

CHAPTER •

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 :
 - o Download Smart Collector CSP-C Software
 - o Register CSP-C
 - o Download a Certificate
 - o Update a CSP-C registration
 - o 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 <u>Common Services Platform</u> <u>Collector Quick Start Guide</u>.

Common Services Platform Collector (CSP-C) Registration

This section covers the following areas of CSP-C:

- <u>Download Smart Collector CSP-C Software</u>
- <u>Register CSP-C</u>
- Maintain CSP-C Registrations

Download Smart Collector – CSP-C Software

The download location for the Smart Collector – CSP-C software is located on the <u>smart portal Overview page</u>. To download the Smart Collector – CSP-C software perform the following steps:

Overview User Registration	Smart Collector - Common Services Platform
Smart Portal Overview Delivering capabilities to discover, collect and analyze network device details and provide network aware information.	Greater Network Availability > Learn More
User Registration Register User Maintain Registrations Maintain Personal Registration Smart Collectors Common Services Platform Collector (CSP-C) Registration Register CSP-C Maintain CSP-C Registrations Installed Base Management and Alerts Reports Device Diagnostics	Resources PSS Smart Portal Training Accept Legal Agreement Download User Guide Smart Collector - Common Services Platform Software

• On the <u>smart portal Overview page</u>, in the Download section, click **Smart Collector – Common Services Platform Software**; (1) the Download Software window appears.

Select Product Select S	tware Type 3 Select Software 3 Download	
Network Management and Automation >	nart collector > Smart Collector Software > 0.5	
Release 0.5 Software	Download Cart (0	items)
Smart Collector		
Search Release: 60	Sort By: Release Date 💟 🗸	
Expand all Close all Close all Latest Releases Construction All Releases Construction Construc	1 Download Now Release Date: 20/Sep/2010 Add to cart Size: 98.05 KB (100393 bytes) Download Now CspcClient_32bit_1121_win-K9.exe Release Date: 16/Sep/2010 Add to cart Size: 60589.07 KB (62043205 bytes) Download Now Release Date: 16/Sep/2010 Sc_Intel_img.iso Release Date: 16/Sep/2010 Sc_east Output: 100 Energy (John Platform)	
	Add to cart Size: 1394448.00 KB (1417674752 bytes) Download Now SC_README Release Date: 16/Sep/2010 Add to cart Size: 0.33 KB (330 bytes)	
	Download Now SC_SunFire_img.iso Release Date: 16/Sep/2010 Release Date: 16/Sep/2010 Add to cart Size: 1527808.00 KB (1564475392 bytes)	

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

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Click /	Accept - Cisco Systems
Suppo	orting Document(s)
Cisco's	End User Software License Agreement, D*
Cisco the fu updat	s's End User Software License Agreement (above) governs your use of the Cisco software listed at this web site. Click the highlighted link (above) for all text of the Agreement, which may be updated from time to time by Cisco in its sole discretion and without notice. Cisco will post a copy of the ted version of the Cisco End User Software License Agreement, and you will independently and regularly review the Agreement at this URL.
Softv	vare Download Rules - Please Read Carefully
By cl	icking "Agree" below, you agree to each of the following:
1.	That you shall be bound by Cisco's End User Software License Agreement posted at the above URL regarding your use of any Cisco software you download from this web site;
2.	That you are only entitled to download Cisco software for the Cisco hardware chassis or device or the particular application software or signature file for which you have paid the applicable software license fees;
3.	That you must purchase a Cisco Operating system Software feature set upgrade license if the feature set you intend to download is not included in your initial license;
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5.	That Cisco reserves the right to: (a) charge you for, and you agree to pay for, software /signature file downloads to which you are not entitled, and (b) immediately suspend or terminate your access to this web site if you download software to which you are not so entitled.
Agre	Decline
•	Click Agree, the Download Software window appears again.



• 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?

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

Java [®]	Your Java is working Java update available
	Your Java configuration is as follows:
	Vendor: <u>Sun Microsystems Inc.</u> 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.

- 1. Enable Java through your Web browser
- 2. Enable Java through the "Java Plug-in Control Panel"
- 3. Clearing your Web Browser Cache

If you are unable to perform any of the steps above due to an error, please reinstall Java. <u>Download</u> <u>and installation instructions</u>

- 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).
 - o Open file helpdesk.log and look for text like "JVM not found" or "terminated".
 - o 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).

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There are two different download options:

- Download Manager Option (Java-based option)
- Non Java Download Option

Download Manager Option (Java-based option)

This download option requires a minimum Java version of 1.4.2_xx; a hyperlink ^(_) is available to <u>verify Java is working</u> 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.

参 Select Location	X				
Look In: 🗖 Desktop 🔹 🖬 🛱 🛱 🖪					
🗂 % Downloads 🔄 Shortcut					
📑 Bookmarks 👘 Templates % Often Used					
🗖 Desktop files					
Downloads					
T NLS Apps					
C Quickstart					
Remote Connect					
File Name: C:\Documents and Settings\skeeler\Desktop					
Files of <u>Type</u> :	-				
Open Cano	:el				

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

cisco

Download To:	C:\Documents and Settings\skeeler\Desktop	Brow) Help			
Current Downlo	pad					
Smart collector	- 0.5					
Image Name: cspc_rp1.22_rules-k9.zip, Size: 98.0 KB,						
Transfer Rate: 98.0 kb/sec						
Download Prog	ress: 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
Cancel All Dow			

• After the file has completed downloading a message appears () indicating results of the download.

🖌 Download process completed successfully. For d	w.]	? Hel	
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 <u>Smart Collector CSP-C</u> <u>Quick Start Guide</u>.

Non Java Download Option

• Click the Non Java Download Option; 2 a new window opens.

cisco	
Non Java Download Option	
Download Cart has now been successfully reset to (0).	
Please select the 'Download' URL(s) below to download each image.	? <u>Help</u>
Download List (1 Items)	
Description File Name Size	
Smart collector cspc_rp1.22_rules-k9.zip 98.0 KB	<u>Download</u>
	d m
Close Window	

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

File Download				
Do you want to open or save this file?				
Name: cspc_rp1.22_rules-k9.zip Type: WinZip File, 98.0KB From: download-sj.cisco.com				
<u>Open</u> <u>Save</u> Cancel				
Always ask before opening this type of file				
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. <u>What's the risk?</u>				

• 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.

Download com	plete
	load Complete
cspc_rp1.22_rule	s-K9.zlp from download-sj.clsco.com
Downloaded: Download to: Transfer rate:	98.0KB in 1 sec C:\Documentum\cspc_rp1.22_rules-k9.zip 98.0KB/Sec
Close this dial	og box when download completes
	Open Open Folder Close

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
 - 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.

<u>Overview</u>				User Registration			Smart Collector - Common Services Platform			
3 Ne	New Reguest Register a new CSP-C									
Соп	mon Services Platfo	orm Collector (CS	SP-C) Registr	ations				_		
	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	site Id	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE
0	JUNKED_schellaTest	CSP000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test		
D	Dowload Certificate Update Delete									

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

<u>Overview</u>		ļ	Jser Registration	Smart Collector - Common Services Platform							
CSP-C Registration	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:*	CSP-C doct	est]								
Entitled Company:	CISCO SYS	TEMS	~								
Site ID:*	RTP-Bldg 10		Enter Siteld Or Se	elect fr	om below list						
	Available list	of Site IDs									
	Please Se	lect 💙	U								
Serial Number:*	DOC093914	H7]								
Inventory Name:*	cisco devic	s]								
			_								
Cancel	Su	bmit									

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.

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.

	Overviev	<u>v</u>		<u>User Regi</u>	<u>stration</u>		Smart Collector - Common Services Platfo					
13/ suc Cer Dov	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											
Ne	New Request Register a new CSP-C											
Con	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE		
0	CSP-C doctest	CSP0000000461	CISCO SYSTEMS	Completed	RTP-Bldg 10	cisco devices	13/Aug/2010	Sch Test				
0	JUNKED_schellaTest	CSP000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test				
D	owload Certificate	Dowload Certificate Update Delete										

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:

<u>Overview</u>				<u>User Regis</u>	stration		Smart Collect	or - Commo	on Services	Platform			
13/ suc Cer <u>Dov</u>	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												
Ne	New Register a new CSP-C												
Com	mon Services Platfo	orm Collector (CS	6P-C) Regis	trations									
	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE			
۲	CSP-C doctest	CSP0000000461	CISCO SYSTEMS	Completed	RTP-Bldg 10	cisco devices	13/Aug/2010	Sch Test					
0	JUNKED_schellaTest	CSP000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test					
D	owload Certificate	Update Del	Dowload Certificate Update Delete										

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

N

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.

N

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.

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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:



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											
Con	nmon Services Platform	n Collector (C\$P-	C) Registrati	ons								
	CSP-C NAME	APPLIANCE ID	ENTITLED	REGISTRATION STATUS	SITE	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE		
0	CSP-C coctest2	CSP000000461	CISCO SYSTEMS	Unregistered	NA	cisco devices	13:Aug/2010	Sch Test	Sch Test	13/Aug/2010		
۲	JUNKED_schellaTest	CSP000000142	CISCO SYSTEMS		NA	scheliaTest	22/Jun/2010	Sch Test				
	Dowload Certificate	Update Delete	D		· · · · · ·							

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

<u>Overview</u>			User Registration	Smart Collector - Common Services Platform						
Edit CSP-C Registration	n									
This page allows you to update a Common Services Platform Collector (CSP-C) registration.										
A *** denotes a required field.										
Appllance ID:	CSP000000142									
CSP-C Name:*	JUNKED_schell	aTest_OLD								
Entitled Company:	CISCO SYSTEM	s								
Site ID:	siteld001									
Serial Number:*	SERIALNO001									
Inventory Name:	schellaTest									
Connectivity Connection Password:			Leave the field empty to retain old p	assword						
Confirm Password:										
Cancel										

- 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 Platfo										
17/ -SUC Re	17/AUGr2010: 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 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	
0	CSP-C doctest2	CSP000000461	CISCO SYSTEMS	Unregistered	N/A	cisco devices	13/Aug/2010	Sch Test	Sch Test	13/Aug/2010	
0		CSP000000142	CISCO SYSTEMS	Completed	siteid001	schellaTest	22/Jun/2010	Sch Test	Sch Test	17/Aug/2010	
	Dowload Certificate	pdate 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.

<u>Overvie</u>		User Registration				Smart Collector - Common Services Platform				
w Request Register a	a new CSP-C									
mon Services Platfo	rm Collector (C	SP-C) Regis	trations		-		-			
CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE	
CSP-C doctest2	CSP0000000461	CISCO SYSTEMS	Completed	RTP-Bldg 10	cisco devices	13/Aug/2010	Sch Test	Sch Test	13/Aug/2010	
JUNKED_schellaTest	CSP000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test			
wload Certificate	Update	ete								
	v Request Register of mon Services Platfo CSP-C NAME CSP-C doctest2 JUNKED_schellaTest	Oterview v Request Register a new CSP-C mon Services Platform Collector (CS CSP-C NAME APPLIANCE ID CSP-C doctest2 CSP0000000461 JUNKED_schellaTest CSP0000000142 owload Certificate Update	Overview v Request Register a new CSP-C mon Services Platform Collector (CSP-C) Regis CSP-C NAME APPLIANCE ID ENTITLED COMPANY CSP-C doctest2 CSP0000000461 CISCO SYSTEMS JUNKED_schellaTest CSP000000142 CISCO SYSTEMS Owload Certificate Update Delete	Otterview Otterview Neglister a new CSP-C mon Services Platform Collector (CSP-C) Registrations CSP-C NAME APPLIANCE ID ENTITLED COMPANY REGISTRATION STATUS CSP-C doctest2 CSP0000000461 CISCO SYSTEMS Completed JUNKED_schellaTest CSP0000000142 CISCO SYSTEMS Completed	Overtificate Operation v Request Register a new CSP-C	Oter recent rec	Order Mediate Media	Orient constrained Constrained Constrained Constrained Note constrained Note constrained Constrained Note constrained Note constrained Note constrained Note constrained Company STATUS STE ID NVENTORY CREATED CSP-C doctest2 CSP0000000142 CISCO SYSTEMS Completed N/A schellaTest <th cols<="" td=""><td>Other Collector COSP-C Other Collector (CSP-C) Registrations CSP-C NAME APPLIANCE ID ENTITLED COMPANY STATUS NVENTORY ON CREATED ON CREATED UPDATED BY CSP-C NAME APPLIANCE ID ENTITLED COMPANY STATUS SITE ID INVENTORY ON CREATED ON BY CREATED UPDATED BY CSP-C doctest2 CSP0000000461 CISCO SYSTEMS Completed RTP-Bidg 10 cisco devices 13/Aug/2010 Sch Test Sch Test JUNKED_schellaTest CSP000000142 CISCO SYSTEMS Completed N/A schellaTest 22/Jun/2010 Sch Test Sch Test</td></th>	<td>Other Collector COSP-C Other Collector (CSP-C) Registrations CSP-C NAME APPLIANCE ID ENTITLED COMPANY STATUS NVENTORY ON CREATED ON CREATED UPDATED BY CSP-C NAME APPLIANCE ID ENTITLED COMPANY STATUS SITE ID INVENTORY ON CREATED ON BY CREATED UPDATED BY CSP-C doctest2 CSP0000000461 CISCO SYSTEMS Completed RTP-Bidg 10 cisco devices 13/Aug/2010 Sch Test Sch Test JUNKED_schellaTest CSP000000142 CISCO SYSTEMS Completed N/A schellaTest 22/Jun/2010 Sch Test Sch Test</td>	Other Collector COSP-C Other Collector (CSP-C) Registrations CSP-C NAME APPLIANCE ID ENTITLED COMPANY STATUS NVENTORY ON CREATED ON CREATED UPDATED BY CSP-C NAME APPLIANCE ID ENTITLED COMPANY STATUS SITE ID INVENTORY ON CREATED ON BY CREATED UPDATED BY CSP-C doctest2 CSP0000000461 CISCO SYSTEMS Completed RTP-Bidg 10 cisco devices 13/Aug/2010 Sch Test Sch Test JUNKED_schellaTest CSP000000142 CISCO SYSTEMS Completed N/A schellaTest 22/Jun/2010 Sch Test Sch Test

- 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 pa	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 Colle	ctor - Comm	on Service:	s Platform	
13 su re	13/AUG/2010: REG-INFO-83005: CSP-C registration has been deleted successfully. Email notification has been sent to respective Administrators regarding the same										
N	New Request Register a new CSP-C										
Corr	nmon Services Platfo	orm Collector (C	SP-C) Regist	rations							
	CSP-C NAME	APPLIANCE ID	ENTITLED COMPANY	REGISTRATION STATUS	SITE ID	INVENTORY NAME	CREATED ON	CREATED BY	UPDATED BY	LAST UPDATE	
0	JUNKED_schellaTest	CSP000000142	CISCO SYSTEMS	Completed	N/A	schellaTest	22/Jun/2010	Sch Test			
D	owload Certificate	Update Del	lete								

- 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:

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