Q&A

Top 10 Things to Know Before You Get Started with Cisco Active Advisor

Q. Is it **really** free?

A. Absolutely. It doesn't cost money. To get started, log in to http://www.ciscoactiveadvisor.com with your Cisco.com account. If you don't have a Cisco.com account you can register here: https://tools.cisco.com/RPF/register/register.do.

Q. What products does it support?

A. Cisco® switches, routers, wireless access points, wireless LAN controllers, security appliances (Cisco Adaptive Security Appliances [ASA]), line cards, modules, as well as selected phones and Cisco Unified Communications devices. For a current list of products, go here: https://ciscoactiveadvisor.com/ux/app/resources/images/CAA_Supported%20Device%20list.xlsx.

Q. Does it identify products that are not Cisco products?

A. No. We are considering adding support for third-party devices in the future. That support will be limited to discovery only.

Q. Do I need to open any ports or allow special access to register devices?

A. No. The Cisco Active Advisor scanner runs inside the web browser of the computer you log in with. The scan is performed locally from your PC and can identify any Cisco device your PC can communicate with.

Q. Can I share my device list with someone I work with?

A. No. However, multiple individuals from your company can register the same devices and see the same reports.

Q. Does it know what devices are covered by my support contract?

A. Yes. If you register a device with a Cisco.com username that is entitled on the support contract, then Cisco Active Advisor will report the contract details for that device.

Q. Does it identify software releases?

A. Yes. Cisco Active Advisor will identify and report the software version for each device.

Q. Do I have to install any software on a dedicated PC?

A. No. The scanner requires Java 6, or later, be installed on your computer. No software or dedicated PC is required. Simply provide the device credentials and IP address range of your Cisco network to get started.

Q. Can I export the reports?

A. Yes. Each list in the portal can be exported as a PDF or XLS document for your records.

Q. Where can I go for more information or help with the Cisco Active Advisor service?

A. Send any questions, comments or other feedback to caa-help@cisco.com.

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