisco backend, after deleting a CSP-C registration. The notification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

## Export All

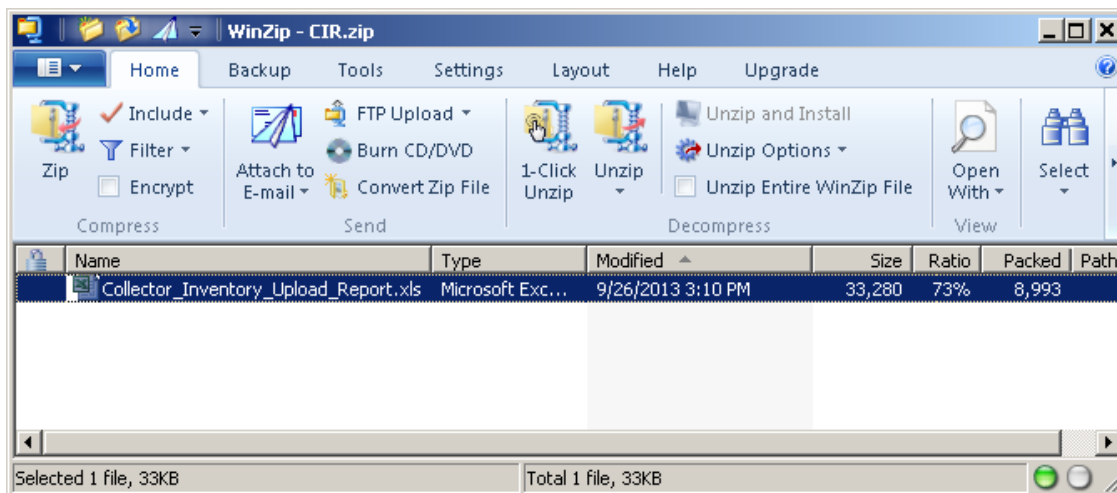
The Export All function exports all the information that is viewable into an XLS spread sheet format. To obtain this offline report, perform the following steps:



- 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 screenshot shows two Excel spreadsheets. The top spreadsheet, titled 'Collector and Inventory Upload', contains the following data:

Customer Name	Appliance Id	Registration Status	Serial Number	Version	Site ID	Last Successful Upload Date	First Successful Upload Date	Upload Received by Backend
CISCO SYSTEMS	CSP0001005507	Completed	PSS1376311981020	2.2	SE18_UCS_test	2013-Sep-13 08:17:06 PM	2013-Aug-12 10:53:22 AM	2013-Sep-13 08:17:54 PM
CISCO SYSTEMS	CSP0001005769	Unregistered	PSS1379604828689	2.2		2013-Sep-19 08:44:36 AM	2013-Sep-19 08:44:36 AM	2013-Sep-19 08:46:31 AM
CISCO SYSTEMS	CSP0001005082	Completed	PSS1371061612314	2.1.010	SE17_CSPC2-1_c	2013-Jun-12 11:35:09 AM	2013-Jun-12 11:35:09 AM	2013-Jun-12 11:35:40 AM
CISCO SYSTEMS	CSP0001004784	Completed	PSS1368584859238	2.2	SE1_6-CSPC2_2	2013-May-14 10:46:40 PM	2013-May-14 09:42:06 PM	2013-May-14 10:49:42 PM
CISCO SYSTEMS	se141cd502	Completed	PSS1355425996541					

The bottom spreadsheet, also titled 'Collector and Inventory Upload', contains the following data:

Inventory Name	Appliance Name	Certificate Create Date	Created By	Last Updated on	Last Updated By
SE18_UCS_test_INV	SE18_UCS_test	2013-Aug-12 05:54:15 AM	Sch Last		
SE19_manual_upload_inv	SE19_manual_upload	2013-Sep-19 08:34:39 AM	Sch Last	2013-Sep-19 12:41:31 PM	Sch Last
SE17_CSPC2-1_conn_new	SE17_CSPC2-1_conn_new	2013-Jun-12 11:27:35 AM	Sch Last		
SE1_6-CSPC2.2_Drop-5_QA1	SE1_6-CSPC2.2_Drop-5	2013-May-14 07:28:34 PM	Sch Last		
se141cd502	se141cd502	2012-Dec-13 11:13:44 AM	Sch Last		

- 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.

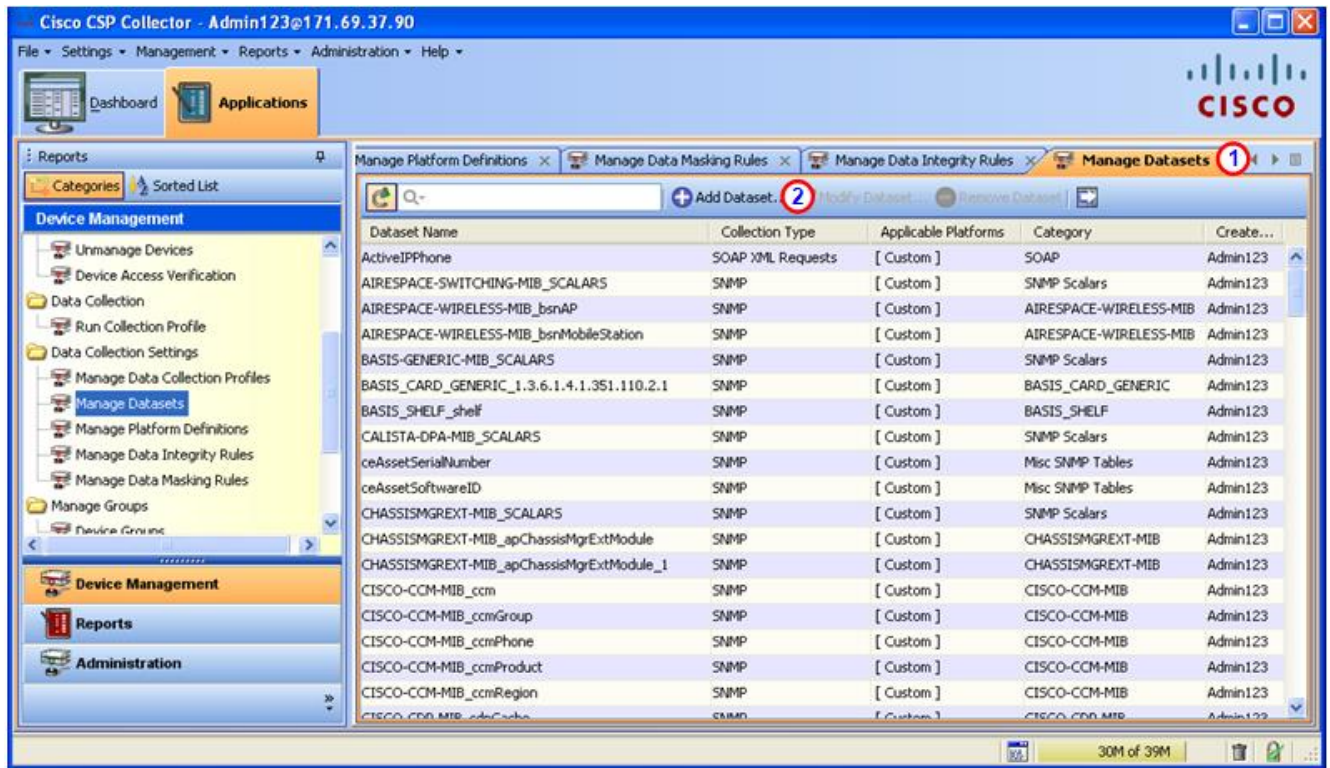
The creation of the dataset involves specifying what type mechanism to use to collect the dataset. Some of the mechanisms that can be used are:

- Output of a command (CLI)
- SNMP request (SNMP)
- XML output (SOAP/XML)

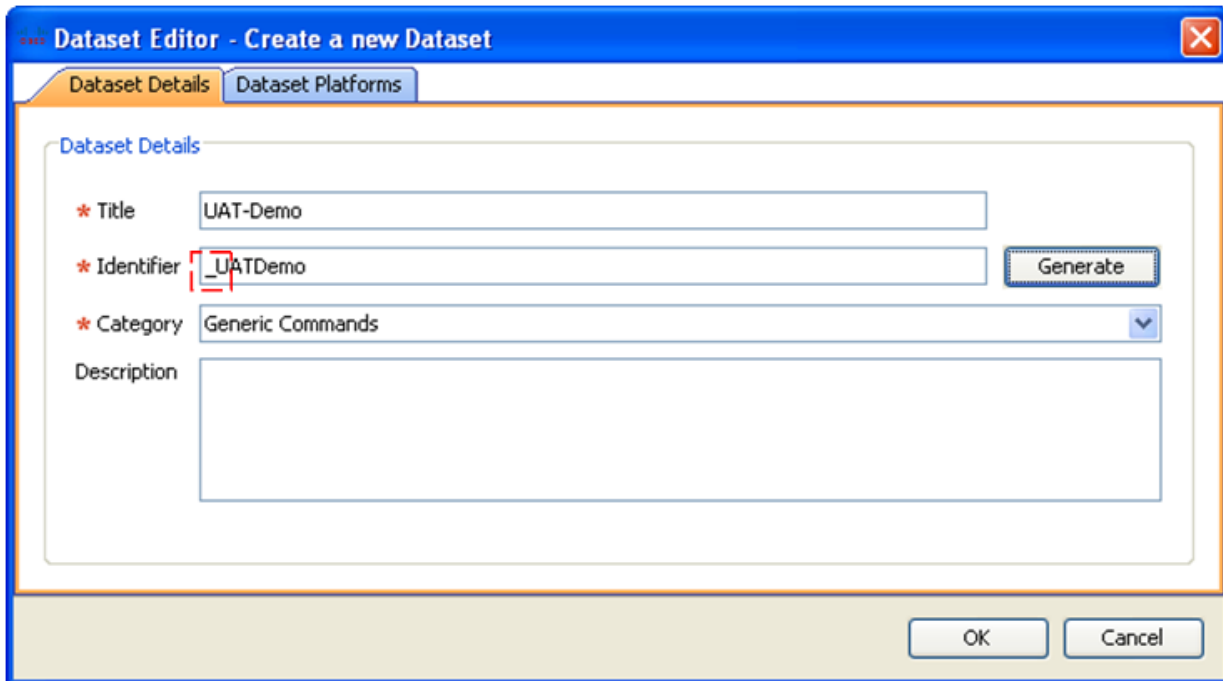
Along with specifying one of the above mechanisms a platform must also be selected. A platform (that is a router or switch platform) must be specified for the selected mechanism to run on. The platform identifies what type router or switch they have and indicates what commands can be run on those devices.

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**; the Dataset Editor – Create a new Dataset window appears.

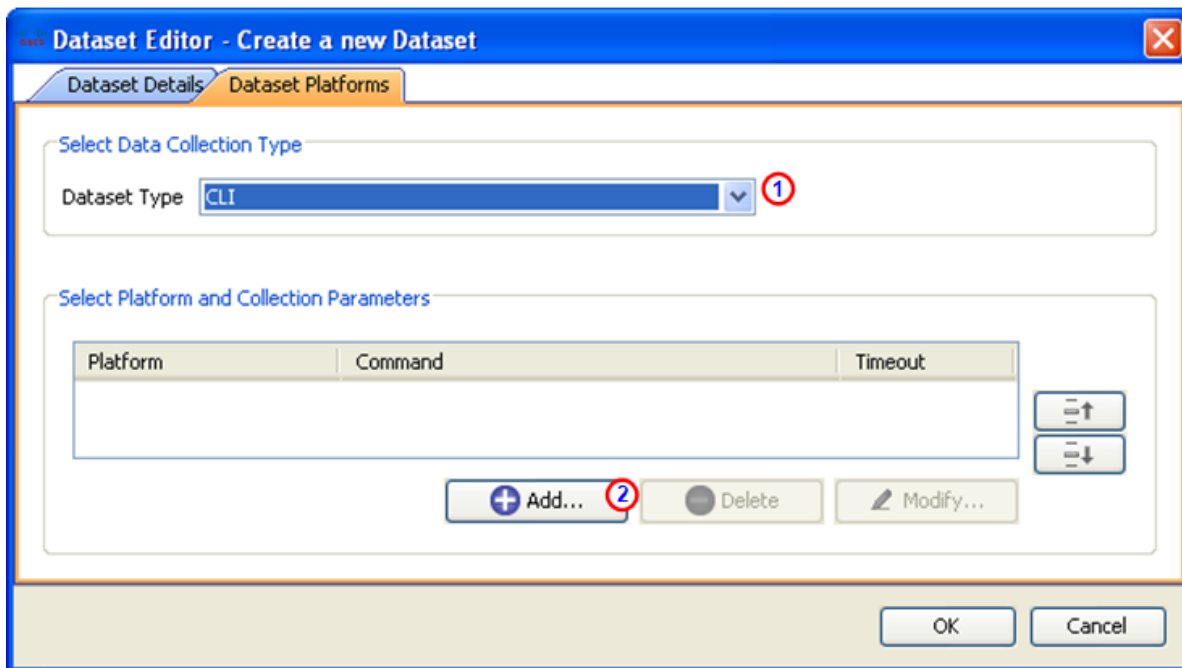


- Fill in the required information, then click the **Dataset Platforms** tab; the Dataset Platforms pane appears.

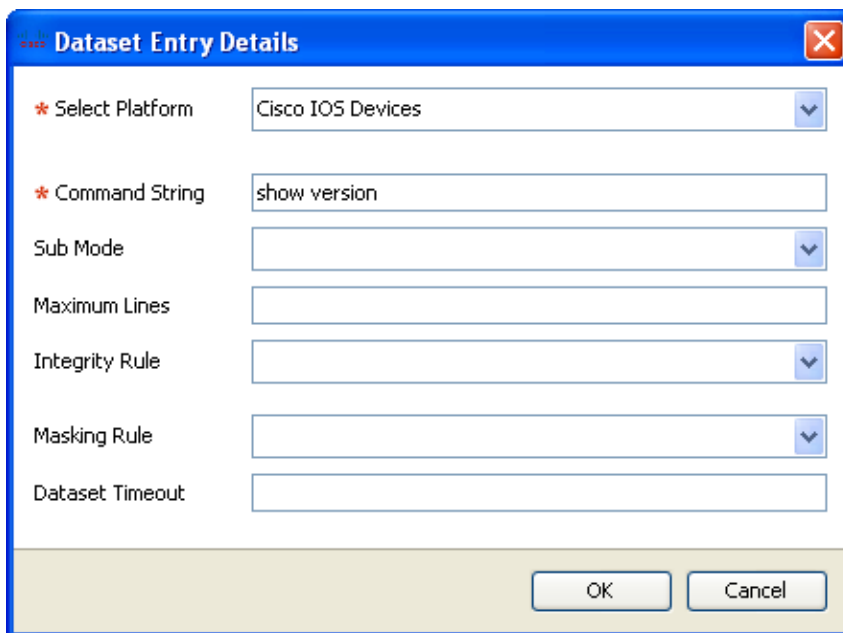


**Note**

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).

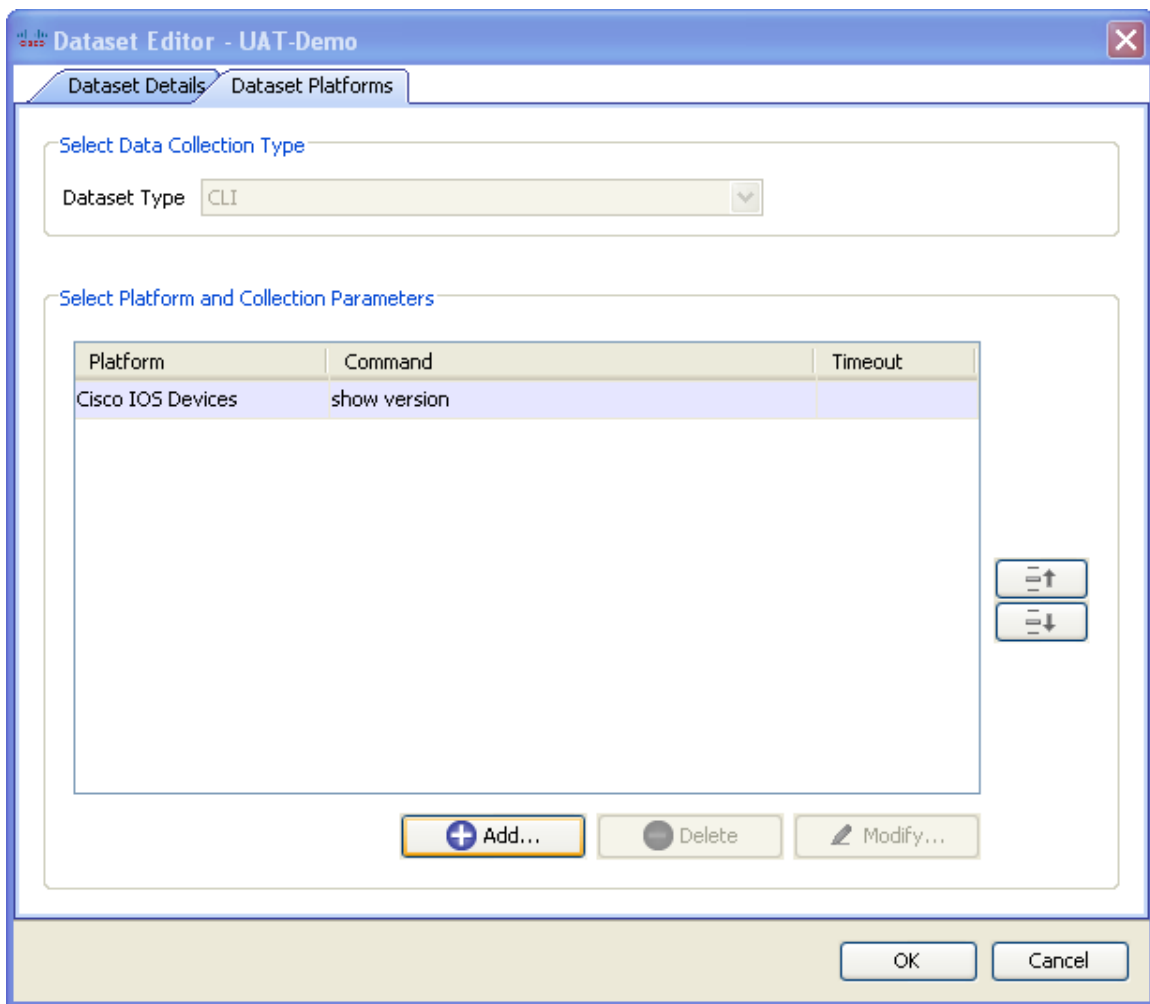


- Need to Specify the following items:
  - Database Type
    - Click the **Dataset Type** drop-down list ① and select a dataset (that is, CLI).
    - Click the **Add** button ② Dataset Entry Details window appears for specifying the platform.
  - Platform and Collection Parameters

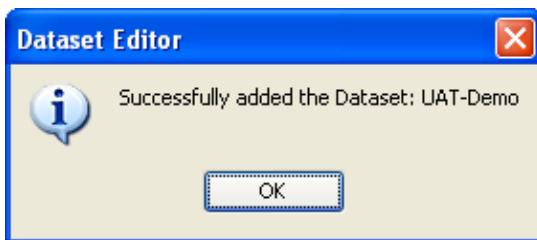


- Enter the required info.
- Click **OK**; the platform is added to the platform list.

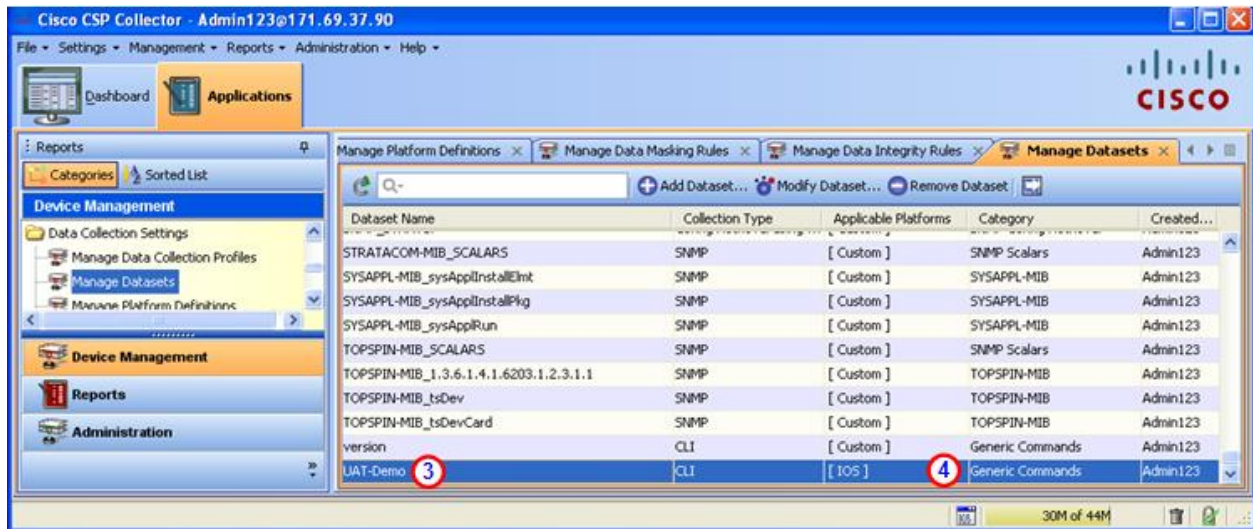




- Click **OK**; a success message window appears.



- Click **OK**; the UAT\_Demo dataset name  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](#)

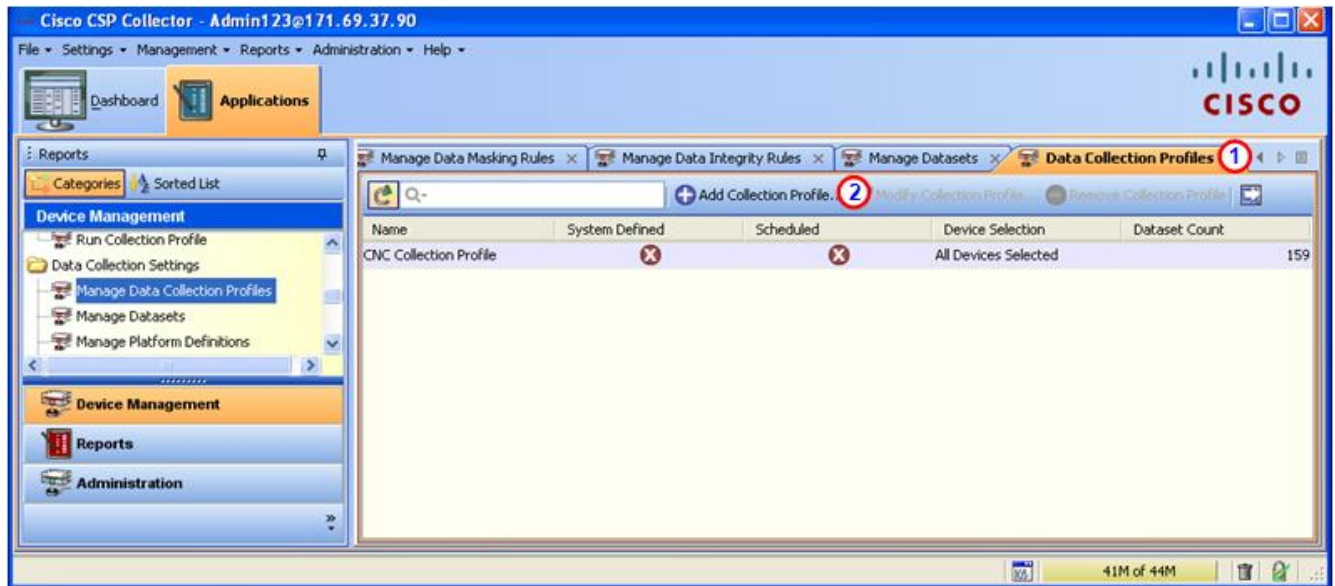
## Add Collection Profile

To add a data collection profile perform the following steps:

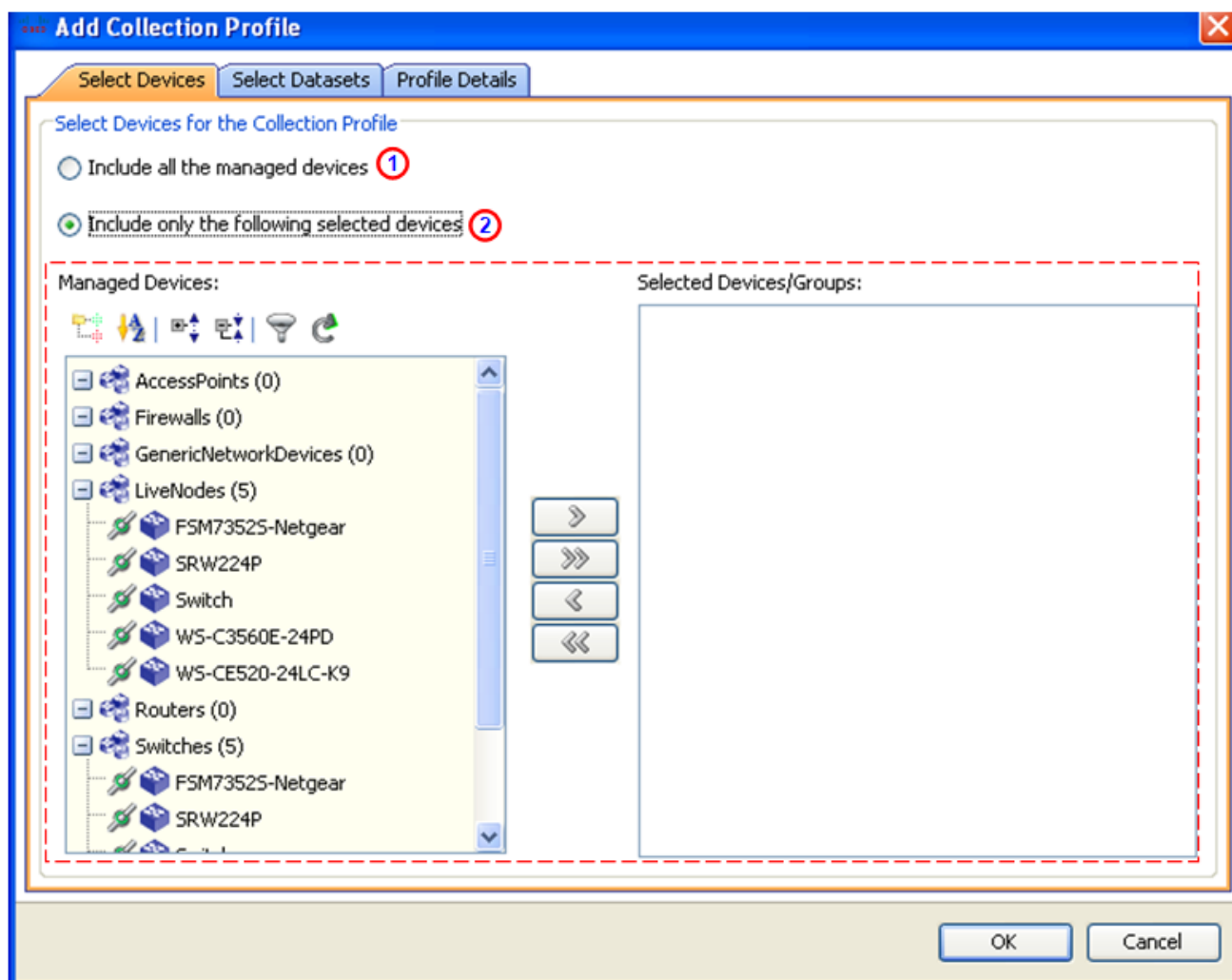
- On the menu, choose **Applications tab > Manage Data Collection Profiles > Add Collection Profiles**, the CSP-C browser displays the Data Collection Profiles pane. ①



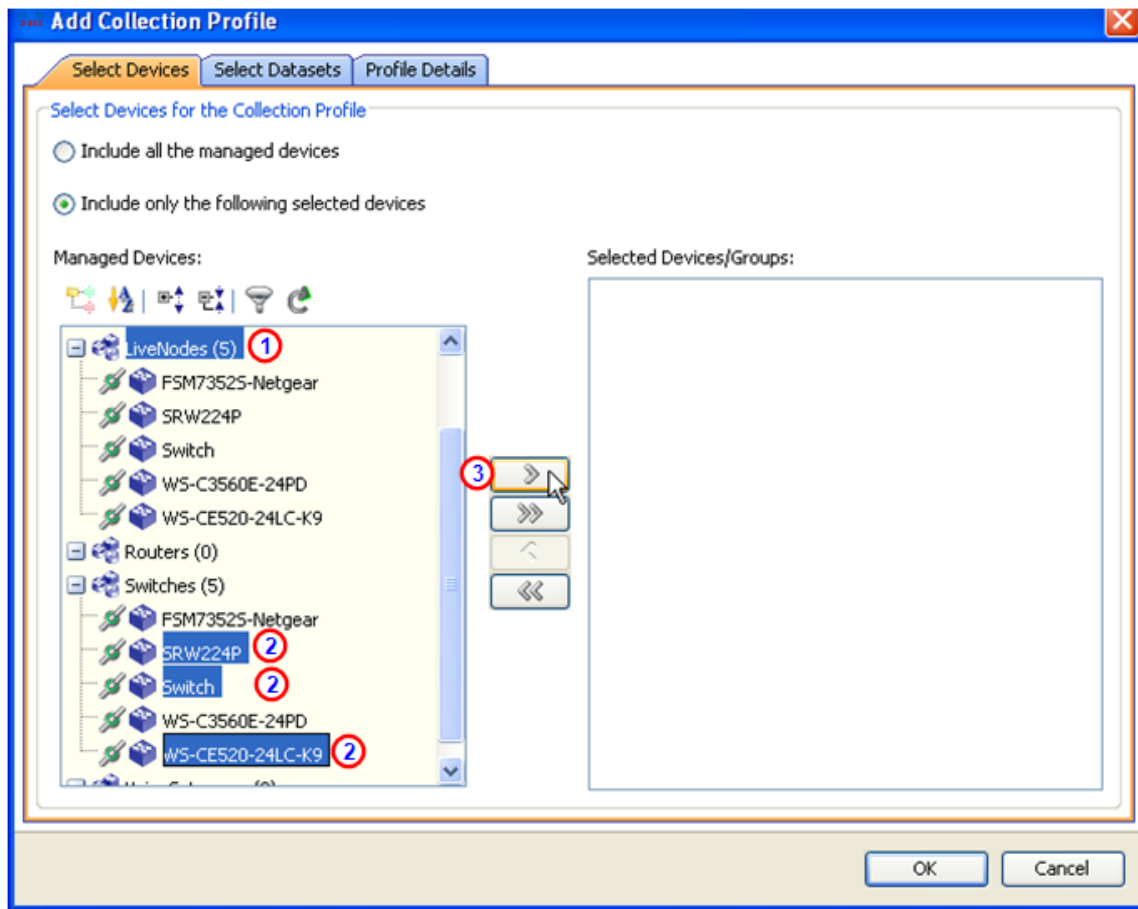
**Note** This is where existing devices get associated to the commands that are noted in the various datasets.



- To create a new Collection Profile, click **Add Collection Profile...**; ② the Add Collection Profile window appears, displaying the Select Devices tab.

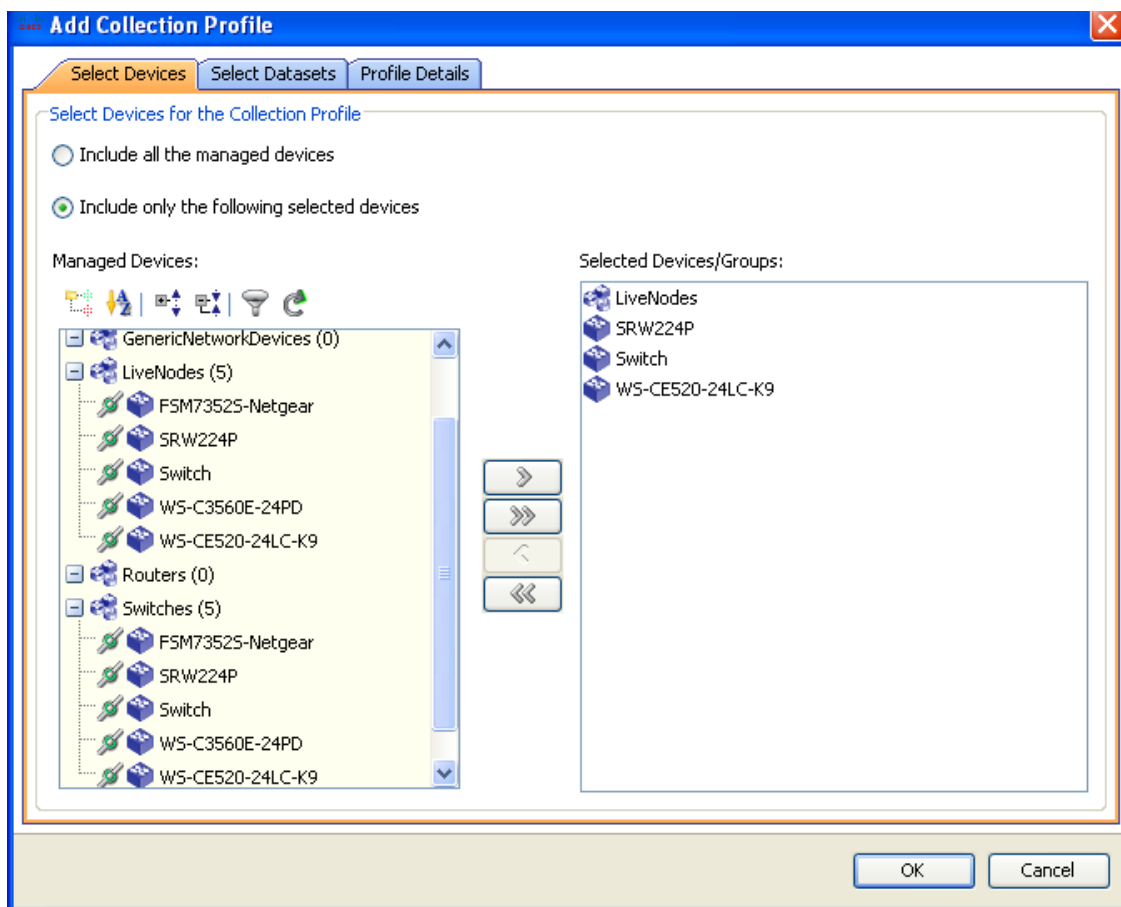


- There are two options for selecting devices for a collection profile:
  - Include all the managed devices ①
  - Include only those devices that you select. ② This option enables the selection area.
- The second option ② that lets you select what devices will be associated to a dataset, and works in the following manner:
  - Select the devices you want in the Selected Devices/Group pane.

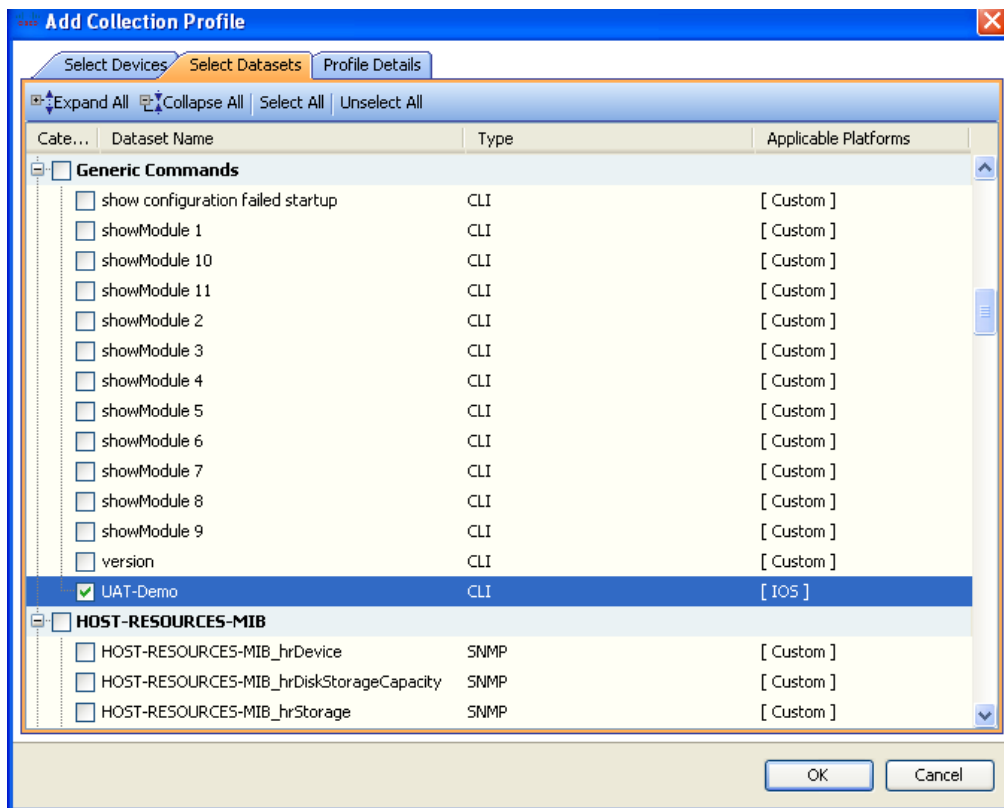


**Note** You can select multiple items and the items can be a group of devices (1) or individual devices. (2)

- 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.

**Modify Collection Profile**

Select Devices | Select Datasets | **Profile Details**

**Collection Profile Details**

\* Profile Title: UAT-Demo

\* Identifier: \_UATDemo Generate

Description: [Text Area]

Profile Priority: Medium

Preserve Run Count: 5

Use Fallback Credentials:

**Collection Profile Schedule**

Schedule Periodic Collection

Schedule start Date/Time: October 15, 2010 07:27:26PM Now

Repeat schedule:

Repeat every: [Text Box] minutes

Schedule end Date/Time: [Text Box] 07:27:26PM

Resume this job automatically if its interrupted due to a CSPC Server restart

**Export Options**

Export upon successful execution of the Collection Profile

\* Export Format: Cisco VSEM (.zip)

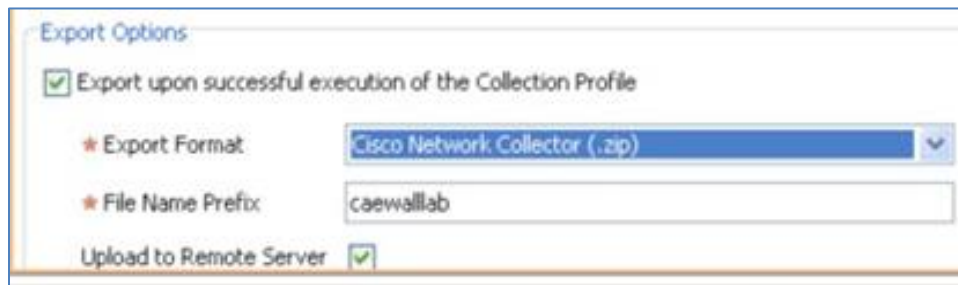
\* File Name Prefix: UAT-Demo

Upload to Remote Server:

OK Cancel

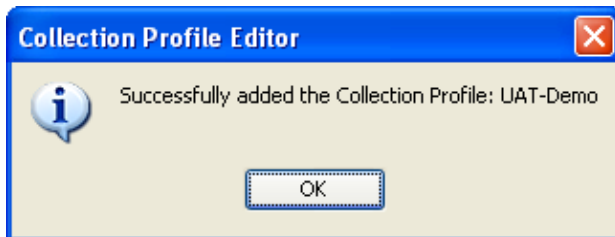
- Enter the title in the Profile Title field, and then click the **Generate** button; the browser creates the Identifier name automatically.
- To send the inventory data to the Cisco Data Center perform the following steps:
  - In the Export Options area (at the bottom), check the Export upon successful execution... check box.
  - Select a format from the Export Format drop-down list.



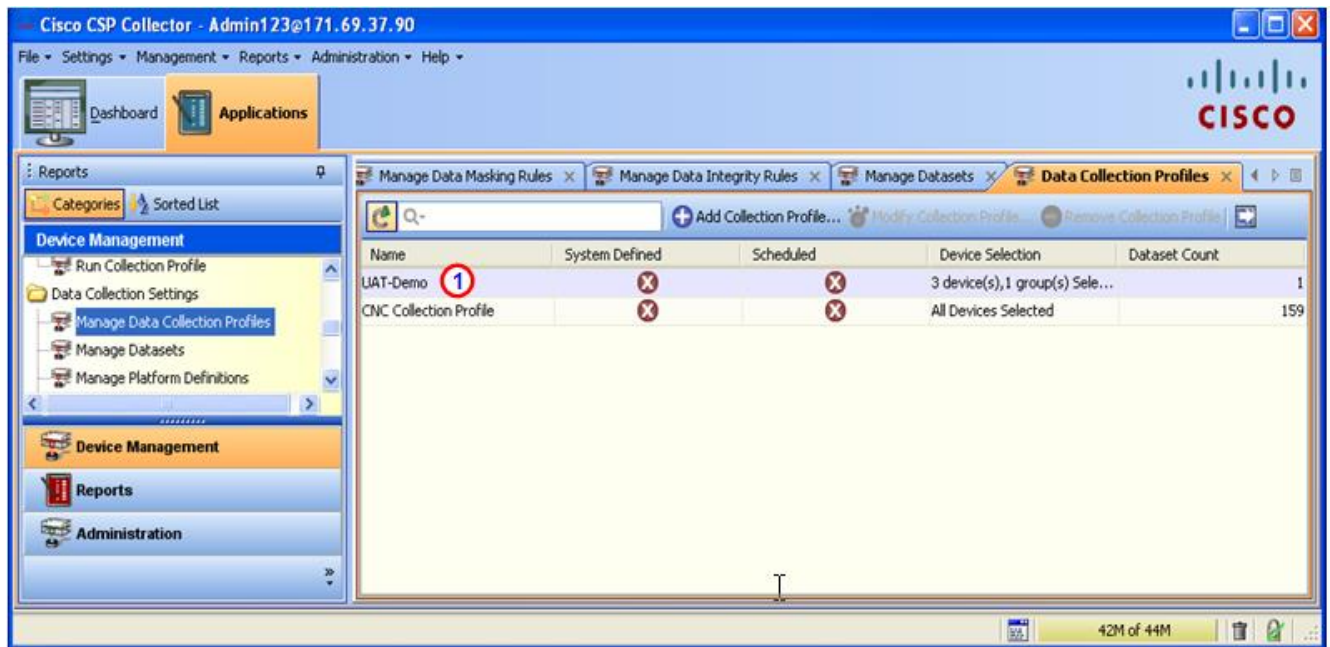


**Important** The default that comes up for the export options (Cisco VSEM (.zip)) should be changed to **Cisco Network Collector (.zip)** when uploading to the Cisco Data Center.

- 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.



- 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.

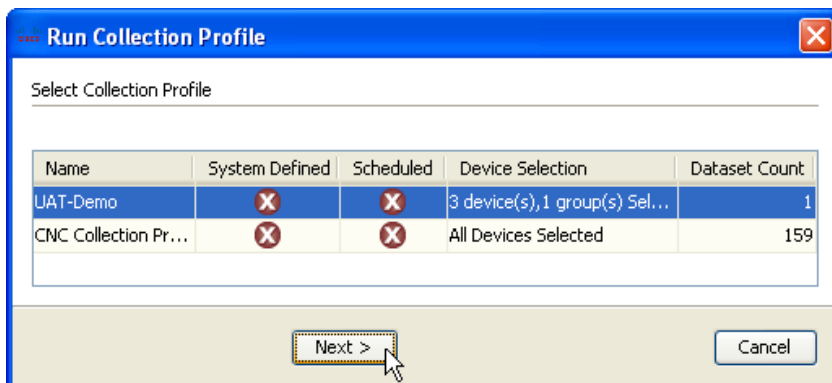
**Leading Practice:** Cisco recommends that partners upload their collections once (1) a month for networks that are not changing, and twice (2) a month for networks that are being updated.



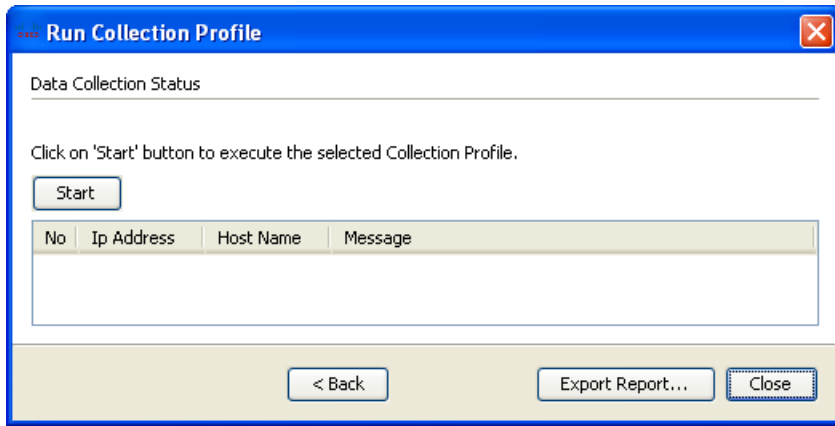
**Note** After the collector has uploaded, collected information should be processed and available on the Smart Portal within 48 hours, depending on the network size.

To create a dataset perform the following steps:

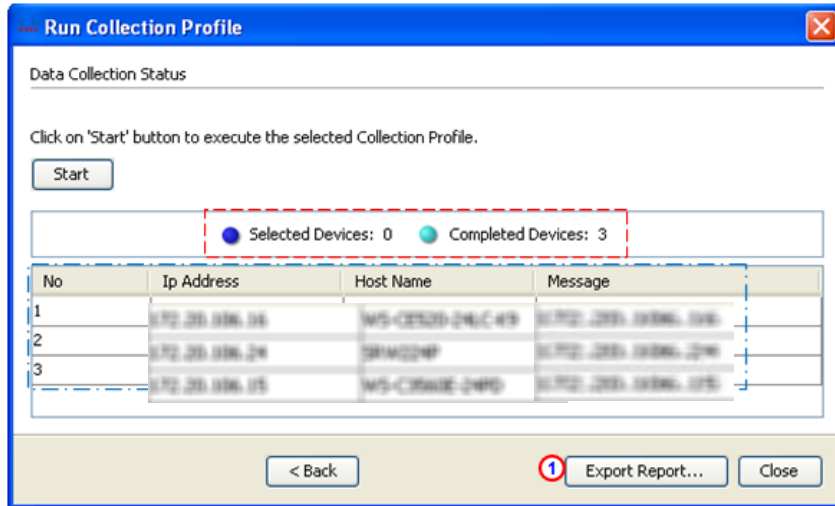
- On the browser menu choose **Applications tab > Data collection > Run Collection Profile**; the Run Collection Profile window appears.



- 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.

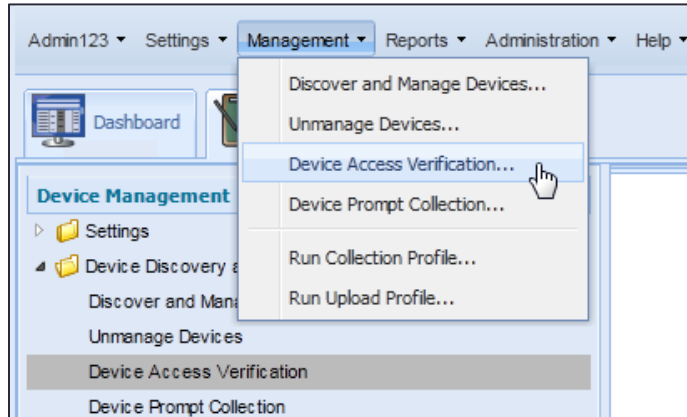


- The details of the data collection are filled in. A summary is above  and the details are below. 
- The above report can be exported by clicking the **Export Report...** button.  See the [Export Report section](#) for more details.
- Click **Close**.

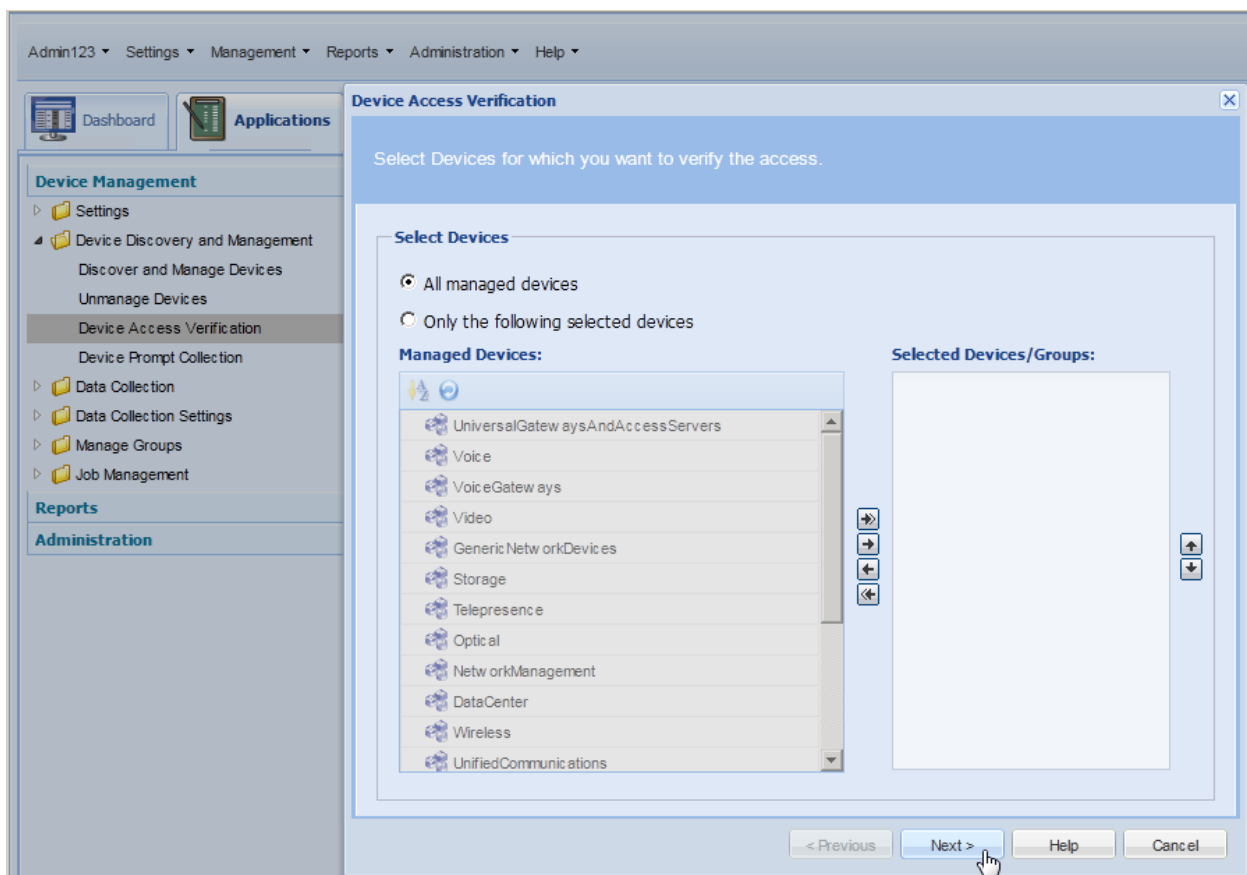
The collection of the data is sent to the Cisco Data Center, if the [Upload to Remote Server check box](#) was previously selected.

## Data Access Verification


User needs to run Data Access Verification (DAV) once after [uploading the certificate / license file](#) in to the CSPC server appliance. It is good to run DAV before running collection profiles. To run DAV, perform the following steps:

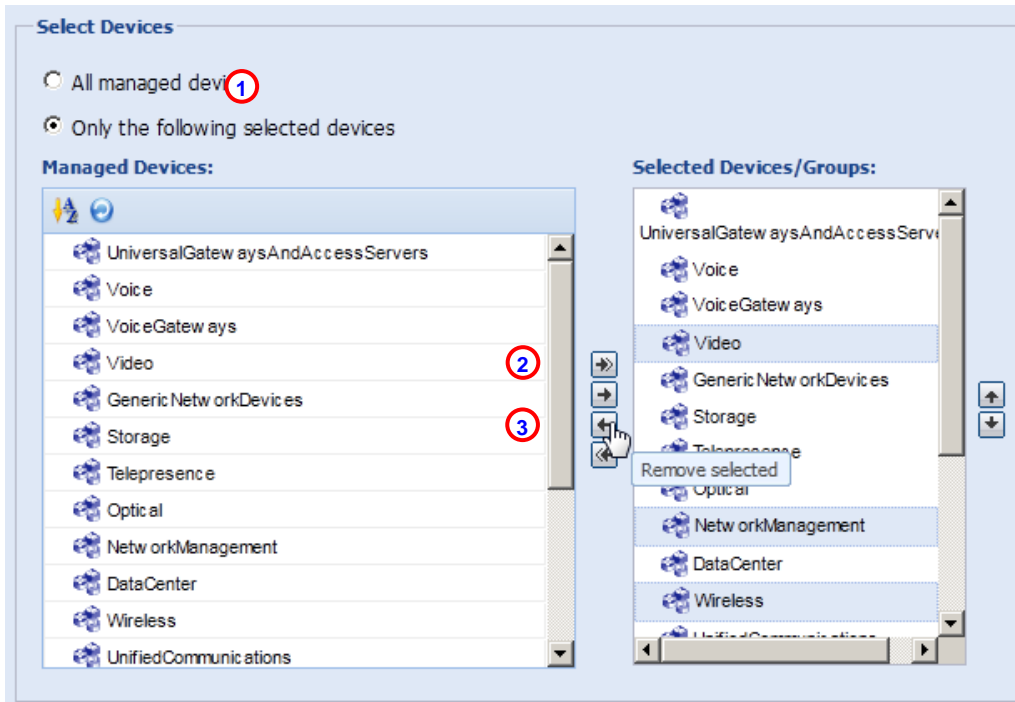




- On the CSPC server appliance menu choose **Management > Data Access Verification**.




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

- Select only the following selected devices radio button.
- 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** 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 with 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.

**Device Access Verification**

Device Access Verification Schedule Options

**Select Protocols For Device Access Verification**

telnet       sshv1       sshv2  
 snmpv1       snmpv2c       snmpv3  
 http       https       wmi

Optimize Device timeouts on successful verification

Advanced Options

**Job Details**

\* Job Name: Building 4 DAV file

Job Description:

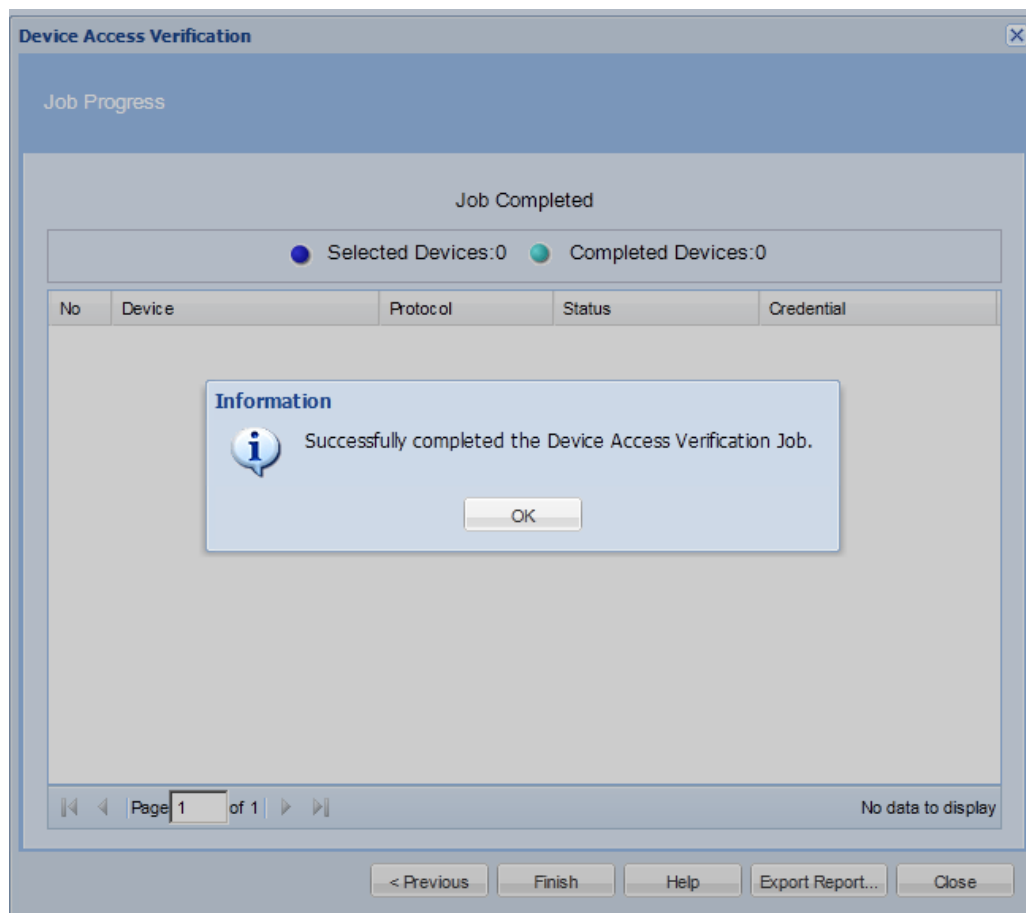
**Job Schedule Options**

Start Device Access Verification Now  
 Schedule Device Access Verification

No schedule configured

< Previous    Finish    Help    Close

- Fill in the respective fields as needed; there are only two required fields:
  - Select at least one protocol for Data Access Verification section.
  - 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 screenshot shows the Smart Portal interface. At the top, there are navigation tabs: Overview, User Registration, and Smart Collector - Common Services Platform. A maintenance notice states: "PSS will undergo weekly maintenance from 7 PM Saturday till 2 AM Sunday Pacific Time. You may notice interruptions in service during this window of time". The main content area is divided into sections: Smart Portal Overview, PSS Support Community, User Registration, Inventory Collection, and Installed Base Management, Alerts and Diagnostics. Under the 'Inventory Collection' section, the 'Manual Import (Sample CSV Format)' link is highlighted. On the right side, there are sections for 'Related Tools' (TAC Case Query, TAC Case Create, Dynamic Configuration Tool), 'Resources' (PSS Smart Portal Training, PSS API Console), and 'Download' (User Guide, Smart Collector - Common Services Platform Software). A 'Show Me How...' button is visible on the right edge.

- The CSV Import window appears.

The screenshot shows the 'CSV Import' window. It includes a note: '"\*"' denotes a required field. The form contains the following fields and controls:

- Entitled Company\*:** A dropdown menu with 'Select One' selected.
- Inventory\*:** A dropdown menu with a downward arrow.
- Appliance ID\*:** A dropdown menu with a downward arrow and a 'Generate Appliance Id' button next to it. Below the dropdown is an empty text input field.
- Select File\*:** A 'Browse...' button followed by the text 'No file selected.' Below this are 'Import' and 'Cancel' buttons.

- 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.

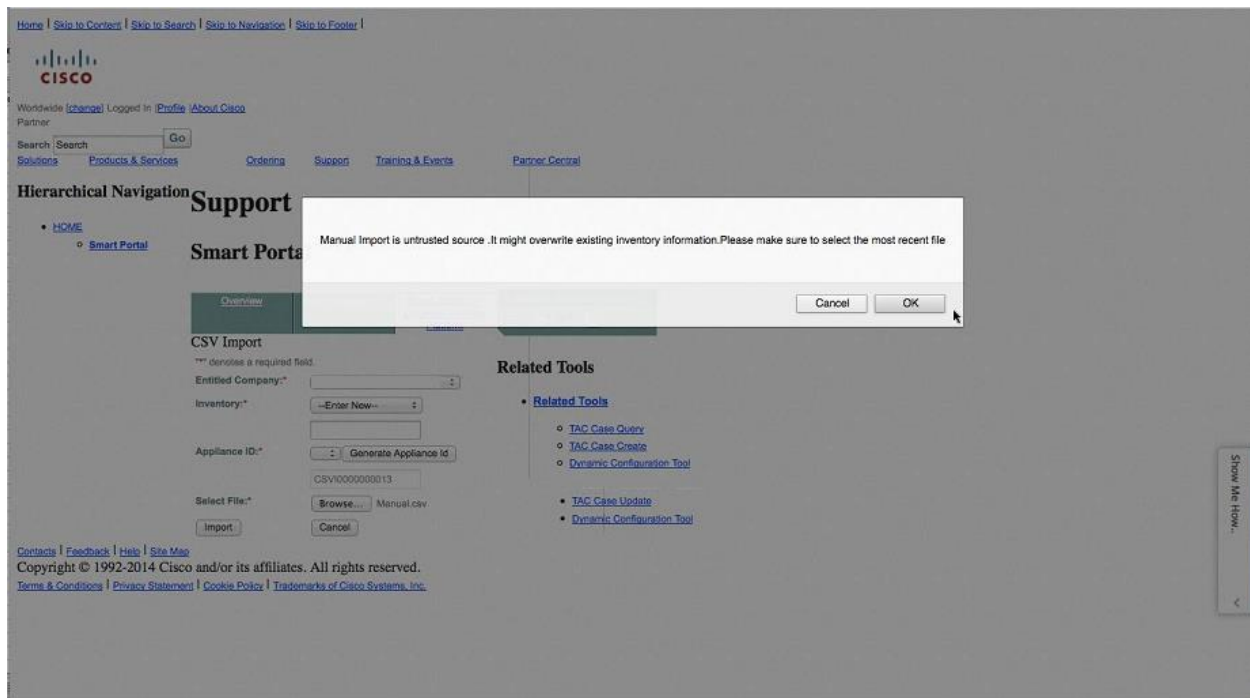


**Note** You can also download the sample CSV format file by clicking **Sample CSV Format** under the Inventory Collection section. For more information on creating the CSV file, see [Creating the CSV File](#) section.

- 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
  - Energywise Assessment – No data.
  - IPv6 Assessment Report – No data.
  - 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:

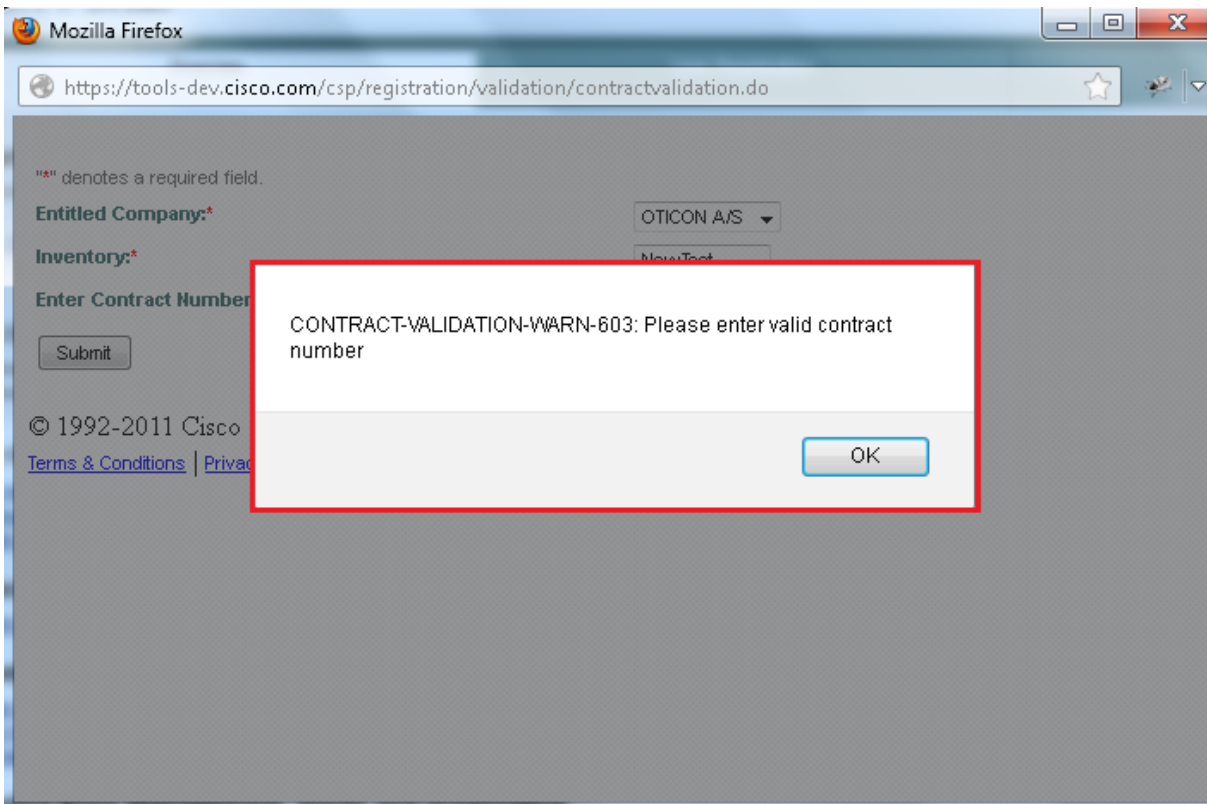
On the Smart Collector Overview page, under the Inventory Collection section, click **Revalidate Inventory Uploads**.

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

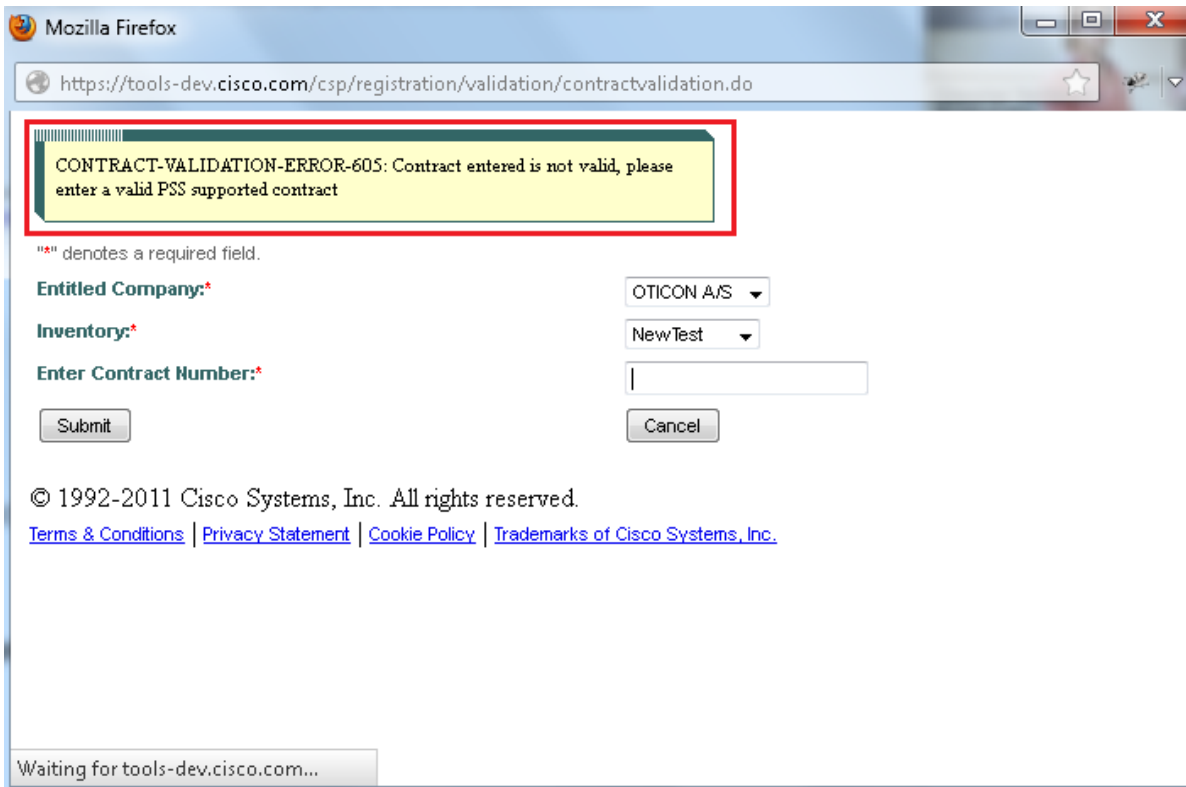


**Note** The Entitled Company drop-down list will list only those EC's whose inventories are blocked. It will not list any EC's that have a valid contract. The inventory drop-down list will list only those inventories that are blocked.

- Enter the new valid PSS supported contract number.
- Click **Submit**.

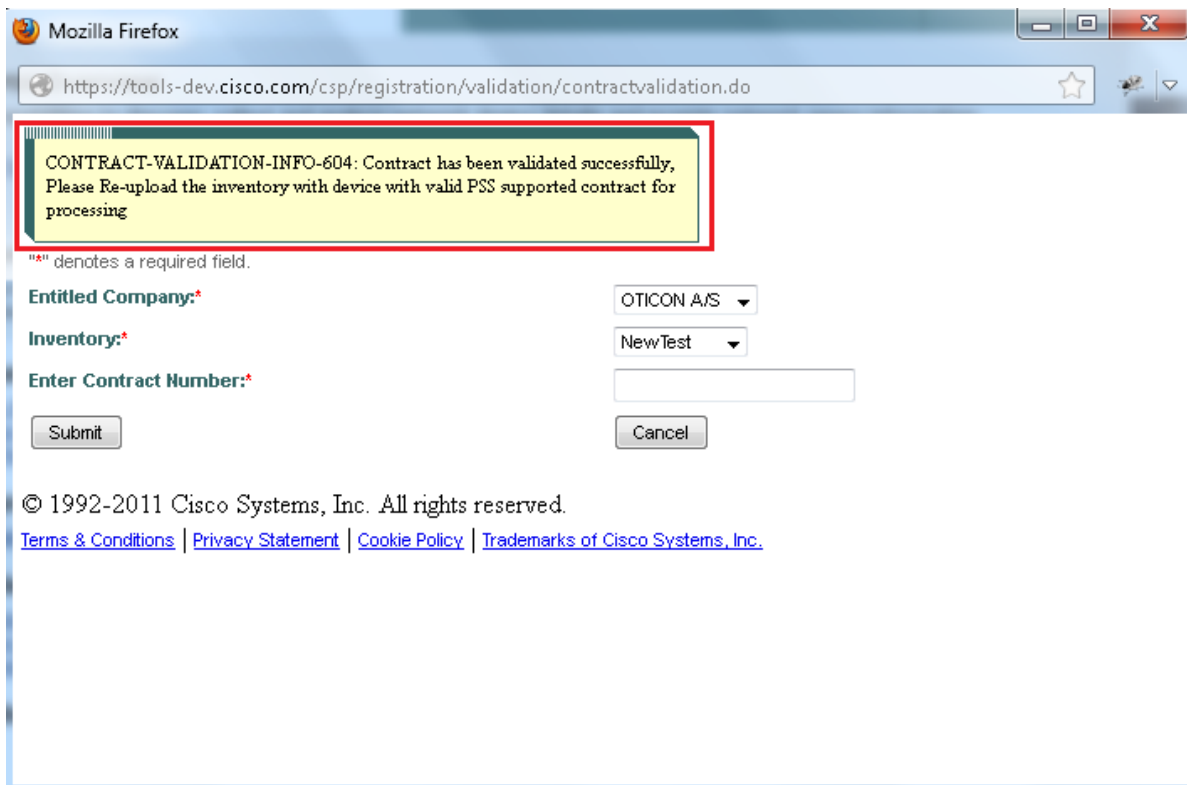


- A warning message appears if the entered contract number contains alphabetical or special characters.



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

- 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.

Below are some examples of collector notifications.

Overview | User Registration | Smart Collector - Common Services Platform

Filter By:  
Registration Status: Completed

Filter Clear all

Actions	Entitled Company	Collector	Registration Status	Site Id	Version Number	Last Successful Upload Date	Created On	Created By	Last Update	Updated By
	CISCO SYSTEMS INC	CSP0009003738	Completed	1983684		2013-Oct-30 01:12:35 AM	2013-May-16 09:50:21 PM	IBMA Demo	2013-Sep-23 03:05:10 PM	IBMA Demo
		CSP0009006758	Completed	223		Inactive	2014-Mar-11 03:31:54 PM	IBMA Demo		
	CISCO SYSTEMS LTD									

[First/Prev] 1 [Next/Last] Export All : Inactive / No Successful Upload in 3 Months

Support  
Smart Portal

Overview | User Registration | Smart Collector - Common Services Platform

Filter By:  
Registration Status: Completed

Filter Clear all

Actions	Entitled Company	Collector	Registration Status	Site Id	Version Number	Last Successful Upload Date	Created On	Created By	Last Update	Updated By
	CISCO SYSTEMS INC	CSP0009003738	Completed	1983684		2013-Oct-30 01:12:35 AM	2013-May-16 09:50:21 PM	IBMA Demo	2013-Sep-23 03:05:10 PM	IBMA Demo
		CSP0009006758	Completed	223		No Successful Upload	2014-Mar-11 03:31:54 PM	IBMA Demo		
	CISCO SYSTEMS LTD									

[First/Prev] 1 [Next/Last] Export All : No Successful Upload or No Successful Upload in 3 Months

The legend at the bottom of the table 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:
  - Configuring the IP Address on the CSP-C Collector
  - CSP-C Registration
  - Installing and Configuring a CSP-C Client
  - Installing and Configuring a VMware Client

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