



Smart Software Manager satellite User Guide

First Published: December 1, 2014

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive San Jose, CA 95134-1706 USA
<http://www.cisco.com> Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and page numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)



The Java logo is a trademark or registered trademark of Sun Microsystems, Inc. in the U.S. or other countries.

© 2015 Cisco Systems, Inc. All rights reserved.



CONTENTS

Preface

Preface v

Audience v

Document Conventions

Obtaining Documentation and Submitting a Service Request vi

CHAPTER 1

Smart Software Manager satellite Overview 1

About Smart Software Manager satellite 1

System Requirements 2

Supported Web Browsers 2

CHAPTER 2

Setting Up Smart Software Manager satellite 3

Setting Up Smart Software Manager satellite 3

CHAPTER 3

Using Smart Software Manager satellite 7

Licenses, Product Instances, and Registration Tokens 7

Virtual Accounts 8

Virtual Account Panes 8

Viewing Virtual Account Information 10

Creating a Product Instance Registration Token 11

Viewing Product Instance Registration Tokens 11

Managing Product Instance Registration Tokens 12

Viewing Licenses in a Virtual Account 12

Viewing Product Instances in a Virtual Account 13

Transferring a Product Instance 13

Removing a Product Instance 14

Viewing Event Logs 14

Exporting to CSV Files 15

[Synchronization Alerts and Actions](#) **15**

[Synchronization Pane](#) **16**

[Scheduling Synchronization for Satellites](#) **17**

[Reports Pane](#) **19**

[Running Reports](#) **20**

[Administrators Pane](#) **20**

[Creating a New Administrator](#) **21**

TROUBLESHOOTING

[Troubleshooting](#) 23

[Client Registration Issues](#) **23**

[Manual Synchronization Issues](#) **24**

Appendix 25

More information about Smart Call-Home Transport Gateway 25



Preface

This preface contains the following sections:

- [Audience, page iii](#)
- [Document Conventions, page iii](#)
- [Obtaining Documentation and Submitting a Service Request, page v](#)

Audience

This guide is intended for site administrators who will manage Cisco Smart-enabled software installation and licensing.

Document Conventions

Command descriptions use the following conventions.

Convention	Description
bold	Bold text indicates the commands and keywords that you enter literally as shown.
<i>Italic</i>	Italic text indicates arguments for which the user supplies the values.
[x]	Square brackets enclose optional arguments (keyword or argument).
[x y]	Square brackets enclosing keywords or arguments separated by a vertical bar indicate an optional choice.
{x y}	Braces enclosing keywords or arguments separated by a vertical bar indicate a required choice.

Convention	Description
[x {y z}]	Nested set of square brackets or braces indicate optional or required choices within optional or required elements. Braces and a vertical bar within square brackets indicate a required choice within an optional element.
<code>variable</code>	Indicates a variable for which you supply values, in context where italics cannot be used.
<code>string</code>	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
<code>screen font</code>	Terminal sessions and information the switch displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font.
<i>italic screen font</i>	Arguments for which you supply values are in italic screen font.
<>	Nonprinting characters, such as passwords, are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

**Note**

The pencil icon is an alert that the reader should special take note of the information provided in the noted section. Notes contain helpful suggestions or references to material not covered in the manual.

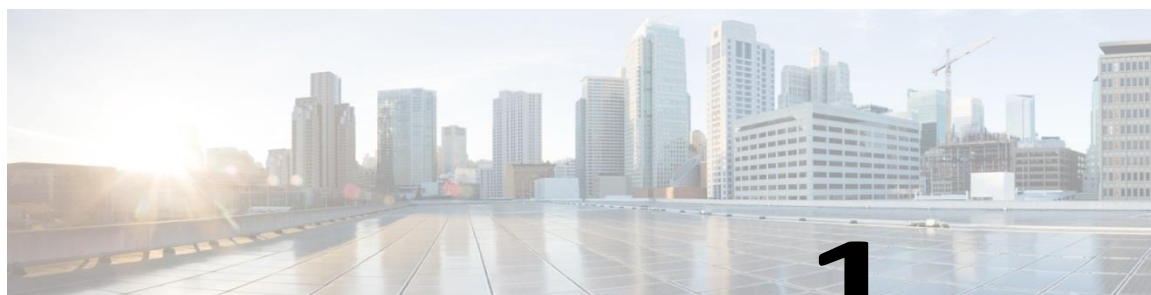
**Caution**

The caution icon is an alert to the reader that a section includes procedural information that must be followed carefully to avoid doing something that could result in equipment damage or loss of data.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.



CHAPTER 1

Smart Software Manager satellite Overview

This chapter contains the following sections:

- [About Smart Software Manager satellite, page 1](#)
- [System Requirements, page 2](#)
- [Supported Web Browsers, page 2](#)

About Smart Software Manager satellite

Smart Software Manager satellite enables you to manage your Cisco smart software licenses and product instances associated with the satellite. With Smart Software Manager satellite, you organize and view your licenses in groups called Virtual Accounts. All licenses in the Virtual Account that are associated with the satellites can be managed using this application. See Virtual Accounts, on page 10.

Smart Software Manager satellite supports products that do not have connectivity to the Cisco network or have limited network access. It serves as a local data collector to access the Smart Software licenses in a disconnected mode.

For products that have limited network access, the Smart Software Manager satellite collects the data, synchronizes with Smart Software Manager satellite cloud portal and transfers the data that is stored at scheduled time intervals by communicating through Cisco.com.

For products that do not have connectivity to Cisco.com, a file based synchronization option lets you transfer and update the data in Smart Software Manager.



Note

The synchronization process enables you to setup a connection between the Smart Software Manager satellite and the Smart Software Manager by communicating through Cisco.com at different time intervals to transfer data.

Smart Software Manager satellite portal is divided into two main sections: a **Navigation** pane on the left and the main **Work** pane.

You can use the **Navigation** pane to do the following tasks:

**Note**

Ensure that you are assigned to a Smart Account before you proceed with the tasks mentioned in this guide.

- View the list of Virtual Accounts
- Set up synchronization schedules
- Run reports against your Virtual Accounts
- Manage users

System Requirements

**Note**

Ensure that you are assigned to a Smart Account before you proceed with the tasks mentioned in this guide.

Ensure that the OVA image supplied for the installation of Smart Software Manager satellite has the following configuration:

- 50GB-200GB hard disk
- 8GB Memory
- 4 CPUs

Your installation package of the OVA build for Smart Satellite should consist of the following:

- **JEOS**
- **Smart call home Transport Gateway**
- **Smart Software Manager satellite**

**Note**

JEOS pronounced as juice stands for Just Enough Operating System. It contains various system and middleware components. It provides basic services for ServicePack components to operate and play an enabling role. Some of the examples include: Hardened CentOS, ActiveMQ, MYSQL, Connectivity TGW, LCM AdminShell and Agent.

For details on setting up the satellite, see **Smart Software Manager satellite Installation Guide**.

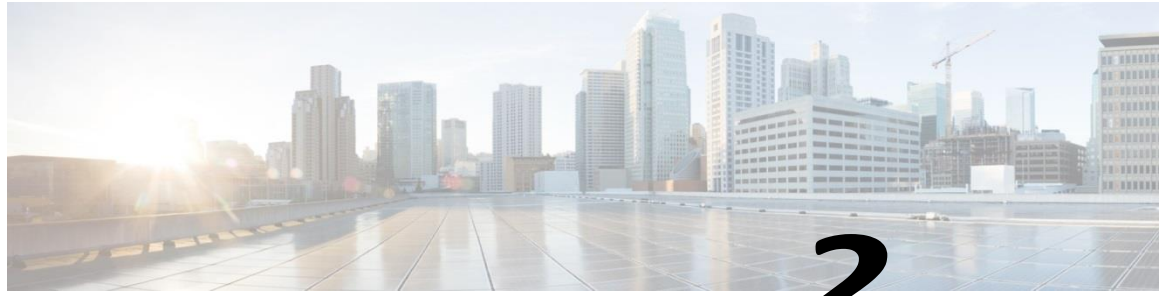
Supported Web Browsers

The following web browsers are supported for Smart Software Manager satellite:

- Chrome 32.0 and later versions
- Firefox 25.0 and later versions
- Safari 6.0.5

**Note**

Javascript 1.5 or a later version must be enabled in your browser.



CHAPTER 2

Setting Up Smart Software Manager satellite

This chapter contains the following sections:

[Setting Up Smart Software Manager
satellite, page 3](#)

Setting Up Smart Software Manager satellite

To configure the satellite, complete the following setup functions:

- **Register satellite**
- **Time Setting**
- **Synchronization Settings**
- **Summary**

Before You Begin

Ensure that you have installed and launched the satellite before you begin the setup process.



Note

For more details on the installation process, see Smart Software Manager satellite Installation Guide.

-
- Step 1** Launch the Smart Software Manager satellite using the URL: `http://<ipaddress>:8080`
- Step 2** Log in to the **Smart Software ManagersSatellite Setup** page with the default username: admin and password: Admin!23. The **Smart Software Manager satellite Setup** page is displayed. On this page, the **Register satellite** step allows you to generate and save the registration file.
- Step 3** Click **Generate Registration File** to generate and save the file to your local file directory.



Note After this step, you are required to open a new tab in the browser and log into Cisco Smart Software Manager to authorize the registration file. Follow the steps 3-10 to log on and continue the process.

- Step 4** Launch the Cisco Smart Software Manager using the URL: `http://tools.cisco.com/rhodes/index#/home`.
- Step 5** Log in to your Smart Account in Cisco Smart Software Manager using your Smart Account username and password.
- Step 6** On the **Navigation** pane, click **Satellites**.
- Step 7** In the **Satellites** page, click **New Satellite** button.
- Step 8** In the **New Satellite** dialog box, enter the name of the satellite that requires registration.
- Step 9** Click **Browse**, which is located next to the **Registration File** field, to select the registration file that was generated in the Software Satellite Setup tool.
- Step 10** In the **Virtual Accounts** field, specify the Virtual Account in which you want to add the new satellite.
- Step 11** In the text box next to **Contact Email Address** field, enter your email address. You will be notified to this email once the satellite file has been authorized.
- Step 12** Click Send Authorization Request to proceed. A message is displayed stating that an authorization file is generated within 48 hours of the request and that you will receive an email notification to download the same.



Note If the authorization file is not generated within 48 hours of your request or you do not receive an email notification, you can contact the Cisco support.

- Step 13** Log into Cisco Smart Software Manager after you receive the email notification. Navigate to the Satellite page.
- Step 14** In the **Satellite** page, locate the new satellite that you created in the satellite table. You will see an alert message in the **Alerts** column displaying: **Authorization File Ready** and a link in the **Actions** column displaying: **Download Authorization File** against the new satellite that you created in the satellite table.
- Step 15** Click the Download Authorization File link and download the authorization file to your local file directory on your hard drive.



Note After this step, you should revert to Smart Software Manager satellite and upload the authorized file. Perform the following steps to continue the setup process.

- Step 16** In the Software Satellite, at the **Register Satellite** step, click **Browse** and navigate to the location where the authorized satellite file was downloaded.
- Step 17** Click **Upload** to upload the authorized satellite file.
- Step 18** Click **Next** to proceed.
- Step 19** On the **Time Settings** tab, ensure that the time on the satellite is accurate to synchronize with the Cisco licensing cloud. If the time varies, make sure that the JEOS platform on which the satellite is running is in sync with the NTP server.
- Step 20** Click **Next** to proceed to the **Synchronization Settings** page.
A periodical synchronization must happen between the satellite and the Cisco licensing servers to update the licenses and reauthorize any product instances.
- Step 21** Choose one of the following methods to set up the synchronization.

This section allows you to set up the connection between the Smart Software Manager satellite and the Cisco.com cloud portal to synchronize at different time intervals using the following mode options:

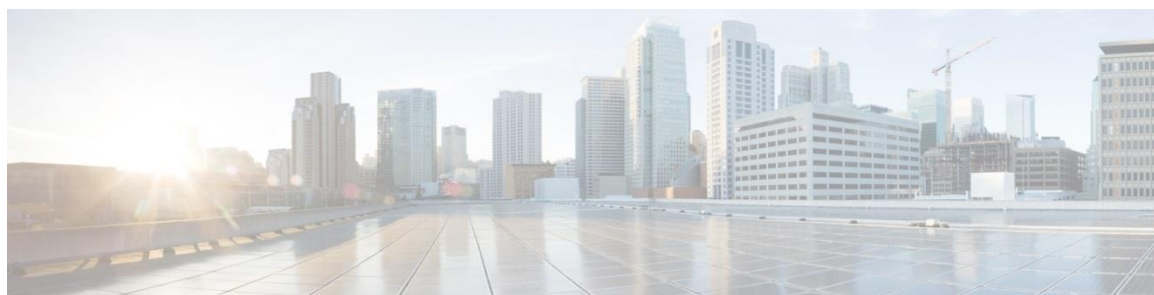
- **Network Synchronization**—Data is synchronized and updated at scheduled time periods in this mode. You can choose this mode if you are able to connect to Cisco.com periodically. This type of synchronization is suitable for network enabled environments.
- **Manual Synchronization**—Data is transferred through a file download and upload process in a manual synchronization mode. You can choose this mode if you do not have network connectivity or cannot establish a connection to communicate with Cisco Smart Software Manager.



Note You can modify this setting and schedule synchronization timing later in the Synchronization page of the Smart

Software Manager satellite portal. For more details, see [Scheduling Synchronization for Satellites](#), on page 17.

- Step 22** Click **Next** to view the **Summary** page.
- Step 23** Review the summary details and click **Configure Satellite** to complete the satellite configuration and navigate to the Smart Software Manager satellite screen or click **Back** to edit the previous page settings.
This completes the satellite configuration process. You can now navigate to the Cisco Smart Software Manager and view the details of the satellite. Refer to the other sections of the user guide to view or perform various tasks of smart licensing.
- Step 24** (Optional) Snapshot may be used to create a backup instance of Satellite.
-



Using Smart Software Manager satellite

This chapter contains the following sections:

[Licenses, Product Instances, and Registration Tokens](#), page 7

[Virtual Accounts](#), page 8

- [Virtual Account Panes](#), page 8
- [Synchronization Alerts and Actions](#), page 16
- [Synchronization Pane](#), page 17
- [Reports Pane](#), page 19
- [Administrators Pane](#), page 20

Licenses, Product Instances, and Registration Tokens

Licenses

- Term licenses—Licenses that automatically expire after a set amount of time: one year, three years, or whatever term was purchased.
- Perpetual licenses—Licenses that do not expire.
- Demo Licenses—Licenses that expire after 60 days. Demo licenses are not intended for production use.

Product Instances

A product instance is an individual device with a unique device identifier (UDI) that is registered using a product instance registration token. You can register several instances of a product with a single registration token. Each product instance can have one or more licenses that reside in the same Virtual Account.



Note

For details on registration tokens, see [Product Instance Registration Tokens](#), on page 8.

Product instances must periodically connect to the Smart Software Manager satellite servers during a specific renewal period. If a product instance fails to connect, it is marked as out of compliance, but continues to use the license. If you remove the product instance, its licenses are released and made available within the Virtual Account.

Product Instance Registration Tokens

A product requires a registration token until you have registered the product. Registration tokens are stored in the Product Instance Registration Token Table that is associated with your Smart Account. Once the product is registered, the registration token is no longer necessary and can be revoked and removed from the table. Registration tokens can be valid from 1 to 365 days.



Note

For details on creating tokens, see [Creating a Product Instance Registration Tokens, on page 11](#).

Virtual Accounts

Virtual Accounts are collections of licenses and product instances. The licenses can be organized for your company into separate logical entities. You can use Virtual Accounts to organize licenses by business unit, product type, IT group, or whatever makes sense for your organization. For example, if you segregate your company into different geographic regions, you can allot the Virtual Account for each region to hold the licenses and product instances for that region.

You can view only those Virtual Accounts that were assigned for a particular satellite in a Smart Account.



Note

You cannot create or remove Virtual Accounts in Smart Software Manager satellite, but you can view the same. Virtual Accounts can be created and managed in the Cisco Smart Software Manager.



Note

All new licenses and product instances are placed in a Virtual Account. You choose the Virtual Account when you register a product instance.

You can view and obtain the most recent Virtual Account data after the satellite synchronizes with the Cisco Smart Software Manager.

Virtual Account Panes

Virtual Account panes include the following:

- Alert Bar
- General Tab
- License Tab
- Product Instances Tab
- Event Log Tab

Alert Bar

Any license or product instance that is not in compliance with the licensing agreement creates an alert. The **Alert Bar** provides a summary of the alerts in the Virtual Account. Alerts are listed in the tables on the **Licenses** and **Product Instances** tabs and are summarized in the **Alert Bar**.

If you choose the **Major** or **Minor** button to view alerts, the **Alert Bar**, which appears below the alert buttons, shows one row per alert. If there are no alerts, the alert buttons are hidden.

The main portion of an alert contains the alert description. On the right of an alert are links to appropriate actions.

On the right of the alert is the **Action Due** field, which shows how much time remains for you to take action the alert.

- The **Major** button enables you to view all major alerts and take action on a specific alert. In addition to any other action links, all major alerts contain a link to a Troubleshooting dialog box that contains information about how to resolve the alert.
- The **Minor** button allows you to view all minor alerts and take action on a specific alert. Minor alerts are promoted to major alerts if not acted upon within their time limit.

With minor alerts, you have the following options:

- **Remind Later** – Notifications are dismissed until half of the time that is displayed in the Action Due field has passed.
- **Dismiss** – No notifications are displayed until the next time that the error is generated.
- The **Hide Alerts** button allows you to collapse the alerts.

General Tab

The **General** tab displays information about the specific Virtual Account and the registration tokens that are associated with the Virtual Account. From the General tab, you can do the following:

- View information about the Virtual Account.
- Edit the Virtual Account.
- View a list of existing product instance registration tokens.
- Create new product instance registration tokens.
- Copy, download, or revoke registration tokens. Revoked registration tokens can be left in the list or removed.

Licenses Tab

The **Licenses** tab displays information about all of the licenses in your Virtual Account. From the Licenses tab, you can do the following:

- View a list of all licenses in the Virtual Account.
- Filter the licenses by the license identifier.
- View information about a specific license and which product is using it.
- View information about the alerts for specific licenses and fix the issue.
- Export the list of licenses to a .csv file.



Note

You cannot transfer licenses in **Smart Software Manager satellite**. You can transfer licenses using **Cisco Smart Software Manager**.

Product Instances Tab

The **Product Instances** tab displays information about all of the product instances in your Virtual Account. From the **Product Instances** tab, you can do the following:

- View a list of all product instances.
- Transfer product instances between Virtual Accounts.
- Filter the product instances by the product identifier.
- View information about a specific product instances and what licenses it consumes.
- View information about the alerts for a specific product instance.
- Remove a specific product instance from the Virtual Account which in turn removes from the Smart Account.
- Export a list of product instances to a .csv file.

Event Log Tab

The **Event Log** tab displays information about all of the events in a Virtual Account. Events are actions that you have taken using **Smart Software Manager satellite** such as adding and removing licenses and products, adding and renaming Virtual Accounts, and so on. From the **Event Log tab**, you can do the following:

- View a detailed list of all events in the selected Virtual Account.
- Filter the events by license or by product.
- Export the list to a .csv file.



Note You can view or obtain the most recently updated data after you have synchronized the satellite with the Cisco Smart Software Manager.

Viewing Virtual Account Information

-
- Step 1** In the **Navigation** pane, click a Virtual Account.
- Step 2** Click the **General** tab.
-

Creating a Product Instance Registration Token

Product instance registration tokens are used to register a product for smart licensing. You must generate a token to register the product and add the product instance to a specified Virtual Account. When you create a new token, it is added to the **Product Instance Registration Token** table of that Virtual Account in which the product will be registered. .

Step 1 In the **Navigation** pane, click an existing Virtual Account.

Step 2 On the **General** tab, click **New Token**.

Step 3 In the **Create Registration Token** dialog box, complete the following fields:

Name	Description
Virtual Account field	Displays the Virtual Account under which the registration token will be created.
Description field	The description of the registration token. Note Specify a description that will help you identify the token.
Expire After field	The time limit for the token to be active up to 365 day.

Step 4 Click **Create Token**.

Viewing Product Instance Registration Tokens

You can view the registration tokens for a Virtual Account. These registration tokens can be used to register new product instances in the Virtual Account.

Step 1 In the **Navigation** pane, click a Virtual Account.

Step 2 Click the **General** tab. This page has two sections: **Virtual Account** and **Product Instance Registration Tokens**.

Step 3 In the **Product Instance Registration Tokens** section, the following details are display in a table:

Name	Description
Tokens field	The token ID that was generated. You can click the link to view or press Ctrl+C to copy the entire length of the token string.
Expiration Date field	The time limit for the token to be active.
Description field	The description of the registration token.

Name	Description
Created By field	The user who created the token.
Actions links	<p>Choose one of the following actions:</p> <ul style="list-style-type: none"> • Copy—Copy the token to your clipboard. • Download—Download the token to your local machine in a text file format. • Revoke—Revoke the token. Revoked tokens can no longer be used. • Remove—Remove a revoked token from the Product Instance Registration Token table.

Managing Product Instance Registration Tokens

- Step 1** In the **Navigation** pane, click an existing Virtual Account.
- Step 2** On the **General** tab, locate the token in the **Product Instance Registration Token** table that you want to manage.
- Step 3** In the **Product Instance Registration Token** table, perform one of the following actions:
- **Copy**—Copy the token to your clipboard.
 - **Download**—Download the token to your local machine in a text file format.
 - **Revoke**—Revoke the token. Revoked tokens can no longer be used.
 - **Remove**—Remove a revoked token from the **Product Instance Registration Token** table.

Viewing Licenses in a Virtual Account

- Step 1** In the **Navigation** pane, click a Virtual Account.
- Step 2** Click the **Licenses** tab.
- Step 3** (Optional) You can export the license list to a .csv file from this pane.
- Step 4** Click the license ID to see detailed information about a license.

The system displays the **License Detailed Information** dialog box. This dialog box has four tabs: **Overview**, **Product Instances**, and **Event Log**.

What to Do Next



Note

You cannot transfer licenses to or from a different Virtual Account in Smart Software Manager satellite. You can transfer licenses using Cisco Smart Software Manager.

Viewing Product Instances in a Virtual Account

Step 1 In the **Navigation** pane, click a Virtual Account.

Step 2 Click the **Product Instances** tab.

Step 3 (Optional) You can export the list of product instances to a .csv file. See [Exporting to CSV Files, on page 15](#).

Step 4 Click the product instance name to see detailed information about a product instance.

Note A cluster setup icon by the right side of the product instance indicates a high availability of routers for that specific product instance.

The system displays the **Product Instance Details** dialog box. This dialog box has two tabs: **Overview** and **Event Log**.

What to Do Next

You can transfer a product instance to a different Virtual Account or delete product instances.

Transferring a Product Instance



Caution

Transferring a product instance from one Virtual Account to another Virtual Account does not result in the corresponding licenses being transferred. You will have to transfer the licenses separately through Cisco Smart Software Manager.

Step 1 In the **Navigation** pane, click an existing Virtual Account.

Step 2 Click the **Product Instances** tab.

Step 3 In the **Product Instances** table, locate the product instance that you want to transfer.

Note Enter a value in the **Filter** combo box and click **Filter** to limit the number of entries that are displayed.

Step 4 In the **Actions** column, click the **Transfer** link for the product instance that you want to transfer.

Step 5 In the **Transfer Product Instance** dialog box, complete the following fields:

Name	Description
Name field	The name of the product instance and the product name.
Transfer To drop-down list	Choose the Virtual Account that you want to transfer the product instance to.

Step 6 Click **OK** to transfer the product instance.

Removing a Product Instance

When you remove a product instance from the software, you are removing it only from the table. The licenses that the product instance was using are still available and can be used by other products. You must re-register the product instance with the cloud so that it can communicate with the product again.

- Step 1** In the **Navigation** pane, click an existing Virtual Account.
- Step 2** Click the **Product Instances** tab.
- Step 3** In the **Product Instances** table, locate the product instance that you want to remove.
Note Enter a value in the **Filter** combo box and click **Filter** to limit the number of entries that are displayed.
- Step 4** In the **Actions** column, click the **Remove** link for the product instance that you want to remove.
- Step 5** In the **Confirm Remove Product Instance** dialog box, click **Remove Product Instance..**
-

Viewing Event Logs

The event log shows the event message, the time of the event, and the user (if any) associated with the event.

- Step 1** In the **Navigation** pane, click a Virtual Account.
- Step 2** Click the **Event Log** tab.
- Step 3** (Optional) You can export the event list to a .csv file from this pane. See [Exporting to CSV Files, page 15](#).
-

Exporting to CSV Files

Step 1 In the **Navigation** pane, click a Virtual Account.

Step 2 On the **License**, **Product Instances**, **Event Log**, or **Users** page, click the **CSV** icon in the upper right.

Step 3 Use the **File Save** dialog box to save the file on your hard drive.

Note The system uses a platform-dependent dialog box to save the file. The dialog box varies slightly depending on the browser and operating system that you are using.

Synchronization Alerts and Actions

The synchronization process enables you to setup a connection between Smart Software Manager satellite and the Cisco Smart Software Manager by communicating through Cisco.com at different time intervals to transfer data. Following are the synchronization buttons and alerts that you will find on the work pane of the Smart Software Manager satellite:

- **Last Synchronization**
- **Synchronize Now / Manual Synchronization**
- **Synchronization Alerts**

Last Synchronization

This button is available in the upper right corner of the work pane. It indicates the time when the most recent synchronization was successfully completed. Click this button. The dialog has two sections: **Status** and **Settings**.

In the **Status** section, you can view the **Last Successful Synchronization** and the **Next Synchronization Due By** information. Beside the **Status** field, you will find a link to **View Log**. Click this link to view the synchronization activity table that lists the time, type and the status of synchronization.

In the **Settings** section, you will find the details pertaining to the mode of synchronization chosen and the results of the synchronization attempts displayed. Click the **Edit** button beside the **Settings** field to modify the synchronization settings. For more details on these settings, see [Scheduling Synchronization for Satellites](#), on page 17.

Click **View Synchronization Data File** link in the bottom right of this dialog to download the synchronization data file

Synchronize Now / Manual Synchronization

This toggle button is displayed in the upper right corner, next to the **Last Successful Synchronization** button. This button changes according to the synchronization modes chosen. Each of these scenarios are explained in the following points:

- In the **Synchronization Settings** section, of the **Synchronization** page, if you choose **Network Synchronization** mode, the **Synchronize Now** button is displayed. Click this button to synchronize and update satellite data instantly. This method of synchronization works for network deployed environments only.



Note

Port 443 must be enabled for communications between the Smart satellite and the Smart Software Manager.

- In the **Synchronization Settings** section, of the **Synchronization** page, if you choose **Manual Synchronization** mode, the **Manual Synchronization** button is displayed. Click this button to use the file-based synchronization option.

**Note**

For more details, see [Scheduling Synchronization for Satellites, on page 17](#).

Synchronization Alerts

Indicates an impending problem. Alerts are displayed on the alert bar in the work pane. Two types of alerts can be generated due to the following conditions:

**Note**

If there are no alerts, the alert buttons are hidden.

- **Synchronization Overdue** – Any instance of Smart Software Manager satellite that has not synchronized with Cisco for over 31 days will receive this overdue alert. All product instances associated with it will automatically be unregistered and the satellite will be removed from the Cisco Smart Software Manager if no synchronization occurs within 90 days.
- **Synchronization Attempt Failed** – This type of alert is displayed when you attempt to synchronize data from Smart Software Manager to Cisco and the network connection fails.

The main portion of an alert contains the alert description. On the right of an alert are links to appropriate actions. For example, the alert `Synchronization Attempt Failed` has links to the `Dismiss` button that you can use to clear this alert message until the next time that the error is generated.

Synchronization Pane

The Synchronization pane includes the following sections:

- **Synchronization Mode**
- **Synchronization Data Security Settings**
- **Synchronization Schedule**

Synchronization Mode

This section allows you to set up the connection between the Smart Software Manager satellite and the Cisco.com cloud portal to synchronize at different time intervals using the following mode options:

- **Network Synchronization**—Data is synchronized and updated at scheduled time periods in this mode. Port 443 is used for communication between the Smart satellite and the Smart Manager. You can choose this mode if you are able to connect to Cisco.com periodically. This type of synchronization is suitable for network enabled environments.
- **Manual Synchronization**—Data is transferred through a file download and upload process in a manual synchronization mode. You can choose this mode if you do not have network connectivity or cannot establish a connection to communicate with Cisco Smart Software Manager.

**Note**

For more information on each of these modes, see [Scheduling Synchronization for Satellites](#), on page 17.

Synchronization Data Security Settings

This section provides you an option to exclude the following secured data while transferring the product instance data file to Cisco cloud portal:

- **Hostnames** – The host name of the computer on which you perform the synchronization schedule. This data will be excluded during transfer when you check this checkbox.
- **IP Addresses** – The IP Address of the computer on which you perform the synchronization schedule. This data will be excluded during transfer when you check this checkbox.
- **MAC Addresses** – The Media Access Control (MAC) Address of the computer on which you perform the synchronization schedule. This data will be excluded during transfer when you check this checkbox.

**Note**

For more information, see [Scheduling Synchronization for Satellites](#), on page 17.

Synchronization Schedule

This section allows you to set up a schedule and synchronize data between the satellite and Cisco cloud portal. You can choose the frequency and the time for scheduling the synchronization.

**Note**

For more information on these options, see [Scheduling Synchronization for Satellites](#), on page 17.

Scheduling Synchronization for Satellites

You can schedule a chosen date and time for synchronizing the satellite with the software manager.

- Step 1** In the **Navigation** pane, click **Synchronization**.
- Step 2** On the **Synchronization** page, you have three sections: **Synchronization Mode**, **Synchronization Schedule**, and the **Synchronization Data Security Settings**.
- Step 3** In the **Synchronization Mode**, click the radio button to choose the type of synchronization you prefer. It can be one of the following modes as listed in the table:

Name	Description
Network Synchronization	Data is transferred and synchronized at scheduled time periods which you can choose from the options provided in Step 4. You can schedule a time to connect and transfer data between the Smart Software Manager satellite and Cisco cloud portal.

Name	Description
Manual Synchronization	Data is transferred through a file upload and download process in a manual synchronization mode. You can choose this mode when you cannot establish any connection between the Smart Software Manager satellite and Cisco cloud portal. Note If you choose this option, skip Step 4 and go to Step 5 to continue.

Step 4 In the **Synchronization Schedule** section, you can set up the synchronization schedule. Each of these fields and the options are explained in the following table:



Note This option is visible when you choose to perform network synchronization only.

Name	Description
Frequency field	Choose the schedule to synchronize and update data from the drop-down list. It can be one of the following: <ul style="list-style-type: none"> • Daily – This method allows you to synchronize on a daily basis at a specified time. • Every Week – This method allows you to synchronize only once a week at a specified time and day of the week. • Monthly – This method allows you to synchronize only once a month at a specified time and date.
Time field	The time in an hour and minute format.
Date field	The day of the week chosen for weekly synchronization or a particular date for the monthly synchronization as applicable in the Frequency field.

Step 5 The instructions in this step is applicable when you choose **Manual Synchronization** mode in Step 3. Clicking the **Manual Synchronization** radio button in Step 3, displays a **Manual Synchronization** menu button in the upper right corner of this page. Click this button and complete the following steps in this dialog to perform manual synchronization:

Step 6 In the **Manual Synchronization** dialog, perform the following three steps:

- Click the **Download** button to download the satellite data file to your local hard disk that is due for manual synchronization. A data file is generated and opens the local file directory to save. Choose a location where you want to save the data file.
- The following step requires you to log on to Cisco Smart Software Manager cloud portal to upload the data file and perform synchronization.
- Login to the Cisco Smart Software Manager and click **Satellites** in the navigation pane.
- In the **Satellites** page, locate the satellite for which you want data synchronization.

- e) Click **File Sync** link against the satellite in the **Actions** column of this page. A **Synchronize Satellite** dialog is displayed.
- f) Click **Browse** to upload the data file that was generated in the satellite.
- g) Click **Generate Response File** to generate a response file that has the data synchronized. A **Synchronization Response File Generated** dialog is displayed to confirm.
- h) Click **Download Response File** to download the response file to your local hard disk.
- i) The following step requires you switch back to the Smart Software Manager satellite to upload the response file and update the synchronized data.
- j) Login to the Smart Software Manager satellite.
- k) Click **Upload** in the bottom of the **Manual Synchronization** dialog to upload the response file and complete the manual synchronization process.

Step 7

In the **Synchronization Data Security Settings** section, check the check box next to any of the following client secured data to be excluded while transferring the product instance data file to Cisco cloud portal. It can be one or more of the following:

Name	Description
Hostnames checkbox	The host name of the computer on which you perform the synchronization schedule. This data will be excluded during data transfer, when you check this checkbox.
IP Addresses checkbox	The IP Address of the computer on which you perform the synchronization schedule. This data will be excluded during data transfer, when you check this checkbox.
MAC Addresses checkbox	<p>The Media Access Control (MAC) Address of the computer on which you perform the synchronization schedule. This data will be excluded during data transfer, when you check this checkbox.</p> <p>Note MAC Address is a unique identifier assigned to a network interface for communications. This is provided to the hardware of the network adapters at the time of manufacturing. It is hardwired or hard-coded onto your computer's Network Interface Card (NIC) and used for communication on the physical network segment.</p>

Reports Pane

The **Reports** pane enables you to run different reports against your Virtual Accounts. The Reports table displays the following information for each supported report:

Name	Description
Name area	The name of the Smart Software Manager satellite report. Click the link to view the specific report page.
Description area	The description of the report.

Running Reports

- Step 1** In the **Navigation** pane, click **Reports**.
- Step 2** On the **Report** page, choose the report that you want to run.
- Step 3** In the **Report Settings** pane, complete the following fields:

Name	Description
Name field	The name that you want to assign to the report.
Description field	The optional description that you want to use for the report
Virtual Account drop-down list	Choose one or more Virtual Accounts that you want to run the report against. Choose All Virtual Accounts to run the report against all Virtual Accounts. Note You can run reports for only those Virtual Accounts to which you have access.
Product Type field (product instance reports only)	The product type that you want to run the report against. You can choose one or more product families.

- Step 4** In the **Actions** pane, choose an action. This can be one of the following:

- **Run Report**
- **Export to Excel**
- **Export to CSV**

Clicking **Run Report** opens the report in a new browser window. Clicking **Export to Excel** or **Export to CSV** opens a File Save dialog box.

Administrators Pane

As a Smart Satellite license administrator, you can use functionalities in the **Administration** pane to:

- Create a new user, or remove an existing user, and to view user profile data – see the *Users* tab
- Generate diagnostic logs of your user experience, which will allow the Cisco Support team to optimize the benefits of Smart Account management – see the *Diagnostic Logs* tab

The **Users** tab provides a table with the following information and options:

Name	Description
User Name	The name of the user. Click the link to view the complete information of the user.
Full Name	The full name of the user.
Actions	Click Delete if you choose to delete a user permanently from the application. A ConfirmDelete User dialog box is displayed. At this point, you can click Delete User to remove the user or click Cancel to retain the user.

The Administration pane also provides a button that you can push to display a create new administrator sequence, and a button for exporting data to CSV files (see [Exporting to CSV Files, on page 15.](#))

Creating a New Administrator

Use the following procedure to create a new Smart Account Administrator:

-
- Step 1** In the **Navigation** pane, click **Administrator**.
- Step 2** In the **Administration** pane, click on the **New Administrator** button.
- Step 3** In the **New Administrator** dialog box, complete the following fields:

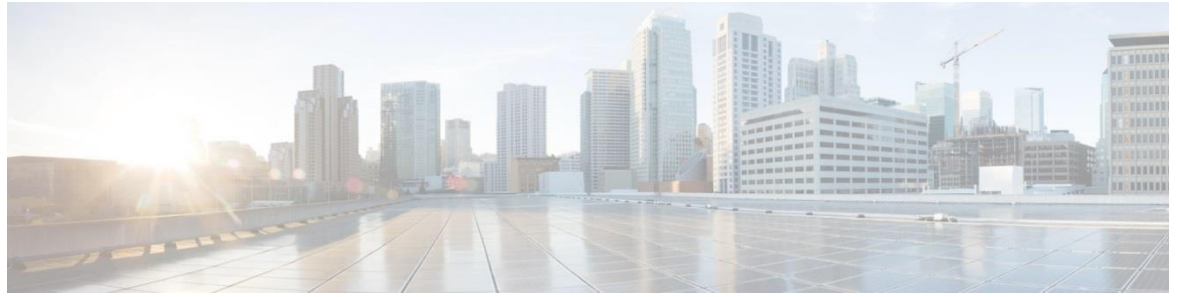
Name	Description
Username field	The name or ID provided for the user. The username should contain a minimum of 4 alphanumeric characters.
Full Name field	The first and last name of the user.
Password field	Enter the user's password. The password should contain a minimum of 6 characters and include 1 number, 1 upper case, and 1 special character.
Re-enter Password field	Re-enter the password.
User must change password at first login check box	Check the check box to change the password after the first login.

- Step 4** Click **OK** to confirm the addition or click **Cancel** to remove.
-

Generate Diagnostic Logs

Use the following procedure to generate diagnostic logs for your Cisco support:

- Step 1** In the **Navigation** pane, click **Administrator**.
- Step 2** In the **Administration** pane, click on the **Diagnostic Logs** tab.
- Step 3** From the dropdown menu, select the date range for which you would like to generate a diagnostic log.
- Select **Custom Date Range** to display a window in which you can enter beginning and ending dates for the data sample.
- Step 4** Click **Generate Zip File** to download your diagnostic log to your computer desktop. This file should then be sent as an email attachment to Cisco TAC.
-



Troubleshooting

This chapter contains the following sections:

[Client Registration Issues, page 23](#)

[Manual Synchronization Issues, page 23](#)

[Network Synchronization Issues, page 24](#)

Client Registration Issues

If you experience issues with the client registration process, take the following actions:

- Ensure that the satellite configuration is correct. (JeOS and satellite pages).

Please refer to the section "[Configuring the IP Address](#)" in the Smart Software Manager satellite installation guide.

- Verify that the Call-Home configuration on the client points to the satellite.

Please refer to the section "[Sample of Configuring the Call-home Profile to Use Smart Software Manager satellite on the Cloud Service Router](#)" in the Smart Software Manager satellite installation guide.

- Verify the token has been generated from the satellite.

Please refer to the section "[Creating a Product Instance Registration Token](#)" in this Smart Software Manager satellite User guide.

Manual Synchronization Issues

If you experience issues with the manual synchronization process, take the following actions:

- Verify the time on the satellite is correct.

Please refer the section "[Verifying Time Sync with the NTP](#)" in the installation guide.

- Verify the licenses in the associated Virtual Account.
- Make sure that you are uploading and downloading the YMAL (request and response) files to the correct satellite. You can do this by verifying that the file names include the name of the satellite that you are synchronizing.

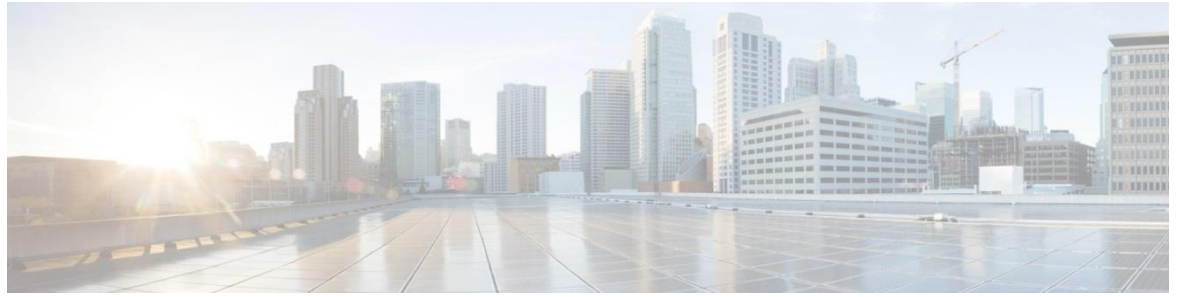
Network Synchronization Issues

If you experience issues with the network synchronization process, take the following actions:

- Verify that the satellite can reach the configured DNS server
- Verify that the satellite can reach Cisco.com.
- Verify that the time on the satellite is correct.

Please refer the section "[Verifying Time Sync with the NTP](#)" in the Smart Software Manager satellite installation guide.

- Verify the associated Virtual Account has the licenses expected.



Appendix

This chapter contains the following sections:

[More information about Smart Call-Home Transport Gateway,](#)
page 25

More information about Smart Call-Home Transport Gateway

Use the following procedure to launch the Transport Gateway:



Note

Transport gateway may be launched using the url `http://<tg_ipaddress>/Transportgateway/home.jsp`.

Step 1 If logging in for the first time, the login is **admin/admin**. Go through the change password process in the **Transport Gateway UI**.



Note

You can get the destination address url to include in the client's call-home profile from the Transport Gateway UI also.

Step 2 Login to **Transport Gateway** using the username and password created in step 1.

Step 3 In the left pane, click **Configuration**.

Step 4 On the right pane, click the **Http Settings** tab. The **Configure for Http Server** page is displayed. This page has two sections: **Http Server Setting** and **HTTP Service URLs**. In the **HTTP Service URLs**, make a note of the http URL in the **Device Service URL**. This URL is in the format:

<http://x.x.x.x:80/Transportgateway/services/DeviceRequestHandler>

The **Device Service URL** in the **Http Service URLs** section is the destination address url that needs to be used in the client's call-home profile configuration.



Note

For a Sample Client's call-home profile configuration, please refer the "[Sample of Configuring the Call-home Profile to Use Smart Software Manager satellite on the Cloud Service Router](#)" in the installation guide.

**Note**

For more information about TG, here is the TG user guide:

http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/SCH_Ch4.pdf.

**Note**

For more information about HTTPS connection between the client and Smart CallHome Transport Gateway, refer to the user guide:

http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/appendix.pdf.