



CHAPTER 3

Smart Collectors

This chapter provides details about the smart collector processes of the Cisco smart portal. This chapter provides information about the Smart Collector- Common Services Platform (CSP-C) and covers the following areas:

- [Smart Collector Overview](#)
- [Smart Collector - CSP-C Registration](#) :
 - [Download Smart Collector – CSP-C Software](#)
 - [Register CSP-C](#)
 - [Download a Certificate](#)
 - [Update a CSP-C registration](#)
 - [Delete a CSP-C registration](#)

Smart Collector Overview

The Smart Collector Common Services Platform Collector (CSP-C) provides an extensive collection mechanism to collect various aspects of customer network information. CSP-C connects to the discovered devices providing delivery of network information to network administrators and engineers. Data collected by CSP-C is used by the network management applications to provide detailed reports and analytics for both the hardware and software, such as inventory reports.

There are two options for using the CSP-C:

- ISO Image on a Target Hardware.
- VMware on a Windows or Linux PC platform.

Additional information regarding installation and configuration of the CSP-C are covered in the [Common Services Platform Collector Quick Start Guide](#).

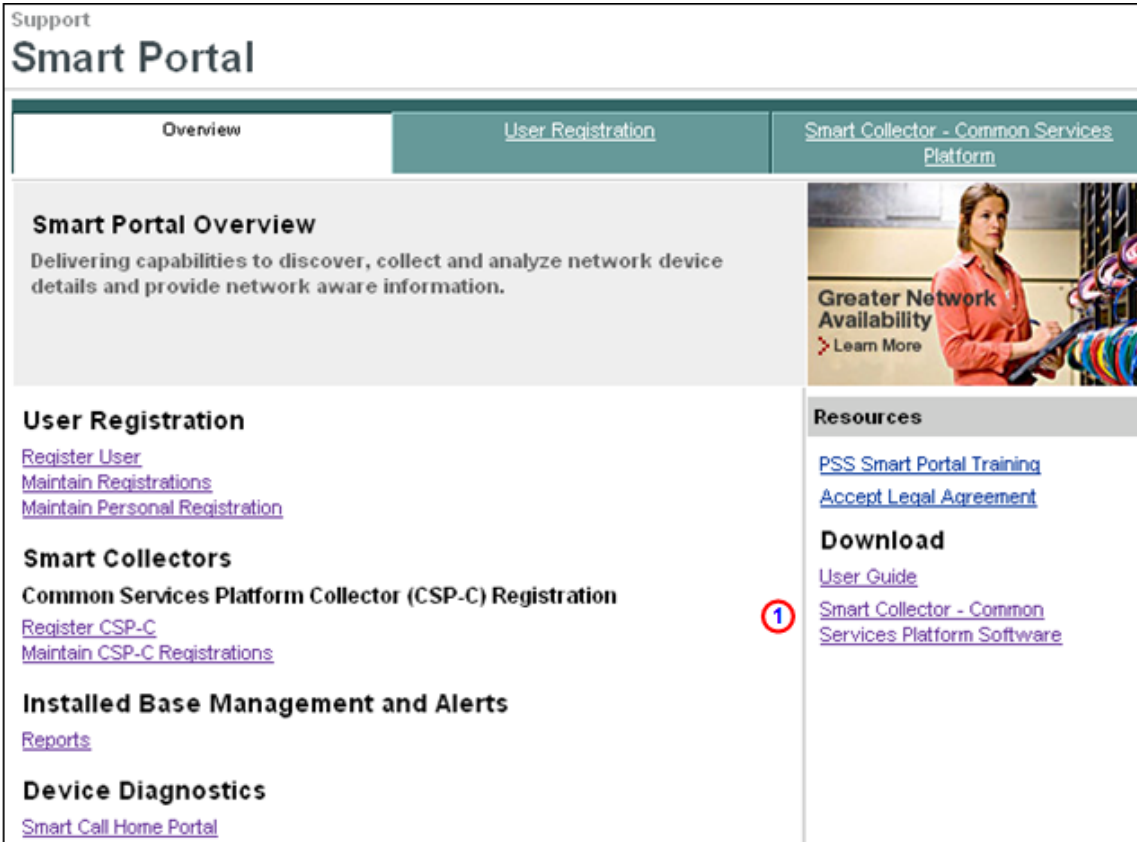
Common Services Platform Collector (CSP-C) Registration

This section covers the following areas of CSP-C:

- [Download Smart Collector – CSP-C Software](#)
- [Register CSP-C](#)
- [Maintain CSP-C Registrations](#)

Download Smart Collector – CSP-C Software

The download location for the Smart Collector – CSP-C software is located on the [smart portal Overview page](#). To download the Smart Collector – CSP-C software perform the following steps:



The screenshot shows the Smart Portal website interface. At the top, there is a navigation bar with three tabs: "Overview", "User Registration", and "Smart Collector - Common Services Platform". The "Smart Collector - Common Services Platform" tab is selected. Below the navigation bar, the main content area is divided into several sections:

- Smart Portal Overview:** A section with a description: "Delivering capabilities to discover, collect and analyze network device details and provide network aware information." To the right of this section is a banner image of a woman in a red shirt working with network equipment, with the text "Greater Network Availability" and a "Learn More" link.
- User Registration:** A section with links for "Register User", "Maintain Registrations", and "Maintain Personal Registration".
- Smart Collectors:** A section with the heading "Common Services Platform Collector (CSP-C) Registration" and links for "Register CSP-C" and "Maintain CSP-C Registrations". A red circle with the number "1" is placed next to the "Register CSP-C" link.
- Installed Base Management and Alerts:** A section with a link for "Reports".
- Device Diagnostics:** A section with a link for "Smart Call Home Portal".
- Resources:** A section with links for "PSS Smart Portal Training" and "Accept Legal Agreement".
- Download:** A section with links for "User Guide" and "Smart Collector - Common Services Platform Software".

- On the [smart portal Overview page](#), in the Download section, click **Smart Collector – Common Services Platform Software**; ① the Download Software window appears.

- Find the most recent download and click **Download Now**; ① the *Software Download Rules* information appears.

- Click **Agree**, the Download Software window appears again.

Tools & Resources

Download Software

1 Select Product 2 Select Software Type 3 Select Software 4 Download

Select a download option below


[Download Manager Option](#)

Requires Java (Minimum required version is 1.4.2_xx). [Click here](#) to verify Java is working on your computer.

[Non Java Download Option](#)

This option allows you to download without the java requirement.

For additional information, reference [Frequently Asked Questions](#)

- To verify if Java is working on the system you are using, then click the **here**  hyperlink, which performs the following Java verification tests.

How do I test whether Java is working on my computer? [Printable Version](#)

This article applies to:

- Platform(s):** Solaris SPARC, Solaris x86, Red Hat Linux, SUSE Linux, Windows 7, Vista, Windows XP, Windows 2000, Windows 2003, Windows 2008 Server, Windows ME, Windows 98, JDS
- Browser(s):** Internet Explorer, Firefox, Mozilla, Netscape
- Java version(s):** 1.4.2_xx, 1.5.0, 6.0



Your Java is working

Java update available

Your Java configuration is as follows:

Vendor: [Sun Microsystems Inc.](#)
 Version: **Java 6 Update 13**
 Operating System: **Windows XP 5.1**
 Architecture: **x86**

If your applet is not displaying properly, please check these additional configurations.

- [Enable Java through your Web browser](#)
- [Enable Java through the "Java Plug-in Control Panel"](#)
- [Clearing your Web Browser Cache](#)

If you are unable to perform any of the steps above due to an error, please reinstall Java. [Download and installation instructions](#)

- If the java code is not working properly check the following items for possible error indications:
 - Navigate to the log folder in the installation location of the Assistant software. (e.g. C:\Program Files\Smart Embedded Collector Assistant\log).
 - Open file helpdesk.log and look for text like "JVM not found" or "terminated".
 - If any of these errors are noted in the log, then contact Cisco customer support for the resolution of this issue.
- Go back to the Download tab window (see next graphic).

Tools & Resources

Download Software

1 Select Product 2 Select Software Type 3 Select Software 4 Download


Select a download option below

- 1 [Download Manager Option](#)
Requires Java (Minimum required version is 1.4.2_xx). Click [here](#) to verify Java is working on your computer.
- 2 [Non Java Download Option](#)
This option allows you to download without the java requirement.
For additional information, reference [Frequently Asked Questions](#)

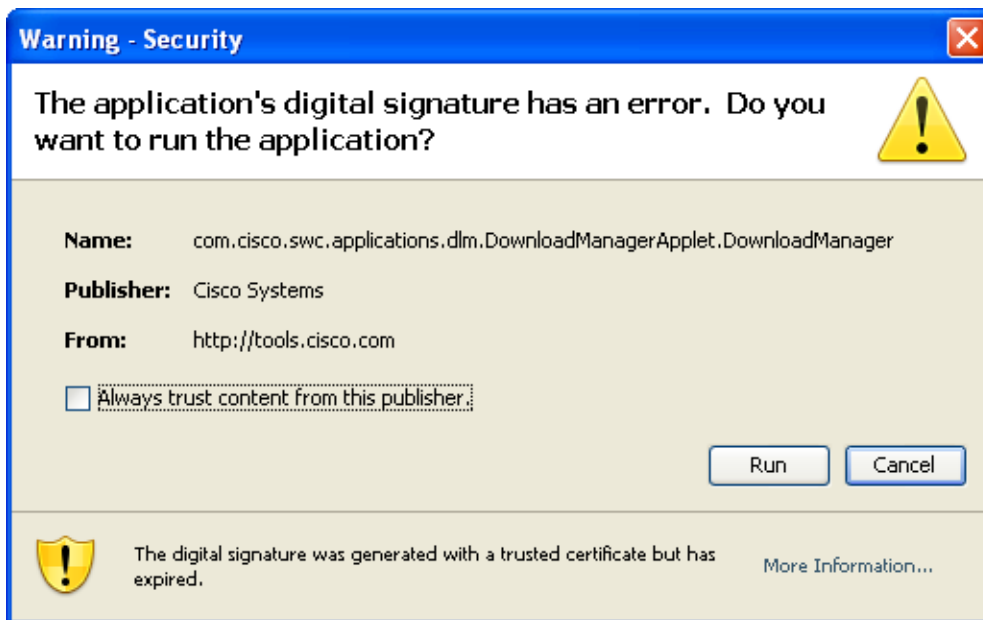
There are two different download options:

- [Download Manager Option \(Java-based option\)](#) ①
- [Non Java Download Option](#) ②

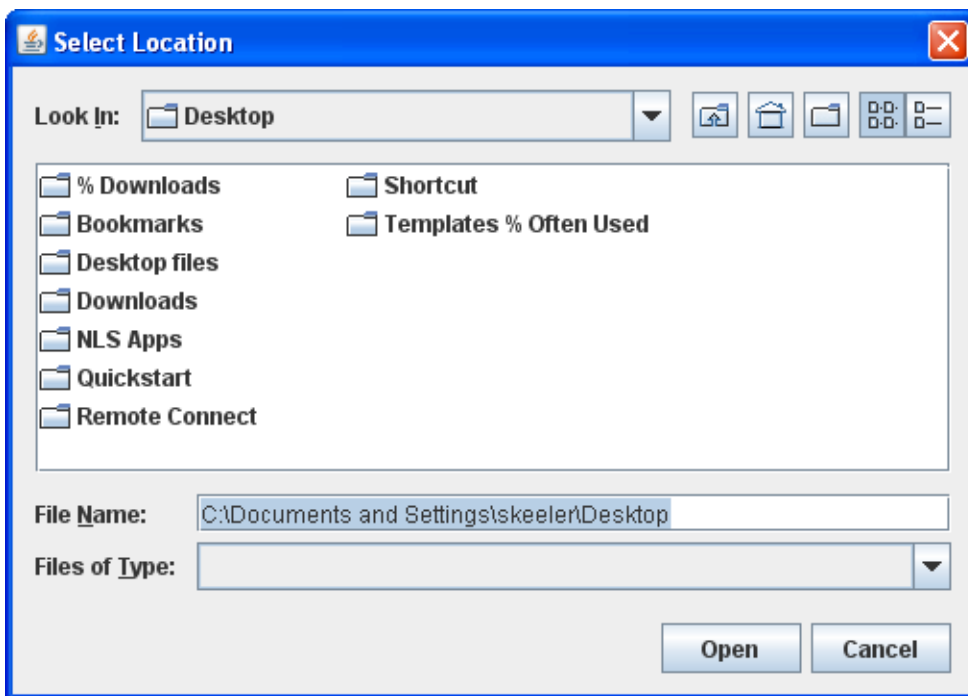
Download Manager Option (Java-based option)

This download option requires a minimum Java version of 1.4.2_xx; a hyperlink  is available to [verify Java is working](#) on your computer. To use the Download Manager Option perform the following steps:

- Click the **Download Manager Option**; ① a security warning appears.



- Click the **Run** button; a Select Location window appears.



- Specify the location you want the file to be downloaded and click **Open**; a download status window appears.



Download To: [? Help](#)

Current Download

Smart collector - 0.5

Image Name: cspc_rp1.22_rules-k9.zip, Size: 98.0 KB,

[Pause](#)

Transfer Rate: 98.0 kb/sec

[Cancel](#)

Download Progress: 99% Complete

Download Status (1 Items)

Description	File Name	Size	Status
Smart collector - 0.5	cspc_rp1.22_rules-k9.zip	98.0 KB	In Progress

- After the file has completed downloading a message appears  indicating results of the download.

Download process completed successfully. For details, please check the download status below.

[? Help](#)

Download Status (1 Items)			
Description	File Name	Size	Status
Smart collector - 0.5	cspc_rp1.22_rules-k9.zip	98.0 KB	Complete

Close Window

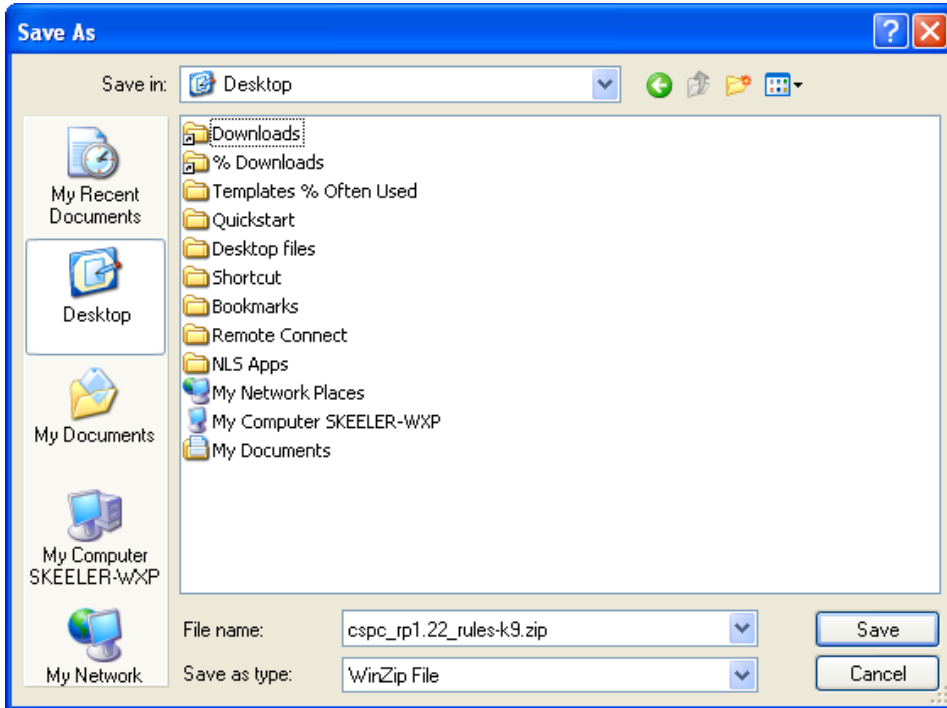
- Click the **Close Window** button.
- The process of installing the Smart Collector – CSP-C download file is covered in the [Smart Collector – CSP-C Quick Start Guide](#).

Non Java Download Option

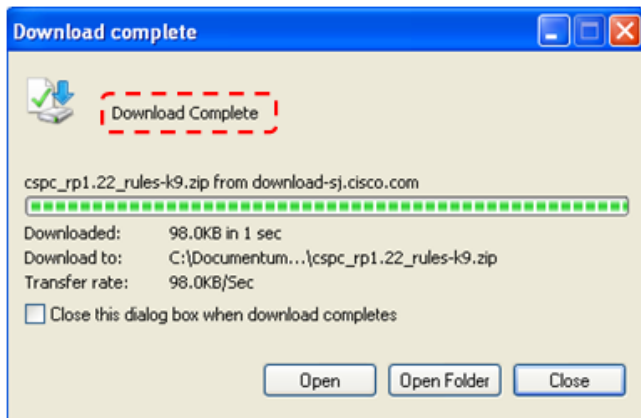
- Click the [Non Java Download Option](#);  a new window opens.

- Click **Download**; the File Download window appears.

- Click **Save**; the Save As window opens.



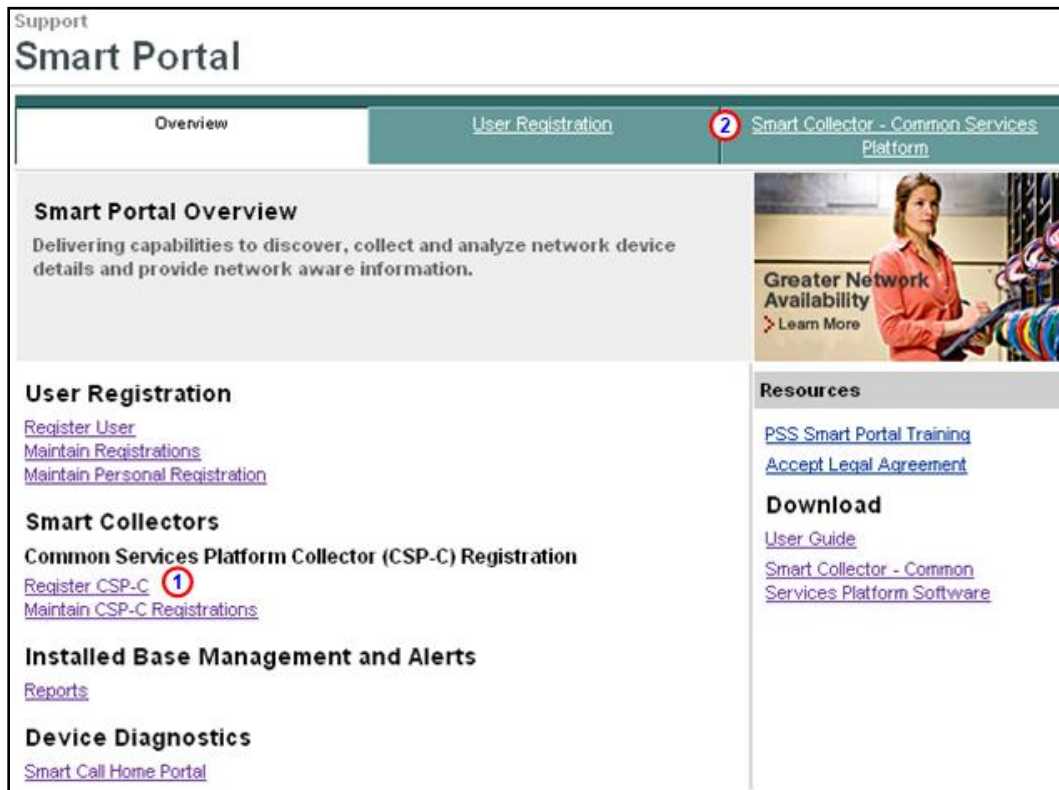
- Specify where you want the file downloaded, then click **Save**; the file is saved at the specified location and the Download complete window appears.



- The download status quickly displays followed by a Download Complete message,  click **Close**; the Download complete window is closed.

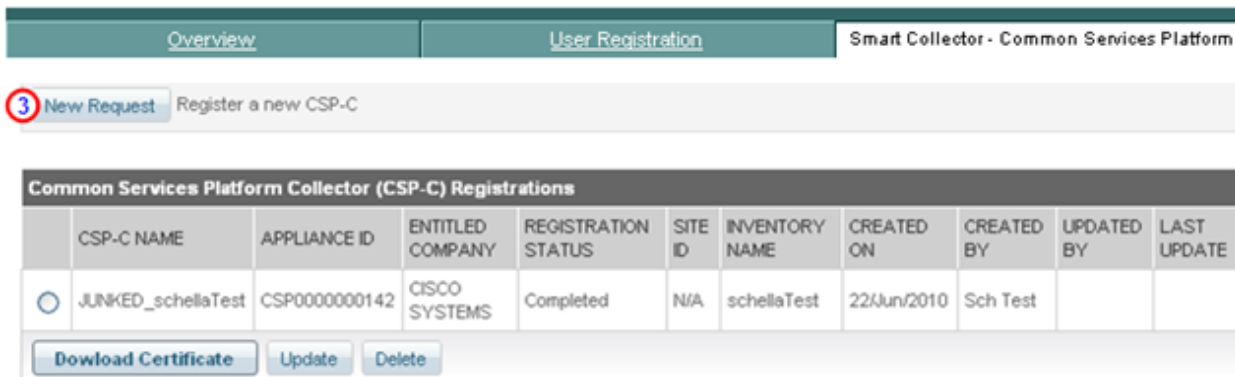
Register CSP-C

The CSP-C registration needs to be performed before the collector can be utilized by smart portal. The registration allows a validation to occur that creates a connection between the CSP-C collector and the Cisco backend. To register a CSP-C, perform the following steps:



- On the Smart Collector Overview page, click one of the following items:
 - Register CSP-C 1
 - Smart Collector- Common Services Platform tab 2

Clicking either of the above options displays the Smart Collector- Common Services Platform page; by default this page displays all the registered CSP-C's, if any have been registered.



- On the Smart Collector- Common Services Platform page, click **New Request;** 3 the CSP-C Registration view is displayed.

Overview | User Registration | Smart Collector - Common Services Platform

CSP-C Registration: Enter Information

This page allows you to register a new Common Services Platform Collector (CSP-C).

A "*" denotes a required field.

CSP-C Name:*

Entitled Company:*

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

Available list of Site IDs
 ①

Serial Number:*

Inventory Name:*

- Enter all the required information, which is designated by a red asterisk *.



Note Enter information that is relevant to the device/site, which will make finding/working with the device easier in the future. For the Site ID you can either manually enter the id or select one from the drop-down list. ①

The serial number information can be obtained from the invoice or other paperwork that came with the device; however the best source for the serial number is from the actual device.

- Click **Submit**; a message appears indicating that the submission was successful and instructs you to download a certificate.

Overview | User Registration | Smart Collector - Common Services Platform

13/AUG/2010: REG-INFO-83001: Your CSP-C registration has been submitted successfully. To complete the CSP-C installation you will need a Security Certificate & Registration information files, which you can download from [Download Certificate](#)

Register a new CSP-C

Common Services Platform Collector (CSP-C) Registrations

	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
<input type="radio"/>	CSP-C doctest	CSP0000000461	CISCO SYSTEMS	Completed	RTP-Bldg 10	cisco devices	13/Aug/2010	Sch Test		
<input type="radio"/>	JUNKED_schellaTest	CSP0000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test		

Downloading a Certificate

Downloading a certificate provides you a security certificate and other registration related files that will be used later when configuring the CSP-C. There are two ways to download a certificate. One way is to use the download link specified in an email notification that is sent after registering a new CSP-C or updating an existing CSP-C registration. The other method is to use the download certificate function on the smart portal.

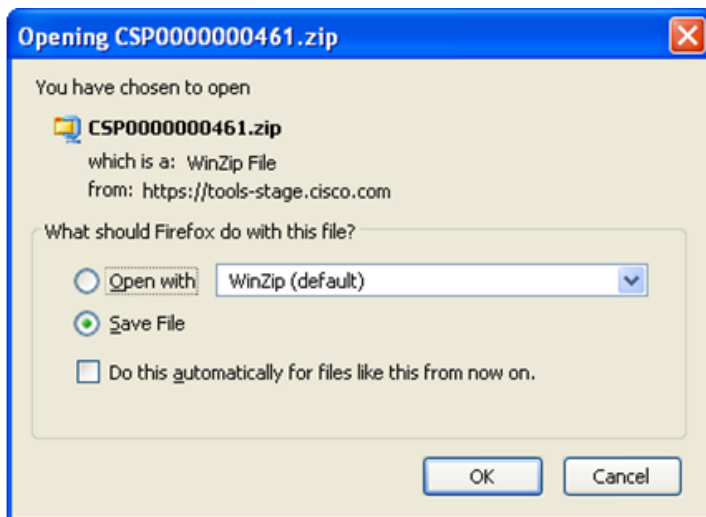
To download a certificate from the smart portal, perform the following steps:

	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
	CSP-C doctest	CSP0000000461	CISCO SYSTEMS	Completed	RTP-Bldg 10	cisco devices	13/Aug/2010	Sch Test		
	JUNKED_schellaTest	CSP0000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test		

- Click the **Download Certificate** button, a zip file window appears requesting you to either save or open the file.



Note The certificate can be downloaded at any time, but must be downloaded before configuring the CSP-C since the certificate and other entitlement info is needed during the CSP-C configuration process. To download the certificate later, simply come to this web page, select the CSP-C you want the certificate for and click **Download Certificate**.



- Click the **Save File** radio button, and then click **OK**.



Note You should not open the zip file and extract the files; doing so might complicate the CSP-C configuration process later. Store the zip file in a safe place that will be easy to find later.

Maintain CSP-C Registrations

There are two options for maintaining a CSP-C registration:

- [Update a CSP-C Registration](#)
- [Delete a CSP-C Registration](#)

Update a CSP-C Registration

Updating a registration can be performed on only those registrations that have a registration status of Completed. Registrations that are in an unregistered state cannot be updated. To update a CSP-C registration perform the following steps:

The screenshot shows the Smart Portal interface. At the top, there are three navigation tabs: 'Overview', 'User Registration', and 'Smart Collector - Common Services Platform'. The 'Smart Collector - Common Services Platform' tab is selected and highlighted in green, with a red circle containing the number '2' next to it. Below the tabs, the main content area is divided into several sections:

- Smart Portal Overview:** Delivering capabilities to discover, collect and analyze network device details and provide network aware information.
- User Registration:** Includes links for 'Register User', 'Maintain Registrations', and 'Maintain Personal Registration'.
- Smart Collectors:** Includes 'Common Services Platform Collector (CSP-C) Registration' with links for 'Register CSP-C' and 'Maintain CSP-C Registrations'. The 'Maintain CSP-C Registrations' link is circled in red with the number '1'.
- Installed Base Management and Alerts:** Includes a link for 'Reports'.
- Device Diagnostics:** Includes a link for 'Smart Call Home Portal'.
- Resources:** Includes links for 'PSS Smart Portal Training' and 'Accept Legal Agreement'.
- Download:** Includes links for 'User Guide' and 'Smart Collector - Common Services Platform Software'.

On the Smart Collector Overview page, click one of the following items:

- **Maintain CSP-C Registrations** ①
- **Smart Collector- Common Services Platform** tab ②

Clicking either of the above options displays the Smart Collector- Common Services Platform page; by default this page displays all the registered CSP-C's, if any have been registered.



Overview		User Registration		Smart Collector - Common Services Platform						
New Request		Register a new CSP-C								
Common Services Platform Collector (CSP-C) Registrations										
	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
<input type="radio"/>	CSP-C doctest2	CSP0000000461	CISCO SYSTEMS	Unregistered	N/A	cisco devices	13/Aug/2010	Soh Test	Soh Test	13/Aug/2010
<input checked="" type="radio"/>	JUNKED_schellaTest	CSP0000000142	CISCO SYSTEMS	Completed 1	N/A	schellaTest	22/Jun/2010	Soh Test		
Download Certificate		Update	Delete							

- Select a radio button of a registration that has a status of Completed. 1
- Click the **Update** button; the Edit CSP-C Registration view appears.

Overview		User Registration		Smart Collector - Common Services Platform						
Edit CSP-C Registration										
This page allows you to update a Common Services Platform Collector (CSP-C) registration.										
A "*" denotes a required field.										
Appliance ID:	CSP0000000142									
CSP-C Name*:	<input type="text" value="JUNKED_schellaTest"/> OLD									
Entitled Company:	CISCO SYSTEMS									
Site ID:	site/0001									
Serial Number*:	<input type="text" value="SERIALN0001"/>									
Inventory Name:	schellaTest									
Connectivity Connection Password:	<input type="text"/> <small>Leave the field empty to retain old password</small>									
Confirm Password:	<input type="text"/>									
Cancel										
Submit										

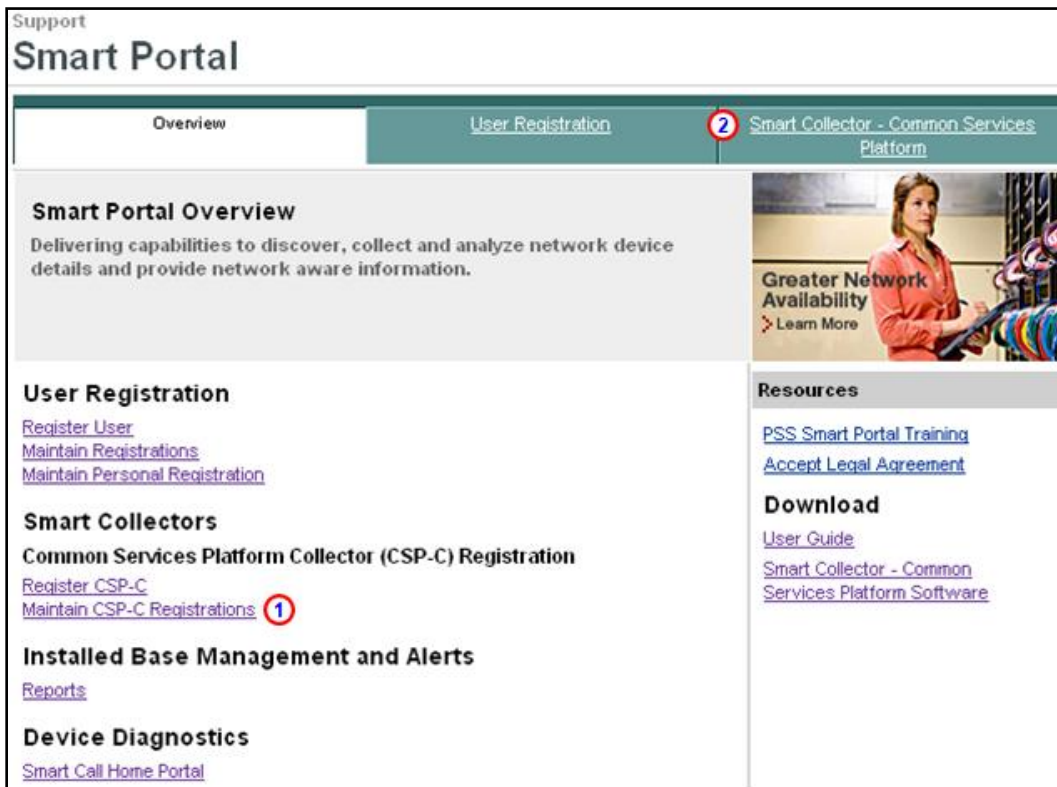
- Enter the data you want to modify in any of the available fields.
- Click **Submit**; the previous view appears with a message and updated contents.

Overview		User Registration		Smart Collector - Common Services Platform						
<div style="border: 1px dashed blue; padding: 5px; margin-bottom: 10px;"> <p>17/AUG/2010: REG-INFO-83004: Your CSP-C registration has been updated successfully. The changes also result in update to the Security Certificate and Registration information files, which you can download from Download Certificate</p> </div>										
New Request		Register a new CSP-C								
Common Services Platform Collector (CSP-C) Registrations										
	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
<input type="radio"/>	CSP-C doctest2	CSP0000000461	CISCO SYSTEMS	Unregistered	N/A	cisco devices	13/Aug/2010	Soh Test	Soh Test	13/Aug/2010
<input type="radio"/>	JUNKED_schellaTest OLD	CSP0000000142	CISCO SYSTEMS	Completed	site/0001	schellaTest	22/Jun/2010	Soh Test	Soh Test	17/Aug/2010
Download Certificate		Update	Delete							



- The updated view has a message  indicating the success of the update, and the modified information  appears in the refreshed view.
- An email notification is sent to the user, by the Cisco backend, after updating a CSP-C registration, the notification indicates the status of the update.

Delete a CSP-C Registration

Deleting a CSP-C registration does not delete the CSP-C device that is installed; instead, it revokes the security certificate of the installed CSP-C. To delete a CSP-C registration perform the following steps:



On the Smart Collector Overview page, click one of the following items:

- **Maintain CSP-C Registrations** 
- **Smart Collector- Common Services Platform** tab 

Clicking either of the above options displays the Smart Collector- Common Services Platform page; by default this page displays all the registered CSP-C's, if any have been registered.

Overview | User Registration | Smart Collector - Common Services Platform

New Request Register a new CSP-C

Common Services Platform Collector (CSP-C) Registrations

	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
<input checked="" type="radio"/>	CSP-C doctest2	CSP0000000461	CISCO SYSTEMS	Completed	RTP-Bldg 10	cisco devices	13/Aug/2010	Sch Test	Sch Test	13/Aug/2010
<input type="radio"/>	JUNKED_schellaTest	CSP0000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test		

Download Certificate | Update | Delete

- Select the radio button of the CSP-C registration you want to delete.
- Click the **Delete** button; a confirmation window appears to verify that you want to delete the registration and indicates that doing so will stop the CSP-C communication to the Cisco backend.

The page at <https://tools-stage.cisco.com> says:

? REG-INFO-83006: Deleting a CSP-C registration will prevent the CSP-C from sending data to the Cisco backend. Are you sure you want to delete this registration?

OK Cancel

- Click **OK**; a status message appears on the previous view indicating the success of the registration deletion.

Overview | User Registration | Smart Collector - Common Services Platform

13/AUG/2010: REG-INFO-83005: CSP-C registration has been deleted successfully. Email notification has been sent to respective Administrators regarding the same

New Request Register a new CSP-C

Common Services Platform Collector (CSP-C) Registrations

	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
<input type="radio"/>	JUNKED_schellaTest	CSP0000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test		

Download Certificate | Update | Delete

- The refreshed view has a message indicating that the requested deletion has been successfully performed, and the deleted registration is no longer displayed in the list.
- An email notification is sent to the user, by the Cisco backend, after deleting a CSP-C registration, the notification indicates the status of the deletion.

Additional CSP-C Resources

There is also additional information related to CSP-C operation, in the following documents:

- [Common Services Platform Collector Quick Start Guide](#) provides the following information:
 - Configuring the IP Address on the CSP-C Collector
 - CSP-C Registration
 - Installing and Configuring CSP-C Client
 - CLI Commands
 - Basic troubleshooting
- [CSP-C hardware and software support](#) provides the following information:
 - Recommended hardware configurations for CSP-C
 - Software support and supported devices for CSP-C
- [CSP-C supported devices list](#)
- [Cisco PSS Pre-Install Checklist](#)