

# Provide Data to Smart Net Total Care Through the SolarWinds NCM

This document describes how to upload the data that is collected by the SolarWinds Network Configuration Manager (NCM) application to Cisco so that the Smart Net Total Care™ Service can analyze it and provide reports.

This collection option is a good choice if you already use a SolarWinds NCM, as it does not require you to install another collector in order to analyze your network health with the portal reports. If you choose not to use the SolarWinds NCM as a collector, there are alternative collection options that are available. Refer to the [Device Data Collection Options](#) document for more information. If you do not currently use the SolarWinds NCM but want to explore the option further, then you can refer to the [SolarWinds](#) website for more details.

## Support

While the SolarWinds application can be used with the Smart Net Total Care portal, you must contact [SolarWinds support](#) directly for any questions that you have about the NCM setup and operation. For questions about the Smart Net Total Care portal and reports, post a question to the [Smart Net Total Care Community](#).

## Get Started

If you already use the SolarWinds NCM, then you must install and use the NCM Connector for Cisco SmartAdvisor in order to upload your data to Cisco.

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Tip: Refer to the [Network Configuration Manager Evaluation Guide](#) in order to obtain details about how to install the NCM and run a discovery.

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## Upload the Discovered Data to Cisco

After you run the discovery, you must use the SolarWinds NCM Connector for Cisco SmartAdvisor in order to upload the data to Cisco.

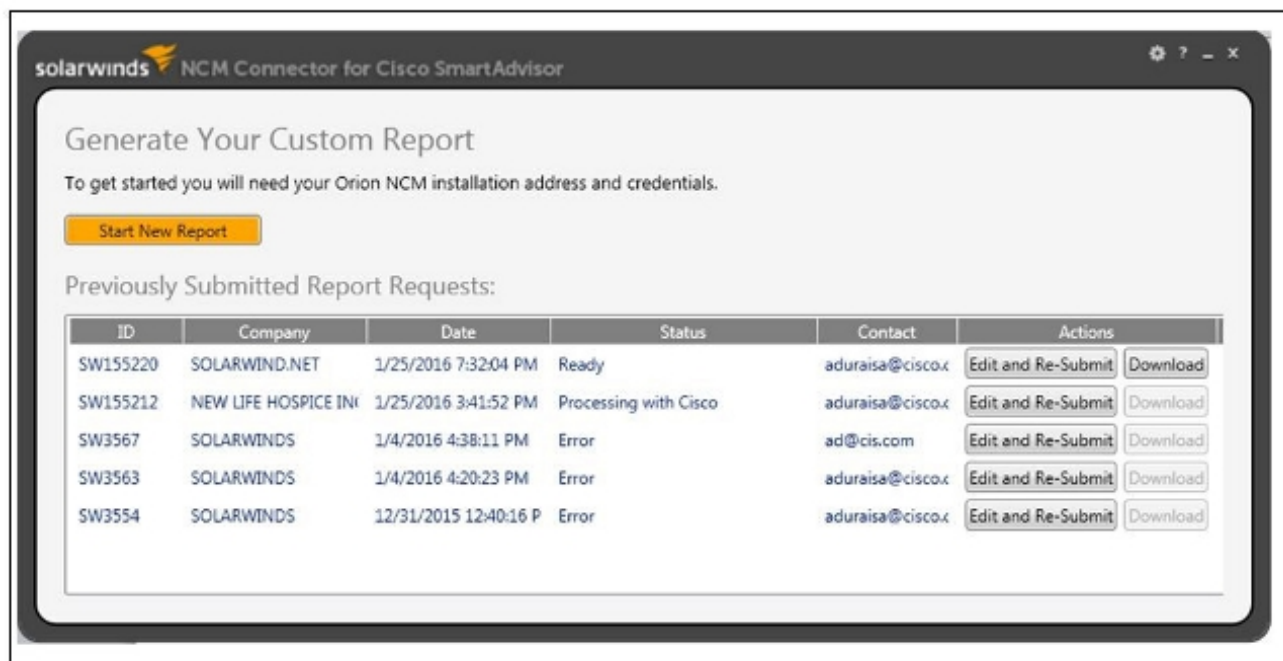
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Note: You must have the customer administrator or Cisco branded reseller (CBR) administrator role in order to upload your data to Cisco.

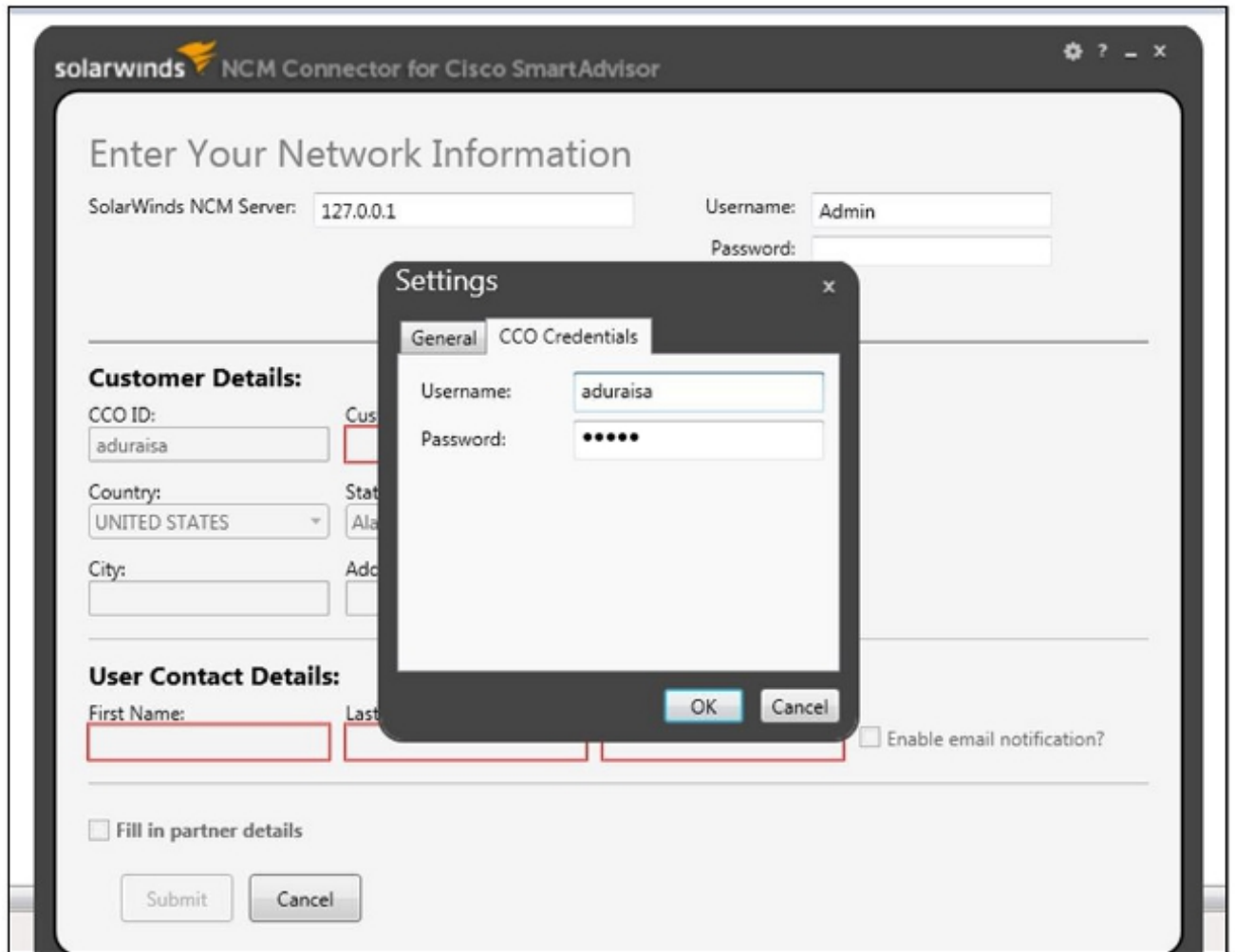
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Complete these steps in order to upload your discovered data to Cisco:

1. Open the NCM Connector for Cisco SmartAdvisor from the Windows Start menu, and then click Start New Report:



2. Click the Settings icon near the top-right corner of the window in order to input your Cisco user ID and password:



3. Enter the username and password for the NCM server, and then click OK.
4. Click Test Connectivity in order to verify whether your NCM is connected and works properly:

The screenshot shows a web application window titled "solarwinds NCM Connector for Cisco SmartAdvisor". The main heading is "Enter Your Network Information".

**Network Information Section:**

- SolarWinds NCM Server:
- Username:
- Password:
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**Customer Details:**

- CCO ID:
- Customer Name:
- 
- Country:
- State/Province:
- City:
- Address Line 1:
- Postal Code:

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**User Contact Details:**

- First Name:
- Last Name:
- Email:
- Enable email notification?

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Fill in partner details

A confirmation message appears after the connectivity test completes successfully:

solarwinds NCM Connector for Cisco SmartAdvisor

## Enter Your Network Information

SolarWinds NCM Server:  Username:   
Password:

**Success! Connected to NCM Server.**

### Customer Details:

CCO ID:  Customer Name:    
Country:  State/Province:   
City:  Address Line 1:  Postal Code:

### User Contact Details:

First Name:  Last Name:  Email:   Enable email notification?  
 **Fill in partner details**

5. Click Search in the Customer Details area in order to specify your company details. A list of company sites and locations appears:

**Search**

Customer Name: solarwinds      City:

Address Line:       Country: UNITED STATES

Postal Code:       State/Province:

Customer Name	Country	State	City	Address Line 1
SOLARWINDS	UNITED STATES	TX	AUSTIN	4004B SHOAL CREEK BLVD
SOLARWINDS	UNITED STATES	UT	DRAPER	147 W ELECTION RD STE 212
SOLARWINDS	UNITED STATES	TX	AUSTIN	10702 SEVEN OAKS CV
SOLARWINDS	UNITED STATES	TX	AUSTIN	2112 MOPAC
SOLARWINDS	UNITED STATES	CO	AURORA	3431 N WINDSOR DR
SOLARWINDS	UNITED STATES	AU	BRISBANE QLD	1270 CREEK ST - STE 2305
SOLARWINDS	UNITED STATES	TX	SAN ANTONIO	12610 SKYLINE MESA
SOLARWINDS	UNITED STATES	TX	AUSTIN	MOPAC BLDG 3711 S - 2
SOLARWINDS	UNITED STATES	TX	AUSTIN	8021 F M 620 - APT 1113
SOLARWINDS	UNITED STATES	TX	AUSTIN	9001 SHARPSTONE TRL
SOLARWINDS	UNITED STATES	TX	AUSTIN	4004B SHOAL CREEK BLVD
SOLARWINDS	UNITED STATES	TX	AUSTIN	1301 S MO PAC EXPY STE 300

Note: The address that you enter into the NCM must be the physical address at which your account is registered with Cisco. Your delegated administrator has a record of this information, as it was provided in the delegated administrator nomination email.

6. Click Submit in order to return to the Enter Your Network Information screen, and the details from the location that you selected are prepopulated in the Customer Details section.
7. Enter your user contact details into available fields of the User Contact Details area:

solarwinds NCM Connector for Cisco SmartAdvisor

## Enter Your Network Information

SolarWinds NCM Server:  Username:   
Password:

**Success! Connected to NCM Server.**

### Customer Details:

CCO ID:  Customer Name:    
Country:  State/Province:   
City:  Address Line 1:  Postal Code:

### User Contact Details:

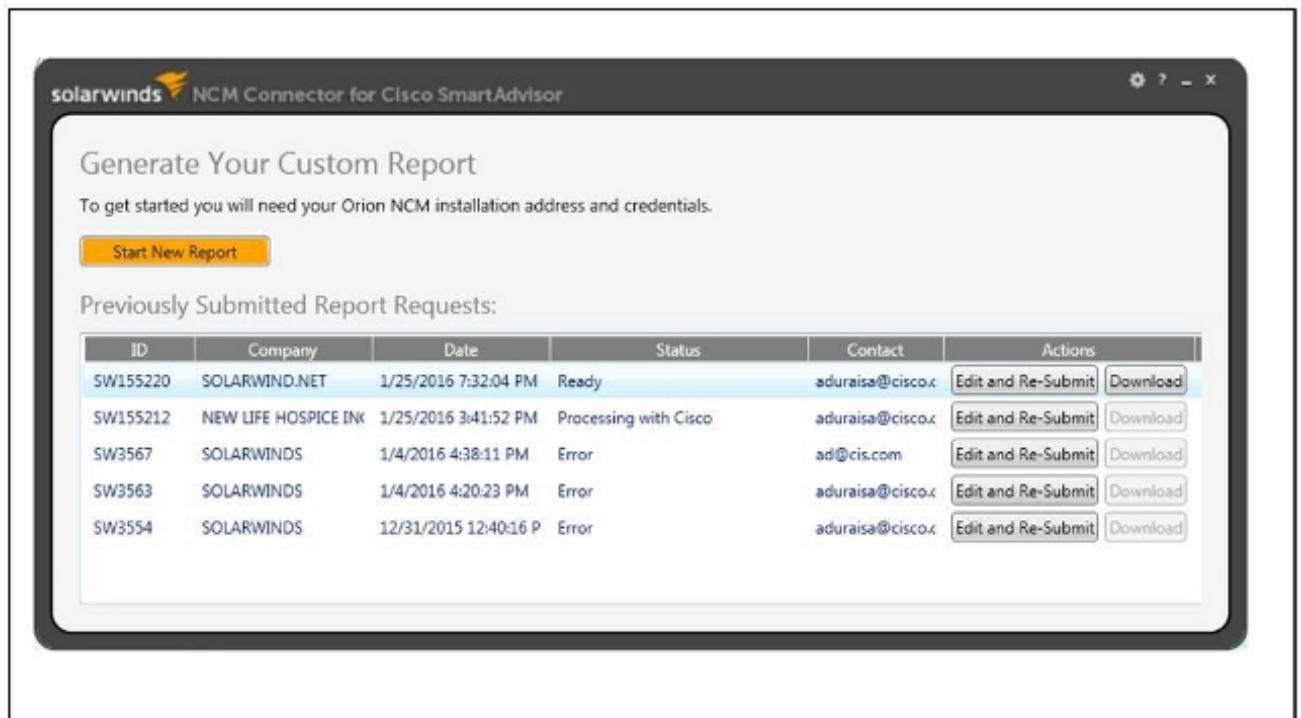
First Name:  Last Name:  Email:   Enable email notification?  
 Fill in partner details

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Note: You are required to complete all three fields.

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8. Click Submit in order to begin the upload process. A screen appears that shows the transaction ID and status:



When the status shows Ready, your SolarWinds data is successfully uploaded to Cisco and is available in the Smart Net Total Care portal.

9. Log into the [Smart Net Total Care portal](#) and view the uploaded inventory data.

## 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

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