Cisco Partner Support Service (PSS)

User Guide – Smart Services Connection

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Important Registration Information

Please Read before Registering Users to the PSS 3.x Reports Portal

You can launch the Smart Care Portal from your web browser at https://services.cisco.com. For registering new users, Partner Administrators can use the Manage Users action to add, edit, or delete users to their Partner Definition (company access).

📝 Note  Do not be confused by the Cisco Services Connection label you see on the screen. When you see the Cisco Service Connection name at the top of the left navigation pane you are viewing the Partner Support Service (PSS) portal.

Please contact the Smart Services Bureau and open a support case if you have any issue with the registration process. E-mail: ask-smart-services@cisco.com

User Roles

Each employee is assigned a role for accessing customer data on the PSS Portal.

- **A Super Administrator** maintains the Partner Definition of the customer contracts that will be managed with PSS Smart services and is automatically registered as a Partner Administrator; enabling immediate user registrations. It appears in the Manage Users list as a Partner Administrator.

- **Partner Administrator**: Has access to all functions in the PSS Portal for all customers included in the Customer Definition from registering users on the portal, to running reports and collector management.

- **Partner User**: Has access to all PSS Portal functions except “Manage Users” for all customers or a subset of the customers as set up by the Partner Administrator.
About this Document

This document describes the different aspects of the Smart Services Connection (SSC) web portal. This chapter has the following primary purposes:

- Identify and describe the terminology used for various parts of the SSC interface.
- Describe how to navigate around the Graphical User Interface (GUI)
- Explain the different functions and features of the SSC portal.
- Describe the different data formats and explain how to interpret the data for each format.

This chapter has the following key areas:

- Overview
- Smart Services Connection Nomenclature
- Navigation Pane
- Working with Reports
Overview

This section provides information about the following Smart Services:

- Partner Support Service
- Smart Services Connection

Partner Support Service

The basis of Smart Services Connection is the functions and features provided by Cisco ® Smart Services. Partner Support Service uses intelligent, automated capabilities to regularly collect operational data on deployed network devices and lets you compare it against a knowledge base that provides insight into your customers' network behavior and status, and proactively addresses potential issues.

Partner Support Service delivers personalized analysis and recommendations, and provides service activities that use intelligent, automated capabilities, which include assessing the state of the network and devices, optimizing network performance, and improving operational efficiency.

Partner Support Service is enabled through a range of smart capabilities, such as network discovery and event correlation, based on Cisco leading practices and the vast repository of Cisco proprietary intellectual capital.

Smart Services Connection

Smart Services Connection is a platform that provides a customizable user experience which any smart service offering can utilize. Through context-based navigation, users can find and interpret data quickly and perform desired tasks intuitively. Smart Services Connection provides a customizable interface that has the following functions and features:

- Single sign on, role-based views.
- Context-based navigation.
- Network element related, embedded task choices.
- Holistic view of the network with the ability to drill down to network element details.
- Smart Services Connection provides customization of the following areas:
  - Customizable dashboard views
  - Search or filter data and then export that data into customized, integrated reports.
  - Smart Services Connection provides flexibility in the following areas:
  - Modular data grids for alert notifications, contracts, device information and device diagnostics.
- Data presentation options include billboard style and traditional charting.
Smart Services Connection Nomenclature

This section identifies the nomenclature terms that are used for the different areas of Smart Services Connection (SSC). Knowing the nomenclature is essential in order to communicate to others how things work and where areas of data are located. The following information describes the various areas of the SSC GUI and identifies what these areas are called.

The following information identifies the different areas in the SSC GUI and their associated nomenclature names.

Title Bar and SSC Banner

The Title bar and the banner are the top two layers of the Smart Services Connection user interface. These two layers are described below in further detail.

The Title bar provides the following information:

- Icon to close the left navigation pane so more of the report can be seen online.
- The name of the active application (in example, Smart Services Connection).
- User name
- Country and language settings option
- Options to provide feedback and find more information
- Log Out option
The lower pane displays the following:

- The name of the active screen (in example, Manage Users).
- The Help icon to view the respective help file.
- Refresh icon to refresh the data grid.

**Navigation Pane and Content Area**

The Navigation Pane is divided into following three sections:

- **Data Filters** where you refine the specific data that you want to view for the PSS service offer selecting Partner, Customer(s), and Inventories. Partners who are enrolled in other offers can select another service offering to access.
- Top panel
- Actions
- Dashboards
- Library

Each section contains items, also referred to as elements, which when selected determines what information is displayed in the content area. These elements are described below in more detail.

**Navigation Pane** – The Navigation Pane has items that can be displayed in the Content Area. The Navigation Pane has a vertical scrollbar to scroll and view the items.

**Content Area** – The Content area fills the entire height of the SSC window below the toolbar, and the entire width of the SSC window to the right of the Navigation Pane.

**Content Area Panes** – These are the individual panes that contain specific content within the content area. The widths and heights of content area panes scale proportionally to fill the content area. A content area pane will have vertical and/or horizontal scroll bars when not all content is visible in the pane.
Navigation Pane Components

The navigation pane has several components, which are described below in more detail.

Top pane elements – Provide access to the following elements:

- Data Filters
- Application Settings
- My Reports
- Useful Links
- Actions
- Dashboards
- Library

Refer Navigation Pane for detailed information.
Chapter 3 Smart Services Connection

Smart Services Connection Nomenclature

**Dashboards** – There are four default dashboards:

- Customer Summary
- Engineer
- Sales Manager
- Service Executive

Create new dashboards but do not delete the default dashboards. If you want to make changes to a default dashboard, you will first need to save it with a different name, then customize it with your changes.

**Actions** – Options shown are based on the role of logged in user.

Based on the role as a Super Administrator, Partner Administrator or Partner User you can access the following:

- **Generate Reports** (accessible to all users)
- **Managing Collectors** (accessible to all users)
- **Manage Partner Definition**
- **Manage Users**

**Library** pane – The Library pane provides access to the following categories of reports:

**Advanced** – Expand the Advanced category to view the following:

- **All Coverage**

**Alerts** – Expand the Alerts category to view the alerts:

- **All Alerts**

**Contracts** – Expand the Contract category to view the contracts:

- **All Contracts**
- **Expiring Contracts**
- **Product**

**Inventory** – Expand the Inventory category to view the following associated reports:

- **All Equipment**
- **Covered Items**
- **Devices with Alerts**
- **Inventory Collection**
- **Inventory Delta**
- **Last day of Support**
- **Uncovered Items**
Content Area Components

The Content Area displays the report that is selected by the user in the Navigation Pane. Some of the reports can be viewed in the following formats:

- Table
- Billboard
- Chart

When the view options menu is visible in a report, use it to toggle between chart view, table view, and a billboard view, respectively. The next several sections identify the components of each view:

- [Table Data View and Components](#)
- [Billboard View and Components](#)
- [Chart View and Components](#)
Table Data View and Components

This section identifies and describes the key components of the Table content area.

The top of the table has the report name and in parenthesis indicates the number of items listed in the current view.

Column filters are displayed below each column name. When you enter search criteria text you want to filter on, the filtering is performed only on the content in that specific column. To clear a filter, hover over the search criteria and click the ‘x’ in the right side of the filter box.

The search criteria text is not case sensitive and does not require a wildcard ‘*’.

The Action icon appears when you hover the mouse pointer on the left of each row. Click the action icon to view a list of actions available in the report. In the above snapshot, it shows a CSCC link that directs to the Cisco Service Contract Center (CSCC) to view the contract details for one or more contracts by clicking the check-box to the left side of each device whose contract you want to review.

A column that is sorted has a triangle to the right of the column name [Contract Number column as in snapshot]. An upward pointing triangle indicates the column content is sorted in an ascending order. A downward pointing triangle indicates the column content is sorted in a descending order.

Some table columns may not be visible in the current table if the table columns are hidden.

The content area components (in example, table toolbar), which varies according to the type content pane, displays the help icon and refresh icon while you hover the mouse over the report.
Billboard View and Components

The information in billboard view provides a high-level summary of the report and indicates the report name and the number of items in the report (in example, All Equipment (83)).

The default view of the billboard is like the above icon.

- When you move your mouse over the Billboard Content Area, the background turns blue; indicating a toggle to the table data view is active.
- To go to table data view, move your mouse over the billboard, and when the background color turns blue click anywhere within the blue colored area.

- To return to Billboard view, click the Billboard icon in the table view.
Chart View and Components
This section identifies the two types of charts, and describes the components in each one. To see a chart view of the data, perform the following steps:

- Click the View as Chart icon as highlighted in the snapshot.
- Select an option from the drop-down list (in example, Item Type). The chart data for the selected item appears.

Note: The data in the drop-down list represents data from a specific column header in the table data (in example, Equipment Type). "View Chart By" options will be different for each library report.

There are two types of charts and their related components are covered in the following areas:

- **Bar Chart Components**
- **Pie Chart Components**
Bar Chart Components

The bar chart reflects the data from the item previously selected in the Chart drop-down list (in example, Item Type). The items in that drop-down list represent the names of column headings in the table.

The chart toggle lets you toggle between the bar chart and pie chart by clicking the respective icon in top-right corner of the Content Area. The bar chart icon is on the left, and the pie chart icon is on the right.
Pie Chart Components

The pie chart reflects the data from the item previously selected in the Chart drop-down list. The items in that drop-down list represent the names of column headings in the table.

Content Pane Toolbar

The content pane toolbar is present in all the three content area components (table, chart, and billboard). This toolbar is located in the top right corner of the respective content area component and will have some or all of the following functions:

- Export
- Help Icon to aid users of the Interface by providing usage instructions and links to short training videos and documentation.
- Refresh the report.
Export Menu

Exporting data from SSC gives you the ability to include the report data in presentations and reports for your customers and other stakeholders. In table view, the Export option will export the report to an XLS format. In chart view, the Export option will export the chart to a PNG format graphic. To export the report, perform the following steps:

- Click the Export menu drop-down list, the CSV option appears.
- Select CSV to generate an CSV format of the associated report.

Note: The Export feature is limited to 65,532 records per export. If an inventory contains more records, consider filtering the report by Item Type and then exporting a report for each Item Type.
Working with Reports

This section covers the following areas related to reports:

- Viewing Reports
- Navigating in Reports
- Working with Columns
- Saving and Exporting a Smart Report
- Drilling into Report Data
- Filtering

Viewing Reports

When you are viewing reports you can use the following viewing functions:

- Maximizing Reports
- Restoring Reports
- Refreshing Reports

Note: Maximizing and Restoring Reports options are available for dashlets in the dashboards.
Maximizing Reports

When you are viewing a report, you can maximize the report for better viewing by performing the following steps:

- Move your cursor to the top-right corner of the report window.
- Click the **Maximize** button; the report window changes and now fills the whole Content Area, replacing the other window(s) that were in the previous view.
Working with Reports

Service Executive

Product Alerts in Last 30 Days: Type (673)

Type

Legend
- 34% Hardware-ECX: 227
- 31% Intellishield: 206
- 24% PSRT: 163
- 6% Field-Notice: 40
- 5% Software-ECX: 37

673
Restoring Reports

To restore a maximized report to its previous size, click the **Restore** button.

The report is restored to its previous size.

Refreshing Reports

To refresh an opened report, which updates the status of all the items in the report, click the **Refresh** button.

Navigating in Reports

Depending where you are in your navigation, you can navigate backwards using the previous arrow. To navigate in a table, perform the following steps:
Working with Reports

- If you want to go backwards, click the previous arrow to move to the main report screen.

Working with Columns

This section covers how to perform the following column tasks:

- Sizing Columns
- Moving Columns
- Displaying and Hiding Columns

Sizing Columns

Columns can be sized (stretched or shrunken) by dragging a selected column edge to the left or to the right. To resize a column header perform the following steps:

1. Move your mouse to the column edge until the sizing cursor appears; press and hold the left-mouse button.
2. While holding down the left-mouse button, drag the mouse to the left or right to stretch or shrink the column accordingly.
3. When the column size is correct, release the left-mouse button.

Notes about column sizing:

- Dragging only resizes the column immediately to the left of the cursor.
- All columns to the right are moved to the right or left (as the resized column is stretched or shrunken) to accommodate the resized column.
- If the column is stretched and causes the columns to the right to extend beyond the boundaries of the table, a horizontal scroll bar appears.
- If the column is shrunken, extra width is allocated to the last column.

![Image of a table with columns and rows]

**Note**  When you resize a column too small for the existing content, ellipses (…) are displayed to indicate that there is more information available than is currently being displayed.

### Pining Columns

Columns can be pinned to either left or right side in the current table view.

![Image of a table with pinning options highlighted]

- Select either one of the following option:
  - Pin Left: Moves the column to the left side of the table view.
  - Pin Right: Moves the column to the right side of the table view.
Displaying and Hiding Columns

Columns can be added or hidden in the current table view. To add or hide a column from the table view, perform the following steps:

- Click the Select Columns icon (indicated by three dots) to display or hide the list of available columns
- Check the required columns to display in the table view. The column names that are not checked are currently not displayed in the table.

To hide a column from being viewed in the table, uncheck the elements of the column you want hide.
- To remove the column from the view either uncheck from the list of columns or click the down arrow for the column that you want to remove and select Hide Column
Drilling into Report Data

When data is displayed in the Content Area, quite often you are able to ‘drill down’ to get additional information. The term “drilling down” means to use the user interface to obtain more information about a specific item. Any item in a report that appears in blue will display more information when you click it. For example, on the Devices with Alerts report, there are several columns that list various types of alert counts. Perform the following steps to get additional information about a specific alert. Items that appear in blue are available to drill down.

- If you wanted additional information about PSIRTs you can click the number 4 to see a list of the PSIRTs.
### Working with Reports

- Click a URL in the **More Info** column to see additional data.

<table>
<thead>
<tr>
<th>Alert Name</th>
<th>Type</th>
<th>Alert Status</th>
<th>Match Confidence</th>
<th>Last Updated</th>
<th>More Info</th>
<th>Inventory</th>
<th>Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Dec 9, 2014 08:11</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE2_2_CSPC2_2</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Nov 7, 2015 19:38</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE3_0_LAB_INV....</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Mar 26, 2015 06:28</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE2_5_HF3_DV....</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Jul 8, 2014 01:19</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE2_0_Test-8-7-14</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Vulnerable</td>
<td>Jul 25, 2015 21:13</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE_SFTCHOICE....</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Mar 3, 2016 02:13</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>PSS3_1_Lab_3....</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Mar 14, 2016 11:40</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>PSS3_1_Labdevi....</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Jul 8, 2014 01:19</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE2_0_Test-8-7-14</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>Jul 2, 2014 03:25</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>SE3_0-C5SP3_0....</td>
<td></td>
</tr>
<tr>
<td>Crafted Packet Causes Re...</td>
<td>PSIRT</td>
<td>ACTIVE</td>
<td>Potentially Vulnerable</td>
<td>May 20, 2015 07:55</td>
<td><a href="http://www.cisco">http://www.cisco</a>....</td>
<td>CDTTest</td>
<td></td>
</tr>
</tbody>
</table>
Data related to the selected PSIRT is displayed in a new window.

Filtering

Filters allow you to refine a report and reduce the amount of information displayed in the Content Area. There are many types of filters used in the reports. Some filters are used in many reports; some filters are used in only one or two reports.

Note: For those filters that are used by only one or two reports, the name of those report(s) that use that filter will be noted under the filter graphic and highlighted in blue.

There are several different ways to filter the data being displayed in the Content Area. This section describes the various functions that are available in the different filters.

- Data Filters
- Table Column Search Filters
- Chart Filters
Data Filters

Data Filters provide a way to change the amount of data you see at a very high level. Click on the pencil icon from Left Navigation Pane (LNP) as highlighted in the snapshot. This Filter has several left pane tabs, which filters the data in the following ways:

- The first tab identifies which partner company, whose data you are entitled to use.
- The second tab lets you select one or more customers for whom you wish to see the data / reports.
- The third tab lets you select one or more inventories for the selected customer(s).
Table Column Filters

In the table data view there is a search field under each column name. The search field is context sensitive, meaning the filter options are different depending on what column data is being displayed in that column. The next section describes the different types of table column search filters.

Search Filter

This type of filter lets you view all the data records (default), or display those records that match the search parameters.

The Search filter looks for the word or phrase in every column. In the example, "aironet" appeared in both the Product Family and the Product Name fields. Click the x to close the search filter.

Text Filter

This type of filter lets you view all the data records (default), or display those records that match the search parameters.

- In the example below see only those data records that have a description that contains the parameters noted in the search field.
This filter lets you view all the data records (default), or see only those data records that have an Item Type that contains the parameters noted in the search field (in example, “card”). Click the x to close the search filter.

**Category Filter**

The category filter lists all the categories in a column and lets you see data in another selected category.

- Click the mouse button on the search filter field; a list of all the categories is displayed.
- Check the check box for the category data you want displayed.

*Note* The user can select multiple categories.

- To change the filtering to another category do one of the following tasks:
  - To go back to the All view quickly, click the X to the right of the current category item, which resets the filter back to all items displayed.
- Click the icon and **Clear All Filters** to view all the category data again.

**Note**: The category filter is not available for each column that has different items listed. This filter is normally available only in those columns that have a limited number of category items in the associated column.

### Chart Filters

Those reports that have the *view as chart* option provide filtering that allows you to see the chart data from a variety of category views. When selecting a chart view, one of the chart category view options must be selected. To see the chart data, perform the following steps:

- Click the chart drop-down list and select a chart view category from the list.

**Note**: The category items provided in the chart list are columns that are available for viewing in the table view, but not necessarily displayed in the current table view; see Displaying and Hiding Columns for more info about displaying hidden table columns.
- At the top of the chart view of the report is the filter option you selected (in example, by Item Type).
- When the content area is displayed as a chart, the chart data view can be changed to another category view by clicking the chart drop-down list and selecting another chart category (in example, Item Type).
Date Filter

The date filter lists all the data for the selected date range. After specifying the date, the table shows only those records that match the specified date.

- Use the On option to select the date on the specific date.
- Use the Range to select the date range from the calendar icon.
Navigation Pane

The navigation pane provides information on the following areas:

- **Top Panel**
- **Actions**
- **Dashboard**
- **Library**

### Top Panel

The Top panel is the first, or top, panel that appears in the Data Filters in the navigation pane. It provides access to the following elements. These elements are discussed in further detail in this section.

- **Application Settings**
- **My Reports**
- **Useful Links**

### Application Settings

Each logged in user can view their profile and also set the alert notification settings. It consists of two tabs:

- **My Profile**
- **My Notifications**

### My Profile

This tab provides the details of your profile.

- The contact information of Super Administration – Name, Cisco.com ID and email address.
- The business role assigned and the customers for which you have access and the role you have for each customer.

Note: My Profile tab will only display information for a logged in user after an inventory collection has been uploaded and processed for a customer to which the user has been associated.
My Notifications

Use this tab to set to receive alerts and system messages from the portal system. You will receive the notification of all the alerts that are newly uploaded and provides a cumulative count of all alerts and devices.

By default, you will receive a notification on email Id associated with CCO ID as follows:

Hello, <Customer Name>

Alerts have been discovered for Entity: Company <Company Name> and Inventory <Inventory Name>

Table below displays number of Product Alerts with uploaded inventory:

- Total Number of Hardware EOX: 5510256
- Total Number of Software EOX: 3340096
- Total Number of Field Notices: 4786384
- Total Number of PSIRTs: 170790872
- Total Number of Intelligent Alerts: 149645760

Total Number of devices (Chassis and Card) having Product Alerts with uploaded inventory:

- Total Number of devices having Hardware EOX: 4659
- Total Number of devices having Software EOX: 7034
- Total Number of devices having Field Notice Alerts: 4050
- Total Number of devices having PSIRTs Alerts: 5289
- Total Number of devices having Intelligent Alerts: 2528

Please visit https://tools.cisco.com/mso for viewing alerts information. This message was generated automatically. Please do not reply. For information or assistance, please visit one of the web locations shown in the email body or http://www.cisco.com

Regards,
Cisco.

For corporate legal information please click here:

http://www.cisco.com/web/about/d Onc_ business/legal/or/index.html

If you do not wish to receive the notification, you can select “No” from the drop down and click Save.

Note: Only the individual who registers a collector will receive e-mail notifications for Collector Registration, Uploads, and Re-validations.
My Reports

Reports that you previously requested are placed in My Reports. Click on the Report Type hyperlink (in example, XLS) to download and view the associated report.

Useful Links

Useful Links provides access to documents and software that can be downloaded and Partner Support Service related items (for example, portals, tools and resources).

Actions

Each user is assigned a role for accessing customer data on the PSS Portal:

- **A Super Administrator** maintains the Partner Definition of the customer contracts that will be managed with PSS Smart services and is automatically registered as a Partner Administrator; enabling immediate user registrations and appears in the Manage Users list as a Partner Administrator.

- **A Partner Administrator** has access to all the functions in the PSS Portal for all customers included in the Partner Definition from registering users on the portal, to running reports and managing Collectors.

- **A Partner User** has access to all PSS Portal functions except “Manage Users” for all customers or a subset of the customers as set up by the Partner Administrator.
Generate Reports

Provides a list of all downloadable reports that can be generated and lets you select which format (PDF, XLS) you want the report generated in. The list of reports can be filtered by Task. When you select a task, only the reports most commonly used for those tasks will be highlighted. Although the remaining reports are greyed out, you can still generate the report.

When you click the XLS or PDF link to generate the report you will be prompted to select a single customer inventory.

Each report is filtered by task – Product Sales, Contract Management, Service Delivery, Service Sales, Change Management.

<table>
<thead>
<tr>
<th>Task</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>All reports in each category – Summary, Inventory, Contracts, Alerts and Assessment</td>
</tr>
<tr>
<td>Product Sales</td>
<td>Executive Management Summary</td>
</tr>
<tr>
<td></td>
<td>Not Processed Device Report</td>
</tr>
<tr>
<td></td>
<td>Uncovered Device Report</td>
</tr>
<tr>
<td>Contract Management</td>
<td>Inventory and Contracts</td>
</tr>
<tr>
<td></td>
<td>Uncovered Device Report</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>Full Inventory</td>
</tr>
<tr>
<td></td>
<td>Alerts</td>
</tr>
<tr>
<td>Service Sales</td>
<td>Sales Opportunity Summary</td>
</tr>
<tr>
<td></td>
<td>Uncovered Device Report</td>
</tr>
</tbody>
</table>
Types of Category Reports:

1. **Summary** – Lists out the various device reports that for sales and management. If items were not processed, then Not Processed Device Report can be generated to see a listing of Chassis and Cards that were not processed.

2. **Inventory** – Lists out the various reports to support customer base, and services. The inventory, contracts, alerts and installed applications.
   - a. **Consolidated Bug Report** – This report provides a consolidated view of the bugs that Cisco has correlated for each and every item in the selected customer inventory.

3. **Contracts** – Lists out the devices that do have coverage contract in the Uncovered Device Report.

4. **Alerts** – Lists out all the latest product alerts for given partner/customer/inventory or all by default in Alerts report.

5. **Assessment**: Lists out the current state of your devices and help you plan for technology upgrades in various reports. For more information on the Assessment reports, view the Network Assessment Report video.

Once the reports are generated, go to **My Reports** in left navigation pane and see the status. Refer to the **My Reports** section.

**Note** Access your generated reports as soon as possible. Cisco may retain an offline report for up to 8 days. You can request to have a report re-generated at any time.

**Note** For reports that are listed in following table, the Contract Status, Contract Start Date and Contract End Date refers to Coverage Status, Coverage Start Date and Coverage End Date.
<table>
<thead>
<tr>
<th>Report Name</th>
<th>XLS/PDF File Name of the Report</th>
<th>Current Column Name</th>
<th>Actual Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom Inventory via Filtering</td>
<td>Custom Inventory</td>
<td>Contract Status</td>
<td>Coverage Status</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract Start Date</td>
<td>Coverage Start Date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract End Date</td>
<td>Coverage End Date</td>
</tr>
<tr>
<td>Full Inventory</td>
<td>Custom Inventory</td>
<td>Contract Status</td>
<td>Coverage Status</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract Start Date</td>
<td>Coverage Start Date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract End Date</td>
<td>Coverage End Date</td>
</tr>
<tr>
<td>Inventory and Contract</td>
<td>Custom Inventory</td>
<td>Contract Status</td>
<td>Coverage Status</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract Start Date</td>
<td>Coverage Start Date</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contract End Date</td>
<td>Coverage End Date</td>
</tr>
</tbody>
</table>

### Manage Collectors

The **Super Administrator** and **Partner Administrators**, can manage the collectors to maintain installed collectors for one or more customers while a **Partner User** can only manage the collectors for the customers that they are entitled for. It is assumed that either the physical or virtual Collector has been installed; or you are now ready to apply the PSS server image and obtain the security certificate required to activate the collector. You can register a new collector for a customer site, edit or delete the collector registrations, regenerate a new collector security certificate, and revalidate a blocked inventory upload.

To open the **Manage Collectors** report:
- Open the list of **Actions** in the navigation pane.
- Select **Manage Collectors**.
The Manage Collectors report appears in the content area displaying a list of all customers you are entitled to see along with each Customer name, Collector Count and count of the Collectors Requiring Revalidation.

**Registering a New Collector**

Before a Collector can upload information to the Cisco Data Center to be processed and made available in the PSS portal, it must be registered to a customer site. In addition, a security certificate will be issued which must be downloaded and applied to the Collector.

A successful collector registration will allow a validation to occur that creates a connection between the collector and the Cisco data center.

- From the **Manage Collectors** report, click the **Actions** drop-down list and select **Register a New Collector**. The **Register a New Collector** window appears.

  ![Register a New Collector](image)

  **Step 1:** Select Partner Definition Name
  **Step 2:** Search Customer Name
  **Step 3:** Select a Customer. A collector can be registered to only one customer at a time.
  **Step 4:** Select a Customer address. List of Customer address site(s) is populated based on customer selected

- As a Partner User, you can manage collectors only for the customers you are entitled / associated to. Otherwise a message indicating you are not authorized to create / register a new collector for that customer will be displayed.
- If the Contract Number provided is not included in the Partner Definition or does not belong to the partner, no customer information will be displayed. Customer information will only be displayed if the Contract is in the current Partner Definition.
- Enter all the required information, which is designated by an asterisk (*).

  Step 1. Select the Partner company name from the drop down list.
  Step 2. Select the Customer or Contract Number from the available list.
  - **Search Customer by:** Use this option to filter either by **Customer Name** or **Contract Number**
  - **Condition:** Use this option to set the condition. The value of the condition is based on the selected option of the **Search Customer by** column. The options are: **is**, **contains**, **starts with**, and **ends with**.
  - **Value:** Enter the relevant value to filter the records. For example, the values can be part of the contract number or part of the text of the relevant column.

  Click **Search** to display the Customer Name or Contract Number in the grid.

  Step 3. Click the radio button to select the **Customer** from the table.
  - *(Optional)* For a long list of companies, add a filter to show only the company where the collector will be registered.
  - Click the filter icon

  ![Filter Icon]

  - Set the **Column** to Customer.
  - Choose a **Condition** such as “contains”
  - In the **Value** field, enter the company name.
  - Click the **Filter** button

  Step 4. Click the radio button to select the **Customer** with the address to which the new collector will be registered.
  Step 5. Select the Inventory from the drop down list of **Existing Inventories** or select **New** and enter a name for the new inventory.
  Step 6. Enter a **Collector Name** and **Custom Reference Number**.
  Step 7. The **Custom Site ID** is an auto-populated field. You may change it to more clearly describe the location of the collector you are registering. The allowed characters include alphanumeric, #, &, _, and - characters.
  Step 8. Click the **Add** button; a message appears indicating that the submission was successful and instructs you to download a certificate. An email, which includes the details related to the Collector and a link to download the registration zip file, is sent to the end user.
Downloading a Certificate

Downloading a certificate provides you entitlement files, a security certificate and other registration related files that are used when installing the Collector entitlement file. To download a certificate, click the Download Certificate link in the registration success message dialog box.

- A zip file window appears requesting you to either save or open the entitlement file, which contains the certificate (license file) and other registration files.
- Save the zip file in your local system.
- An email notification is also sent to the user who registered the collector that includes a link to download the certificate.

**Note** If the Download Certificate fails with the message "An error occurred while downloading the CSP-C certificate. Please try again later or contact Technical Support at ask-smart-services@cisco.com if the problem persists" then wait for few minutes and try to download the certificate again. Refer Generating a New Collector Certificate section.

Viewing Collector Details

- From the Smart Services Connection Library, select Manage Collectors. The **Manage Collectors** window appears including the Customer Name, Collector Count, and Collectors Requiring Revalidation details.
- Click the number link in the Collector Count column of a selected customer. The **Collector Details** window appears displaying the Collector ID, Customer name, the Inventory name, Collector Name, and Upload information.
• Click a check-box to select a collector and from the **Actions** menu, select any one of the following tasks:
  o Access CSPC
  o Edit Collector registrations
  o Delete Collector registrations
  o Generate a new collector security certificate

**Editing Collector Registrations**

As an Administrator, you can edit the Collector registrations only on those registrations that have a registration status of "Completed". Registrations that are in an unregistered state cannot be edited.

• To edit the Collector registration, select **Manage Collectors** from the Smart Services Connection Library.
• Click the "Collector Count".
• Select any Collector that needs to be edited.
• Mouse hover on the left of the selected Collector, click the Action icon or right-click the Collector and click **Edit Collector Registration**. The **Edit Collector Registration** window appears.

```
Edit the Collector Registration
```

• Modify the collector name and serial number of the collector.
• Click **OK**. The Collector information is edited.
• An email notification is sent to the user who updated the collector registration.
Deleting Collector Registrations

Active collector registrations can be deleted. When one collector is to be re-assigned to a new customer or site, the active registration is deleted and a new registration completed.

- To delete a collector registration, select **Manage Collectors** from the Smart Services Connection Library.
- Click the “Collector Count”.
- Select any Collector that needs to be deleted.
- Click the check box on the left of the selected collector, click the Action menu and select **Delete** the Collector Registration. The **Delete Registration** confirmation message box appears.

A confirmation window appears to verify that you want to delete the registration and indicates that doing so will stop the Collector communication to the Cisco data center.
- Click **Delete**: A status message appears on the previous view indicating the success of the registration deletion.
- An email notification is sent to the user who deleted the collector registration.

When a registration is deleted, the collector is prevented from uploading inventory collections to the Cisco data center.
Generating a New Collector Certificate
To access new features for your collector, you will first download a new image(s), and then generate, and apply, a new security certificate.

- To generate a new collector, select **Manage Collectors** from the Smart Services Connection Actions panel.
- Select any Collector for which a new security certificate needs to be generated.
- Click the check box to select a collector, click the **Action** menu and select the option to **Generate a New Certificate**. The **Generate a New Certificate** confirmation window appears.

  ![Generate a New Certificate](image)

  - A confirmation window appears to verify that you want to **Generate a New certificate** and invalidate any existing certificate previously downloaded.
  - Click **Download**.
  - An email notification is sent to the user regarding the generation of a new certificate.

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

- A customer does not want a collector to be deployed on the network.
- A customer does not want the partner to collect information of all the devices from their network.

In either of the cases, the partner can import the collector file that provides the details of the devices on the network.

- For CSP-C upload, you will need to download a “transport file” from the Collector application, then import that file through Smart Services Connection Portal. For more information refer to [Generating a transport file for CSP-C upload](#).
- For the CSV upload, you can download a sample file, enter the details of the collector and upload the .csv file.

This section consists of the following topics:

- **Prerequisites**
- **Generating a transport file for CSP-C upload**
- **Creating a CSV File for CSV import**
- **Manually Importing Devices**
Prerequisites

The prerequisites for using the manual import feature are:

- There must be a registered Company.
- The partner performing the manual import must be a registered Partner Administrator or Partner User in the Smart Portal.
- The user must select the specific Customer Company and its inventory for the import.
Generating a Transport File for CSP-C Upload

To login to remote Cisco CSP Collector Application and to generate a transport file perform the following steps:

1. From the **Manage Collectors >> Collector Details**, select a row and from Actions menu select **Access CSP-C**.

Directs to Cisco CSPC Collector Application, login and follow the process to generate the file.
2. From the **Reports** menu, select **Collection Profile Run Summary** as shown in the snapshot.

![Collection Profile Run Summary](image)

Ensure that the Profile is created and all the configuration of the device is setup. The summary provides the status and details of the collection.

3. Select the profile name and click **View Data** from the Collection Profile Run Summary window to view the raw data captured manually.

![Collection Profile Run Summary](image)

4. Click **Select Action** to perform the required action. Here we will select **Export Collection Profile Run Data** from the drop down. The window opens and provides the profile details to be exported.
Chapter 3 Smart Services Connection

As shown in above snapshot, all the fields here are preset and you do not need to change. The file is exported in standard export format that is a compressed zip file containing folders and xml files that details the network, customer info and devices on the network.

5. Verify the details and click OK. The application prompts with an information message on the status. Note the Job Id and click OK.

6. Go to Reports menu, select Job Management Reports. The Job Report Filter pops up to select the job parameters.

Select the Job Group Type as Miscellaneous Jobs and Sub Type as default – CP Export Jobs. You can view all the jobs based on the parameters and also click on the + symbol next to the Job Id to view the description of each job. It provides details on the Run Id, State (Successful/Aborted), Status (Completed/Not Completed), Start Time, End Time, and Job Log Details for the particular job.
7. Click **Select Action** in the report and select **Download File**. The application prompts you to save the file.

Select the option to save the file and click **OK**. The saved compressed file is in CSP-C VSEM format that you should use to manually import. Follow the [Manual CSP-C Upload](#) process to proceed.

### Creating a CSV File for CSV Import

Use the sample CSV file to create your import file.

- To download the sample CSV file, click **Download Sample CSV File** in the **Manual Import** window. 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.

**Note**

Ensure you follow the below mentioned points:

- The size limit of the import file is up to 50,000 serial numbers/rows.

- Devices listed in the CSV manual import file must remain in the file for subsequent file-import transactions. Any omitted or removed devices will be removed from the inventory on the next manual import of the file.

- If a parameter value contains a comma (,) insert a forward slash (/) before the comma. For example, within the OS version field, if the parameter value is 12.2(33)SX15,fc2 enter the parameter as 12.2(33)SX15/,fc2

- The CSV file name should be meaningful to assist the partner with tracking and versioning of the imported information.

- The Serial Number and the Product ID must be recognized by Cisco as legitimate. They must correspond to data in the Cisco database associated with your customer’s company.
• 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.

<table>
<thead>
<tr>
<th>CSV Parameter</th>
<th>Max Character Limit</th>
<th>Mandatory/Optional</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>255 Char (including spaces)</td>
<td>Mandatory</td>
<td>Used for chassis and card association.</td>
</tr>
<tr>
<td>IP Address</td>
<td>64 Char (including spaces) IPv4 only</td>
<td>Mandatory</td>
<td>Used for chassis and card association.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Used by Delta report to identify IP changes.</td>
</tr>
<tr>
<td>Serial Number</td>
<td>50 Char (including spaces)</td>
<td>Mandatory</td>
<td>Used for contract validation.</td>
</tr>
<tr>
<td>Product ID</td>
<td>255 Char (including spaces)</td>
<td>Mandatory</td>
<td>Used for contract validation.</td>
</tr>
<tr>
<td>MAC Address</td>
<td>50 Char (including spaces)</td>
<td>Optional</td>
<td>Used to obtain serial number for IP phones.</td>
</tr>
<tr>
<td>SNMP Location</td>
<td>4000 Char (including spaces)</td>
<td>Optional</td>
<td>Used for inventory report to populate “SNMP Location” field.</td>
</tr>
<tr>
<td>OS Type</td>
<td>50 Char (including spaces)</td>
<td>Optional</td>
<td>Used for PSIRT alert and software alert report.</td>
</tr>
<tr>
<td>OS Version</td>
<td>50 Char (including spaces)</td>
<td>Optional</td>
<td>Used for software alert report.</td>
</tr>
</tbody>
</table>

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). Follow the Manual CSV Upload process to proceed.

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.
• A manually imported CSV inventory is limited to Chassis only.
• Alerts – Only Hardware Alerts and Field Notice alerts are processed for CSV Import Inventories.
• No data will appear for CSV Import Inventories in the following reports:
  o Exceptions Summary Report – No data.
Navigation Pane

- 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.
- CSV does not support IPv6 addressing.

Leading Practices

- When you choose an existing inventory name, the manual import of the CSV file appends its device data to the CSP collected inventory data.
- When you create a new inventory name, the data is kept in a separate inventory.
- For the first manual CSV import, you may want to generate a new Appliance ID. The Appliance ID will begin with CSV rather than CSP so you can easily distinguish between the two collection methods.
- Mutual relationships are 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. In addition, 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 PSS reports).
- Concurrent CSV Manual Imports for the same customer company and inventory are not allowed. You cannot perform multiple imports from different browsers at the same time for the same customer company and inventory. Only the first import will be accepted and for the other import attempts, the portal will display an error message. Concurrent file imports will work for the same customer company but a different inventory.
- If a device imported through Manual CSV Import is already part of an inventory collection for the same customer company and inventory, the PSS reports will show the collected device information only. Manually imported information for that device will not be displayed.
Manually Importing Devices

To manually import the inventory, perform the following steps:

- From the Manage Collectors LNP, under Actions drop down menu, select the Manual CSV Import or Manual CSP-C Upload.

At least one Bill-to ID must be enabled in the Partner Definition in order to manage collectors or manually import the device information on the network.

CSP-C Upload

To import a collection upload through a CSP-Collector, perform the following steps:

- From the Manage Collectors LNP, under Actions drop down menu, select the Manual CSP-C Upload option. The Manual CSP-C Upload dialog box appears.

  • Choose a company from the Company drop-down list.
  • Choose an existing Inventory from the drop-down list.
  • Choose an Appliance for an existing inventory from the drop-down list.
  • Click Choose Files and select the valid file that needs to be uploaded into the Smart Portal from your local system. It is a .zip file that contains xml files.
  • Click Import.
Click **Confirm** to import the inventory information manually.

Click **OK** to complete the process and return to **Manage Collectors** window.

**Note** To view the collection upload details, verify correct inventory and customer is selected in data filters, select **Inventory Collection** from left navigation pane and view the status of the upload. It may take some time for the data center to process the upload.

### CSV Import

To import a collection upload through a CSV Collector, perform the following steps:

- From the **Manage Collectors** LNP, under **Actions** drop down menu, select the **Manual CSV Import** option. The Manual CSV Import dialog box appears.
As a Partner User, you can manage collectors only for the customers you are entitled / associated to. Otherwise a message indicating you are not authorized to create / register a new collector for that customer will be displayed.

Enter all the required information, which is designated by an asterisk (*).

**Step 1.** Select the Partner company name from the drop down list.

**Step 2.** Select the Customer from the available list.
- **Search Customer by:** Use this option to filter either by **Customer Name** or **Contract Number**
- **Condition:** Use this option to set the condition. The value of the condition is based on the selected option of the **Search Customer by** column. The options are: **is**, **contains**, **starts with** and **ends with**.
- **Value:** Enter the relevant value to filter the records. For example, the values can be part of the contract number or part of the text of the relevant column.

Click **Search** to display the Customer Name or Contract Number in the grid.

**Step 3.** Click the radio button to select the Customer from the table.
- **(Optional)** For a long list of companies, you may want to add a filter to show only the company where the collector will be registered.
Navigation Pane

- Click the filter icon.

![Filter Icon]

- Set the **Column** to Customer.
- Choose a **Condition** such as “contains”
- In the **Value** field, enter the company name.
- Click the **Filter** button

**Step 4.** Click the radio button to select the **Customer** with the address to which the new collector will be registered.

**Step 5.** Select the Inventory from the drop down list of **Existing** Inventories or select **New** and enter a name for the new inventory.

**Step 6.** Click **Choose Files** and select the valid file that needs to be uploaded into the Smart Portal from your local system. You can download a sample CSV file, enter the details and upload. Refer to **Creating a CSV file**.

**Step 7.** Click **Import**.

- Click **Confirm** to import the inventory information manually.

![Confirm Submit]

- ![Information]

CSV-INFO-SUCCESS: The file has been successfully uploaded and scheduled for processing.
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 and the user receives an email notification on the collection uploaded.

**Note** To view the collection upload details, verify correct inventory and customer is selected in data filters, select **Inventory Collection** from left navigation pane and view the status.

**Export All**

An administrator can view the details of all the registered collectors to entitled customers. Perform the following steps to download the Collector Inventory Upload Report:

- Click **Export All** from the **Actions** drop-down list in the **Manage Collectors** window. The new tab opens and saves a zip file.

  ![Actions and Export drop-down menu](image)

- A zip file contains an excel sheet with columns: Partner Name, Customer Name, Appliance Id, Registration Status, Serial Number, Version, Site ID, Last Successful Upload Date, First Successful Upload Date, Upload Received by Backend, Inventory Name, Appliance Name, Certificate Create Date, Created By, Last Updated On, Last Updated By.

- Extract the zip file and open the excel sheet.
Revalidating a blocked inventory upload

The Cisco data center will reject any inventory collection that does not have an active PSS supported contract. This may be caused due to the following conditions:

- The PSS support contract has expired, or the contract is not a valid PSS contract.
- The contract Bill to IDs have not been managed within your Partner Definition.

PSS sends email before all contract will expire, and again, when the inventory upload is blocked. Once an active PSS Contract is your company’s Partner Definition for that customer, the collection is validated.

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, choose one of the following options:

- Renew a device contract for your customer's site under your Bill-to ID. Your Super Admin should make sure the Bill-to ID is enabled for your companies Partner Definition.

Note: Revalidation of a blocked inventory upload in now automated. You will not be able to manually revalidate a blocked inventory from 3.3.6 release onwards.

To view the blocked inventory upload, an Administrator performs the following steps:

- From the Smart Services Connection Library, select **Manage Collectors**. The **Manage Collectors** window appears including the Customer Name, Collector Count, and count of Collectors Requiring Revalidation.
  - Click the number link in the Collectors Requiring Revalidation column to display the **Collectors Requiring Revalidation** window.

```markdown
<table>
<thead>
<tr>
<th>Collector</th>
<th>Registration Status</th>
<th>Site ID</th>
<th>Collector Version</th>
<th>Last Successful Upload Date</th>
<th>Created On</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSP0010008582</td>
<td>Completed</td>
<td>5EDM0098P-0911123-0312314-0312314</td>
<td>2.3</td>
<td>Jan 14, 2015</td>
<td>Jun 27, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008583</td>
<td>Completed</td>
<td>5EDM0098P-0911123-0312314-0312314</td>
<td>2.3</td>
<td>Jul 7, 2014</td>
<td>Jun 27, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008613</td>
<td>Completed</td>
<td>SE 2_0_fullupload_3_7_14</td>
<td>2.3</td>
<td>Jul 9, 2014</td>
<td>Jul 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008685</td>
<td>Completed</td>
<td>SE2_0_Manual_upload_5_6_14</td>
<td>2.3</td>
<td>Jul 9, 2014</td>
<td>Jul 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008656</td>
<td>Completed</td>
<td>SE2_0_Manual_upload_5_6_14</td>
<td>2.3</td>
<td>Jul 9, 2014</td>
<td>Jul 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008673</td>
<td>Completed</td>
<td>SE2_0_upload_10_7_14</td>
<td>2.3</td>
<td>Jul 9, 2014</td>
<td>Jul 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008786</td>
<td>Completed</td>
<td>SE_Cx2_collection</td>
<td>3.0</td>
<td>Jul 9, 2014</td>
<td>Jul 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008691</td>
<td>Completed</td>
<td>SE_Cx2_collection</td>
<td>3.0</td>
<td>Jul 9, 2014</td>
<td>Jul 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010008677</td>
<td>Completed</td>
<td>SE2_2_Nov_02_collectors</td>
<td>4.0</td>
<td>Dec 8, 2014</td>
<td>Dec 8, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010009722</td>
<td>Completed</td>
<td>PSS_2_0_CSPC_1152</td>
<td>2.3</td>
<td>Oct 10, 2014</td>
<td>Oct 10, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010009784</td>
<td>Completed</td>
<td>CSPCNet_1152/NV2</td>
<td>2.3</td>
<td>Oct 12, 2014</td>
<td>Oct 12, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010009825</td>
<td>Completed</td>
<td>SE2_0_bulk_devices</td>
<td>2.3</td>
<td>Nov 8, 2014</td>
<td>Nov 8, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010009850</td>
<td>Completed</td>
<td>SE2_0_DAV_test</td>
<td>2.3</td>
<td>Nov 9, 2014</td>
<td>Nov 9, 2014</td>
<td></td>
</tr>
<tr>
<td>CSP0010009855</td>
<td>Completed</td>
<td>pss2_0_dav_test</td>
<td>2.3</td>
<td>Nov 10, 2014</td>
<td>Nov 10, 2014</td>
<td></td>
</tr>
</tbody>
</table>
```
Contract Import

Contract importing is available to you for your customers who are already included in your Partner Definition. The contract import feature uses the covered device data available in the contract to add to a “Contract Imported” inventory as an alternative import capability. Only information from the contract is processed and used in the portal for reporting, so not all fields in the data grids will be populated as it would be from a CSPC collection.

When launching the contract import and selecting the customer, the portal lists the valid contract numbers of the customer that belong to the partner definition. The logged-in partner can choose one or more contract numbers available in the portal and perform a contract import. The imported files and the devices appear in the portal under a special inventory name “Contract Imported” under the customer and partner in the global filter.

This feature allows multiple customer association with single contract number. The logged in user selects the customer first and chooses the list of contract numbers that belongs to the customer for import.

Pre-requisites

- The usage of special inventory name “Contract Imported” is restricted while registering a new CSP-C collector and importing manual CSV payload file. This restriction avoids the inventory to be pointed by multiple sources of data collection and will be used exclusively for contract import.

- If one or more devices associated with a contract number which is currently selected for contract import are already collected for the customer by different collection method (CSP-C or manual CSV import) with any inventory name, those pre-existing devices for the same customer will not be collected again as part of contract import.

- If the contract import is performed again for the same customer, the recent one under the same inventory name “Contract Imported” will override the devices collected by last contract import.
To import a contract, perform the following:

1. From the Manage Collectors data grid, click Actions > Contract Import. The Contract Import page appears.

2. Select the Partner company name from the drop-down list. The drop-down lists the Partner Definition of the logged in user.

3. Select the Customer from the available list.
   - **Search Customer by**: Use this option to filter either by Customer Name or Contract Number
   - **Condition**: Use this option to set the condition. The value of the condition is based on the selected option of the Search Customer by column. The options are: is, contains, starts with and ends with.
   - **Value**: Enter the relevant value to filter the records. For example, the values can be part of the contract number or part of the text of the relevant column.

   Click Search to display the Customer Name or Contract Number in the grid.

4. Click the radio button to select the Customer from the table.

5. Click the radio button to select the Customer with the address to which the new contract is imported. On selecting the customer, the associated contract number for the customer is listed.

   **Note**: You can select only one customer at a time.

6. Select the desired contract number from the list.
You can select multiple contracts at a time. If an already imported contract is selected, then
the same will be overwritten.

7. Click **Upload** to extract all the devices that are associated to the contract. The extracted devices
will be drawn together to a single payload file and will be sent to Cisco data center.

Once the contract import is processed for a customer, a collection titled “Contract Import” will be available
in that customers Inventory for selection.

**Inventory overwrite rules:**

Similar to CSV Import, common devices in contract-imported inventory are overwritten by
subsequent CSP-C upload for the same customer. However, these changes will be not be
affected by subsequent CSV upload for the same customer. Both the CSV inventory and contract
import inventory are categorized at the same level.

**Inventory import rules:**

Before importing devices associated with selected contract numbers, each device is verified to
ensure that the device is not already collected as part of both the CSP-C uploaded inventory and
CSV imported inventory (if available) for the same customer. If a device is already available for
the customer other than contract imported inventory (that is, via CSP-C/CSV inventory), then the
device will not be selected for contract imported inventory upload.

**Limitations**

Following are the limitation for Contract Import feature:

1. Hostname and IP address of the devices will not be drawn for Contract Imported inventory due to
its unavailability in the source. In these fields, the dummy value will be shown as 'Host' and
'0.0.0.0' for Hostname and IP address columns respectively.
2. The following off-line reports will not be generated (data will not be available) for contract
imported inventory. This is similar to the manual CSV imported inventory.

- Exception Summary
- Protocol Access Error Report
- EnergyWise Assessment Report
- IPv6 Assessment Report
- Medianet Assessment Report
- TrustSec Assessment Report
- Cloud Intelligent Network (CIN) Assessment Report
3. Columns listed below will not be populated for contract imported inventory across the
online/offline reports in portal. This is similar to the manual CSV imported inventory.

- Running Config
- Startup Config
- Show Command
- Download Config
- Flash Memory
- Installed RAM
Navigation Pane

- Manufacturer

4. The Collection – Inventory Details, which shows the processing detail breakup will not be accurate for this non-standard imports.

Manage Partner Definition

The following information provides screen captures on tasks required for managing Partner definitions. Partner Super Administrator manages the partner definitions. Only a Cisco Support Administrator can create a new Partner Definition while a Partner Super Administrator can manage the Partner Definitions.

Manage Partner Definition

The Super Administrator can modify the Partner Definition by associating new Bill-to IDs to the CCO ID.

Editing Partner Definition

Edit Partner Definition dialog box popup opens to display the partner profile data.
You can edit the Display Name and select the Bill-to IDs to be associated to CCO IDs. The supported characters for Partner Definition Naming should follow some criteria of valid name else error message appears:

![Error message]

Valid characters for this field are A-z, 0-9, - (dash), & (ampersand), _ (underscore), (open bracket), ) (close bracket), ' (single quote), / (forward slash), + (plus sign), ? (question mark), . (dot), ,(comma)
**Editing Bill-to IDs in the Partner Definition**

Use this icon to filter the data in the grid based on criteria and value.

This filter is different from the Data Filters, which has a widespread effect on all the data views. You can set a rules that matches the criteria: select any column, set the condition and enter the search string as value. You can add rules to the criteria else click Filter to segregate based on the rule set in the filter.

If required you can select the check box to automatically include all the Bill-to IDs associated to Super Administrator's cisco.com Profile. Select the IDs to associate to the displayed CCO / PSS Contract and Click Ok.

Verify the IDs and click **Confirm** to proceed. The IDs are added successfully and the Partner Definition is updated successfully.
Manage Users

Partner Super Administrator or Partner Administrator can add, edit or delete the partner related information.

The data in this grid displays information of the logical partners with the role that the Super Administrator or Partner Administrator assigned. Super Administrator or Partner Administrator can create a new User and assign Partner Administrator or Partner User role to that partner. Super Administrator or Partner Administrator can register a new user, register a collector and deploy it to the inventory collection.

**Description:** Manage User data grid provides you with a list of all the Partner Users and Partner Administrators registered to use the PSS Portal for a Partner.

**Usage:** Click the check box to select a user. From the **Action** menu select to edit or delete the user.

**Column Headings and Definitions:**

**CCO ID:** The unique Cisco.com ID of a partner assigned either a Partner Administrator or Partner User role.

**Name:** Name of the user who is granted access.

**Partner Name:** Name of the partner company that this user belongs to.

**Role:** The user role assigned to this partner’s CCO-ID on the PSS portal, either Partner Administrator or Partner User.
Add User

The following information provides screen captures of the report, and the steps to provide a new user with access to the PSS Portal. Only Super Administrator and Partner Administrator can add users and assign role. Right-click on a row and select Add User. Use a column filter to search based on certain criteria such as Name or User Role.

- Enter CCO ID and click Verify CCO ID. If a valid CCO ID is entered then the profile data of the user is populated and displayed.

  Note

  a. Ensure that the correct CCO ID of a user is entered with Partner Access level 3.
  b. Click Verify CCO ID to ensure correctness and also that the user is the one you wish to assign to your company’s Partner Definition.
  c. Incorrect CCO IDs will provide access to wrong users.
  d. These IDs can be deleted by any Partner Administrator or Super Administrator if incorrect.

- Select the name of the related Partner.
• Select a role to be assigned: Partner Administrator or Partner User.

  By default, for partner administrator, all the customers are selected for registration. The partner administrator cannot de-select the customer.

• Select the customers from the available list (for Partner User role only).

  **Is Selected**: Selected customer by the user [True/False]
  **Is Registered**: Customer is registered with this partner [Yes/No]
  **Customer**: Name of the customer.
  **Address**: Address of the customer location.
  **City**: Name of the City where customer is located.
  **Country**: Name of the Country of the customer.

• For accounts with multiple customers you can select the desired **Column**, **Condition**, **Value** and click **Filter** to filter the records. The following table lists the various filter options and its associated criteria:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Filter by: Column</strong></td>
<td>Use the option to filter your results. The options are:</td>
</tr>
<tr>
<td><strong>Is Selected</strong>: Lists all the selected customer by the user. Groups the selected records when the data is spanned across.</td>
<td></td>
</tr>
<tr>
<td><strong>Is Registered</strong>: Groups records that are registered with the logged in partner.</td>
<td></td>
</tr>
<tr>
<td><strong>Customer</strong>: Groups records based on the name of the customer.</td>
<td></td>
</tr>
<tr>
<td><strong>Address</strong>: Groups records based on the address of the customer location.</td>
<td></td>
</tr>
<tr>
<td><strong>City</strong>: Groups records based on the city of the customer location.</td>
<td></td>
</tr>
<tr>
<td><strong>Country</strong>: Groups records based on the customer location(country).</td>
<td></td>
</tr>
<tr>
<td><strong>Condition</strong></td>
<td>Use this option to set the condition. The value of the condition is based on the selected option of the <strong>Filter by Column</strong>. The options are:</td>
</tr>
<tr>
<td><strong>is</strong>:</td>
<td>Enter <strong>True</strong> or <strong>False</strong> for <strong>Is Selected</strong>.</td>
</tr>
<tr>
<td></td>
<td>Enter <strong>Yes</strong> or <strong>No</strong> for <strong>Is Registered</strong>.</td>
</tr>
<tr>
<td><strong>contains</strong>: Enter any part of the text for Customer, Address, City or Country.</td>
<td></td>
</tr>
<tr>
<td><strong>starts with</strong>: Enter the starting text for Customer, Address, City or Country.</td>
<td></td>
</tr>
<tr>
<td><strong>ends with</strong>: Enter the ending text or Customer, Address, City or Country.</td>
<td></td>
</tr>
</tbody>
</table>
Navigation Pane

| Value | Enter the relevant value to filter the records. For example, the values can be True/False, Yes/No, or part of the text of the relevant column. |

For example:

1. To search for a Customer and Partner User that has already been enabled, perform the following:
   - Select the desired customers from the gird.
   - Select **Is Selected** from **Filter by: Column** drop-down list.
   - Select **is** from **Condition** drop-down list.
   - Type **True** in the **Value** text box and click **Filter**.
   
   The selected customers are displayed in the gird.

2. To list Customers that begin with the name of **Bank**, perform the following:
   - Select **Customer** from **Filter by: Column** drop-down list.
   - Select **contains** from **Condition** drop-down list.
   - Type **Bank** in the **Value** text box and click **Filter**.
   
   The Customer name that contains bank is displayed in the gird.

You can also sort the column in either ascending or descending order.

   - Select the desired value from the **Column** drop-down list.
   - Select the either ascending or descending from the **Order** drop-down list and click **Sort**.
   - Click **OK**. A message indicating the User has been successfully registered for the selected customers is displayed.

Now Partner Administrators can register a collector. Refer to **Manage Collectors** under Data Sources section.
**Edit User**

A Partner Administrator can modify the details of a user by clicking on the Action menu icon on the left of a row on the Manage Users report and then selecting Edit User from the menu.

As a Partner Administrator, you can change the role of the selected partner user and select the customers whose data the user is entitled to see.
**Delete User**

A Partner Administrator can delete a user’s access to the PSS Portal by clicking on the Action menu icon on the left of a row on the Manage Users report and then selecting Delete User from the menu.

The Delete User window appears to confirm to delete the selected user. Click Delete to delete the user’s access.

**Dashboards**

There are four default dashboards in the Dashboard category. Click + to add a new dashboard. You cannot delete the default dashboards. If you want to make changes to a default dashboard, first save it with a different name and later make the changes.

**Customer Summary**

The Customer Summary report appears the first time you log in to Smart Services Connection for Partner Support Service. This default high-level view of the network health of your customers’ networks and presents you with list the customers’ inventories you have selected in the data filters along with a count of devices with recent or upcoming changes that may require your attention.

> **Note** The count of devices in the Customer Summary includes devices that are “Covered by Other”. When you run the report from the Library > Expiring Contracts, devices “Covered by Other” will not be included and the count of items may not match the Customer Summary.
Engineer

The **Engineer** dashboard presents four billboard summary reports showing status for your customer's inventory collection uploads and customers selected in the Data Filter who have devices affected by recent Field Notices and Critical PSIRTs.

- **The New Collections Available in Last 30 Days** billboard report displays all inventory uploads that were processed in last 30 days, and their associated status.
  - Network and deployment engineers use this report to determine if all of their customers' inventories are successfully uploading on the expected schedule.
  - Click the status for an individual upload to see details about the Inventory collected. If items were not processed, choose **Generate Reports > Not Processed Device Report** to see a listing of Chassis and Cards that were not processed. Items may not have been processed because there are not yet processing rules in the PSS data center or because there was a data discrepancy in one of the Cisco databases.

- **The Customers with Field Notices in Last 30 Days** billboard displays the count of customers who have devices in their inventory with Field Notice alerts reported within 30 days of their most recent inventory upload.
- The **Customers with Critical PSIRTs in last 30 Days** billboard displays a count of customers who have devices in their inventory with critical PSIRT alerts reported within 30 days of their most recent inventory upload.

- The **Failed Inventory Processing** billboard report notifies you if any of your customer’s inventory uploads were not successful. The collected inventory may need to be uploaded again.
Sales Manager

The Sales Manager view presents three billboards that summarize how many customers have been affected by recent or upcoming changes to devices in their collected inventory.

The billboards are based on the customers and inventories selected in the Data Filters.

- The **Customers with Expiring Coverage in Next 90 Days** billboard shows how many of your customers have device(s) with service contract coverages that will expire within 90 days of the most recent inventory upload.
- The **Customers with Expired Coverage in Last 30 Days** billboard shows how many of your customers have device(s) with expired contract coverage in the 30 days before the most recent inventory upload.
- The **Customers with LDOS Items in Next 90 Days** billboard displays the count of customers who have devices that will reach their last day of support within 90 days. When you click the billboard you will see the list of customers and a count of how many devices each customer has with a last 90 days of support. This high level view can be used to determine the potential opportunities.
Service Executive

The **Services Executive** presents two interactive chart summaries and one billboard view that are based on the customers and inventories selected in the Data Filters.

The **Devices Past Last Day of Support** report counts devices that are no longer supported by Cisco and therefore have no support contract. These devices need to be replaced by newer versions. Click the billboard to see a table that lists each device past last day of support.

The **Product Alerts in Last 30 Days** billboard shows both the count and the percent of devices affected by the five different types of product alerts reported within 30 days of the most recent inventory upload. Click the alert type in the pie chart to see a table of all alerts of that type. Double-click a line item to see details about the alert including information about the devices in the customer’s inventory affected by the alert.

The **Covered and Uncovered Devices: Coverage Status** billboard shows the count and percent of devices covered by an active support contract, covered by another partner, not active and not covered.
Working with Dashboards

This section provides information about the following areas:

- Creating, Saving, and Deleting Custom Dashboard Views
- Editing a Dashboard
- Renaming a Dashboard
- Exporting Reports

Creating, Saving, and Deleting Custom Views

This section describes the process for creating the following custom view tasks:

- Creating and Saving Custom Dashboard
Creating and Saving a Custom Dashboard

The purpose of a dashboard is to view multiple reports in one content area. In this section, you are going to see how to create a dashboard that contains all the Contract report information in one dashboard view. The Customer Summary and three default dashboards cannot be deleted from the Dashboard. To modify a default dashboard, you must save it as a different name and then make the changes.

To create a dashboard, perform the following steps:

- Click + in navigation pane next to the Dashboard category.
- The New Dashboard is created and highlighted in the navigation panel.
- Click the Dashboard settings button as shown below.
- Click Rename, enter a name for the New Dashboard and click the Apply button.

- Click the Dashboard settings button.
- Click Layout Template and select a 1, 2, or 3 column layout.
- Select + Add Dashlets from the Dashboard settings menu and select the required report(s) to be saved in dashboard. Each dashlet you select will be listed as an element in the Dashboard drawer to be accessed when needed.
The saved dashboard is now displayed in the Dashboards.

Deleting a Custom Dashboard View
To delete a Custom dashboard view, perform the following steps:

- In the navigation pane, select the dashboard you want to delete.
- Click the Dashboard Settings button.

- Select Delete from the menu.

- Click OK to confirm the deletion.

Note: This does not delete the actual report(s) that were saved in the dashboard, just the dashboard.
**Editing a Dashboard**

Changes that you make to a saved custom dashboard such as adding or deleting reports are saved automatically.

- Select the Custom Dashboard you want to modify.
- From the Dashboard settings menu, select **Save As** and enter a name.
- To move a dashlet report to a different dashboard pane, click and drag the report, releasing the mouse when a dotted line appears in the content pane.

**Renaming a Dashboard**

To rename a custom dashboard, perform the following steps:

- Select the Dashboard you want to rename from the Navigation pane.
- From the **Dashboard Settings** button, select **Rename** option, enter a new name and click **Apply**.

**Note** The four default dashboards cannot be renamed. To create a new, duplicate copy of a default dashboard, select **Save as** from the Dashboard Settings menu. Then you can modify the dashboard by adding or removing dashlets.

**Exporting Reports**

For information on how to export a report see **Export**.
Library
The Library pane of the Smart Services Connection module contains a list of Report categories with their associated report(s). The following list shows the report categories:

- Advanced
- Alerts
- Contracts
- Inventory

Expand or collapse the respective report category to view/hide the reports that are associated with each report category.

Inventory
This section contains the following types of Inventory reports to support management of your customer’s Installed Base:

- All Equipment
- Covered Items
- Devices with Alerts
- Inventory Collection
- Inventory Delta
- Last Date of Support
- Uncovered Items
**All Equipment**

The following information provides screen captures of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

The data in this report displays everything collected by the collector and sent to the data center for processing. Both process and Non-Processed devices will be displayed.

![Screen capture of the All Equipment report](image)

**Description:** The All Equipment report provides you with a list of all the devices for the customer(s)/partner(s) selected in the Data Filters. The following information provides screen captures of the report, a description of the report, and then a list of terms (column headings) with the associated definitions. The report also provides the device warranty information (if required) to determine whether the service coverage is needed for the specified Product IDs.

**Note:** The Contract status in All Equipment combines Covered Items, Uncovered Items, and those items with overdue and terminated contracts.

**Usage:** Drill down by clicking the items that appear in blue to get the list of equipment.

**Column Headings and Definitions:**

- **Category:** The Category of the item displayed.
- **Item Type:** Is the classification of an item as a chassis or card.
- **Serial Number:** The serial number of discovered device that was validated against the Cisco records.
- **Product Family:** Grouping of similar Cisco Product Models.
- **Product Name:** The name of the product.
- **Product ID:** The product id of a discovered device that was validated against Cisco records.
- **Hostname:** The name of the host where this device was discovered.
### IP Address
IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.

### Product Description
The detailed description of the device or card found in the inventory.

- **Collected Serial Number**: The actual Serial Number of the item collected from the network. In some cases, this serial number may be different from what is found in Cisco’s contract databases.
- **Product Model**: The model of product (for example, modules, routers, power supplies).
- **Equipment ID**: A unique Identification number of the equipment.
- **Orig. Inv. Date**: Is the date when the first inventory was collected.
- **Last Inv. Date**: Is the date the last inventory collection ended.
- **Base Product ID**: The product ID of a discovered device that was validated against Cisco records.
- **Installed Ram**: The information related to the RAM installed.
- **HW Version**: The version of the hardware installed on the item.
- **SW Version**: OS Version of the software installed on the item.
- **SW Type**: OS Type of the software.
- **Flash Memory**: The information related to the memory on the item.
- **Manufacturer**: The name of the manufacturer of the item.
- **C3 Instance ID**: A unique identification number that is issued by Cisco to refer to a specific piece of equipment within Cisco's IB records.
- **Ship Date**: The date the item was initially shipped from Cisco.
- **OS Version**: The version of the OS installed on the item.
- **Boot Version**: The version of the bootable OS installed on the item.
- **Feature Set**: The set of the features installed on the item.
- **Category Long Name**: The detailed name of the category of an item.
- **SNMP Location**: The SNMP location of the installed item.
- **Ship-to Address**: The Address noted for the shipment in the Cisco Site record.
- **Installed-at Address**: The first Address line noted in the Cisco Install Site record.
- **Installed-at City**: The City noted in the Cisco Install Site record.
- **Installed-at Country**: The Country noted in the Cisco Install Site record.
- **Bill-to Name**: The name to be billed for the items.
- **System Contact**: The contact details for the system.
- **Slot Number**: The slot number of the item.
- **Card Type**: The type of card used for the item.
- **Device Diagnostics Supported**: Indicates whether the device meets all of the criteria for support of the Device Diagnostics / Smart Call Home capability.
- **Bill-To Customer**: The name of the customer to be billed for the items.
- **Customer**: The Customer that was selected in the Smart Services Connection Data.
Navigation Pane

Filters Customer Drop down.

**Contract Number**: Is the contract identifier of the Cisco Service Contract coverage for the specified product id and serial number.

**Contract Status**: Status of the contract - Active, Expired, Overdue, Terminated.

**Inventory**: The name assigned to the inventory.

**Appliance ID**: A unique identifier of an appliance.

**Bug Search**: Directs to the Bug search tool. Click *View Results* for one line item, parameters are passed to the tool based on the item type selected. Refer the Bug Search Tool for more information.

**Running Config**: Provides a link to the running configuration details.

**Startup Config**: Displays a link that directs to the startup configuration details page of the respective device.

**Show Command**: Displays a link that directs to the details page of the respective device.

**Download Config**: A link to download the configuration details.
Bug Search Tool

From PSS 3.x portal, you can launch the Bug Search Tool to find defects that are open for selected hardware. Perform the following steps to launch and pass the parameters and search the relevant bugs:

1. Login to the Smart Services Connection with your Cisco.com ID [https://services.cisco.com](https://services.cisco.com)
2. Select one or more CUSTOMERS and one or more INVENTORIES in the Data Filters.
3. From the Library, select Inventory > All Equipment.

4. As shown in the above snapshot, right-click a column heading and check the boxes to show fields used to find defects and remove fields not needed.

<table>
<thead>
<tr>
<th>Show Columns</th>
<th>Hide Columns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>Product Family</td>
</tr>
<tr>
<td>Item Type</td>
<td>Product Name</td>
</tr>
<tr>
<td>Serial Number</td>
<td>Hostname</td>
</tr>
<tr>
<td>Product ID</td>
<td>IP Address</td>
</tr>
<tr>
<td>SW Version</td>
<td></td>
</tr>
<tr>
<td>OS Version</td>
<td></td>
</tr>
<tr>
<td>Bug Search</td>
<td></td>
</tr>
</tbody>
</table>

5. It is recommended to filter the All Equipment data grid to select one Item Type at a time.
   - CCM
   - Card
   - Chassis
   - IPPHONE
   - TP
   - UCS
Dashes [---] in the Bug Search column indicate that the tool is not available because item is a 3rd party device or a device without enough information collected.

6. Click **View Results** for one-line item. Parameters passed to the Bug Search tool are based on the Item Type selected.
   - CCM, Chassis, TP and UCS pass the OS Version and Product ID
   - Cards pass Product ID

7. IP Phones pass SW Version and Product ID. The Bug Search Tool is opened and a search is made using the parameters passed to the tool.

The Product ID and other parameters passed to the tool from the PSS Portal are used in the search for bugs affecting the Product ID.

A. Export results to Excel or
B. Click the Bug title for more details.
A sample excel file exported from the Bug search tool.

Covered Items

The following information provides screen captures of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

The data in this report displays only devices with valid contract coverage.

Description: The Covered Items report displays a list of validated items such as chassis, Call Manager (CCM), IP Phone, cards, Unified Computing System (UCS), Telepresence (TP) and Identity Services Engine (ISE) that were discovered on the target network. These items are presently under a service contract.
Navigation Pane

The Covered Items report also provides the device warranty information (if required) to determine whether the service coverage is needed for the specified PIDs.

**Usage:** Mouse hover on the left of row, click on Action icon and then select the CSCC action to quickly open the Cisco Service Contract Center. Contracts managers would typically filter this report to review the contract and support status of their customer's network devices when planning for pending renewals. To do this they would show the "Contract Number", "Service Level", "Coverage End Date" and "Last Day of Support"

Support Engineers use this report to confirm service entitlement by searching for a device’s "Product ID" and "Serial Number"; and then identifying the "Contract Number" and "Installed-At Site Name." These details will be used for PSS foundational services such as partner access to the TAC.

**Column Headings and Definitions:**

- **Category:** The category of the item displayed.
- **Item Type:** Is the classification of an item as a chassis or card.
- **Serial Number:** The serial number of discovered device that was validated against Cisco installed base records.
- **Product Family:** Grouping of similar Cisco Product Models.
- **Product Name:** The name of the product.
- **Product ID:** The product id of a discovered device that was validated against Cisco records.
- **Hostname:** The name of the host where this device was discovered.
- **IP Address:** IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.
- **Serviceable:** Indicates whether the item is serviceable or not. The value is 'N' for not serviceable, and 'Y' if a services price is associated to the item.
- **Contract Number:** The contract identifier of the Cisco Service Contract coverage for the identified Product ID and Serial Number.
- **Coverage End Date:** Date of the service ending.
- **Service Level:** Abbreviated form for the type of service that is active on a Service Contract. (For example, PSUP, PSRT).
- **Warranty End Date:** The End Date of the device warranty.
- **Warranty Type:** The type of the device warranty.
- **Coverage Start Date:** Date of the starting the service.
- **Customer:** The Customer that was selected in the Smart Services Connection Data Filters Customer Drop down.
- **Installed-At City:** The City noted in the Cisco Install Site record.
- **Installed-At Country:** The Country noted in the Cisco Install Site record.
- **Installed-At Postal Code:** The Postal Code noted in the Cisco Install Site record.
- **Installed-At Province:** The Province noted in the Cisco Install Site record.
**Installed-At State**: The State noted in the Cisco Install Site record.

**Instance ID**: A unique identification number that is issued by Cisco to refer to a specific piece of equipment within Cisco’s IB records.

**Inventory**: The name assigned to an inventory.

**Appliance ID**: The unique identifier of an appliance.

**Last Day of Support**: Day that Cisco will no longer offer the opportunity to purchase service coverage on a particular product.

**P/C/S**: An indicator that shows whether an item is a Parent, Child, or Stand Alone within a configuration.

**Parent Instance ID**: Instance ID within a network configuration of the parent item, under which a child item resides, according to Cisco's Installed Base records.

**Ship Date**: The date the item was initially shipped from Cisco.

**SN Entry Type**: The type of device (chassis/card).

**SNMP SysName**: Is the name assigned to a SNMP MIB or the Hostname from CLI data.

**Warranty Start Date**: The Start Date of the device warranty

---

**Devices with Alerts**

The following information provides a screen capture of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

The data in this report displays devices found to be associated with Alerts.

**Description**: Provides you total alerts count for each alert type per device for the customer/partner/inventory.

**Usage**: Support Engineers refer to this report to evaluate and maintain network health by remediating devices affected by alert issues.

From this report you can access the running Config Details column to link directly to the configuration details for the device impacted by alerts. Similarly the Startup Config Details and Show Command Details columns display links that directs to the details page of the respective device.
**Column Headings and Definitions:**

- **Category:** The category of the item displayed.
- **Item Type:** Is the classification of an item as a chassis or card.
- **Serial Number:** The serial number of discovered device that was validated against the Cisco records.
- **Product Family:** The Cisco product family to which the product belongs.
- **Product Name:** Displays the name of the product.
- **PSIRT Count:** Total number of active PSIRT alerts for the device.
- **Intellishield Count:** Total number of IntelliShield alerts count for the device.
- **Field Notices Count:** Total number of field notices count for the device.
- **Software EoX Count:** Total number of software EoX count for the device.
- **Hardware EoX Count:** Total number of hardware EoX count for the device.
- **OS Type:** The specific type of the software that is installed on the host/system.
- **OS Version:** The specific version of the software (Software Type) that is installed on the network element.
- **Running Config Details:** A link that directs to the Running configuration details for the device [displayed for the device that have alerts].
- **Startup Config Details:** A link that directs to the Startup Configuration details for the device [displayed for the device that have alerts].
- **Show Command Details:** A link that directs to the Show Command details for Device. [Displayed for the device that have alerts].
- **Product Description:** The description of the product.
- **Product ID:** A unique identification number of the product.
- **Hostname:** Displays the name of the host.
- **IP Address:** IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.
- **Customer:** The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.
- **Equipment ID:** A unique Identification number of the equipment.
- **Inventory:** The name of the inventory given by customers.
- **Inventory ID:** A unique identification of the Inventory.
- **Appliance ID:** A unique identifier of an appliance.
- **Partner Name:** Displays the name of the partner.
- **Customer ID:** A unique identification of the Customer.
**Inventory Collection**

The following information provides a screen capture of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

**Description:** The Inventory Collection report provides you with a list of all the inventories for the customers for this partner. To view the inventory details, click on the status Success.

**Usage** Refer to the Inventory collection details to see if inventory collections and uploads are taking place on the expected schedule.

**Column Headings and Definitions:**

- **Entitled Company:** The name of the customer company that had an inventory collection performed on their network.
- **Inventory:** The name that was given to this inventory that was processed.
- **Appliance ID:** The ID of the appliance that performed the inventory processing.
- **Upload Date:** The date the inventory was uploaded for processing.
- **Status:** The result of the inventory processing action. [SUCCESS *, PROCESSING, FAILED]
- **Collection OBJID:** The objid has information that is for internal use only.
- **Party Objid:** The objid has information that is for internal use only.
- **User ID:** Is the user ID of the person who requested the inventory collection

**Description:** The Inventory Details Tab report provides details on the successfully upload of inventory for the customers of this partner. On Failed or Processing status, it does not display any details.
**Column Headings and Definitions:**

**CDTL Request OBJID:** Unique Identifier of Collection Detail Trace Log of the inventory.

**Appliance ID:** Unique Identifier of the appliance that performed the inventory collection.

**Upload Start Time:** The date and time the inventory upload was started.

**Upload Finish Time:** The date and time the inventory upload was finished.

**Collected Item Count:** The number of items collected during collection.

**Number of Items Reported:** The number of items displayed in the inventory report.

**Not Collected Count:** The number of items not collected during collection but available in the seed file.

**Managed Device Count:** The count of the managed devices in an inventory.

**Number of Items not Reported:** The number of items available in the collection but not displayed in the report because of various fallouts.

**Collector Type:** The type of collector used for this inventory collection.

**Collection OBJID:** Unique identifier for this collection.

**Inventory Delta**

The following information provides a screen capture of the Inventory delta report, a description of the report, and then a list of terms (column headings) with the associated definitions.

**Description:** The Inventory Delta report provides you with a list of deltas for the following items with respect to inventory between two specific dates.

- Changes to the number of items collected based on the contract status of two specific dates.
- Changes to software release versions.

Each change links to the All Items inventory view for items changed between two dates.

**Usage:** The Inventory Delta report provides information on only one customer inventory. Be sure to select a single inventory from the Data Filters prior to selecting this report from the Library. To set the start and end dates, click **Change Dates**. The Delta Range Setting dialog box appears. You can choose the dates from the calendar and click **Generate**. The Inventory Delta report appears for the selected two
specific dates. Click a blue hyperlink below a field to show a list of devices that have been added, deleted, or changed, or to download an offline PDF or Excel report.

**Column Headings and Definitions:**

**Customer:** The name of the customer.

**Beginning Total Equipment:** Total number of devices that were collected on the start date. The number in this column links to All Items report.

**Added:** Number of devices added in the collections between the two dates. The number in this column links to the Device Grid.

**Note:** There might be some discrepancies in **Inventory Delta Report > Added Equipment Count.** The discrepancy in the Added Equipment LNP is due to the replication of device details with Alerts, Contract details and so on.

**Deleted:** Number of devices deleted in the collections between two dates. The number in this column links to Device Grid.

**Changed:** Number of attributes changed in the devices.

**Ending Total Equipment:** Total number of devices that were collected on the end date. The number in this column links to the Device Grid.

**Download Offline Report:** The offline report is downloadable in the following required formats – XLS or PDF for the selected two dates. When you click the required format link in the report, the request is submitted for generating the offline inventory delta report. You can then view the delta report under My Reports in the left navigation pane.

**Note:** You cannot traverse back to the Inventory Delta report, after you launch All Items report. You need to click the Inventory Delta again, choose the start/end dates, and then generate the delta report.
### Added Drill Down Report

The Added Equipment report provides information on the device added.

![](image)

**Column Headings and Definitions:**

- **Hostname**: The name of the host where this device was discovered.
- **IP Address**: IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.
- **Serial Number**: The serial number of discovered device that was validated against the Cisco records.
- **Product ID**: The product id of a discovered device that was validated against Cisco records.
- **Item Type**: Is the classification of an item as a chassis or card.
- **Product Name**: The name of the product.
- **Product Family**: Grouping of similar Cisco Product Models.
- **Equipment Type**: A unique Identification number of the equipment.
**Last Day of Support**

The following information provides screen captures of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

![Image of Last Day of Support report](image)

**Description:** The Last Day of Support report provides a list of covered and validated uncovered items where the LDoS has past or the published date is within the next two years.

**Usage:** Sales Managers refer to the Last Day of Support report to see which devices should be replaced because of LDoS. Another report Sales Managers should consider using is Generate Reports > Uncovered Device Report because it includes information on suggested replacement PIDs including price and one possible service levels.

Service Executives refer to this report for a count of only those items that are past LDoS to develop a plan for product refresh.

**Column Headings and Definitions:**

**Category:** The category of the item displayed.

**Item Type:** Is the classification of an item as a chassis or card.

**Serial Number:** The serial number of discovered device that was validated against Cisco installed base records.
Uncovered Items

The following information provides screen captures of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

The data in this grid displays all items found that are not covered by a valid Cisco service contract. Both processed and Non-Processed devices will be displayed.

Description: The Uncovered Devices report lists those items found during network discovery that are not presently covered under a service contract, such as chassis, Call Manager (CCM), IP Phones, cards, Unified Computing System (UCS), TelePresence (TP) and Identity Services Engine (ISE) devices.

The Uncovered Items report also provides the device warranty information (if required) to determine whether the service coverage is needed for the specified PIDs.

Usage: Contract Managers check which devices are serviceable and eligible for contract coverage.

Sales Managers review warranty details of uncovered devices, for one or more customers to determine which uncovered devices should be covered under a service contract. Using the device details in the report, the Sales manager can develop contract proposal.

Support Engineers use this report to confirm service entitlement by searching for a device’s “Product ID” and “Serial Number”; and then identifying the “Contract Number” and “Installed-At Site Name.” These details will be used for PSS foundational services such as partner access to the TAC.

Column Headings and Definitions:

Category: The category of the item displayed.

Item Type: Is the classification of an item as a chassis or card.

Serial Number: The serial number of discovered device that was validated against Cisco installed base records.

Product Family: Grouping of similar Cisco Product Models.

Product Name: The name of the product.

Product ID: The product id of a discovered device that was validated against...
Hostname: The name of the host where this device was discovered.

IP Address: IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.

Serviceable: Indicates whether the item is serviceable or not. The value is ‘N’ for not serviceable, and ‘Y’ if a services price is associated to the item.

Warranty End Date: The End Date of the device warranty.

Warranty Type: The type of the device warranty.

Collected Serial Number: The actual Serial Number of the item collected from the network. In some cases, this serial number may be different from what is found in Cisco’s contract databases.

Collected Product ID: The actual PID of the item collected from the network. In some cases, this PID may be different from what is found in Cisco’s contract databases.

Customer: The Customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

Installed-At City: The City noted in the Cisco Install Site record.

Installed-At Country: The Country noted in the Cisco Install Site record.

Installed-At Postal Code: The Postal Code noted in the Cisco Install Site record.

Installed-At Province: The Province noted in the Cisco Install Site record.

Installed-At State: The State noted in the Cisco Install Site record.

Instance ID: A unique identification number that is issued by Cisco to refer to a specific piece of equipment within Cisco’s IB records.

Inventory: The name assigned to an inventory.

Appliance ID: A unique identification of an appliance.

Last Day of Support: Day that Cisco will no longer offer the opportunity to purchase service coverage on a particular product.

P/C/S: An indicator that shows whether an item is a Parent, Child, or Stand Alone within a configuration.

Parent Instance ID: Instance ID within a network configuration of the parent item, under which a child item resides, according to Cisco’s Installed Base records.

Ship Date: The date the item was initially shipped from Cisco.

SN Entry Type: The type of device (chassis/card).

SNMP SysName: Is the name assigned to a SNMP MIB or the Hostname from CLI data.

Warranty Start Date: The Start Date of the device warranty.
Navigation Pane

Contracts

The following items are a list of the various types of contract reports:

- **All Contracts**
- **Expiring Contracts**
- **Product**

**All Contracts**

The following information provides a screen capture of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

The data in this report is based on the customers and inventories you have selected in the data filter. It will display only valid contracts your CCO ID has been enabled to view for your company. Multiple contract numbers will be displayed when the coverage Start and Coverage Stop dates for devices coverage varies.

**Description:** The All Contracts report provides a comprehensive list of all contracts in relation to the items that were both found and validated by the network discovery.

**Usage:** Drill down by clicking the Contract number that appears in blue to view the contract details and the list of covered items.

**Column Headings and Definitions:**

**Contract Number:** The contract identifier of the Cisco Service Contract coverage for the specified Product ID and Serial Number.

**Contract Status:** Status of the contract. Active, Expired, Overdue, Terminated.

**Bill-To Customer:** The name of the customer that is attached to items covered on the contract.

**Customer:** The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.
Contract Number Drill Down Report

The Contract Number drill down report provides three tabs of contract information including, Details, Covered, and Extended Details. These tabs provide a comprehensive contract details and a list of all devices covered by the contract.

Details Tab:

This tab shows the contract number, status, Bill-To Customer and Customer.

Inventory: The name assigned to an inventory.

Appliance ID: A unique identification of an appliance.

Contract Start Date: Is the date of the contract started.

Contract End Date: Is the date of the contract ends.

Coverage Start Date: Is the date the contract starts providing coverage for the associated device.

Coverage End Date: Is the date the contract no longer provides coverage for the associated device.

Covered Tab:

Inventory: The name assigned to an inventory.

Appliance ID: A unique identification of an appliance.

Contract Start Date: Is the date of the contract started.

Contract End Date: Is the date of the contract ends.

Coverage Start Date: Is the date the contract starts providing coverage for the associated device.

Coverage End Date: Is the date the contract no longer provides coverage for the associated device.
**Description:** The Covered tab provides a list of all devices that are covered under the selected Contract number.

**Column Headings and Definitions:**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostname</td>
<td>Is the assigned name for a particular device that is part of a computer network.</td>
</tr>
<tr>
<td>IP Address</td>
<td>IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.</td>
</tr>
<tr>
<td>Serial Number</td>
<td>The serial number of discovered device that was validated against Cisco installed base records.</td>
</tr>
<tr>
<td>Product ID</td>
<td>The product id of a discovered device that was validated against Cisco records.</td>
</tr>
<tr>
<td>Hardware Type</td>
<td>The type of Hardware.</td>
</tr>
<tr>
<td>Product Family</td>
<td>Grouping of similar Cisco Product Models.</td>
</tr>
<tr>
<td>Coverage Status</td>
<td>The status [Active/Not Active] of the coverage contract.</td>
</tr>
<tr>
<td>Coverage End Date</td>
<td>Is the date the contract no longer provides coverage for the associated device.</td>
</tr>
<tr>
<td>Service Level</td>
<td>Abbreviated form for the type of service that is active on a Service Contract. (Examples, NCJT).</td>
</tr>
<tr>
<td>SLA Type</td>
<td>The type of Service-Level Agreement.</td>
</tr>
<tr>
<td>Installed-At Site ID</td>
<td>The ID of the install site in the contract, which is created and synched up with Cisco contracts database.</td>
</tr>
<tr>
<td>Bill-To Customer</td>
<td>Name to which the billing is sent.</td>
</tr>
<tr>
<td>Bill-To Country</td>
<td>Name of the country of the customer that is attached to the device's contract.</td>
</tr>
<tr>
<td>Installed-At Site Address 1</td>
<td>The first Address noted in the Cisco Install Site record.</td>
</tr>
<tr>
<td>Installed-At City</td>
<td>The City noted in the Cisco Install Site record.</td>
</tr>
<tr>
<td>Installed-At Province</td>
<td>The Province noted in the Cisco Install Site record.</td>
</tr>
<tr>
<td>Installed-At Country</td>
<td>The Country noted in the Cisco Install Site record.</td>
</tr>
<tr>
<td>Installed-At Postal Code</td>
<td>The Postal code noted in the Cisco Install Site record.</td>
</tr>
<tr>
<td>Ship-To Address 1</td>
<td>The first address where shipments are sent.</td>
</tr>
<tr>
<td>Ship-To City</td>
<td>The City where the shipment is sent.</td>
</tr>
<tr>
<td>Ship-To Province</td>
<td>The Province noted for the shipment.</td>
</tr>
<tr>
<td>Ship-To Country</td>
<td>The Country noted for the shipment.</td>
</tr>
<tr>
<td>Ship-To Postal Code</td>
<td>The Postal Code for the shipment.</td>
</tr>
<tr>
<td>Customer</td>
<td>The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.</td>
</tr>
<tr>
<td>Inventory</td>
<td>The name assigned to the inventory of the customer.</td>
</tr>
<tr>
<td>Appliance ID</td>
<td>A unique identification of an appliance.</td>
</tr>
<tr>
<td>Installed-At Site Address 2</td>
<td>The second Address noted in the Cisco Install Site record.</td>
</tr>
</tbody>
</table>
Ship-To Address 2: The second Address noted for the shipment in the Cisco Site record.

Warranty Start Date: The Start Date of the device warranty.

Warranty End Date: The End Date of the device warranty.

Warranty Type: The type of device warranty.

Equipment ID: A unique Identification number of the equipment.

Serviceable: Indicates whether the item is serviceable or not. The value is 'No' for not serviceable, and 'Yes' if a services price is associated to the item.

Hardline: The type of hardline network to be set.

Partner: The name of the partner.

Inventory_ID: A unique identifier of the inventory.

Contract Number: Is the contract identifier of the Cisco Service Contract coverage for the specified product id and serial number.

P/C/S: An indicator that shows whether an item is a Parent, Child, or Stand Alone within a configuration.

Coverage Start Date: Is the date the contract starts providing coverage for the associated device.

Last Date of Support: The last date of the devices support.

Parent Instance ID: Instance ID within a network configuration of the parent item, under which a child item resides, according to Cisco's Installed Base records.

Instance ID: A unique identification number that is issued by Cisco to refer to a specific piece of equipment within Cisco's IB records.

Customer ID: A unique Identification number of the customer.

Extended Details Tab:

**Description:** The Extended Details tab provides a comprehensive list of all the details for the selected contract.

**Column Headings and Definitions:**

**Contract Number:** The contract identifier of the Cisco Service Contract coverage for the specified Product ID and Serial Number.

**Contract Status:** Status of the contract. Active, Expired, Overdue, Terminated.

**Customer:** The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

**Service Level End Date:** The end date of a contract.

**Service Level:** Abbreviated form for the type of service that is active on a Service Contract. (Examples,
NCJT, NCD4P).

**Service Level Description**: Description of the service level (examples CMB SPT SVC 8X5XNBD (NCJT) or CMB SPT SVC 24X7X4OS).

**Bill-To Customer**: The name of the customer that is attached to items covered on the contract.

**Service Level Start Date**: The start date of a contract.

**Bill-To Country**: Name of the country of the customer that is attached to the device's contract.

**Installed-At Site ID**: The ID of the install site in the contract, which is created and synched up with Cisco contracts database.

**Installed-At Site Name**: The name of the install site in the contract, which is created and synched up with Cisco contracts database.

**Installed-At Site Address**: The Installed-At Address noted in the Cisco Install Site record.

**Installed-At City**: The City noted in the Cisco Install Site record.

**Installed-At Province**: The Province noted in the Cisco Install Site record.

**Installed-At State**: The State noted in the Cisco Install Site record.

**Installed-At Country**: The Country noted in the Cisco Install Site record.

**Installed-At Postal Code**: The Postal Code noted in the Cisco Install Site record.

**Expiring Contracts**

The following information provides a screen capture of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

**Description**: Displays the list of contracts that are going to expire in the next month.

**Usage**: Click on the contract number to get the list of covered items and extended details of the contract.

**Column Headings and Definitions**:

**Contract Number**: The contract identifier of the Cisco Service Contract coverage for the specified Product ID and Serial Number.

**Contract Status**: Status of the contract. Active, Expired, Overdue, Terminated
**Bill-to Customer:** The name of the customer that is attached to items covered on the contract.

**Customer:** The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

**Inventory:** The name assigned to an inventory.

**Appliance ID:** A unique identifier of an appliance.

**Contract Start Date:** Is the date of the contract started.

**Contract End Date:** Is the date of the contract ends.

**Coverage Start Date:** Is the date the contract starts providing coverage for the associated device.

**Coverage End Date:** Is the date the contract no longer provides coverage for the associated device.
Contract Number Drill down Report for Expiring Contracts

The Contract Number drill down report for expiring contracts provides three tabs of contract information including: Details, Covered, and Extended Details. These tabs provide comprehensive contract details and a list of all devices whose coverage will soon expire.

Details Tab:

This tab shows the contract number, status, Bill-To Customer and Customer.

---

**Description:** The Covered tab provides a list of all devices that are covered under the selected Contract number.

**Column Headings and Definitions:**

**Hostname:** Is the assigned name for a particular device that is part of a computer network.

**IP Address:** IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.

**Serial Number:** The serial number of discovered device that was validated against Cisco installed base records.
**Product ID:** The product id of a discovered device that was validated against Cisco records.

**Hardware Type:** The type of Hardware.

**Product Family:** Grouping of similar Cisco Product Models.

**Coverage Status:** The status [Active/Not Active] of the coverage contract.

**Coverage End Date:** Is the date the contract no longer provides coverage for the associated device.

**Service Level:** Abbreviated form for the type of service that is active on a Service Contract. (Examples, NCJT, NCD4P).

**SLA Type:** The type of Service-Level Agreement.

**Installed-At Site ID:** The ID of the install site in the contract, which is created and synched up with Cisco contracts database.

**Bill-To Customer:** Name to which the billing is sent.

**Bill-To Country:** Name of the country of the customer that is attached to the device’s contract.

**Installed-At Site Address1:** The first Address noted in the Cisco Install Site record.

**Installed-At City:** The City noted in the Cisco Install Site record.

**Installed-At Province:** The Province noted in the Cisco Install Site record.

**Installed-At Country:** The Country noted in the Cisco Install Site record.

**Installed-At Postal Code:** The Postal code noted in the Cisco Install Site record.

**Ship-To Address1:** The first address where shipments are sent.

**Ship-To City:** The City where the shipment is sent.

**Ship-To Province:** The Province noted for the shipment.

**Ship-To Country:** The Country noted for the shipment.

**Ship-To Postal Code:** The Postal Code for the shipment.

**Customer:** The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

**Inventory:** The name assigned to the inventory of the customer.

**Appliance ID:** A unique identification number of an appliance.

**Installed-At Site Address 2:** The second Address noted in the Cisco Install Site record.

**Ship-To Address 2:** The second Address noted for the shipment in the Cisco Site record.

**Warranty Start Date:** The Start Date of the device warranty.

**Warranty End Date:** The End Date of the device warranty.

**Warranty Type:** The type of device warranty.

**Equipment ID:** A unique Identification number of the equipment.

**P/C/S:** An indicator that shows whether an item is a Parent, Child, or Stand Alone within a configuration.

**Coverage Start Date:** Is the date the contract starts providing coverage for the associated device.

**Contract Number:** Is the contract identifier of the Cisco Service Contract coverage for the
specified product id and serial number.

**Partner:** The name of the partner.

**Serviceable:** Indicates whether the item is serviceable or not. The value is 'N' for not serviceable, and 'Y' if a services price is associated to the item.

**Inventory ID:** A unique identifier of the inventory.

**Parent Instance ID:** Instance ID within a network configuration of the parent item, under which a child item resides, according to Cisco's Installed Base records.

**Instance ID:** A unique identification number that is issued by Cisco to refer to a specific piece of equipment within Cisco's IB records.

**Last Date of Support:** The last date of the devices support.

**Hardline:** The type of hardline network to be set.

**Customer:** A unique identification number of the customer.

### Extended Details Tab:

*Description:* The Extended Details tab provides a comprehensive list of all the details for the selected contract that will soon expire.

**Column Headings and Definitions:**

**Contract Number:** The contract identifier of the Cisco Service Contract coverage for the specified Product ID and Serial Number.

**Contract Status:** Status of the contract. Active, Expired, Overdue, Terminated.

**Customer:** The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

**Service Level End Date:** The end date of a contract.

**Service Level:** Abbreviated form for the type of service that is active on a Service Contract. (Examples, NCJT, NCD4P).

**Service Level Description:** Description of the service level (examples CMB SPT SVC 8X5XNBD (NCJT) or CMB SPT SVC 24X7X4OS).

**Bill-To Country:** Name of the country of the customer that is attached to the device's contract.

**Installed-At Site ID:** The ID of the install site in the contract, which is created and synched up with Cisco contracts database.

**Installed-At Site Name:** The name of the install site in the contract, which is created and synched up with Cisco contracts database.

**Installed-At Address:** The Installed-At Address noted in the Cisco Install Site Site record.
**Installed-At City:** The City noted in the Cisco Install Site record.

**Installed-At Province:** The Province noted in the Cisco Install Site record.

**Installed-At State:** The State noted in the Cisco Install Site record.

**Installed-At Country:** The Country noted in the Cisco Install Site record.

**Installed-At Postal Code:** The Postal Code noted in the Cisco Install Site record.

**Product**

The following information provides a screen capture of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

![Image of a screen capture of the report](image)

**Description:** The Product report provides a comprehensive list of all product types that were electronically found during a network discovery.

**Usage:** Drill down by clicking the items that appear in blue to get additional information. Click the blue link for covered or uncovered items to display all the data about a device(s).

**Column Headings and Definitions:**

- **Item Type:** Is the classification of an item as a chassis or card.
- **Product ID:** Alpha-numeric reference to a specific Cisco Product Model.
- **Product Name:** The name of the product.
- **Total:** Count of identical PID’s.
- **Covered:** Count of items that are covered out of the “Total Count”.
- **Uncovered:** Count of items that are not covered out of the “Total Count”.
- **Serviceable:** Indicates whether the item is serviceable or not. The value is ‘No’ for not serviceable, and ‘Yes’ if a services price is associated to the item.
- **Product Family:** Grouping of similar Cisco Product Models.
Chapter 3 Smart Services Connection

Product Description: The detailed description of the device or card found in the inventory.

Customer: The customer that is selected in the Smart Services Connection Data Filters Customer Drop down.

Inventory: The name of the inventory given by customers.

Appliance ID: A unique identification number of an appliance.

Alerts

This report category has the following associated report:

- All Alerts

All Alerts

The following information provides a screen capture of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Status</th>
<th>Match Co...</th>
<th>Alert La...</th>
<th>Al...</th>
<th>C...</th>
<th>More L...</th>
<th>CV...</th>
<th>I...</th>
<th>IS...</th>
<th>ID...</th>
<th>IS...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field-Not...</td>
<td>“Expired” FN - 28...</td>
<td>ACTIVE</td>
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<td>Hardware...</td>
<td>Cisco 2600 Series...</td>
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</tr>
</tbody>
</table>

Description: Displays latest product alerts for given partner/customer/inventory or all by default.

Usage: Click in the Type column filter in the heading and click to filter the report by Alert type. Click on Alert Description to display a list of devices affected by the alert.

Column Headings and Definitions:

Type: The type of alert, (for example, Hardware or Software EOX alert, PSIRT, Intellishield, Field Notice).

Alert Description: The description of the Product Alert.
Alert Status: Indicates whether the alert is still an active alert or not.

Match Confidence: Displays the confidence level [Vulnerable / Potential Vulnerable] of the alerts based on the alert types: PSIRT, Product Security, Intellishield and Field Notice.

Alert Last Updated: The last date an inventory was collected.

More Info: The URL address for Product Alert Definition.

Customer: The customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

Alert ID: The unique identifier for each alert.

Customer ID: A unique identification of the Customer.

CVSS Base Score: The base score of CVSS. The score is displayed only for Intellishield Alert type device.

CVSS Temp Score: The base score of CVSS. The score is displayed only for Intellishield Alert type device.

Inventory: The name of the inventory given by customers.

IS Cred Desc: The credibility description for Intellishield alert type device.

IS Cred Score: The credibility score for Intellishield alert type device.

IS Sev Desc: The severity description for Intellishield alert type device.

IS Sev Score: The severity score for Intellishield alert type device.

IS Urgency Desc: The urgency description for Intellishield alert type device.

IS Urgency Score: The urgency score for Intellishield alert type device.

OS Type: Displays the type of Operating System.

OS Version: Displays the version of OS only for Intellishield Alert.

Partner Name: The name of the partner.

Inventory ID: A unique identification of the Inventory.

Appliance ID: A unique identification of an appliance.

Security Impact Rating: Severity of the PSIRT’s affecting the devices in the Portal. Cisco uses the Security Impact Rating (SIR) as a way to categorize vulnerability severity in a simpler manner. The SIR is based on the CVSS Qualitative Severity Rating Scale of the base score, may be adjusted by PSIRT to account for Cisco-specific variables, and is included in every Cisco Security Advisory. The following table lists the Security Impact Rating.

<table>
<thead>
<tr>
<th>Security Impact Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>Low severity</td>
</tr>
<tr>
<td>Medium</td>
<td>Medium severity</td>
</tr>
<tr>
<td>High</td>
<td>High severity</td>
</tr>
</tbody>
</table>

Some PSIRT’s like Network Address Translation (NAT) will not show Security Impact Rating.

CVE ID: A unique identification of the Common Vulnerability and Exposures for the PSIRT alert ids.
You can select PSIRTS, CVE ID, Security Impact Rating, Description, Match Confidence, Last updated, and other selection to create/export a report like this:

**First Publish Date**: The date when the alert was first published.

**Last Publish Date**: The date when the alert was last published.
All Alerts Drill Down Report
The Alerts drill down report provides details on the affected devices. Select the hyperlink on Alert Description to navigate to All Alerts Drill Down Report.

Details tab:
This tab shows the Alert ID, description, type, Cisco.com info, collection date and last updated.

<table>
<thead>
<tr>
<th>Alert ID</th>
<th>Description</th>
<th>Type</th>
<th>More Info</th>
<th>Collection Date</th>
<th>Last Updated</th>
</tr>
</thead>
</table>

Affected Devices tab:

<table>
<thead>
<tr>
<th>Affected Device Name</th>
<th>IP Address</th>
<th>Serial Number</th>
<th>Product ID</th>
<th>Device Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>N8K</td>
<td>172.23.164.221</td>
<td>FOC1734R004</td>
<td>N8K-C6001-64P</td>
<td>Data Center Switches</td>
</tr>
</tbody>
</table>

**Description**: The Affected Devices tab provides a comprehensive list of all the affected devices for the selected device that is vulnerable/potentially vulnerable.

**Column Headings and Definitions**:

**Affected Device Name**: The name of the affected device.

**IP Address**: IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.

**Serial Number**: The serial number of discovered device that was validated against Cisco installed base records.

**Product ID**: A unique identification of the product.

**Device Type**: The type of affected device.

**Alert ID**: A unique identification the alert.

**Match Confidence**: Displays the confidence level [Vulnerable / Potential Vulnerable] of the alerts based on the alert types: PSIRT, Product Security, Intellishield and Field Notice.

**Contract Number**: The contract identifier of the Cisco Service Contract coverage for the identified Product ID and Serial Number.

**Contract Status**: The status of the affected contract.

**OS Type**: The type of the software.

**OS Version**: The version of the software.
Navigation Pane

**Coverage End Date:** Is the date the contract no longer provides coverage for the associated device.

**Equipment ID:** A unique identification of the equipment.

**Appliance ID:** A unique identification of the appliance.

**Inventory:** The name of the inventory.

**Inventory ID:** A unique identification of the inventory.

**Alert Type:** The type of the alert.

**Partner ID:** A unique identification of the partner.

**Recommended Products tab:**

![Recommended Products Tab](image)

**Description:** The Recommended Products tab provides a comprehensive list on the products recommended for the selected device that is vulnerable/potentially vulnerable.

**Note:** Recommended Products are only provided for Hardware EoX alerts. Also, it is possible that more than one replacement product is available for Hardware EoX devices.

**Column Headings and Definitions:**

**Product ID:** A unique identification of the product.

**Product Model:** The model of product (for example, modules, routers, power supplies).

**Product Series:** Series of same product models.

**Promotion URL:** A uniform resource locator of the product promotion. A reference link of the promotion of a product.

**Product Homepage:** A reference to the homepage of the product.

**Product Data Sheet:** A reference to the data sheets of the product.

**Product White Paper:** A reference to the whitepaper and documents of the product.

**Product Additional Information:** Any information related to the product.
Advanced

This report category has the following associated report:

- All Coverage

All Coverage

The following information provides screen captures of the report, a description of the report, and then a list of terms (column headings) with the associated definitions.

Description: The All Coverage report provides you with a list of all the devices for the customer/partner. The report also provides the device warranty information (if required) to determine whether the service coverage is needed for the specified PIDs.

Usage: Click a Serial Number hotlink to see Host Name Details such as SW Details, Interfaces, SW features, Attached HW, Contracts and Alerts. If you have access to the Cisco Service Contract Center (CSCC), Mouse over the checkbox on the left of a row, click the Action icon and select CSCC Link to open the Cisco Service Contract Center and view, create, or modify Cisco service contracts.

Column Headings and Definitions:

Hostname: The name of the host where this device was discovered.

IP Address: IP Address of the physical entity. The address is a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.

Serial Number: The serial number of discovered device that was validated against the Cisco records.

Product ID: The product ID of a discovered device that was validated against Cisco records.

Product Family: Grouping of similar Cisco Product Models.

Customer: The Customer that was selected in the Smart Services Connection Data Filters Customer Drop down.

Installed–At Site Name: The name that was given to the location where the associated device was installed.

sysLocation: The physical location of the item as configured on the device.
**Item Type:** Is the classification of an item as a chassis or card.

**Software Version:** OS Version of the software installed on the item.

**Product Description:** The detailed description of the device or card found in the inventory.

**Software Type:** OS Type of the software

**Device Diagnostics Supported:** Indicates whether the device meets all of the criteria for support of the Device Diagnostics / Smart Call Home capability.

**Child Hardware:** Identifies how many children are associated to the parent equipment.

**Collection Date:** Is the date the inventory was collected.

**Instance ID:** A unique identification number that is issued by Cisco to refer to a specific piece of equipment within Cisco's IB records.

**Contract Number:** Is the contract identifier of the Cisco Service Contract coverage for the specified product id and serial number.

**Service Level:** Abbreviated form for the type of service that is active on a Service Contract. (For example, PSUP, PSRT).

**Coverage Start Date:** Is the date the contract starts providing coverage for the associated device.

**Coverage End Date:** Is the date the contract no longer provides coverage for the associated device.

**City:** The City noted in the Cisco Install Site record.

**Country:** The Country noted in the Cisco Install Site record.

**SysName:** Is the name assigned to a SNMP MIB or the Hostname from CLI data.

**Bill-To Customer:** Name to which the billing is sent.

**Warranty Start Date:** The Start Date of the device warranty.

**Warranty End Date:** The End Date of the device warranty.

**Warranty Type:** The type of the device warranty.

**Coverage Status:** The status [Active/Not Active] of the coverage contract.

**Recognized / Not-Recognized:** Indicates whether the equipment has been recognized by Cisco.

**Last Date of Support:** The last date of the devices support.

**Parent Equipment:** Is a number that identifies the type of equipment the parent is.

**Ship Date:** The date the item was initially shipped from Cisco.

**Inventory:** The name assigned to the inventory.

**Appliance ID:** ID of the appliance that collected the data.

**Product Type:** The type of product (for example, modules, routers, power supplies).

**Collector Type:** The type of collector (for example, CSP-C).

**Installed-At Site ID:** The ID of the install site in the contract, which is created and synched up with Cisco contracts database.

**Contract Status:** Status of the contract - Active, Expired, Overdue, Terminated.

**Collected Product ID:** The actual PID of the item collected from the network. In some cases, this PID may be different from what is found in Cisco's contract databases.

**Collected Serial Number:** The actual Serial Number of the item collected from the network. In some cases, this serial number may be different from what is found in Cisco’s contract databases.

**Instance Number:** A unique reference number that is issued by Cisco to refer to a specific piece of equipment within Cisco's IB records.

**Equipment ID:** A unique Identification number of the equipment.
Serial Number Status: The status of the serial number.

Hardware Type: The type of Hardware.