



# CHAPTER 4

## Smart Portal Partner Reports

Revised Date: June 2015 PSS 2.2

### Reports Overview and Access

The Reports user interface lets the user find a device using several methods and view specific information related to that device. The user can view comprehensive inventory data of a device, such as the contract it is covered under, the containing line cards, and any alerts that might be impacting the device. Additionally, the smart portal reports interface lets the user easily customize a view of the inventory data, such as seeing devices in a subnet (i.e. IP address ranges), device names containing a specific text string, or by product categories, alert types, or expiring contract coverage for specific quarters.

To access the inventory reports noted above, perform the following steps:



Note

The question marks preceding some of the categories provide help information about that category when clicked. For more information about this online help go to the PSS User Guide's [Introduction to Smart Portal](#) chapter.

Important

Java needs to be enabled on the browser in order for the training platform to work (both the launcher and player).

On the Smart Portal Overview page, under the Installed Base Management, Alerts and Diagnostics section, click **Reports**; a new browser window opens, which contains the Smart Portal Reports window.

The screenshot displays the Cisco Smart Portal Partner Support Service interface. The top navigation bar includes 'Smart Portal', 'Partner Support Service', and user options like 'Hi IBMA', 'About', 'Inbox', 'Logout', and 'Related Tools'. Below this, there are tabs for 'Dashboard', 'Reports', 'Delta Reports', 'Support', and 'Device Diagnostics/ Smart Call Home'. The main content area is divided into two panels: 'Inventory Processing' and 'Latest Product Alerts'.

**Inventory Processing Panel:**

- Buttons: 'Expiring Coverages', 'To do List'
- Section: 'Inventory Upload Details for past 3 months'
- Table with columns: Entitled Company, Inventory Name, Appliance Id, Upload Date, Status
- Table Data (partial):
 

Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
CISCO SYSTEMS LTD	SE19-DSD-TOPO-0	CSP00010057	2013-Sep-16 1	Success
CISCO SYSTEMS LTD	SE19CD9-DSD-TOF	CSP00010057	2013-Sep-16 1	Success
CISCO SYSTEMS LTD	SE19-TME-Reuploa	CSP0001005E	2013-Sep-25 1	Success
CISCO SYSTEMS LTD	SE19-DSD-TOPO-0	CSP00010057	2013-Sep-16 1	Success
CISCO SYSTEMS	SE19_CD3_manual	CSP00010057	2013-Sep-24 1	Success
CISCO SYSTEMS	SE19_CD3_manual	CSP00010057	2013-Sep-24 1	Success
CISCO SYSTEMS	SE19_CD3_manual	CSP00010057	2013-Sep-24 2	Success
CISCO SYSTEMS	SE19_CD3_manual	CSP00010057	2013-Sep-23 2	Success
CISCO SYSTEMS	SE19_SR_conn_3_j	CSP00010057	2013-Sep-23 1	Success
CISCO SYSTEMS	SE19_SR_conn_3_j	CSP00010057	2013-Sep-23 1	Success
CISCO SYSTEMS	SE19_CD4-CSCUj1	CSP00010057	2013-Sep-25 1	Success
CISCO SYSTEMS	SE19_SR_conn_3_j	CSP00010057	2013-Sep-16 1	Failed
CISCO SYSTEMS	SE19 SR conn 3 i	CSP00010057	2013-Sep-16 1	Failed

**Latest Product Alerts Panel:**

- Section: 'Entitled Companies'
- Filters: Q4CY12 | Q1CY13 | Q2CY13 | Q3CY13
- Text: 'Latest Product Alerts between Q3CY13(start) and Q3CY13(end).'
- Bar Chart: 'Product Alert Match count' vs 'Entitled Company'.
- Chart Data (approximate values):
 

Entitled Company	Product Alert Match count
CISCO SYSTEMS	~40,000
CISCO SYSTEMS LTD	~80,000

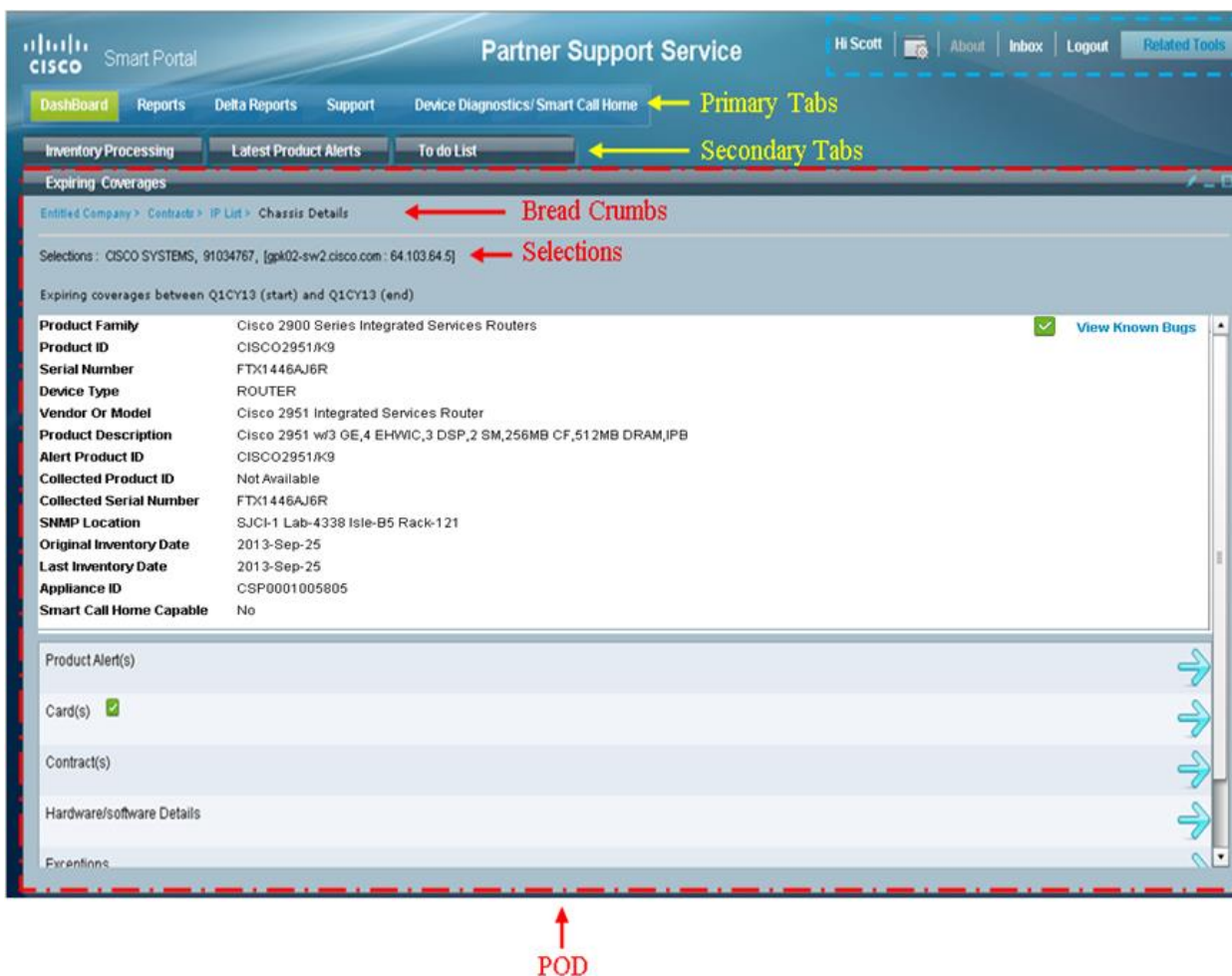
## Graphical User Interface (GUI)

This section explains several areas of the Graphical User Interface (GUI), those areas are:

- [Parts of the GUI](#)
- [Navigation](#)
- [Types of Data Displays](#)
- [Common 'IP List' Process Flow for GUI Data](#)
- [Common Services](#)

## Parts of the GUI

Smart Portal Reports has names for different parts of the GUI. This section identifies the names of those different parts of the GUI:





- **Primary tabs** – the primary categories of reports, each of which has their own set of secondary tabs.




**Note** The Device Diagnostics / Smart Call Home tab has no secondary tabs, but instead provides a link to the Smart Call Home portal, where all Smart Call Home related work can be performed.

- **Secondary tabs** – each primary tab has several secondary tabs, with each one having its own unique corresponding 'pod' view.

- **Breadcrumbs** – indicates the name of the current pod view, and provides a navigational path back to previous pod views.
- **Selections** – indicates the specific names of the items that were selected on the previous pod views.
- **POD**  – area where all data for a related secondary tab is displayed.
- **Toolbar**  – provides access to various information related to the Reports smart portal; see Reports Toolbar for more information.



PODs

For Reports and Delta Reports there are additional items displayed that are not shown on the Dashboard or Supports tab, those items are enclosed in blue-dashed box: 

- Entitled company – name of the company that the user is associated.
- Inventory – name of the inventory whose data is being used by the secondary tabs in this section.
- Change button – lets you change to another inventory.

Partner Support Service indicates that type of contract that is associated to the entitled company identified in the portal.

## Reports Toolbar

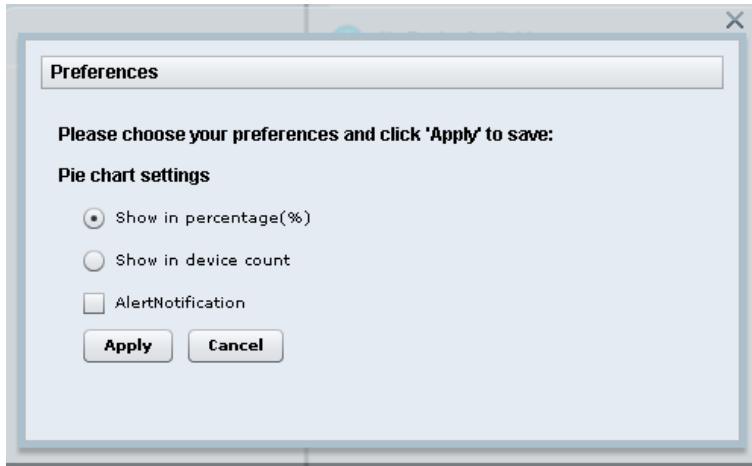
The Reports Toolbar contains the following items that provide information related to smart portal Reports:



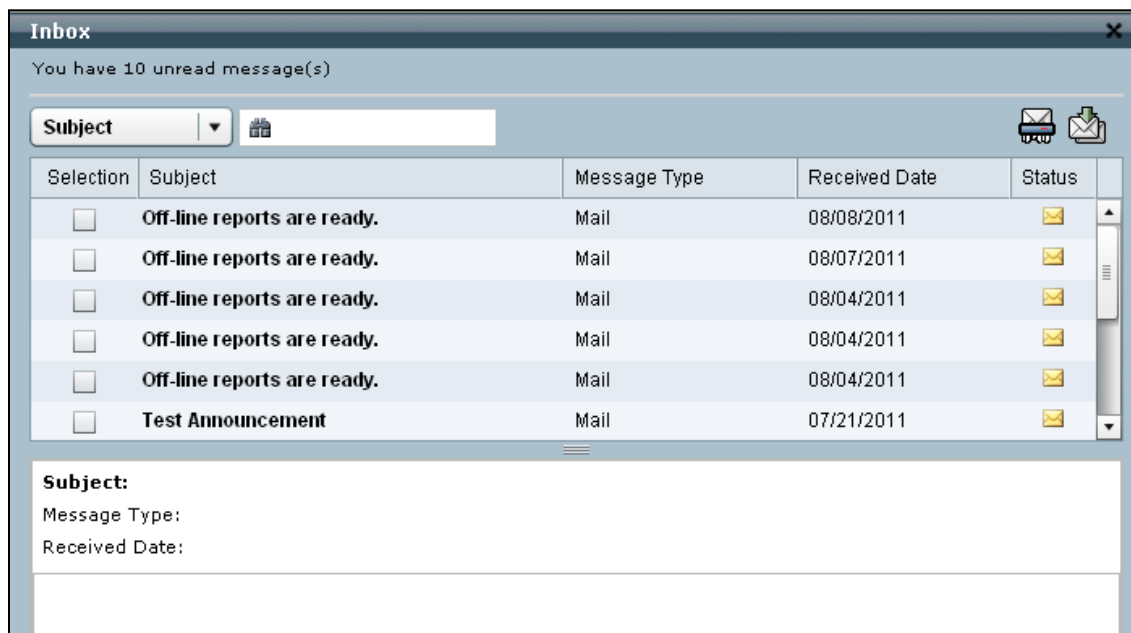
1. **Logged in name** – provides the name of the user id that logged in to smart portal. When you move your mouse over (mouse-over) the name, a pop-up displays the full name.
2. **Preferences** – Lets you specify the following items:



- How you want to view the pie chart settings (by percentage (%) or device count).
- Indicate if you want to receive alert notifications; the alert notification check box is not checked by default and must be checked in order to receive alert notifications.



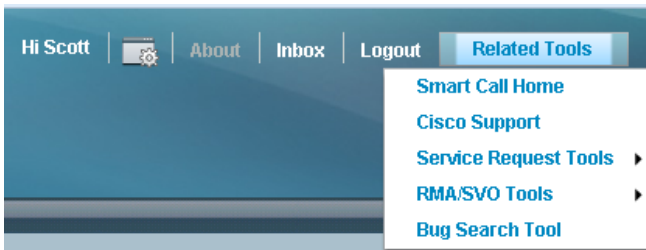
3. **Inbox** – Lets you view your mail inbox on Reports smart portal; the inbox is where you can view any messages that may have been sent to you, or to see any off-line reports you requested.



4. **Logout** – lets you logout from the current smart portal session.
5. **Related Tools** – provides you easy access to related tools that are also used by smart portal users. See [Related Tools](#) (next section) for more details.

## Related Tools

The Related Tools option provides access to the following tools:



- Smart Call Home Portal
- Cisco Support
- Service Request Tools
  - Service Request Search
  - New Service Request
- RMA/SVO Tools
  - RMA Status
  - New RMA Request
- Bug Search Tool

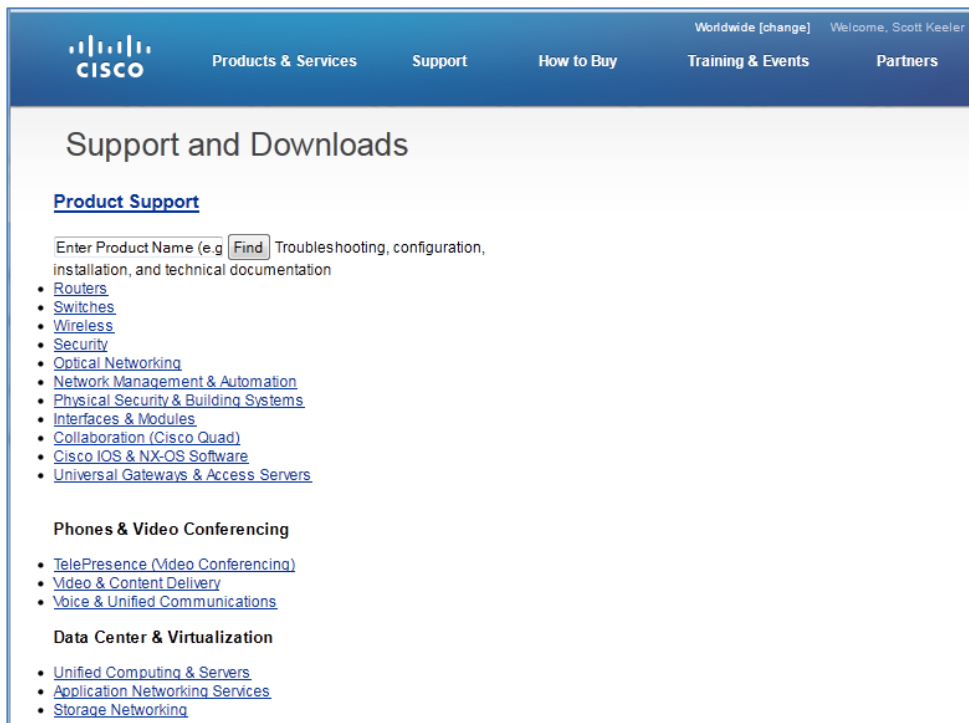
### Smart Call Home Portal

Provides access to the Smart Call Home portal, which is located at URL <https://tools.cisco.com/sch/>

### Cisco Support

This related tool provides access to the following support items shown in the graphic below. The Cisco Support tool is located at the following URL:

<http://www-stage1.cisco.com/cisco/web/support/index.html>



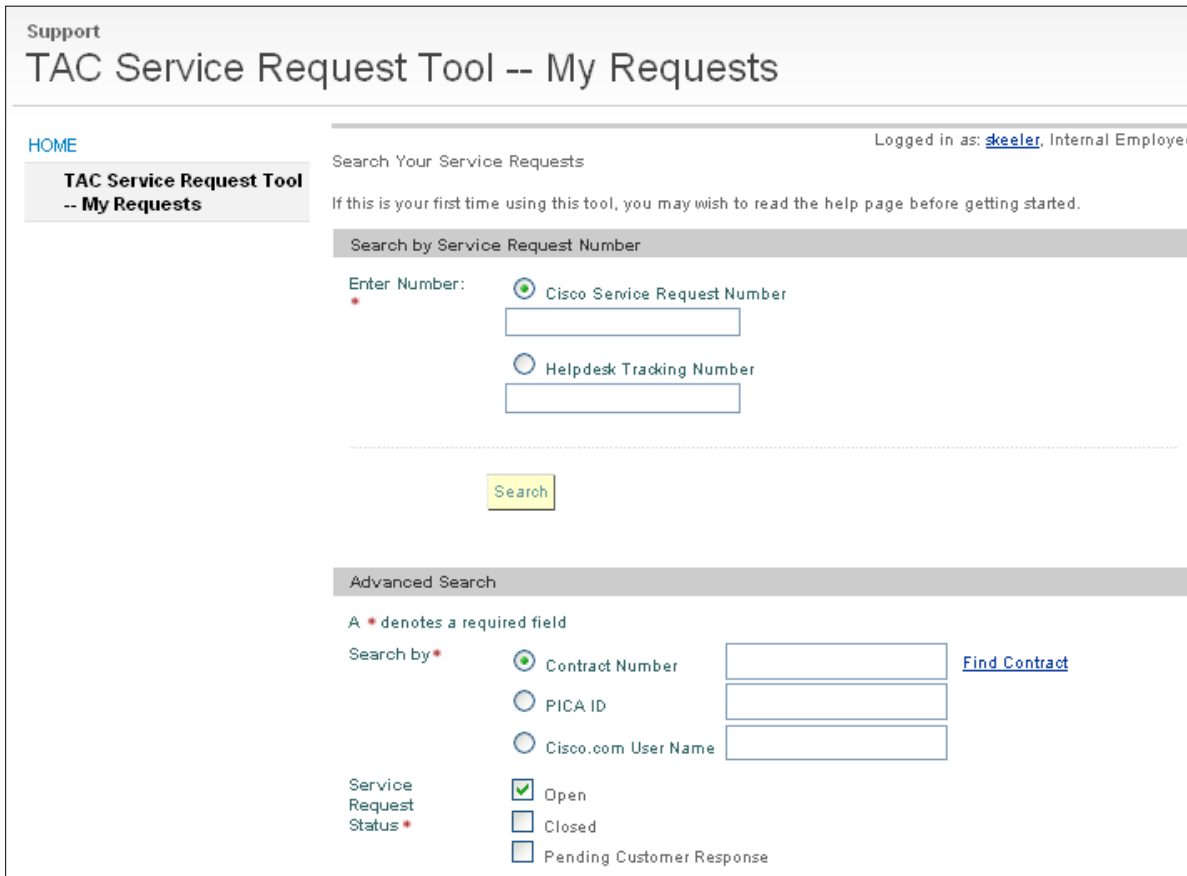
## Service Request Tools

Provides access to the following functions:

- Service Request Search
- New Service Request

### Service Request Search

Has a login screen, then the TAC Service Request Tool -- My Requests webpage appears. You are able to search for service requests (SR's) using a variety of search parameters that are displayed below in the following graphic:



Support  
TAC Service Request Tool -- My Requests

HOME Logged in as: [skeeler](#), Internal Employee

TAC Service Request Tool -- My Requests

Search Your Service Requests

If this is your first time using this tool, you may wish to read the help page before getting started.

Search by Service Request Number

Enter Number:  Cisco Service Request Number   
 Helpdesk Tracking Number

Advanced Search

A \* denotes a required field

Search by\*  Contract Number  [Find Contract](#)  
 PICA ID   
 Cisco.com User Name

Service Request Status\*  Open  
 Closed  
 Pending Customer Response

### New Service Request

This page allows you to manually create a new SR request on the TAC Service Request Tool - New Request window. The SR request starts by entering your Cisco.com ID in the field, which is displayed in the following graphic.

Support  
TAC Service Request Tool -- New Request

HOME

**TAC Service Request Tool -- New Request**

1 Setup Request > 2 Describe Problem > 3 Specify Product > 4 Finish

A "\*" denotes a required field.

Cisco.com User ID

Please specify the Cisco.com User ID of the person to be listed as the contact for this service request.

Enter Cisco.com User ID: \*  [Cisco.com Registration and Lookup](#)

Continue Reset

Need help creating a service request? Try these options.

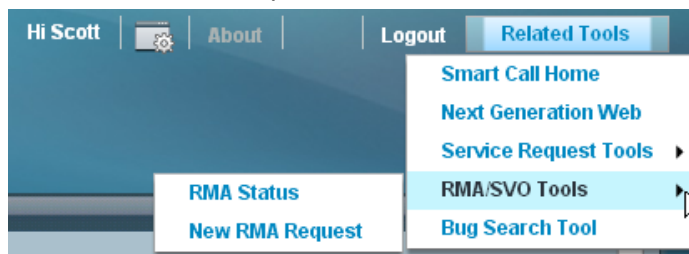
- View a brief tutorial. ([Flash](#) or [PDF](#))

**Live Help**  
Powered by Veeva

## RMA/SVO Tools

Provides access to the following RMA/SVO tools:

- RMA Status
- New RMA Request



## RMA Status

This page lets you check on the status of an RMA order by providing various search parameters to perform a search on.

## My Cisco Workspace

[+ Add Modules](#) [Change Layout](#)

Workspace Language: [English - Worldwide](#)

**SORT - Order Create**

**Search for a Product or Contract**

Search for customer data by entering one or more of the following search criteria

\* Customer Cisco.com ID  [Cisco.com ID LookUp](#)  
[Cisco.com ID Registration](#)  
[CSCC Tool](#)

Serial Number  
 Contract  
 Site  
 Site Details

[Search](#)

**Copy An Existing Order**

Search for an existing order to copy all or some of its data

**Order Number**  
 [Lookup](#)

**Start with Service Request**

Create a new order on an existing, open Service Request

**SR Number**  
 [Lookup](#)

[View an existing Service Request](#)  
[TAC Case Collection Troubleshooting Assistance Tool](#)

**SORT - Locate Order**

Use the drop-down menu below to search for a Service Order.

**Search Type:** [RMA/Service Order Number](#)

**Search Terms:**

Separate multiple values with commas [Help on Codes](#)

**Include Archived Orders:**

**Date Range :** From:  To:

Enter date in DD-MON-YYYY format (i.e. 01-JUN-2006)  
For best results, please limit the date range used to 1 month or less

**Order Status:** [All](#)

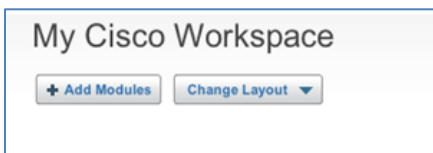
**Send Results To:** [Screen](#)

[Search](#) [Clear](#)

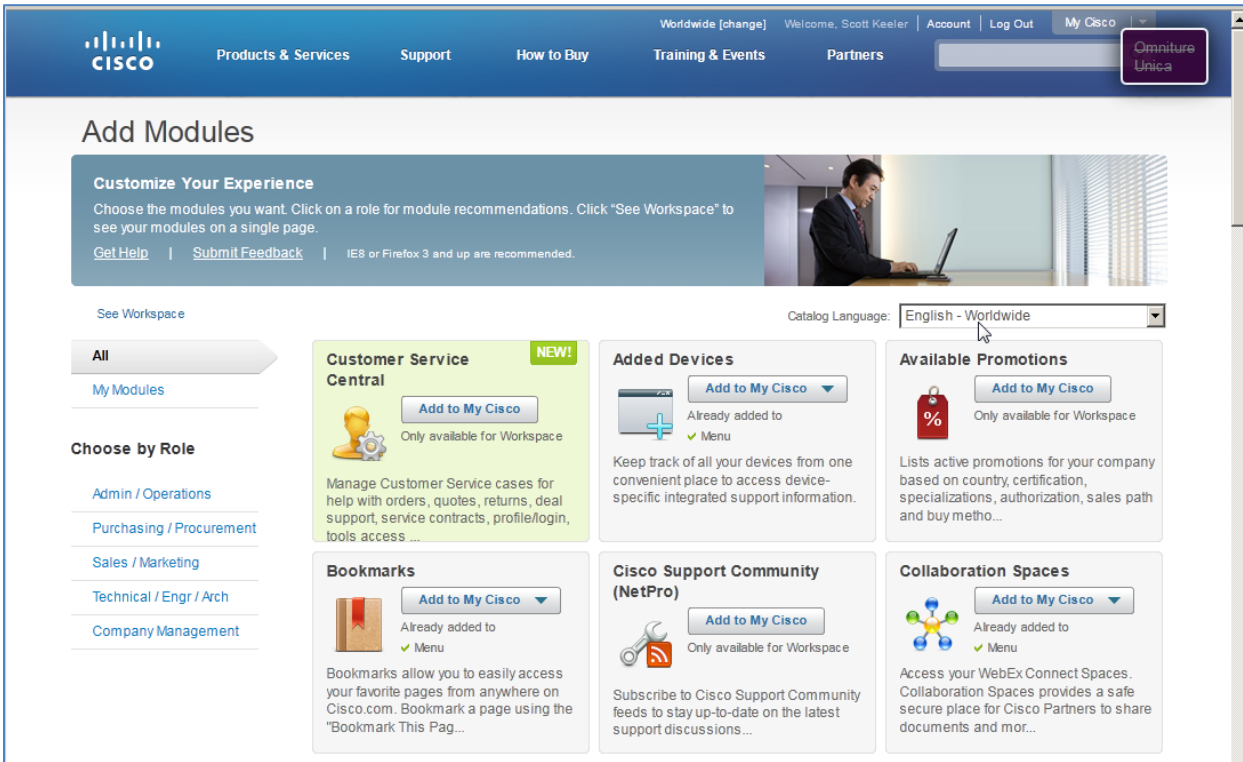
Enter the search parameters you want to perform a search with, and then click the **Submit** button.

### Adding Sort Modules

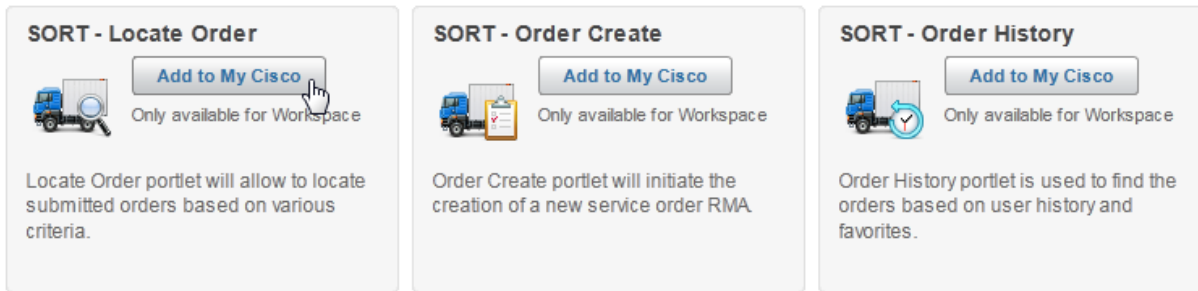
If your My Cisco Workspace page does not have the sort modules added, then perform the following steps:



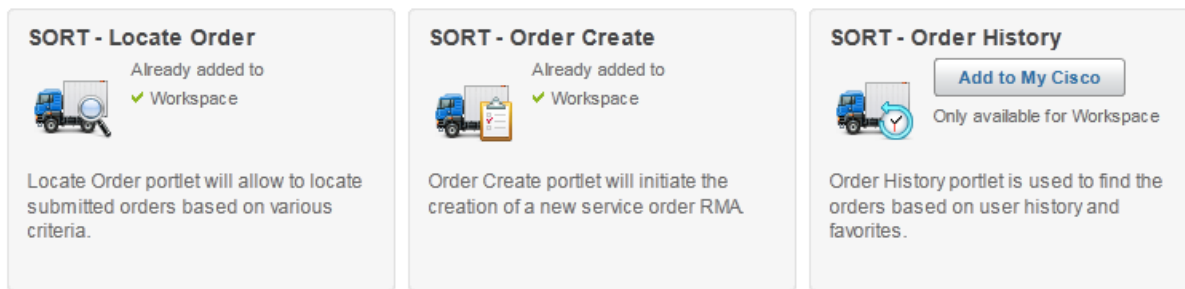
In the top-left corner of My Cisco Workspace click **+ Add Modules**; the Add Modules window appears.



- On the Add Modules, scroll down until you find the Sort modules.



- On both the SORT – Locate Order module and the SORT –Order Create module click **Add to My Cisco**.



- Both buttons change and now indicate ✓ Workspace.



## My Cisco Workspace

+ Add Modules Change Layout

Workspace Language: English - Worldwide

**SORT - Order Create**

**Search for a Product or Contract**

Search for customer data by entering one or more of the following search criteria

\* Customer Cisco.com ID  [Cisco.com ID LookUp](#)  
[Cisco.com ID Registration](#)  
[CSCC Tool](#)

Serial Number  
 Contract  
 Site  
 Site Details

**Copy An Existing Order**

Search for an existing order to copy all or some of its data

**Order Number**

**Start with Service Request**

Create a new order on an existing, open Service Request

**SR Number**

[View an existing Service Request](#)  
[TAC Case Collection Troubleshooting Assistance Tool](#)

**SORT - Locate Order**

Use the drop-down menu below to search for a Service Order.

**Search Type:**

**Search Terms:**

Separate multiple values with commas [Help on Codes](#)

**Include Archived Orders:**

**Date Range :** From:  To:

Enter date in DD-MON-YYYY format (i.e. 01-JUN-2006)  
For best results, please limit the date range used to 1 month or less

**Order Status:**


**Send Results To:**

- Return to My Cisco Workspace and now both added modules are visible in the workspace.

## New RMA Request

This page lets process a new RMA request.

Close Window



**Service Order Submit Tool**

**UNITED STATES: HOLIDAY- JULY 4** Please be advised that Monday, July 4 is a Legal Holiday in the United States. Next Business Day Orders processed on Friday, July 1, will not be delivered until Tuesday, July 5. Premium Order deliveries will not be affected. Please contact the Global Logistics Service Centers @1.800.553.2447 option 4 for further updates.

**Attention:** You do not have access to the SVO Submit tool.

Close Window

## Bug Search Tool

The Basic Search option lets you enter a variety of search terms (bug id numbers, product names or version numbers, error message info, etc.) in one place, the Search field.

To use the Bug Search Tool, perform the following steps:

Tools & Resources

### Bug Search

[Help](#) | [Feedback](#)

Welcome to the new and improved Bug Search Tool. We are still in Beta, but have added a lot of **features** and have more coming. You are always welcome to use Bug Toolkit and we welcome your **feedback**. For more employee appropriate information about this tool, please see our **internal handbook**.

Save Search Load Saved Search Clear Search Email Current Search

Search For:

Examples: CSCrd10123\_6500\_switch\_15.1(4)T\_router\_crash\_etc...

- Enter the search parameters in the Search field **1** to find the bug information you are looking for.

Tools & Resources

### Bug Search

[Help](#) | [Feedback](#)

Welcome to the new and improved Bug Search Tool. We are still in Beta, but have added a lot of **features** and have more coming. You are always welcome to use Bug Toolkit and we welcome your **feedback**. For more employee appropriate information about this tool, please see our **internal handbook**.

Save Search Load Saved Search Clear Search Email Current Search

Search For:

Examples: CSCrd10123\_6500\_switch\_15.1(4)T\_router\_crash\_etc...

Product Family:

Hardware Part (ID)

CISCO2951-WK9

Modified Date:

Status:

Severity:

Rating:

Support Cases:

Bug Type:

Filter:

▼

▼

▼

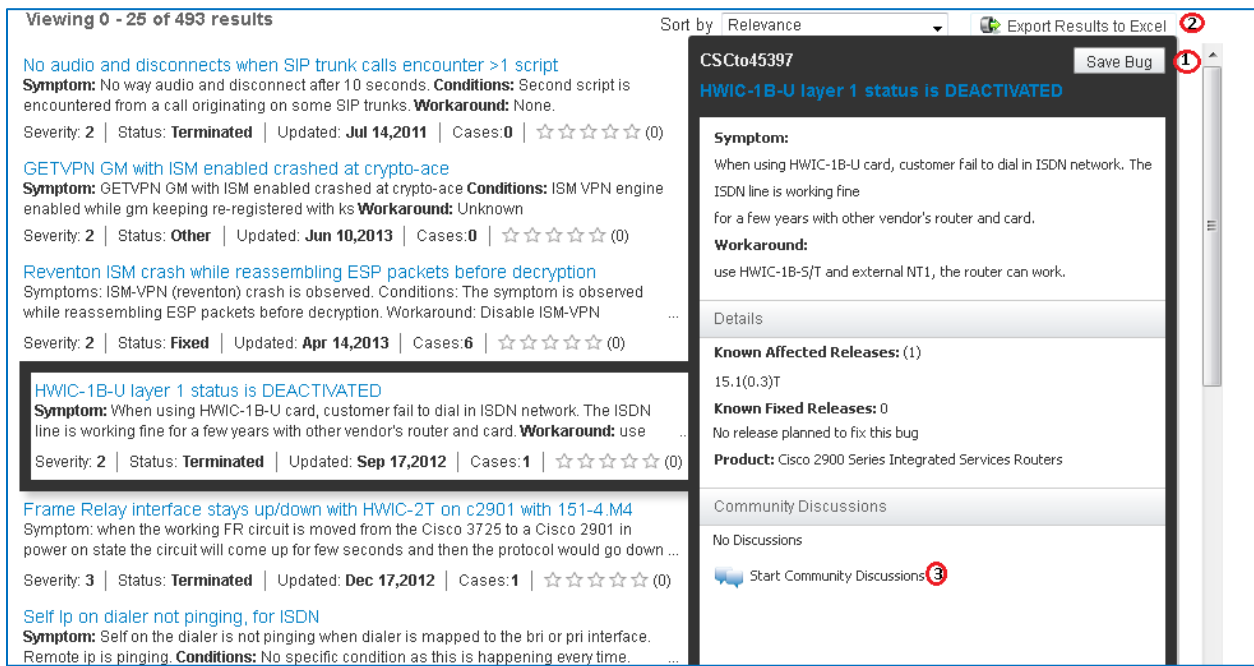
▼

▼

▼

Customer Visible

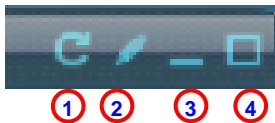
- Make a selection from the Product Family drop-down list to activate the Search option. **2**



- The search results get displayed below the search box.
- The summary of the bug is displayed when the user moves their cursor over a specific bug.
- There is an option to save the bug, <sup>1</sup> or to start a discussion about the bug. <sup>3</sup>
- The entire search results can be exported to Excel. <sup>2</sup>

## POD View Functions

This section describes the different functions that affect the behavior of the pod view .



The top-right corner on the pod, have several buttons that perform different functions that control how the pod is displayed. Some of the buttons are conditional and are displayed only under certain conditions:

- Refresh <sup>1</sup> – is a “conditional” button that updates information on the pod (e.g. status of My Reports documents).
- Add a Task <sup>2</sup> – allows user to capture relevant on current screen and add additional details and save as a task.
- Minimize <sup>3</sup> – minimizes the associated pod and changes it to a secondary tab.
- Maximize <sup>4</sup> – maximizes the associated pod and minimizes any other corresponding pod to a secondary tab.

## GUI Tips

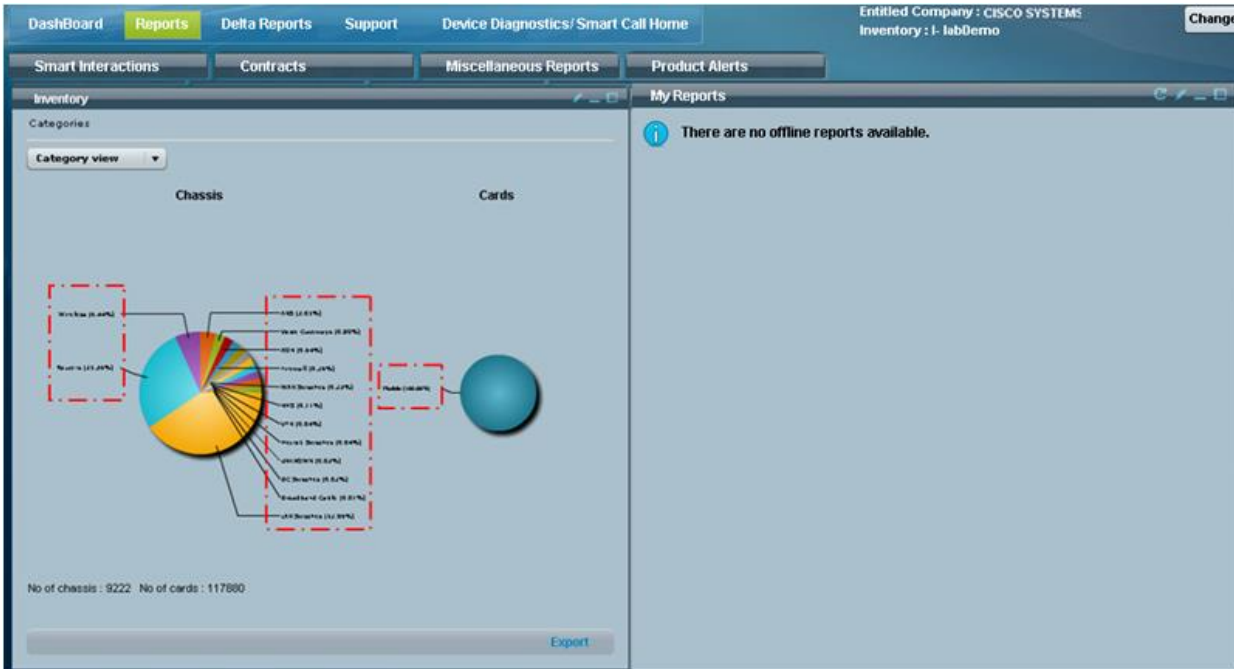
This section contains tips that will assist you in seeing all the data that is displayed by smart portal Reports, help maximize your viewing ability and provide cues to what is taking place on the GUI.


### Recommended Display Settings

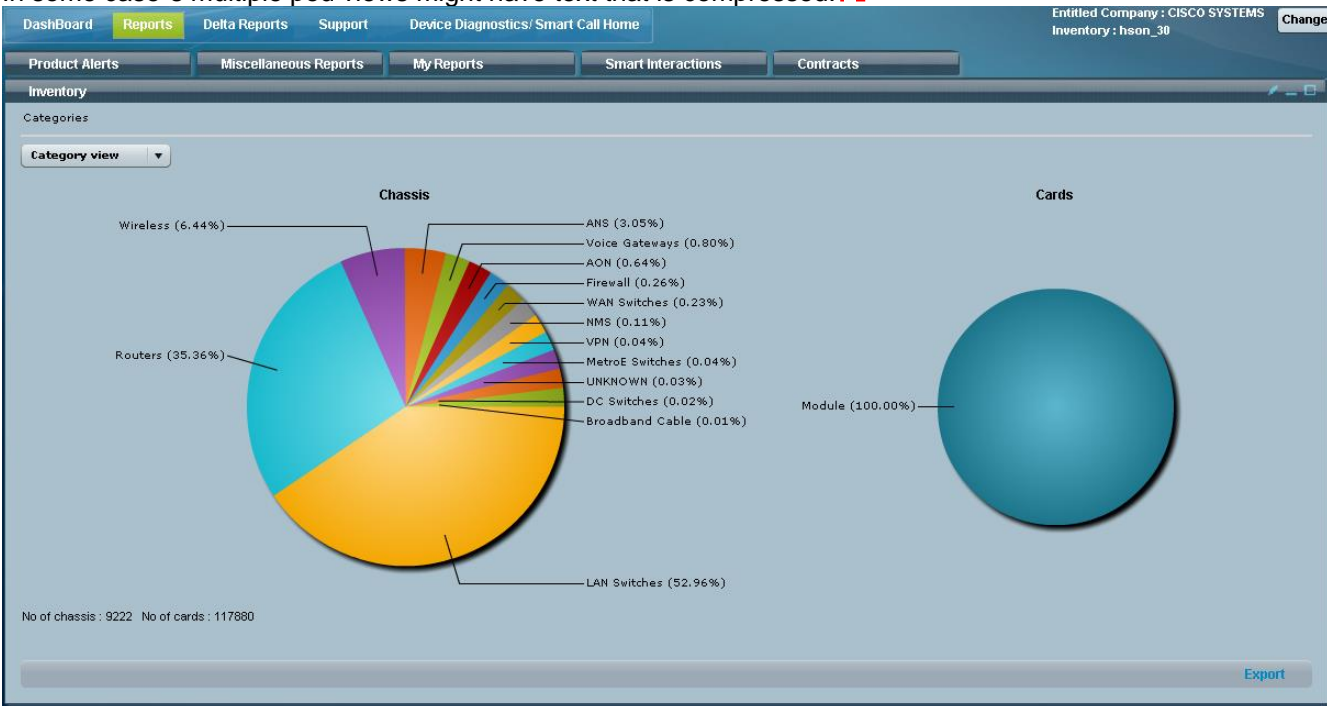
The GUI resolution is designed to be viewed at 1024 x 768 pixels or higher.

## Improving Data Visibility

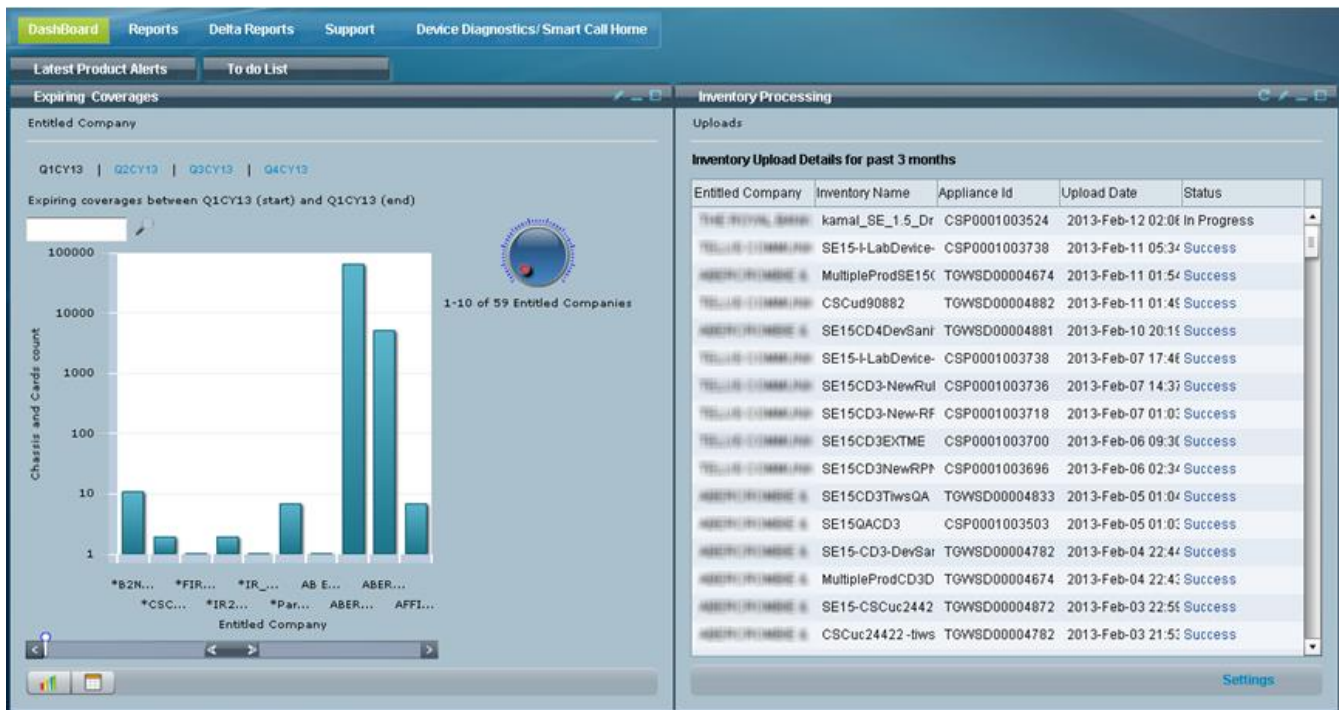
This section provides tips on how to maximize the size and extend the visibility of the presented data. To see different pod views perform the following steps:



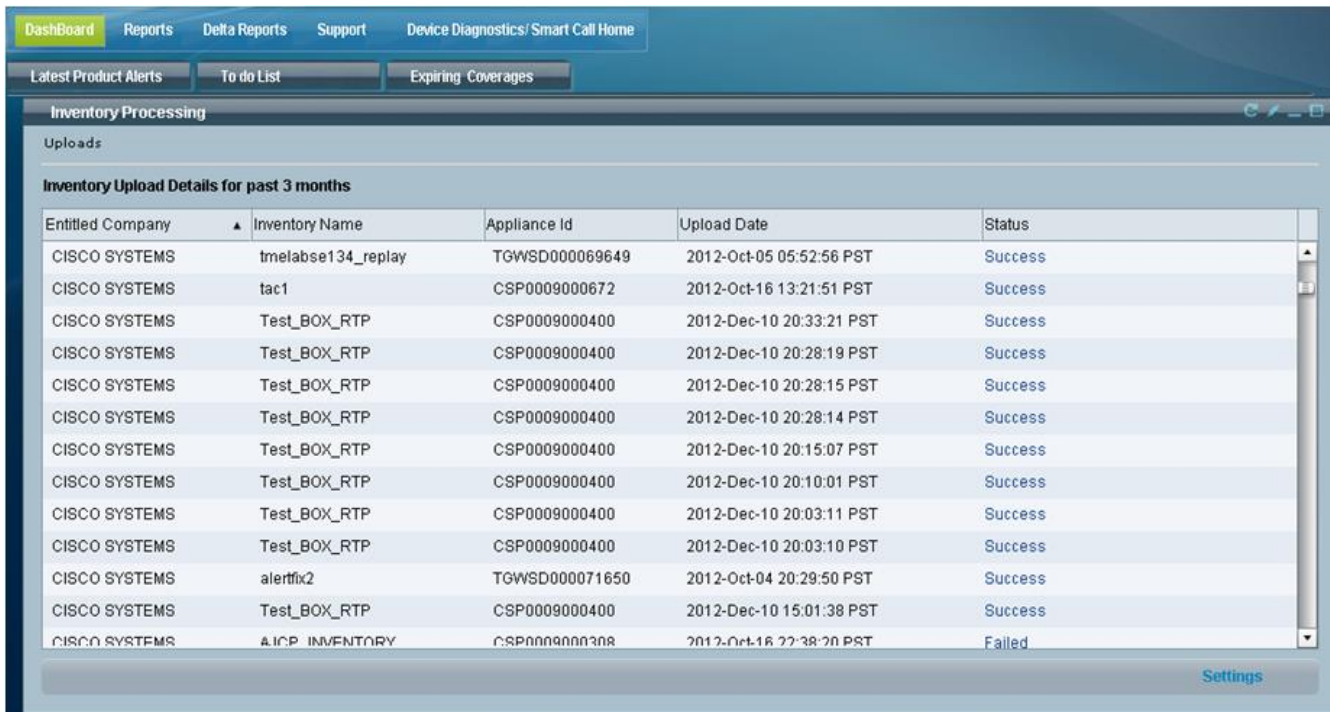
In some case<sup>1</sup>s multiple pod views might have text that is compressed. 



- To resolve this issue maximize the pod view of the pod that has the compressed text.



- In some instances you may not see all the columns or all the data in the columns, in a double-pod view.

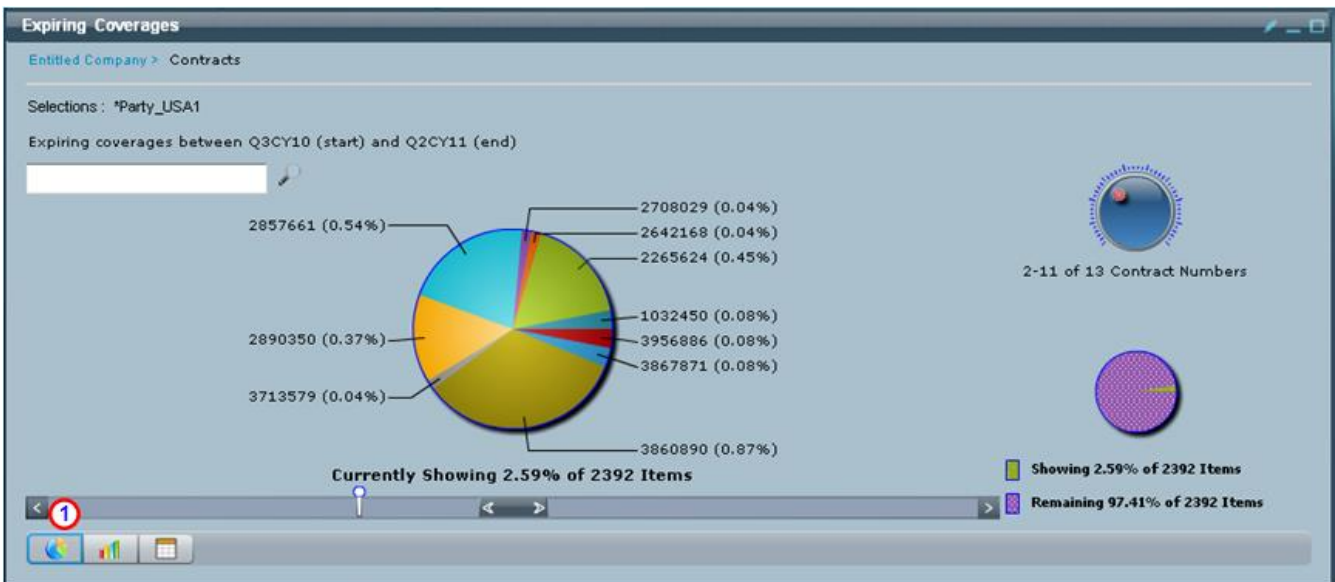


- To see all the column data, maximize the pod that contains the table data you want to see.

### GUI Visual Cues

This section describes the following visual cues that identify what action is taking place on the GUI:

- An entry field that has a blue border **1** indicates that it is the active field on the GUI (see above and below graphic).
- An entry field that has a red border **2** indicates that data entered in the field is incorrect. A mouse-over on the field provides additional information regarding what the problem is.

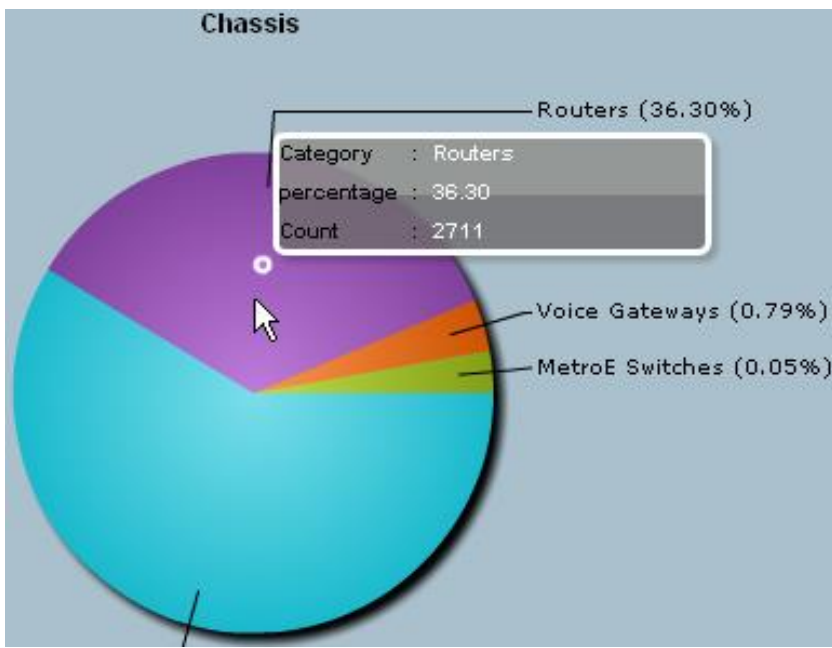


- In the above graphic, the pie chart icon is outlined in blue, **1** indicating that the pie chart option is the view selected for the pod view display.

## GUI Informational Pop-ups

There are some graphics that have informational pop-ups on the GUI. When you mouse-over those graphic items additional information about that graphic is displayed in the pop-up.





## Navigation

This section discusses how to navigate between tabs, pods, and display different data within the pods:

- Navigation between Tabs
- Changing Pod Views
- Navigating within a pod

## Navigation between Tabs

When you click on a primary tab, two pod views will be displayed in the default view. If you have previously modified the primary tab view (had only one pod being displayed) then that same pod view will be seen upon returning to that primary tab. To switch to another pod view, click another primary or secondary tab.

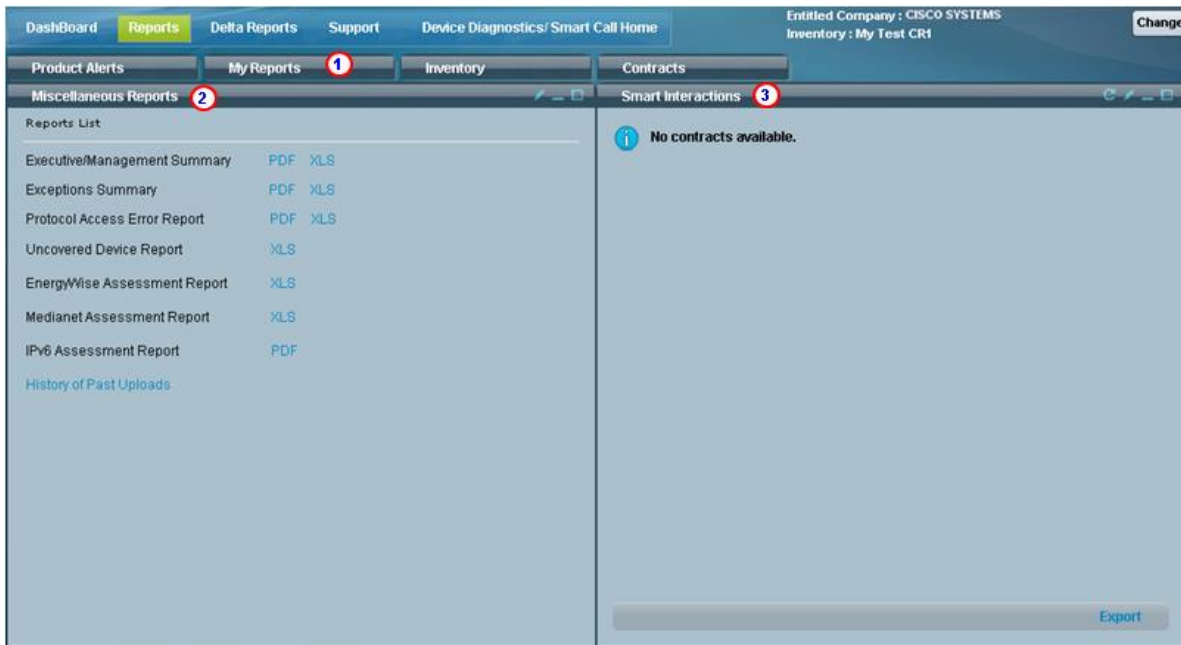
Category	Percentage
Routers	36.30%
Voice Gateways	0.79%
MetroE Switches	0.05%

Contract categories	Count
Covered Items	(94)
Uncovered Items	(52333)
Expiring coverages of Items in next 3 month	(1)
Items past Last Day of Support	(3)
Not Quotable Items	(0)

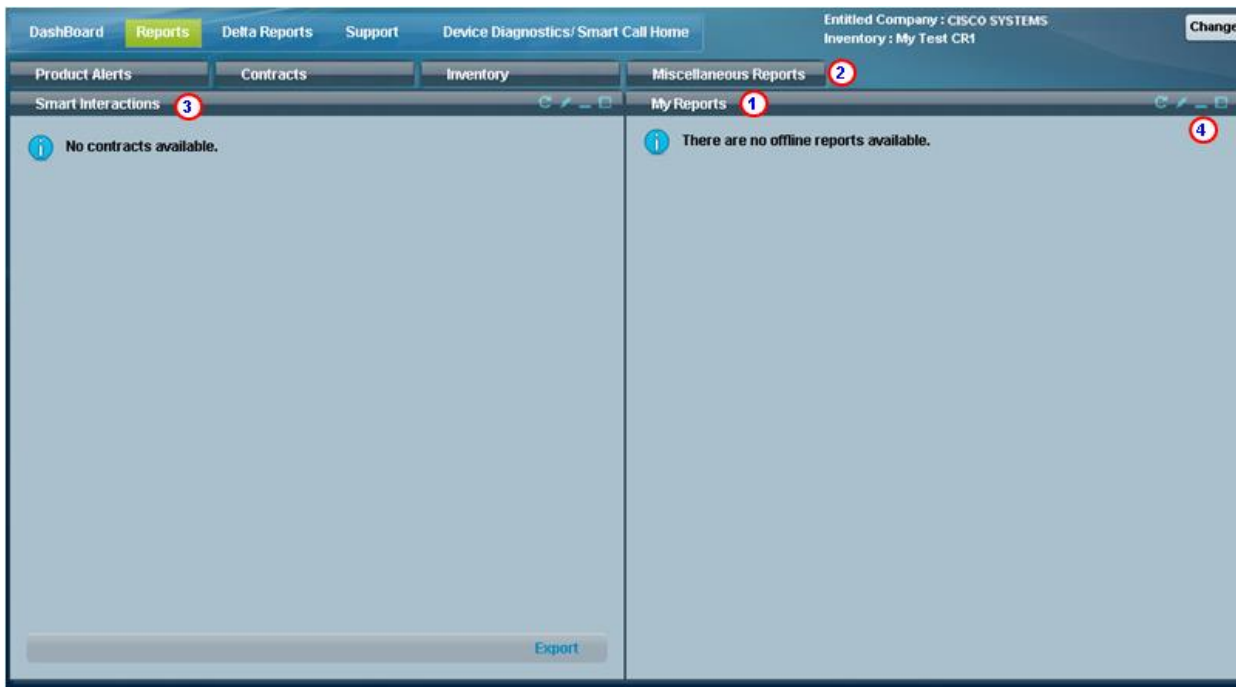
To change pod views follow the directions in the next section.

## Changing Pod Views

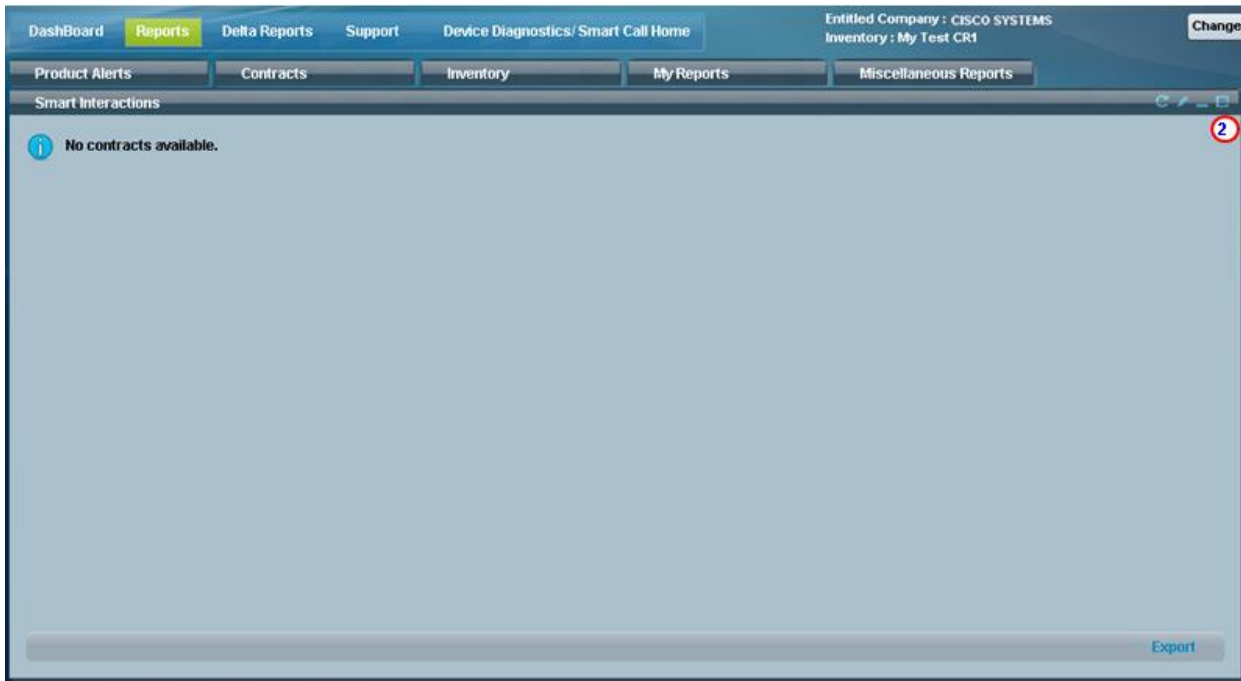
To change pod views within a primary tab perform one of the following tasks:



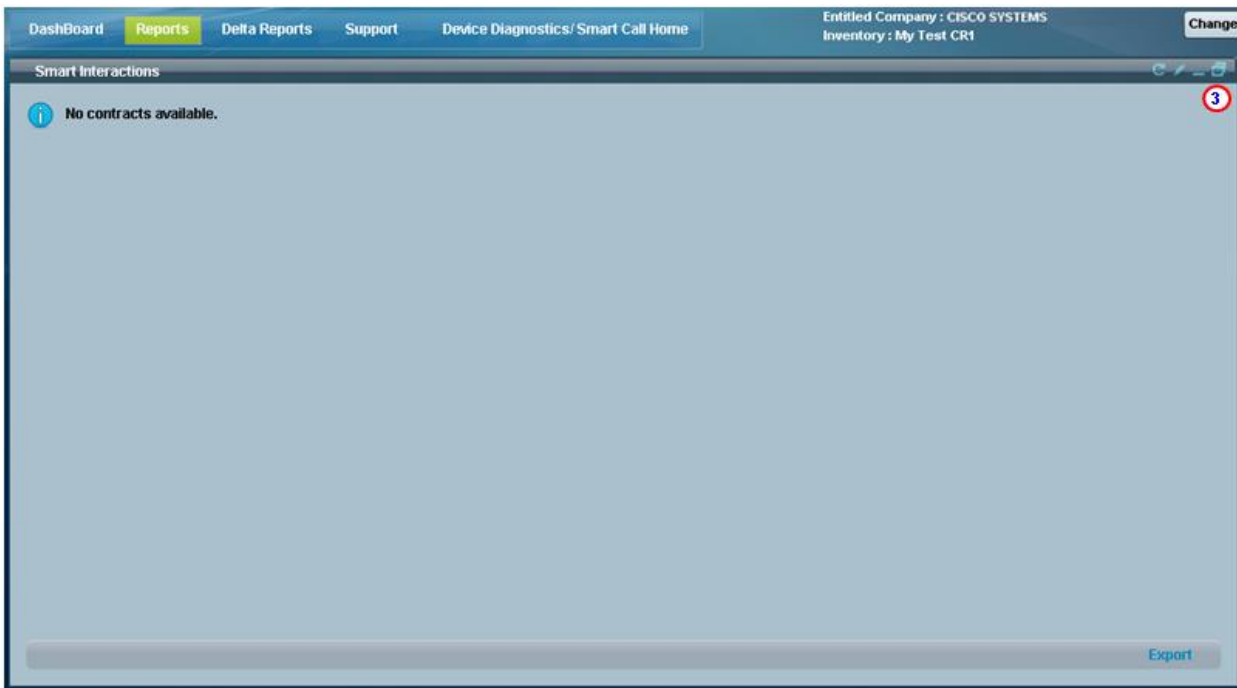
- Double-click the secondary tab (i.e. My Reports) (1). The pod on the left (Miscellaneous Reports) (2) will be removed from the pod view and become a secondary tab, the pod on the right (Smart Interactions) (3) will shift to the left pod location, and the double-clicked secondary tab (My Reports) (1) appears in the right pod location; new locations are shown below.



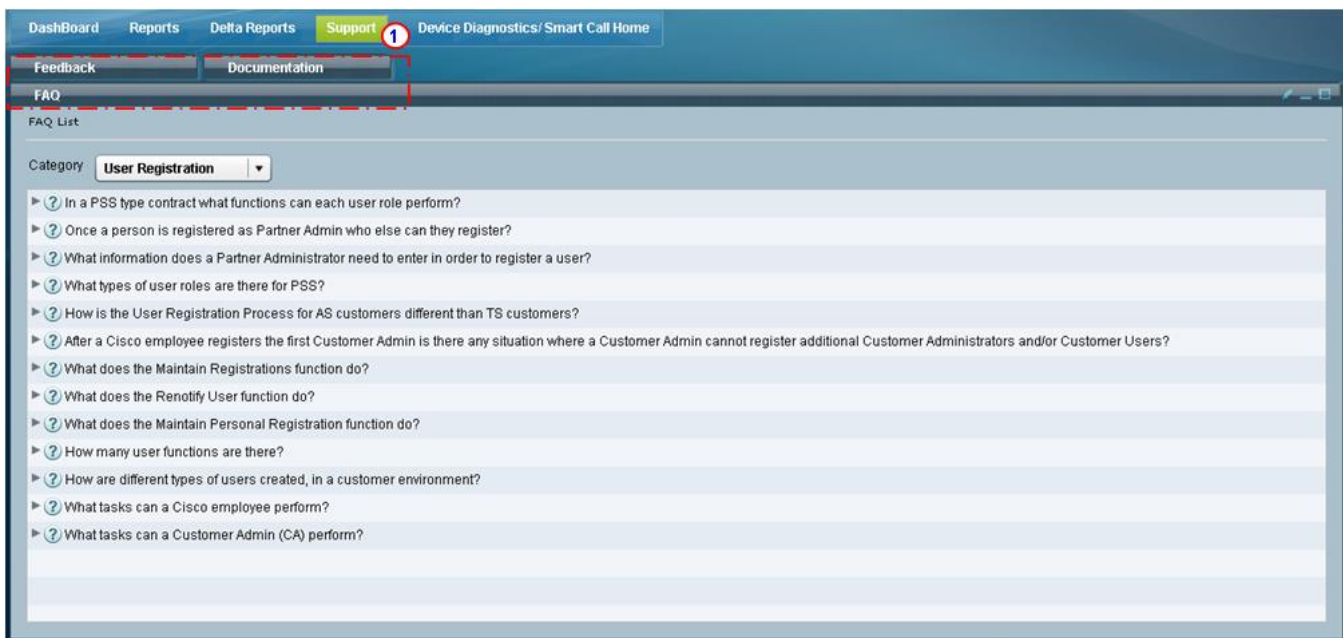
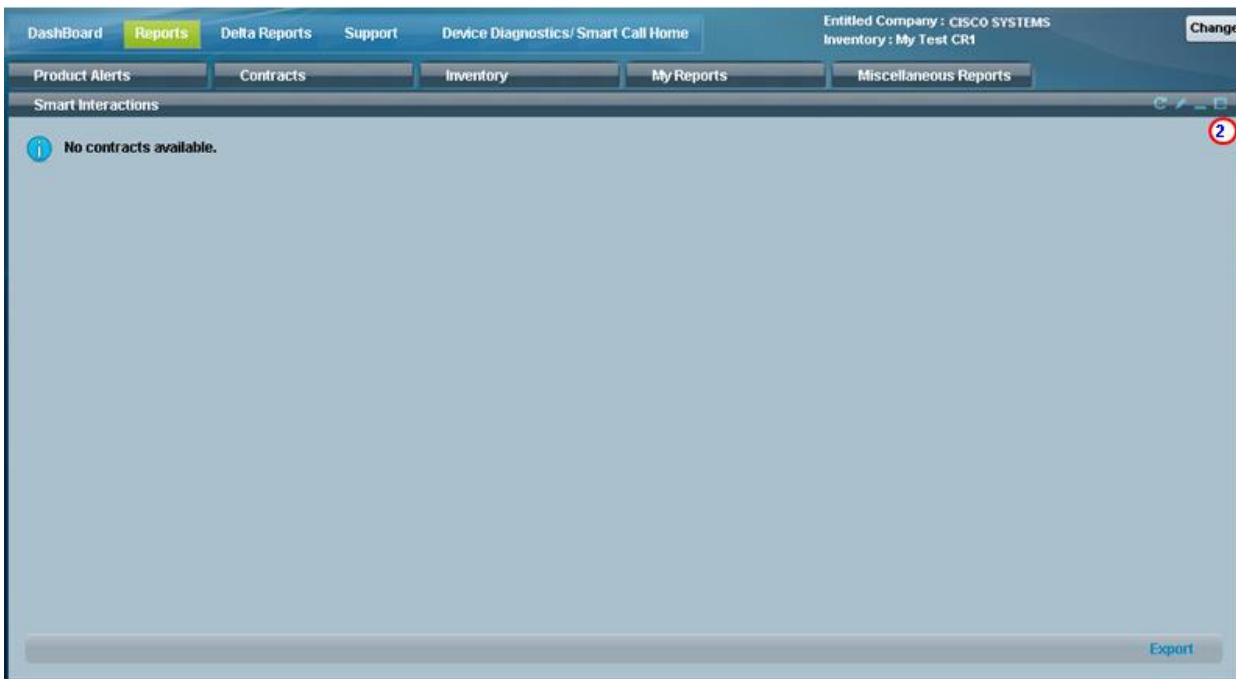
- Click the **Minimize** button (4) on a pod to change the pod to a secondary tab (i.e. My Reports); the remaining Smart Interactions pod expands to the maximize size.




- Click the **Maximize** button; 2 this expands the top of the pod up so that it covers the previously displayed secondary tabs.



- To see the secondary tabs again click the **Restore** button 3 in the pod, which shows the secondary tabs again, and only the current pod (i.e. Smart Interactions pod) (see next graphic).



- To see pod views associated to other primary tabs, click a different primary tab (i.e. Support); <sup>1</sup> the secondary tabs  for that primary tab are displayed in the view.

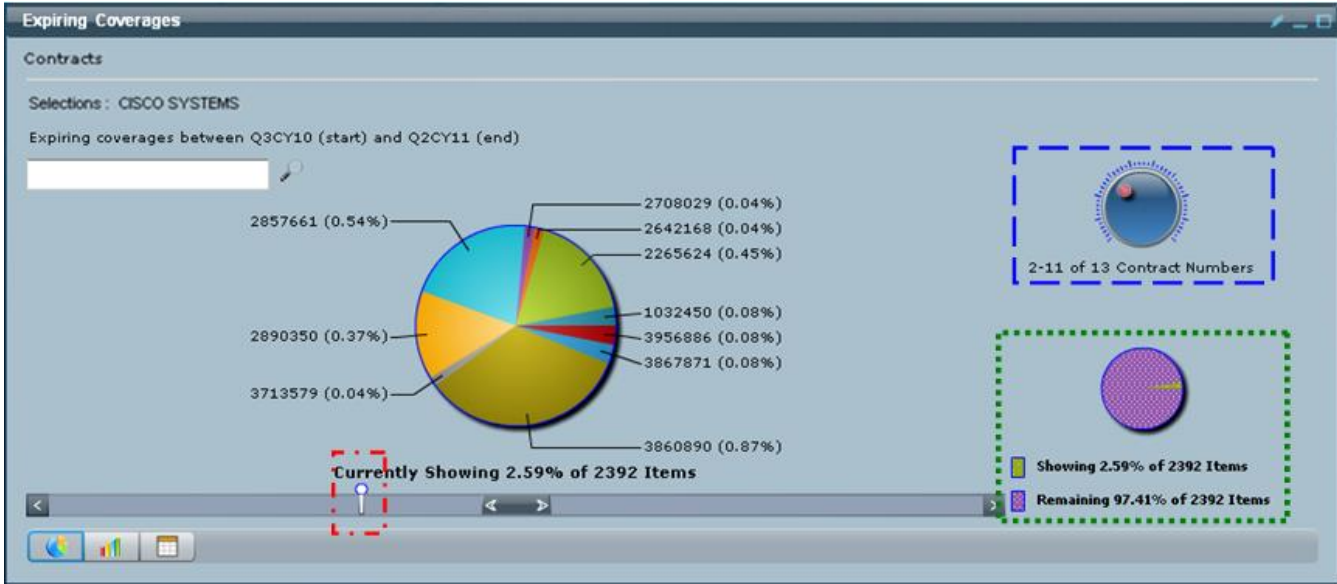
## Navigating within a pod

There are several ways to change what is being displayed within a pod when there is more information than can fit in the current pod view. The navigation methods are conditional because they are displayed only in certain pod views. The following methods are ways to navigate to different areas of information in the pod view:

- [Slide bar](#)
- [Scroll knob](#)

## Slide Bar


The current view is of a 'sector' of data. There are several ways on a slide bar to move forward or backward in the pod view to see other sectors of data:




- To scroll one sector at a time click < to go backwards one sector, click > to go forward one sector
- To scroll more than one sector at a time, click and drag the << >> slide bar. Drag to the left to go backwards, drag to the right to go forward.




**Note** The speed at which you drag to the right or left determines how fast you scroll to the left or right.

- Click and drag the slide marker  on the slide bar to go forward or backwards in the display.




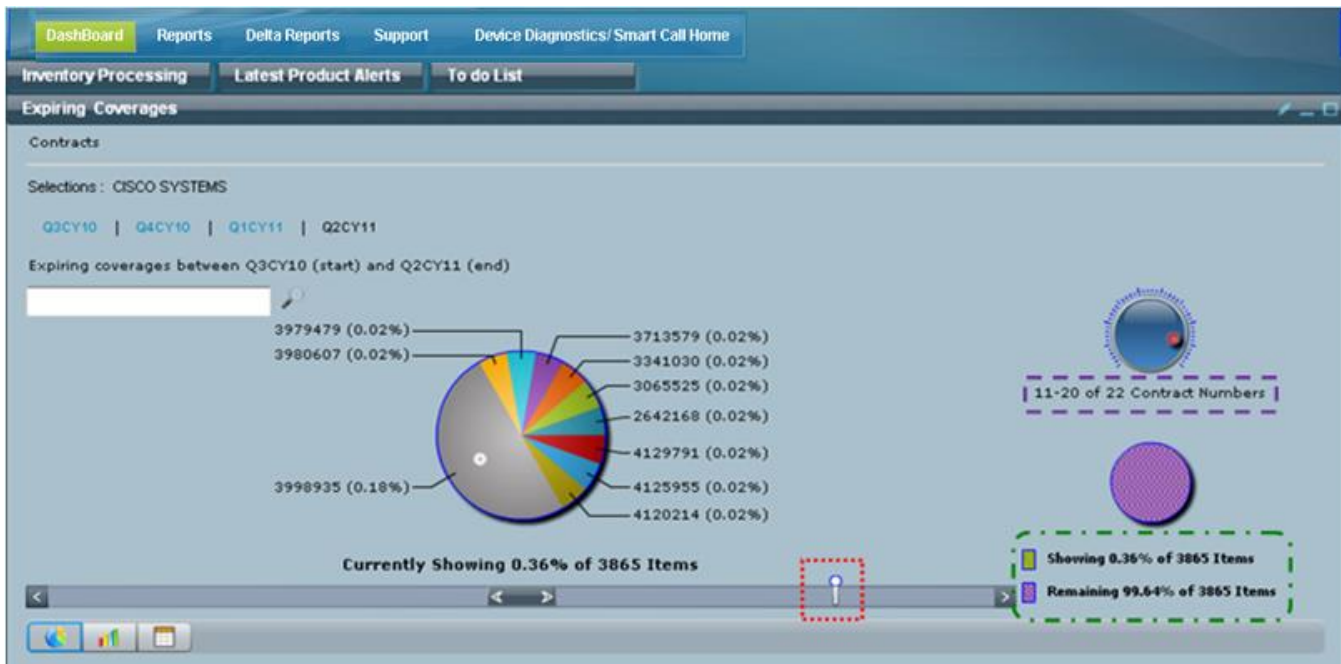
**Note** The slide marker  represents where you are in the total number of items to view. If the marker is to the far left, then you are near the beginning of the displayed items. If the marker is to the far right, then you are near the end of the displayed items.

## Scroll Knob




Some pod views have a scroll knob  (see above graphic) on the right that lets you quickly change the view. The scroll knob does the following things:

- Identifies what sector, current set of records (i.e. 2-11 of 13 contract numbers), you are currently viewing.
- Lets you go quickly to another sector of records by either dragging the red dot in the knob to another area, or by clicking another area in the scroll knob.

The circle under the scroll knob is called the "Secondary Pie Chart";  this item indicates what sector area you are currently viewing in relationship with all the entire data.



When you change the pod view via any of the methods the following events occur on the display:

- Number range of current records  being displayed changes.
- Total Records info changes  to corresponding with the current view.
- The slide marker  changes position to reflect where the current record display is in the total number of records.

## Data Privacy

Data Privacy Add on feature allows a user to prevent certain collected sensitive information from being transmitted to the Cisco back end and from being displayed in the Reports generated on the portal. The Data Privacy Add on is a module for the CSP-C collector that allows a user to select certain collected data fields to be replaced with designated dummy data before being sent to the Cisco backend.

The user can select only the IP address and/or hostname for data masking. When the reports are generated and viewed on the Reports portal the user will see the masked version of the specified data.



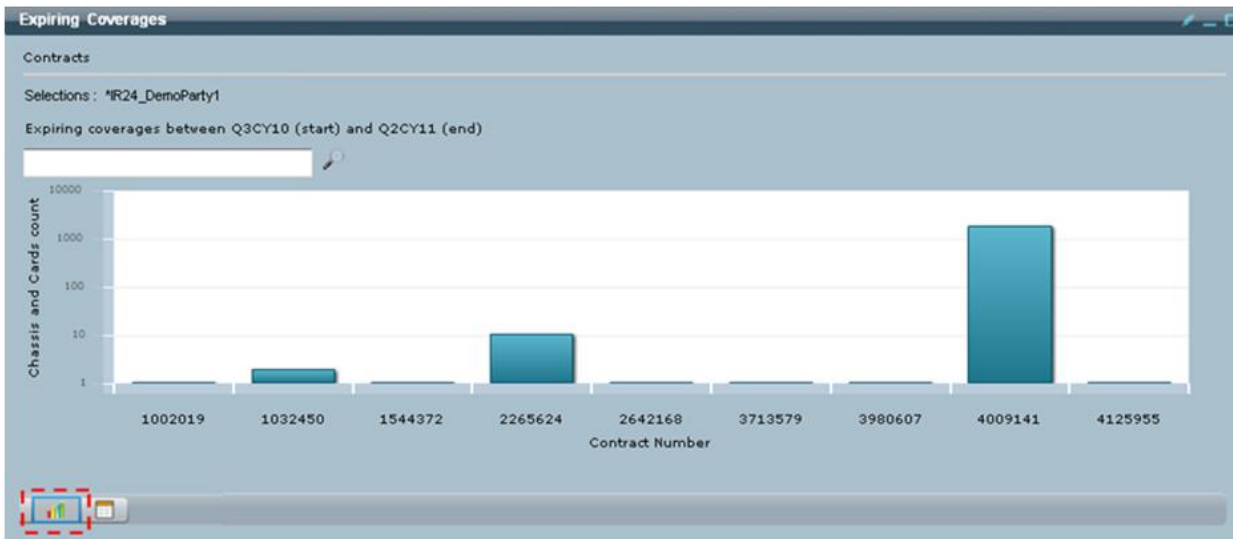
- Note** A user will be able to see the actual collected data in offline reports by running a VB macro in Excel, which will retrieve the actual data thru mapping files. The dummy data in the offline excel report will be replaced with the actual collected data retrieved from a mapping file, which allows you to see the report with the actual data. More info on this function can be found in the [CSP-C Quick Start Guide](#).

## Types of Data Displays


There are two types of data displays for data:

- [Bar Chart](#)
- [Data Table](#)






### Bar Chart

- The bar chart type display being shown is also outlined in blue,  in the icon tray.
- If you mouse-over the bar chart more details will be displayed about the selected item.
- Select one of the areas of the bar chart to see more details.

Contract Number	Chassis and Cards count	Percentage
1002019	1	0.05
1032450	2	0.1
1544372	1	0.05
2265624	11	0.58
2642168	1	0.05
3713579	1	0.05
3980607	1	0.05
4009141	1849	98.98

### Data Table

- The data table display being shown is also outlined in blue,  in the icon tray.
- If you mouse-over the data table more details will be displayed about the selected item.
- Select one of the areas of the data table to see more details.

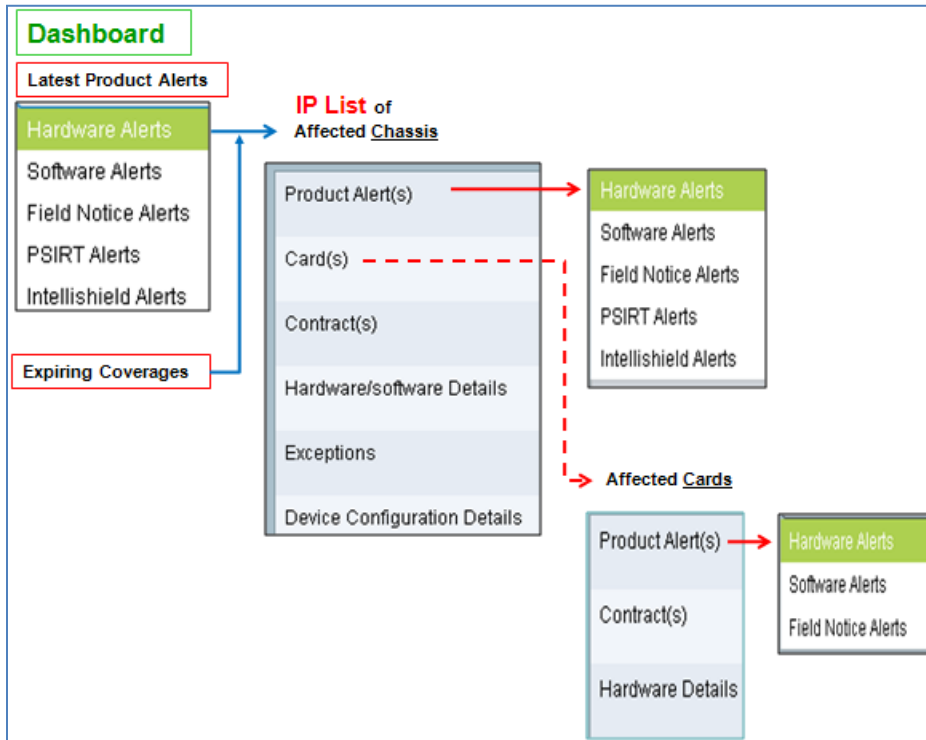
## Common 'IP List' Process Flow for Reports Data

There are several data areas within the reports data that use a similar process flow (**IP list**) when 'drilling down' different levels for data in their respective areas. Due to the similarity, the IP list process is covered in a generic way using one of the data areas as the example, but the IP list process itself applies to all the similar data areas. An example of this common process can be better understood referencing the graphic below.

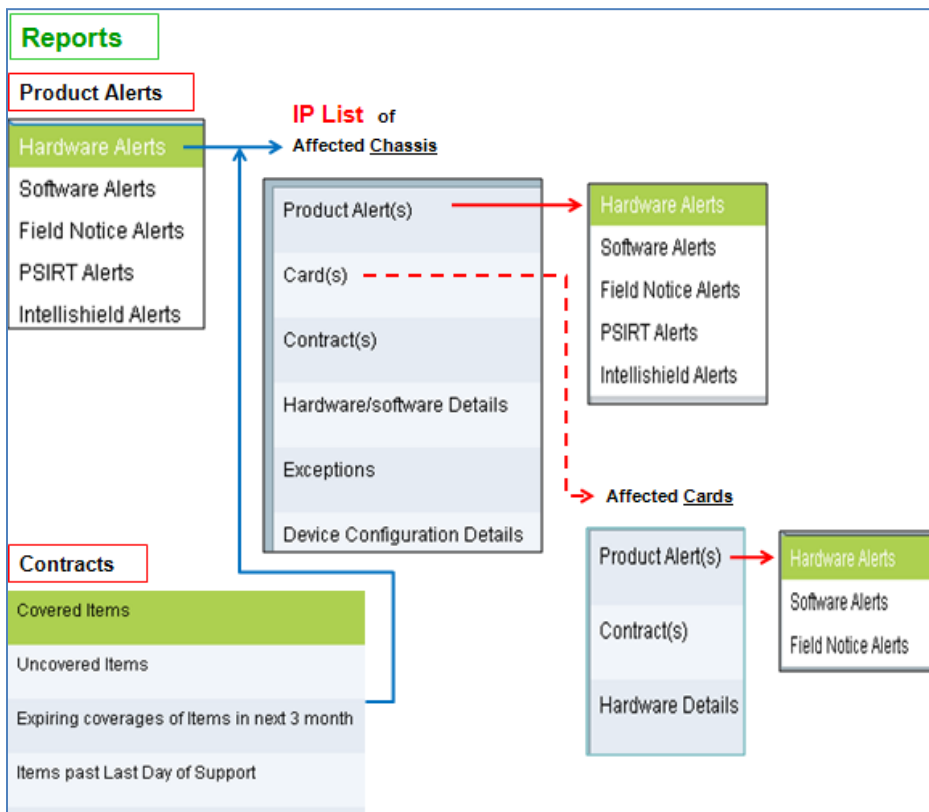
In the graphic below, the Dashboard tab has the “Latest Product Alerts” data area that has the following types of alerts. The User Guide describes the process of finding what devices are affected by hardware alerts; however, that IP list process applies to the other remaining alert processes as well. The only thing that changes is the type of alerts being referenced. The User Guide will, when applicable, describe the process flow for one data area, and indicate that the description applies to the remaining similar data areas that use the same IP List process flow.

This IP list process flow is the same regardless of the data area. The process is looking for those devices that have chassis and/or cards that are affected by one of the following data areas, different types of:

- Latest Product Alerts / Expiring Coverages (Dashboard tab)
- Product Alerts / Contracts (Reports tab)



The above graphic shows the *Latest Product Alerts* and *Expiring Coverages* areas referencing the IP list process from the **Dashboard Tab**. The IP list lists all the devices affected by one of the above selected area items. When a listed device is selected, the IP list process provides access to the above detailed data for the affected chassis and card, when available.



The above graphic shows the **Reports Tab** with the *Product Alerts* and *Contracts* areas referencing the IP list process. The IP list lists all the devices affected by one of the above selected area items. When a listed device is selected, the IP list process provides access to the above detailed data for the affected chassis and card, when available.

To see the different pod views that are encountered in the above data areas, start at this [IP list location](#) in the User Guide.

## Common Services

This section describes those functions that are used in multiple areas of smart portal Reports, those functions are:

- [Filtering Data in the Pod View \(Search function\)](#)
- [Working with Tables](#)
- [Miscellaneous](#)
- [Export Function](#)

## Filtering Data in the Pod View (Search function)

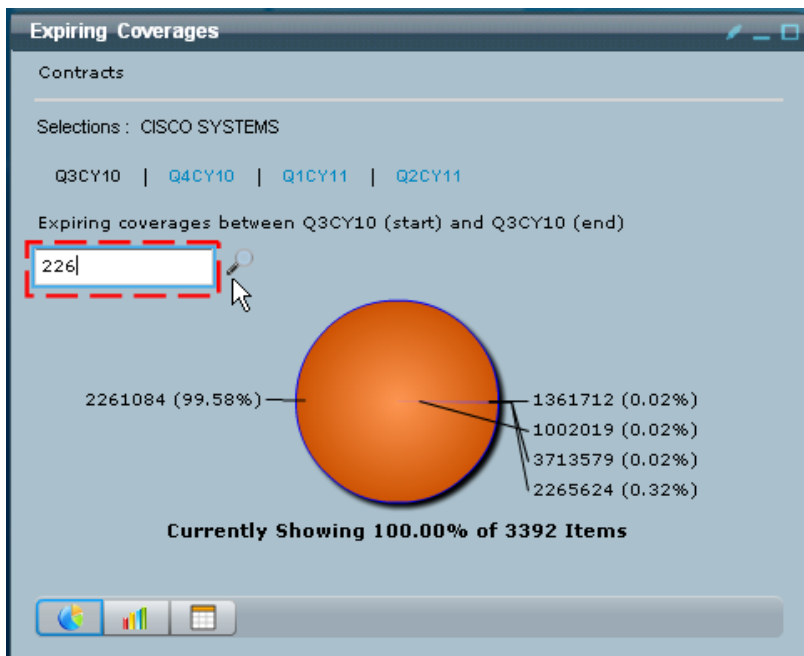
There are several different ways to filter pod views by using the search function:


- [Search Criteria Field](#)
- [Searching by Hostname](#)
- [Searching by IP Address](#)
- [Searching by IP Address Range](#)
- [Search by Product ID](#)
- [Search by Serial Number](#)

## Search Criteria Field

The search criteria field allows you to filter the number of results that are displayed in the pod view. This function is available on only selected pod views.

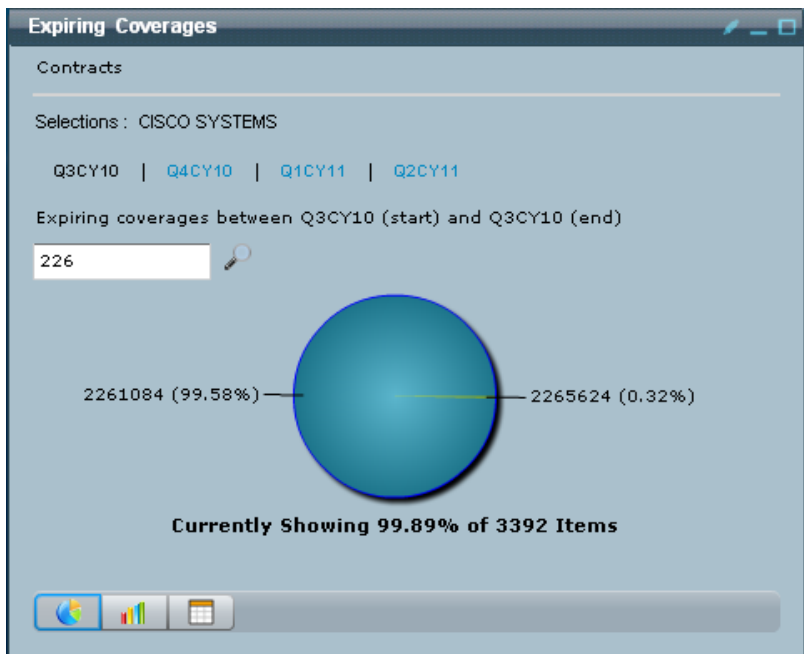
To filter the number of results being displayed, perform the following tasks:



- On the pod enter the search parameters in the search criteria field . Press the enter key or click the magnifying glass icon to submit the filter request.



**Note** An '\*' (asterisk) is not required at the end of a partial search parameter.



- After the filter submission the pod view displays only those items that meet the filtering search criteria, (i.e. those contracts containing the number 226).
- To resume back to normal view, with all the entries displayed, remove all text from the search criteria field, and then click the magnifying glass icon. All the entries are displayed again in the pod view.

## Search Function

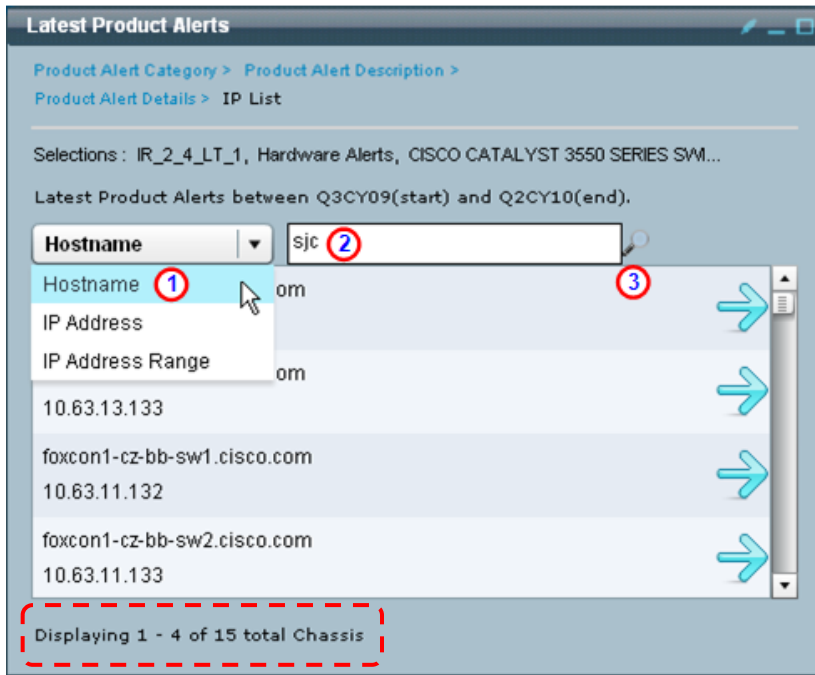
Some pod views allow you to quickly find data by using a search function. The combination drop-down list and search criteria field allows you to filter the number of results that are displayed in the pod view.

You can filter pod views by using one of the following drop-down list items:

- Searching by Hostname
- Searching by IP Address
- Searching by IP Address Range

### Searching by Hostname

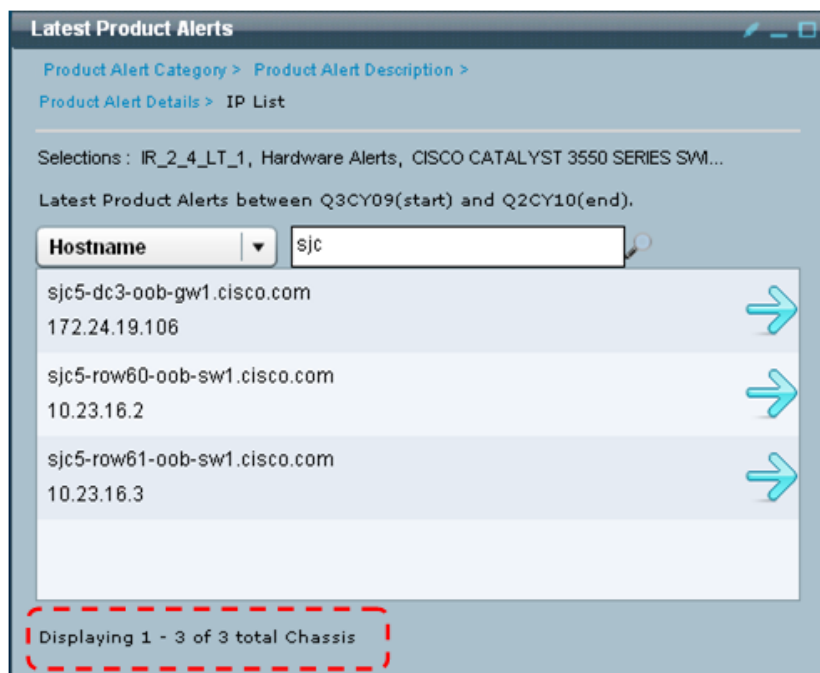
To filter the data by searching by hostname, perform the following tasks:



- Select Hostname from the drop-down list, **1** enter any portion of the hostname you want to filter by in the search criteria field (i.e. sjc), **2** then click the magnifying glass **3** to perform the search.



**Note** An \* (asterisk/wildcard) is not required at the end of the search term. **2**



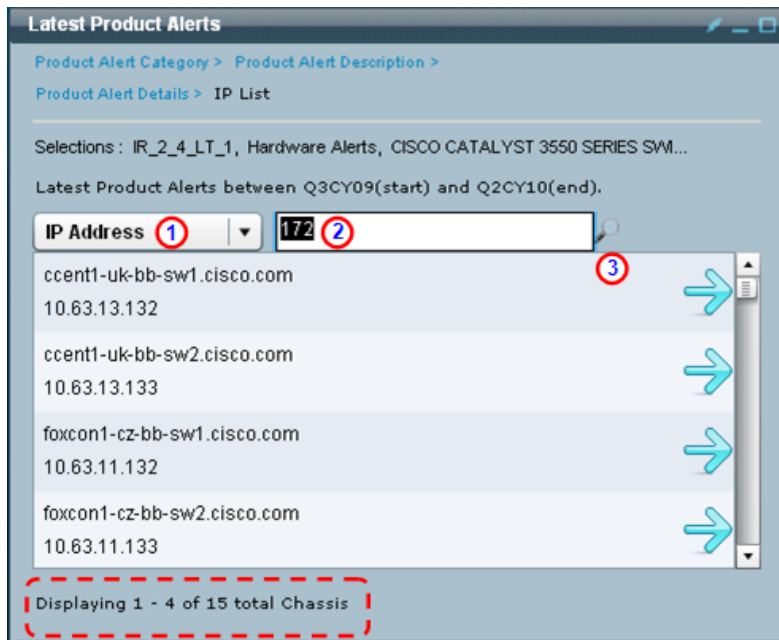
- The search results display only those devices whose hostnames start with “sjc”






**Note** The total number of chassis items displayed changed from a total of 15 to 3. 

## Searching by IP Address

To filter the data by searching by IP Address, perform the following tasks:



- Select IP Address from the drop-down list,  enter any portion of the hostname you want to filter by in the search criteria field (i.e. 172),  then click the magnifying glass  to perform the search.



**Note** An \* (asterisk/wildcard) is not required at the end of the search term.





- Search results contain all IP addresses that contain 172 in any part of IP Address. The search results display only those devices that have IP addresses starting with 172, no other devices are displayed.

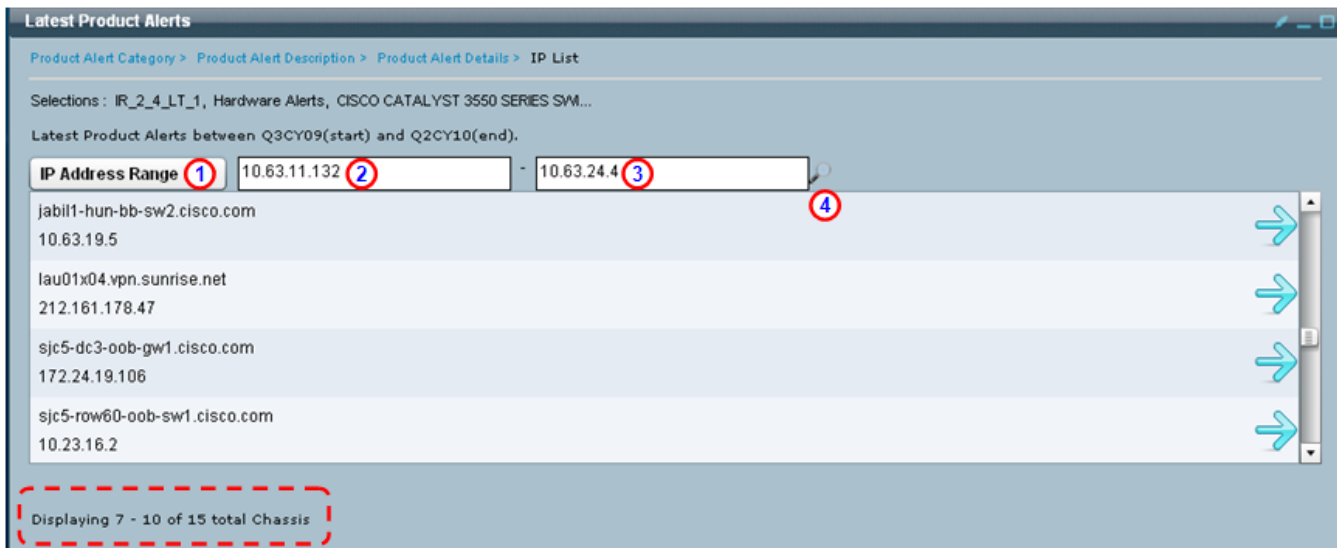



**Note** The total number of chassis items displayed changed from a total of 15 to 2. 



- To see all the devices in the list again, delete the contents of the search criteria field and press the enter key or click the magnifying glass.

### Searching by IP Address Range

To filter the data by searching by IP Address, perform the following tasks:



**Note** When the IP Address Range option is selected and additional search criteria field  is displayed in the pod.


- Input for both search criteria fields   should have complete IP addresses; no wild card characters (\*) are accepted.

The screenshot shows the 'Latest Product Alerts' page with a breadcrumb trail: Entitled Companies > Product Alert Category > Product Alert Description > Product Alert Details > IP List. Below the breadcrumb, it says 'Selections: IR\_2\_4\_LT\_1, Hardware Alerts, CISCO CATALYST 3550 SERIES SW...'. The main heading is 'Latest Product Alerts between Q3CY09(start) and Q2CY10(end)'. There are two input fields for 'IP Address Range'. The first field contains '10.63.11.132'. The second field contains '10.63.11.' and is highlighted with a red border. A red tooltip with the text 'Invalid IP Address format' points to the second field. Below the input fields, a list of devices is shown, including 'ccent1-uk-bb-sw1.cisco.com' and '10.63.13.132'.



**Note** If an incorrect IP Address is entered in one of the search criteria fields, then a red border will appear around the offending search criteria field and a mouse-over of that field will produce a pop-up warning statement.

The screenshot shows the 'Latest Product Alerts' page with the same breadcrumb trail. The 'IP Address Range' fields now contain '10.63.11.132' and '10.63.24.4'. A magnifying glass icon with a red circle and the number '4' is positioned over the search button. Below the input fields, a list of devices is displayed, including 'foxcon1-cz-bb-sw1.cisco.com' (IP: 10.63.11.132), 'foxcon1-cz-bb-sw2.cisco.com' (IP: 10.63.11.133), 'foxcon1-cz-dis-sw1.cisco.com' (IP: 10.63.24.4), and 'jabil1-hun-bb-sw1.cisco.com' (IP: 10.63.19.4). A red dashed box highlights the status bar at the bottom, which reads 'Displaying 3 - 6 of 9 total Chassis'.

- Click the magnifying glass  to perform the search.
- The search results display only those devices that have IP addresses that are within the range of the IP addresses specified in the search criteria fields, no other devices are displayed.

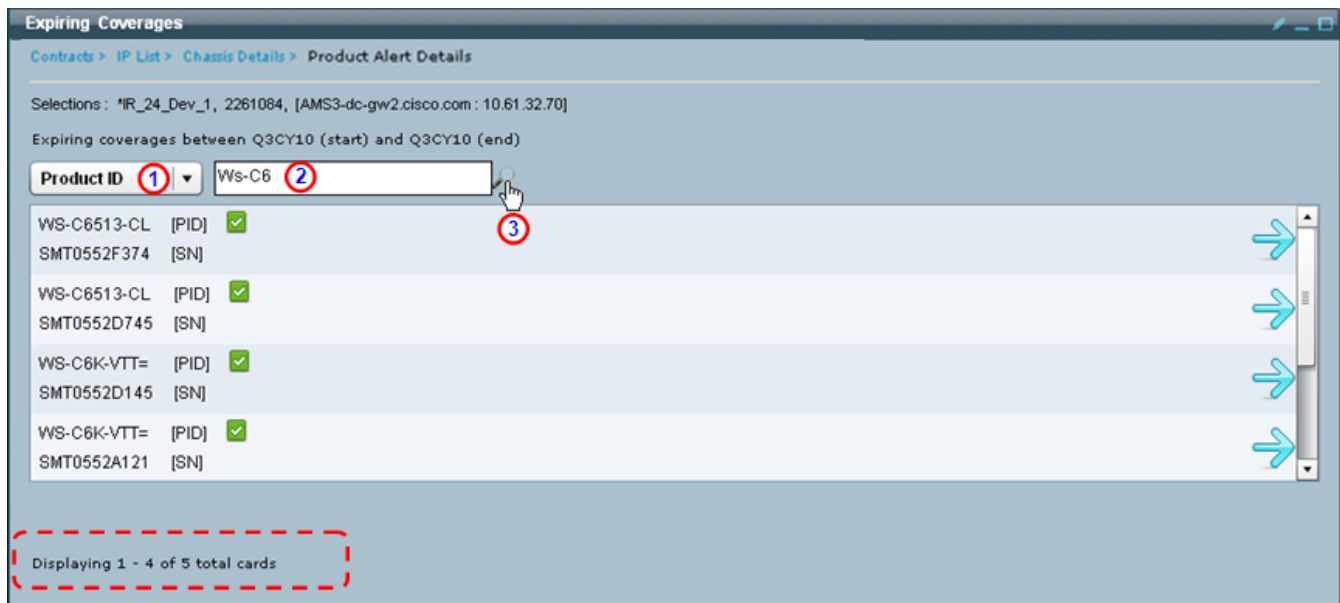


**Note** The total number of chassis items displayed changed from a total of 15 to 9. 

- To see all the devices in the list again, delete the contents of both search criteria fields and press the enter key or click the magnifying glass.

## Search by Product ID

To filter the data by searching by Product ID, perform the following tasks:



Click the drop-down list (1) choose **Product ID**.

- In the search criteria field (2) enter the filter parameter you want to use



**Note** No wild card characters (\*) are needed.

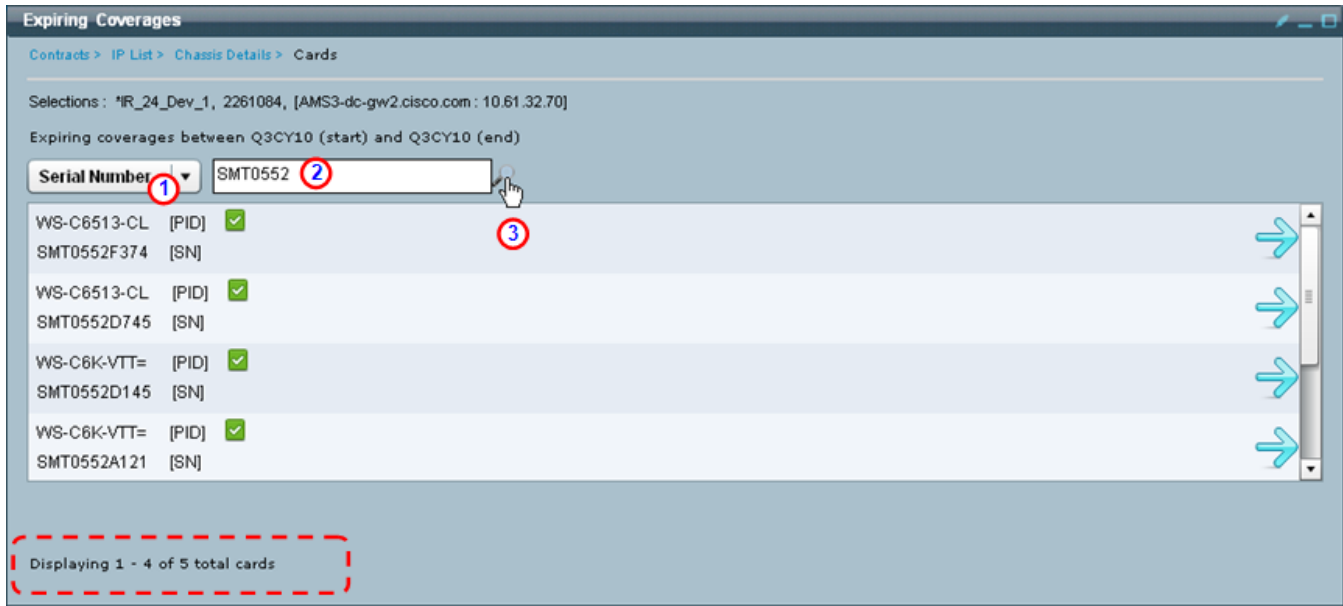
- Click the magnifying glass (3) to perform the search.
- The results are updated on the pod view, and a summary of how many items are being displayed, of the search items found, is noted in the bottom-left corner. (4)



**Note** In this example only devices starting with product id 'Ws-C6' are displayed in the search results.

## Search by Serial Number

To filter the data by searching by Serial Number, perform the following tasks:



Click the drop-down list **1** choose **Serial Number**.

- In the search criteria field **2** enter the filter parameter you want to use.



**Note** No wild card characters (\*) are needed.

- Click the magnifying glass **3** to perform the search.
- The results are updated on the pod view, and a summary of how many items are being displayed, of the search items found, is noted in the bottom-left corner. **4**



**Note** In this example only devices starting with serial number 'SMT0552' are displayed in the search results.

## Working with Tables

There are different functions you can perform with table data:

- [Adjust Table Column Widths](#)
- [Sort Data in a Table](#)

### Adjust Table Column Widths

To adjust the width of a column in a table, perform the following steps:

Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
CISCO SYSTEMS	hson_30	TGWSS00002890	03Jul/2010 24:44:27 E	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02Jul/2010 23:04:05 E	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02Jul/2010 22:02:18 E	Success
CISCO SYSTEMS	hson_30	TGWSS00002888	02Jul/2010 19:56:07 E	Success
CISCO SYSTEMS	hson_30	TGWSS00002882	02Jul/2010 04:39:50 E	Success

- Hold the mouse over the column edge; the mouse changes to allow column adjustment. Slide the mouse in the direction you want to move the column.

Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
CISCO SYSTEMS	hson_30	TGWSS00002890	03Jul/2010 24:44:27 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02Jul/2010 23:04:05 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02Jul/2010 22:02:18 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002888	02Jul/2010 19:56:07 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002882	02Jul/2010 04:39:50 EDT	Success

- Release the mouse button when the adjusted column is at the width you want.

### Sort Data in a Table

To sort a column in a table, perform the following steps:



Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
CISCO SYSTEMS	ssad_41	TGWSS00002820	25Jun/2010 02:58:26 EDT	Success
CISCO SYSTEMS	schellaTest	CSP0000000142	23Jun/2010 24:18:14 EDT	Success
CISCO SYSTEMS	schellaTest	CSP0000000142	22Jun/2010 07:38:04 EDT	In Progress
CISCO SYSTEMS	raa_82	TGWSS00002882	02Jul/2010 04:39:50 EDT	Success
CISCO SYSTEMS	raa_41	TGWSS00002841	29Jun/2010 02:52:46 EDT	Success
CISCO SYSTEMS	raa_20	TGWSS00002820	25Jun/2010 02:40:18 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002890	03Jul/2010 24:44:27 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002888	02Jul/2010 19:56:07 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002841	30Jun/2010 02:01:07 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02Jul/2010 23:04:05 EDT	Success


- Click the column header of the column you want to sort, a triangle will appear to the right of the column header, indicating whether the column is sorted in an ascending order (triangle pointing up), or a descending order (triangle pointing down).

Inventory Processing				
Uploads				
Inventory Upload Details for past 3 months				
Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
CISCO SYSTEMS	hson_30	TGWSS00002889	02/Jul/2010 22:02:18 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02/Jul/2010 23:04:05 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002841	30/Jun/2010 02:01:07 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002890	03/Jul/2010 24:44:27 EDT	Success
CISCO SYSTEMS	raa_20	TGWSS00002820	25/Jun/2010 02:40:18 EDT	Success
CISCO SYSTEMS	raa_41	TGWSS00002841	29/Jun/2010 02:52:46 EDT	Success
CISCO SYSTEMS	raa_82	TGWSS00002882	02/Jul/2010 04:39:50 EDT	Success
CISCO SYSTEMS	schellaTest	CSP0000000142	23/Jun/2010 24:18:14 EDT	Success
CISCO SYSTEMS	schellaTest	CSP0000000142	22/Jun/2010 07:38:04 EDT	In Progress
CISCO SYSTEMS	ssad_41	TGWSS00002820	25/Jun/2010 02:58:26 EDT	Success
CISCO SYSTEMS	hson_30	TGWSS00002889	02/Jul/2010 22:02:18 EDT	Success

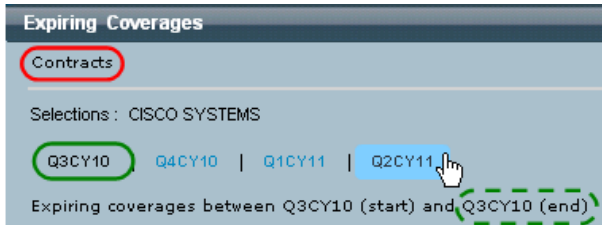
- To change the sort direction, click the column header again and the sort will change to the opposite direction.
- To sort data by a different column, perform the same process with a different column.

## Changing the Ending Quarter

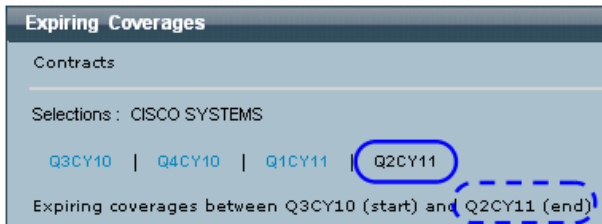
This pod uses an ending quarter function that informs the application what period of time to use to gather the requested expiring coverage data. The current ending quarter is displayed in black text  and also noted at the end of the expiring coverage statement. 



The Contracts pod is the only place that you can change the ending quarter for the Expiring Coverages report. If you have drilled down several pod views and want to change the ending quarter you must select Contracts in the breadcrumb,  and perform the ending quarter change on the Contracts pod.

To change the ending quarter, perform the following tasks:



- Click on the quarter you want to be the new ending quarter, as your mouse hovers over the new quarter it backlights to a light blue color.

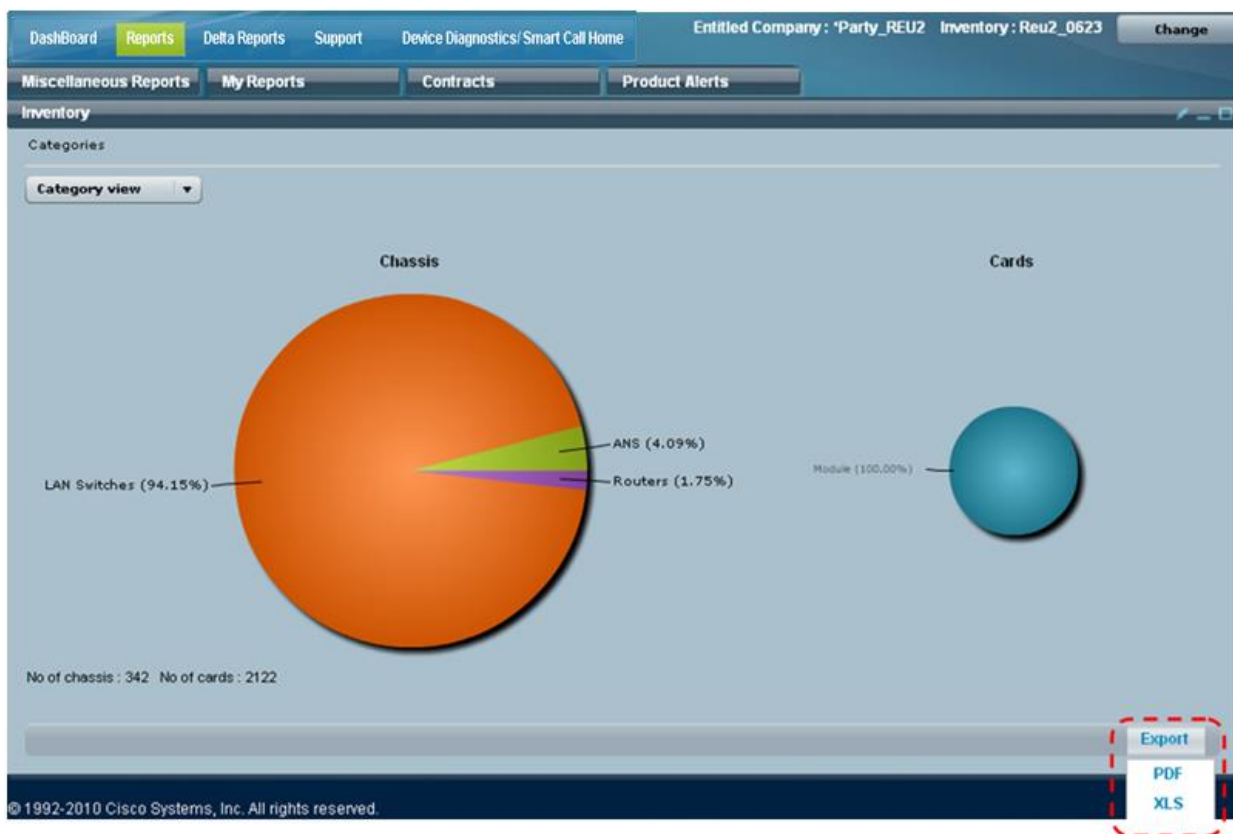


- The pod displays the new ending quarter  and updates the quarter at the end of the expiring coverage statement. 

## Export Function > Generate an Offline Report

The export option lets you generate an offline report that is in either an Excel and PDF format. To export a report, perform the following steps






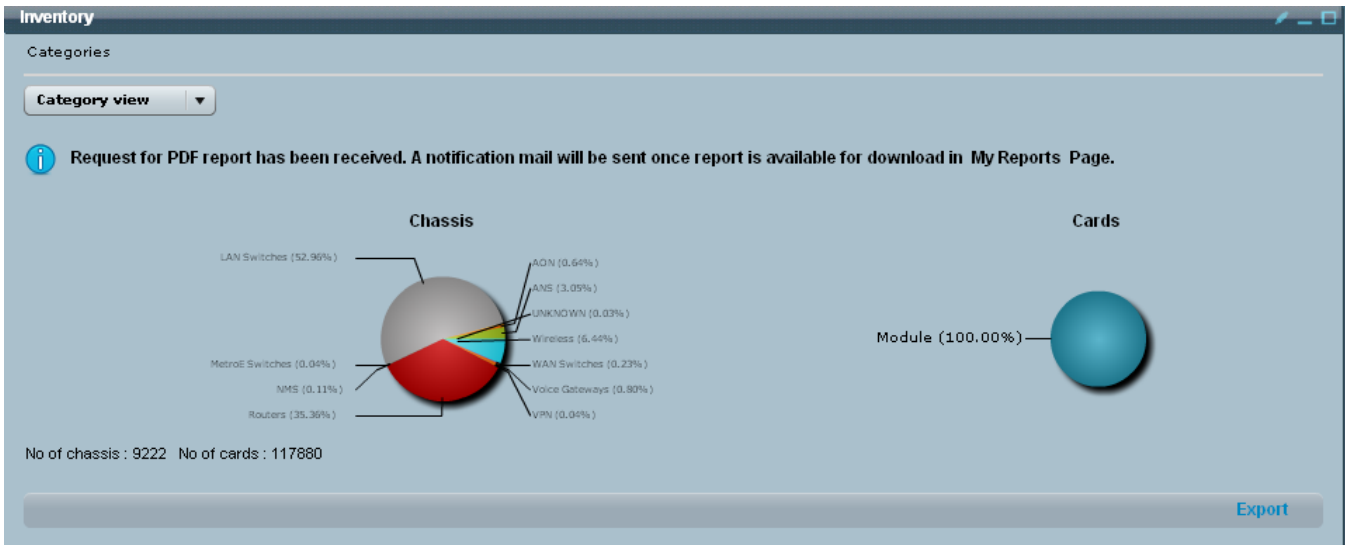
- Click the **Export** button then select either the PDF or XLS option; depending upon which pod you are in one of the following actions will occur:
  - Non-inventory type pod exports will request the report, and notify the user.
  - For inventory pod exports, the pod view flips around to display an inventory offline search criteria form.

The screenshot shows the 'Inventory offline search criteria' form. It has a title bar 'Inventory' and a subtitle 'Inventory offline search criteria'. The form is divided into three sections: 'All Details', 'General Device Details', and 'Contract Details'. Each section has a 'Select All' checkbox. In the 'General Device Details' section, there are three checked checkboxes: 'Host Name', 'IP Address', and 'SNMP Location'. Each checked checkbox has an associated input field. The 'Host Name' field is a single text box. The 'IP Address' field is split into two text boxes. The 'SNMP Location' field is a single text box. At the bottom of the form, there are two buttons: 'Request Report' and 'Cancel'. A vertical scroll bar is visible on the right side of the form, highlighted with a red dashed box.

- Specify the criteria for the report and click **Request Report**.



**Note** Use the scroll bar  to see additional search parameters.



- The pod view flips back to the previous view and a notification is displayed indicating that request is being processed and will be available at the My Reports pod.
- Go to the My Reports pod view to get the offline report.



**Note**

Cisco will retain all user generated Reports (Offline, PDF/XLS reports) within 72 hours of viewing or within 7 days from the date of generation. Therefore, please access the report as soon as possible. You can request to have this report re-generated at any time.

## Dashboard

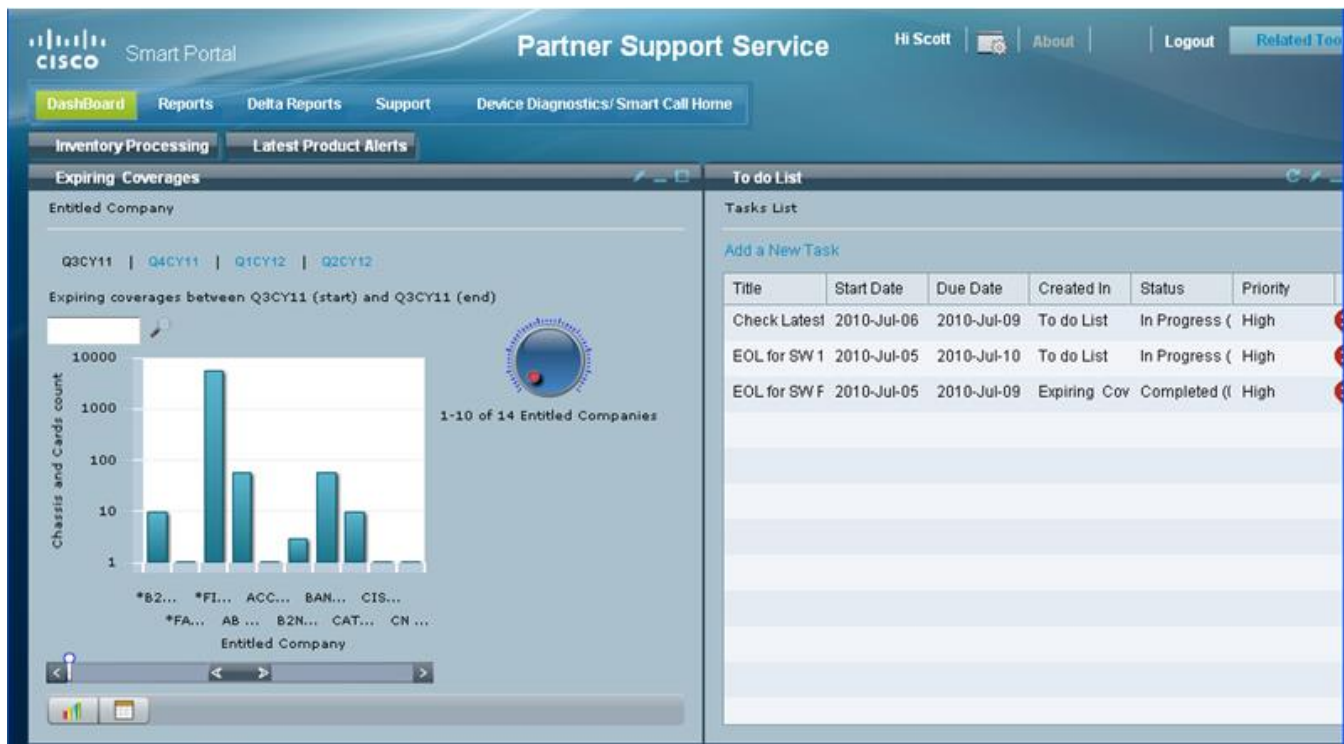
The Dashboard is accessed by clicking **Reports** on the [PSS Overview page](#). The Dashboard is selected by default.



There are several different Reports data areas in the secondary tabs under the Dashboard tab, they are:

- [Expiring Coverages](#)
- [Inventory Processing](#)
- [Latest Product Alerts](#)
- [To do List](#)

To see information under one of the Reports data areas, click one of the above corresponding secondary tabs.

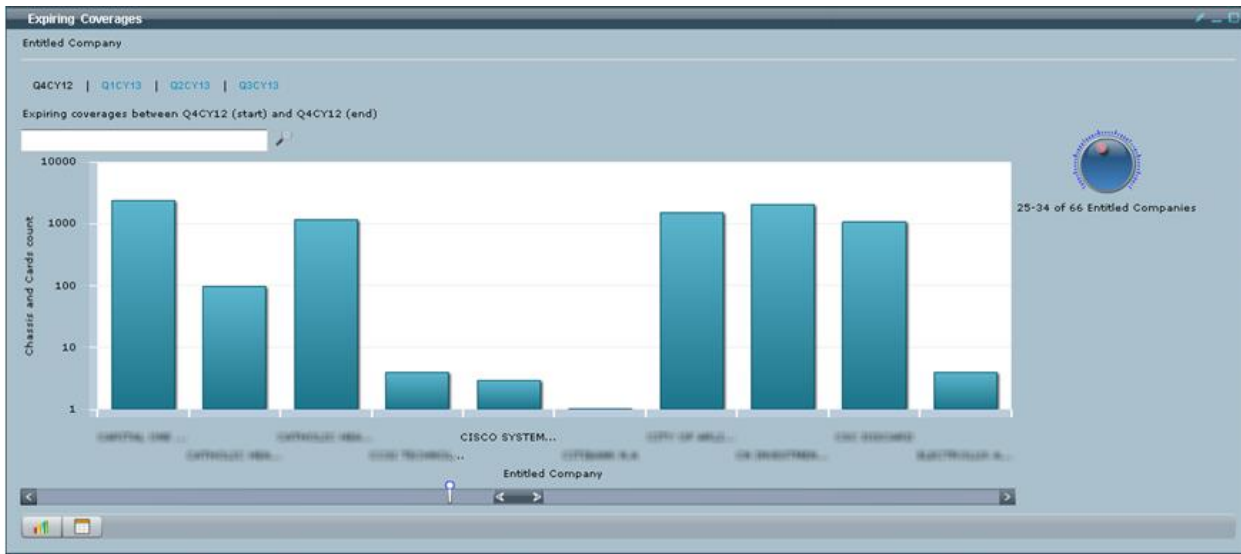


## Expiring Coverages Report

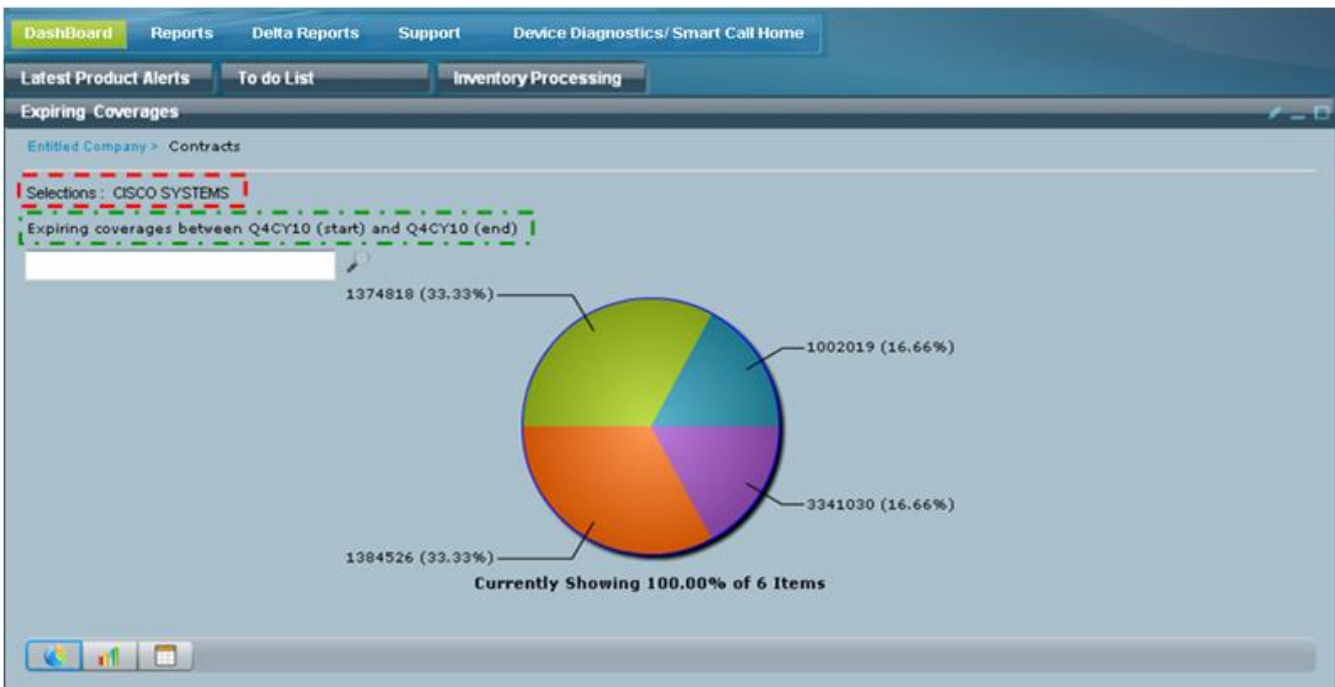
This Expiring Coverages pod lists all the contract numbers that are expiring by the quarter shown in black (i.e. Q2CY11). The quarters start from the current quarter out to the next three quarters.

To see information about expiring coverages perform the following steps:

- On the Dashboard tab display, click the **Expiring Coverages** tab; the Expiring Coverages pod appears.



- If the partner has contracts for more than one entitled company, then the expiring coverages first pod view displays a list of all the entitled companies associated to the partner.



- Click a specific entitled company; the contracts associated with the selected entitled company are displayed in the next pod view, within the designated time frame. The name of the selected entitled company is displayed in the selections field.

Expiring Coverages

Contracts

Selections : \*R24\_DemoParty1

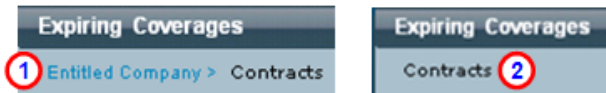
Expiring coverages between Q3CY10 (start) and Q2CY11 (end)

Contract Number	Chassis and Cards count	Percentage
<a href="#">1002019</a>	1	0.05
<a href="#">1032450</a>	2	0.1
<a href="#">1544372</a>	1	0.05
<a href="#">2265624</a>	11	0.58
<a href="#">2642168</a>	1	0.05
<a href="#">3713579</a>	1	0.05
<a href="#">3980607</a>	1	0.05
<a href="#">4009141</a>	1849	98.98

- In the data table view, the hyperlinks for each Contract Number is visible.



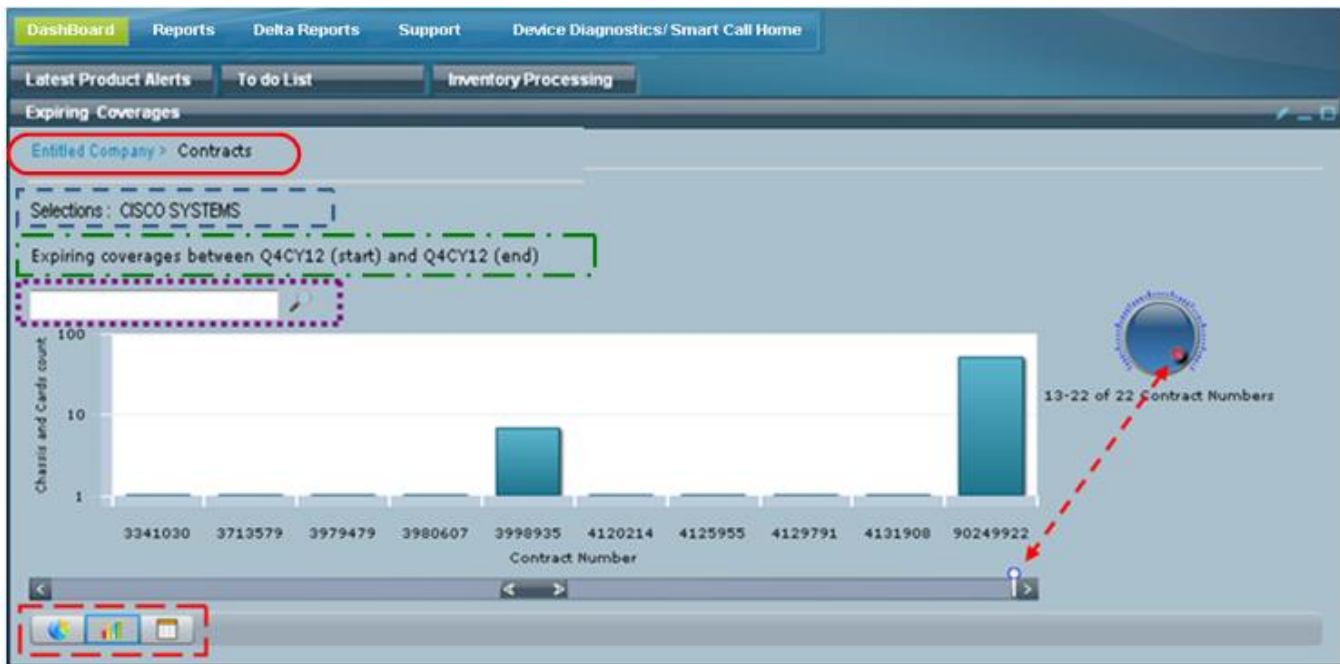
**Note** If the partner had to select an entitled company before viewing the contracts then the first item the breadcrumb list is 'Entitled Company'. ① If the partner's contract(s) are associated to only one entitled company then the breadcrumb will instead list 'Contracts' ② first.



- Once an entitled company is selected, either manually by the partner if there is more than one, or by default because there is only one entitled company, the remaining expiring coverage screens are all the same. The following expiring coverage graphics show a partner with only one entitled company, therefore the breadcrumb will not have the 'Entitled Company >' prefix before Contracts.

A hover over a contract displays a pop-up window, which provides the following details about each expiring contract:

- Contract Number
- Number of devices (Chassis + Card count)
- Percent of devices (based on contracts and expiring devices)



This pod view provides the following information/options:

- Last item in the breadcrumb Contracts indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- **Selections:** CISCO SYSTEMS indicates what specific item(s) have been selected in each pod (i.e. Cisco Systems).
- The ending quarter that is in use is denoted in black. Q4CY12 See [changing the end quarter](#) for more information on how to change the ending quarter.
- The slide bar and scroll knob (see red-dashed arrow) indicates where you are currently viewing in the total number of items.
- The bottom-left corner of this page [Icons] provides options to view the data between:
  - pie chart
  - bar chart (blue border around icon indicates this is the type view shown in pod view)
  - data table

To get details about a contract, click on a contract. The contract has a hyperlink to CSCC so the user can query the contract. A data table view of the contracts shows contract with an underline, indicating the hyperlink availability (see graphic below).

Expiring Coverages

Entitled Company > Contracts

Selections: REP\_Summary

Expiring coverages between Q1CY13 (start) and Q1CY13 (end)

Contract Number	Chassis and Cards count	Percentage
<a href="#">90705492</a>	1	50.00
<a href="#">90916121</a>	1	50.00

Perform the following steps to see other contracts:

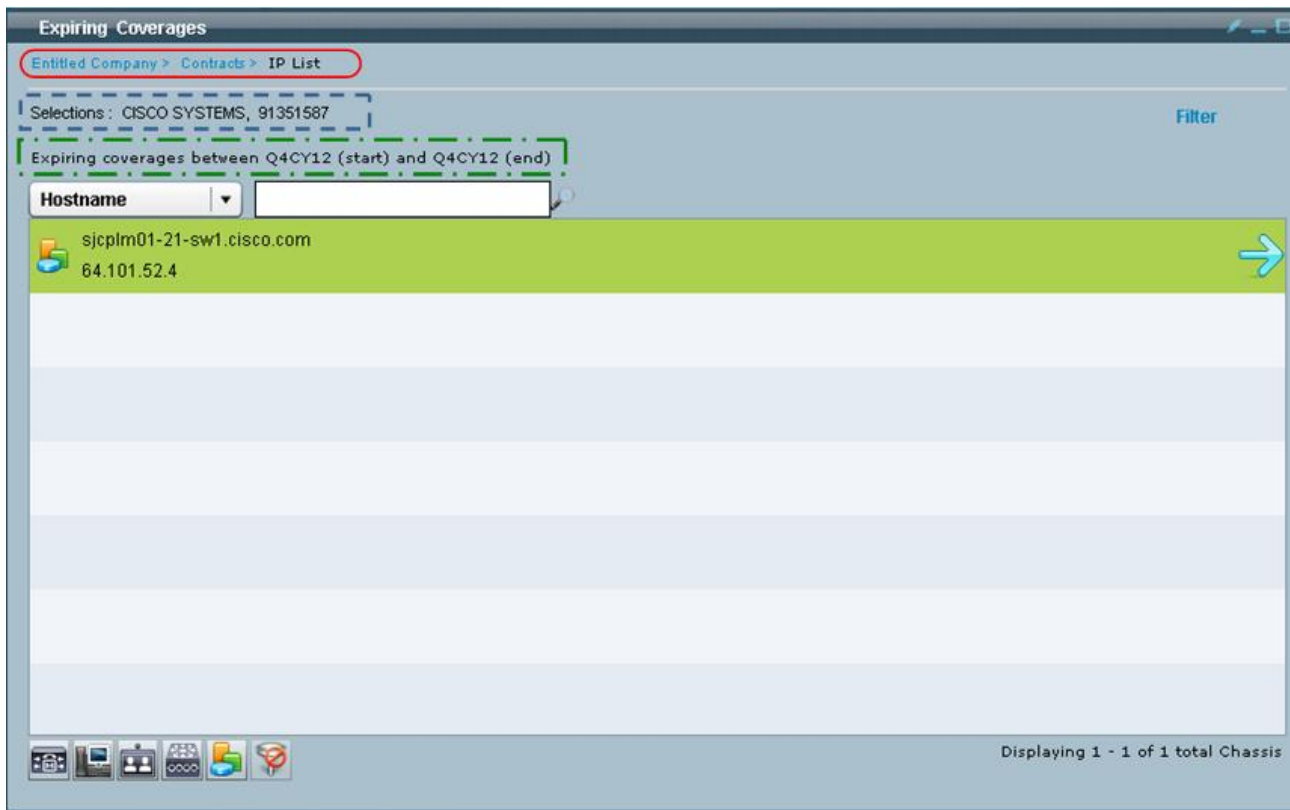
- Click on another adjacent quarter hyperlink to [specify a different ending quarter](#).
- You can refine the number of items being displayed by using the [search criteria field](#) / search function.
- Use the [slide bar](#) and [scroll knob](#) to change where you are currently viewing in the total number of items.
- After using the above methods and viewing other contracts, click on a contract.

After clicking an expiring contract; the IP list pod appears to reveal the list of those devices affected by the selected expiring contract.




## IP List

This pod view lists all IP addresses that have expiring coverage for the selected contract. If card coverage is expiring, the corresponding IP address is also displayed in this view.






This pod view provides the following information/options:

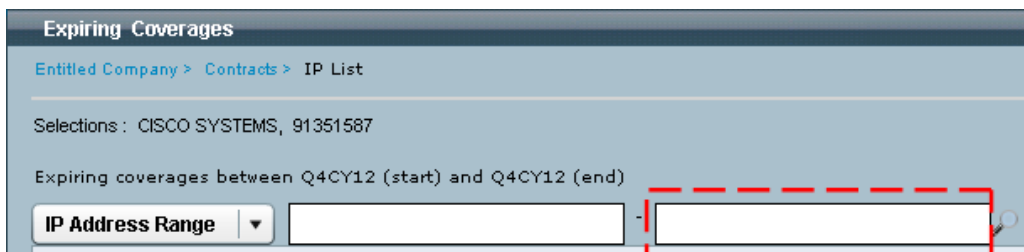
- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. 

You can change your search field options by selecting your search option from the drop-down list, which offers the following views:

- [Host Name](#)
- [IP Address](#)
- [IP Address Range](#)



**Note** When you select the IP Address Range option an additional search field appears,  which allows both a starting and ending IP address.



To get more details about a specific device, click the arrow icon to the right of the associated device to obtain chassis details; the Chassis Details view appears.

## Chassis Details

The Chassis Details pod view provides the following detailed information about the chassis and can also provide information about any expiring coverage for a selected contract. The Chassis Details screen can be reached from different portal routes:

- Contracts Pod
- Inventory Pod
- Product Alerts Pod
- Latest Product Alerts Pod
- Expiring Coverage Pod

Expiring Coverages

Entitled Company > Contracts > IP List > Chassis Details

Selections: CISCO SYSTEMS, 91351587, [sjcplm01-21-sw1.cisco.com : 64.101.52.4]

Expiring coverages between Q4CY12 (start) and Q4CY12 (end) [Lookup CSCC for Uncovered Items](#)




Product Family	Cisco Catalyst 6500 Series Switches
Product ID	WS-C6509-E
Serial Number	SMG1223N678
Device Type	SWITCH
Vendor Or Model	Cisco Catalyst 6509 Switch
Product Description	Cat 6509 Chassis, 9slot, 15RU, No Pow Supply, No Fan Tray
Alert Product ID	Not Available
Collected Product ID	Not Available
Collected Serial Number	SMG1223N678
SNMP Location	Not Available
Original Inventory Date	2008-Oct-05
Last Inventory Date	2008-Nov-05
Appliance ID	CSP0001004738
Smart Call Home Capable	Yes

Product Alert(s) →

Card(s)  →

Contract(s) →

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. 
- The link **Lookup CSCC for Uncovered Items** will appear only in the Chassis Details pod when a chassis or the chassis cards are not covered. For more details see [Lookup CSCC for Uncovered Items](#).
- The Smart Call Home Capable flag with the Yes/No value indicates the following:
  - **Yes** indicates: The particular devices Minimum OS version and Product type match devices at the following URL.  
<http://www.cisco.com/web/services/portfolio/product-technical-support/smart-call-supported-products.html>
  - **No** indicates: The particular devices do not match with the product type and minimum OS version for the above URL.

The Chassis details bottom half shows the following chassis sub-categories.



**Note** The [IP list / Chassis Details process](#) is a common process that is used numerous times in different pod views.

Expiring Coverages

Entitled Company > Contracts > IP List > Chassis Details

Smart Call Home Capable

Selections: CISCO SYSTEMS, 91351587, [sjcplm01-21-sw1.cisco.com: 64.101.52.4]

Expiring coverages between Q4CY12 (start) and Q4CY12 (end)

Vendor Or Model	Cisco Catalyst 6509 Switch
Product Description	Cat 6509 Chassis, 9slot, 15RU, No Pow Supply, No Fan Tray
Alert Product ID	Not Available
Collected Product ID	Not Available
Collected Serial Number	SMG1223N678
SNMP Location	Not Available
Original Inventory Date	2008-Oct-05
Last Inventory Date	2008-Nov-05
Appliance ID	CSP0001004738
Smart Call Home Capable	Yes

Product Alert(s) →

Card(s) ✓ ① →

Contract(s) →

Hardware/software Details →

Exceptions →

Device Configuration Details →



**Note** A green checkmark ① indicates that the device / card is affected by the expiring coverage. A mouse-over the checkmark will provide information about the expiring coverage.

To see more details about the data in the sub-categories, perform the following steps:

- Click the **Product Alert(s)** arrow icon; the [Product Alert Details](#) pod appears, and displays the corresponding product alert details for the selected device.
- Click the **Card(s)** arrow icon; the [Card Details](#) pod appears, and displays the corresponding card details for the selected device.
- Click the **Contract(s)** arrow icon; the [Contract Details](#) pod appears, and displays the contract details of the the selected device.
- Click the **Hardware/Software Details** arrow icon; the [HW/SW Details](#) pod appears with the hardware and software details for the selected device.
- Click the **Exceptions** arrow icon; the [Exception Details](#) pod appears with the details listed by exception type with associated exception details.
- Click the **Device Configuration Details** arrow icon; the [Device Details](#) pod appears displaying the running configuration. There is a drop-down list that lets you view information for other configuration options: Startup Configuration and Show Commands.

## Product Alert Details

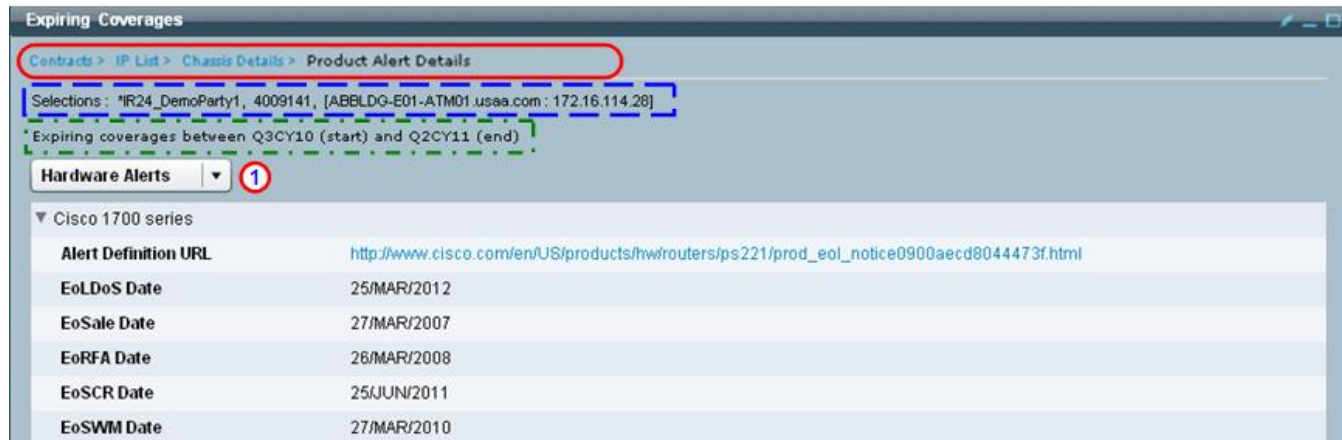
This pod view lets you see if the selected chassis has any associated alert information. There are the different alert types:

- [Hardware alerts](#)
- [Software alerts](#)
- [Field Notice alerts](#)





- [PSIRT alerts](#)
- [IntelliShield alerts](#)

## Hardware Alerts

This pod view lets you see if there are any hardware alerts associated to the selected device.

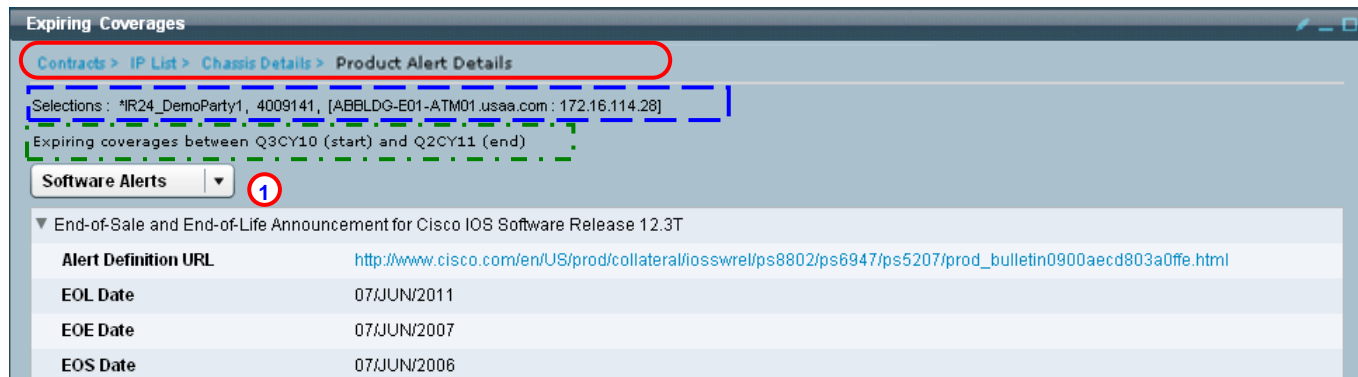


This pod view provides the following information/options:




- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see the other alerts. 


## Software Alerts

This pod view lets you see if there are any software alerts associated to the selected device.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 





- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. 

### Field Notice Alerts

This pod view lets you see if there are any field notice alerts associated to the selected device.

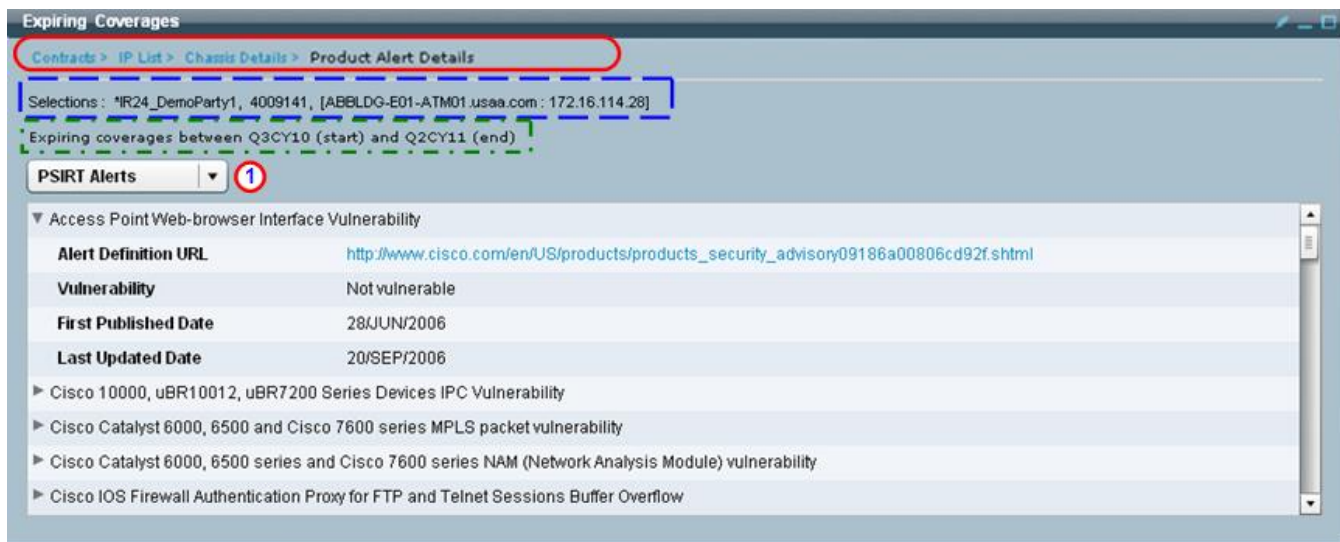


This pod view provides the following information/options:





- Last item in the breadcrumb  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- Selections:  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. 

### PSIRT Alerts

This pod view lets you see if there are any PSIRT alerts associated to the selected device.

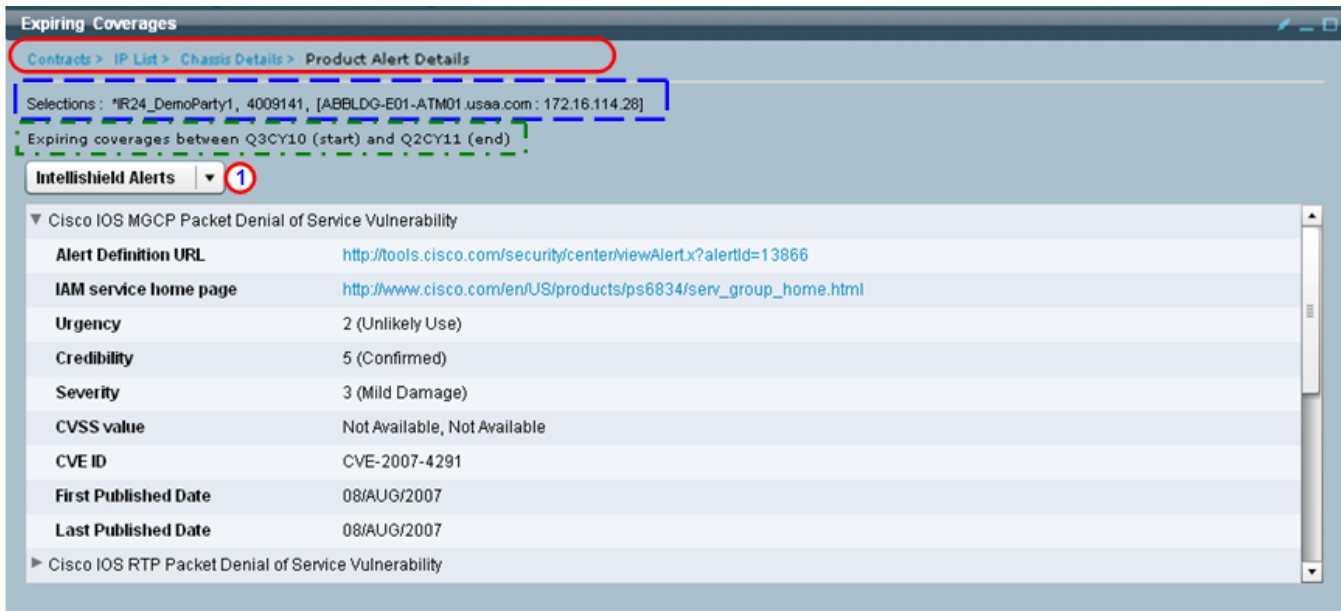


This pod view provides the following information/options:





- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. 

## IntelliShield Alerts

This pod view lets you see if there are any IntelliShield alerts associated to the selected device.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. 






## Cards

This pod view lists all the cards that are in a chassis; those cards that have expiring coverage, for the selected contract, will have a green checkmark to the right of the card.

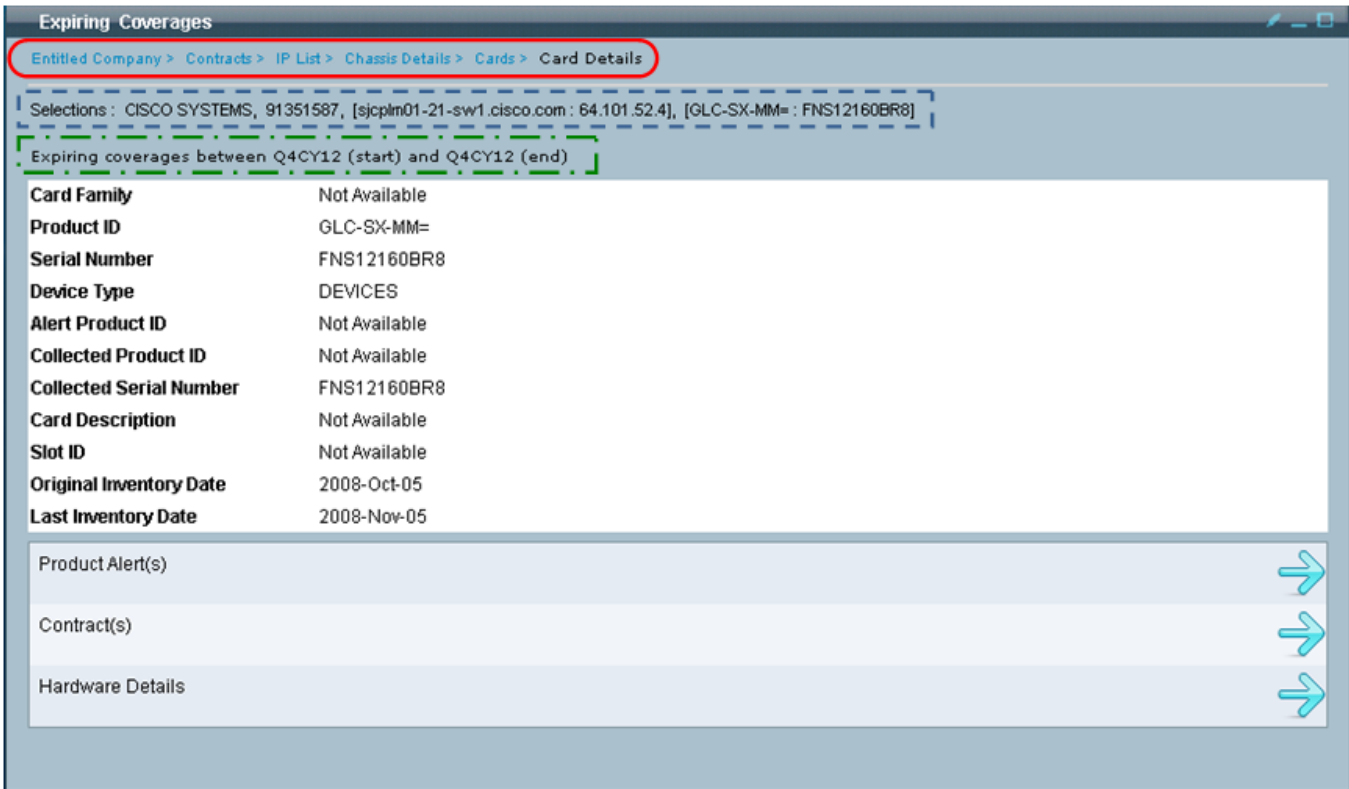





This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. 
- The number of items displayed can be filtered by using the [search by Product ID](#) or [search by Serial Number](#) options.
- Click the arrow on the right to obtain [card details](#) about the corresponding card;
- Those cards that have expiring coverage will have an associated green checkmark to the right of the card.

## Card Details

This pod view lists all the details about the selected card. This pod view provides the following information/options:



- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. .

The Card details bottom half shows the following chassis sub-categories.

- [Product Alerts](#)
- [Contracts](#)
- [Hardware Details](#)

## Product Alert Details

There are three different categories of product alerts:

- [Hardware Alerts](#)
- [Software Alerts](#)
- [Field Notice Alerts](#)

### Product Alert Details – Hardware Alerts

This pod view displays all the hardware alerts that are associated to the chassis that has expiring coverage for the selected contract.

Expiring Coverages

Contracts > IP List > Chassis Details > Cards > Card Details > Product Alert Details

Selections: CISCO SYSTEMS, 2261084, [AMS3-dc-gw2.cisco.com : 10.61.32.70], [WS-CAC-2500W=: ART0911E0B3]

Expiring coverages between Q3CY10 (start) and Q2CY11 (end)

Hardware Alerts 1

Selected Cisco Catalyst 6500 Series Line Cards

Alert Definition URL	<a href="http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps708/aeol_c51_509455.html">http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps708/aeol_c51_509455.html</a>
EoLDoS Date	14/DEC/2014
EoSale Date	15/DEC/2009
EoRFA Date	15/DEC/2010
EoSCR Date	15/MAR/2014
EoSWM Date	15/DEC/2010

This pod view provides the following information/options:

- Last item in the [breadcrumb](#) indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#) indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts.
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other types of alerts.



**Note** User should be checking the end dates and ensure that their network is not affected by the information identified in the alert.

## Product Alert Details – Software Alerts

This pod view displays all the software alerts that are associated to the chassis that has expiring coverage for the selected contract.

The screenshot shows the 'Expiring Coverages' interface. At the top, a breadcrumb trail is visible: 'Contracts > IP List > Chassis Details > Cards > Card Details > Product Alert Details'. Below this, the 'Selections' section lists: 'CISCO SYSTEMS, 2261084, [AMS3-dc-gw2.cisco.com : 10.61.32.70], [WS-CAC-2500W- : ART0911E0B3]'. A note indicates 'Expiring coverages between Q3CY10 (start) and Q2CY11 (end)'. A dropdown menu labeled 'Software Alerts' shows a count of 1. Below this, a table displays an alert definition with the following details:

End-of-Sale and End-of-Life Announcement for the Cisco IOS Software Releases 12.2(20)EW and 12.2(25)EW for the Cisco Catalyst 4500 Series Supervisor Engine	
Alert Definition URL	<a href="http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps4324/eol_c51_472862.html">http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps4324/eol_c51_472862.html</a>
EOL Date	28/OCT/2013
EOE Date	29/OCT/2009
EOS Date	29/OCT/2008

This pod view provides the following information/options:

- Last item in the [breadcrumb](#) indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#) indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts.
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other types of alerts.



**Note** User should be checking the end dates and ensure that their network is not affected by the information identified in the alert.

## Product Alert Details – Field Notice Alerts

This pod view displays all the field notice alerts that are associated to the chassis that has expiring coverage for the selected contract.

Expiring Coverages

Contracts > IP List > Chassis Details > Cards > Card Details > Product Alert Details

Selections: CISCO SYSTEMS, 2261084, [AMS3-dc-gw2.cisco.com : 10.61.32.70], [WS-CAC-2500W- : ART0911E0B3]

Expiring coverages between Q3CY10 (start) and Q2CY11 (end)

Field Notice Alerts 1





▼ \*Expired\* FN62333 - WS-X6724-SFP, WS-X6748-SFP, WS-X6748-GE-TX, WS-F6700-DFC3A/DFC3B/DFC3BXL - Failure to properly repair for FN62139 - Replace via Rf

Alert Definition URL	<a href="http://www-tac.cisco.com/Support_Library/field_alerts/fn62333.html">http://www-tac.cisco.com/Support_Library/field_alerts/fn62333.html</a>
Vulnerability	Not vulnerable
First Published Date	22/FEB/2006
Last Updated Date	28/SEP/2007

▼ A Serial EEPROM Value May Be Configured Incorrectly On Some WS-X6748-GE-TX Linecards

Alert Definition URL	<a href="http://www.cisco.com/public/support/tac/fn_index.html">http://www.cisco.com/public/support/tac/fn_index.html</a>
Vulnerability	Potential vulnerable
First Published Date	03/AUG/2004
Last Updated Date	23/SEP/2005

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. .
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other types of alerts. .



Note

One of the more important pieces of information on this view is the vulnerability field, which indicates if the selected device has any exposure to the identified alert and how serious the threat is.


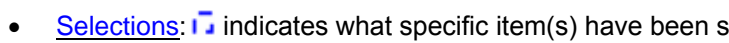
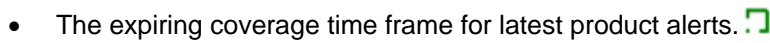

## Contract Details

This pod view displays the details for a contract associated to the chassis. If there is more than one contract associated to the chassis then the drop-down list lets you select and see the details of the other selected contract(s).

The screenshot shows the 'Expiring Coverages' pod view. At the top, a breadcrumb trail is highlighted with a red circle: 'Contracts > IP List > Chassis Details > Contract Details'. Below this, a blue dashed box highlights the 'Selections' field: '\*IR\_24\_Dev\_1, 2261084, [AMS3-dc-gw2.cisco.com: 10.61.32.70]'. A green dashed box highlights the text 'Expiring coverages between Q3CY10 (start) and Q3CY10 (end)'. A red circle with the number '1' highlights the 'Contract Number' drop-down menu, which currently shows '2261084'. Below the menu is a table of contract details:

Service Level	SNT
SLA Type	8X5XNBD
Contract Status	ACTIVE
Contract Start Date	26/JAN/2009
Contract End Date	31/JUL/2011
Install At Site Name	CISCO IT PRODUCTION NETWORK AMSTERDAM-AMS
Bill To Name	CISCO IT INTERNAL GLOBAL PRODUCTION NETWORK
Install At Address	KABELWEG 39-47 ,AMSTERDAM, NOORD-HOLLAND, 1014BA, NETHERLANDS
Ship To Address	CLIPPER BUILDING, KABELWEG 39-47, AMSTERDAM, 1014 BA, NETHERLANDS
System Contact	USA

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. 
- The view contains various details about the selected chassis contract(s); most important is the contract end date.
- Click the contract number drop-down list  to see details of other contracts that might be associated to the chassis.



**Note** A chassis can have more than one contract / contract status.

## HW/SW Details

This pod view displays the hardware and software details for the selected chassis.




The screenshot shows the 'Expiring Coverages' pod view with the breadcrumb trail 'Contracts > IP List > Chassis Details > HW/SW Details' highlighted in a red circle. The 'Selections' field is highlighted with a blue dashed box: '\*IR\_24\_Dev\_1, 2261084, [AMS3-dc-gw2.cisco.com: 10.61.32.70]'. The 'Expiring coverages' text is highlighted with a green dashed box. Below this is a table of hardware and software details:

Hardware Details	
Hardware version	Not Available
Installed Flash	128
Installed Memory	256
Software Details	
Boot version	Not Available
Feature Set	Not Available
Software version	Not Available



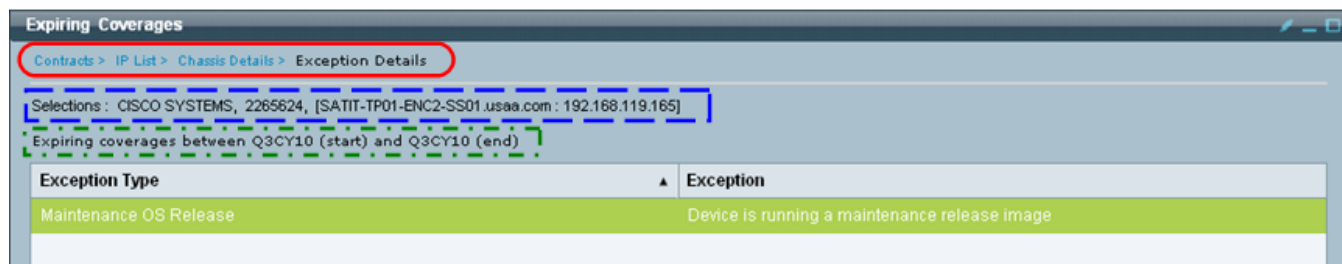
**Note** The installed flash memory represents the total flash in the device. If the device contains more than one flash device, then the installed flash memory is shown as sum of all flash devices.

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. .
- The view contains various details about the hardware and software of the selected chassis.




## Exception Details

In this view the user sees all the exceptions related to this one chassis.



Exception Type	Exception
Maintenance OS Release	Device is running a maintenance release image

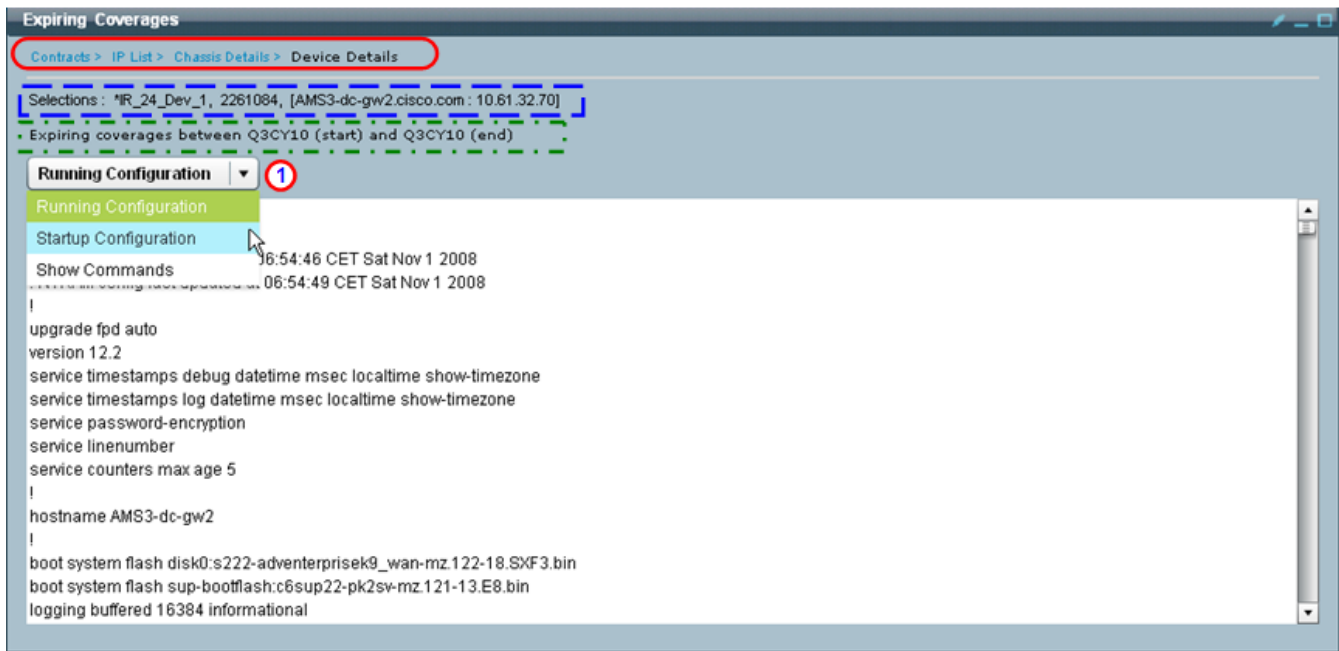
This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '2265624').
- The expiring coverage time frame for latest product alerts. .
- The pod view identifies the type of exception being referenced, and on the right side provides details about the specific exception.

## Device Details – Running Config / Startup Config / Show Command





This pod view allows the user to see the following device configuration details and show command information.





Both Running config and Startup config are similar in format.

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod (i.e. contract '91351587').
- The expiring coverage time frame for latest product alerts. 
- The view contains details about the following configuration items:
  - Running configuration
  - Startup configuration
  - Show commands
- Use the drop-down list  to select/view information from the other configuration options: Startup Configuration and Show Commands.



The show commands list shows the list of CLI commands for which output is available for that device.

## Lookup CSCC for Uncovered Items

Clicking the [Lookup CSCC for Uncovered Items](#) link will take the uncovered serial no of the chassis, card, or both and launch the CSCC application with the CSCC log in prompt window.



**Note** Cards could have multiple uncovered serial numbers.

After the CSCC login the CSCC screen shows the serial number information. There are two types of serial number scenarios:

- Single Serial Number not under warranty.
- Multiple Serial Number not under warranty.

### ***Single Serial Number***

For a single serial number not under warranty you will see the following information.

Contract Search Results									
Contract #	Contract Status	Service Level	Bill To Name	Contract Earliest End Date	Sales Region	Contract Net Amount	Contract List Amount	Contract Health	CHR Last Requested
00000001	OVERDUE	CSSPD	GLOBAL CHINA NETWORK SYSTEM CO LTD	05-Nov-2013	CH_S_FSI_FIN_P	3302.65	349016		
00000002	EXPIRED	CSSPD	GLOBAL CHINA NETWORK SYSTEM CO LTD		CH_W_COMM_YN	0	0		
00000003	EXPIRED	CSSPD	GLOBAL CHINA NETWORK SYSTEM CO LTD		HK_MISC TEAM	0	0		
00000004	EXPIRED	SBAR3	GLOBAL CHINA NETWORK SYSTEM CO LTD		CH_MISC TM	0	0		
00000005	EXPIRED	CSSPD	GLOBAL CHINA NETWORK SYSTEM CO LTD	05-Aug-2012	CH_MISC TM	0	0		

Not Covered By Cisco Service Contract													
Product ID	Serial Number / PAK Number	Quantity	Host ID	Warranty End Date	Warranty Status	Last Date of Attach	Product SO Number	Product PO Number	Bill to Name	Installed-At Site Name	Instance Number	Product Bill To Number	Product Ship To Number
CISCO7609	02010170007	1		09-NOV-2006	Not Under Warranty	15-Mar-2011	00000001	00000001	GLOBAL CHINA NETWORK SYSTEM CO LTD	NO MOBILE COMMUNE ATION CO-L TO S	02010170007	02010170007	02010170007

### Multiple Serial Number

For multiple serial numbers that are not under warranty you will see the following information..

Not Covered By Cisco Service Contract													
Product ID	Serial Number / PAK Number	Quantity	Host ID	Warranty End Date	Warranty Status	Last Date of Attach	Product SO Number	Product PO Number	Bill to Name	Installed-At Site Name	Instance Number	Product Bill To Number	Product Ship To Number
CISCO7206VXR	02010170007	1		09-AUG-03	Not Under Warranty	29-Sep-2013	00000001	00000001	GLOBAL CHINA NETWORK SYSTEM CO LTD	NO MOBILE COMMUNE ATION CO-L TO S	02010170007	02010170007	02010170007

Minor Lines													
Product ID	Serial Number / PAK Number	Quantity	Host ID	Warranty End Date	Warranty Status	Last Date of Attach	SO Number	PO Number	Bill to Name	Installed-At Site Name	Instance Number	Product Bill To Number	Product Ship To Number
NSE-1=	02010170007	1		01-DEC-2004	Not Under Warranty				GLOBAL CHINA NETWORK SYSTEM COMPANY LTD	NO MOBILE COMMUNE ATION CO-L TO S	02010170007	02010170007	02010170007
PA-2FE-TX=	02010170007	1		17-FEB-2008	Not Under Warranty		00000001	00000001	GLOBAL CHINA NETWORK SYSTEM CO LTD	NO MOBILE COMMUNE ATION CO-L TO S	02010170007	02010170007	02010170007
PA-FE-TX	02010170007	1		09-NOV-02	Not Under Warranty		00000001	00000001	GLOBAL CHINA NETWORK SYSTEM CO LTD	NO MOBILE COMMUNE ATION CO-L TO S	02010170007	02010170007	02010170007



**Note** If we have more than 50 uncovered card serial numbers for that chassis, then send only the first 50 uncovered serial numbers from the portal (see graphic below).

Contracts

Contract categories > IP List > Chassis Details

Selections : Uncovered Categories, [SCD1-MDFA1-DSWI : 10.11.63.252]

[Lookup CSCC for Uncovered Items](#)

Product Family: Cisco Catalyst 6500 Series Switches

Product ID: WS-C6509

Serial Number: SAL0811WCVN

Device Type: SWITCH

Vendor Or Model: Cisco Catalyst 6509 Switch

Product Description: ^Cat 6509 Chassis, 9slot, 15RU, No Pow Supply, No Fan Tray

Alert Product ID: WS-C6509

Only maximum of 50 serial numbers will be taken to CSCC from portal .Would you like to continue?

Collected Serial Number: SAL0811WCVN

SNMP Location: Not Available

Original Inventory Date: Not Available

Last Inventory Date: 2013-Jan-01

Appliance ID: TGWSD00006188

Smart Call Home Capable: Yes

Product Alert(s)

## Inventory Processing Report

The Inventory Processing Report displays all the inventory uploads that were processed in last 3 months, and their associated status.

Smart Portal Partner Support Service

Hi Scott | About | Inbox | Logout | [Related Tools](#)

Dashboard | Reports | Delta Reports | Support | Device Diagnostics/ Smart Call Home

Expiring Coverages | To do List | Latest Product Alerts

Inventory Processing

Uploads

Inventory Upload Details for past 3 months

Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
CISCO SYSTEMS	reu1_25	TGWS00002820	25Jun/2010 02:40:18 PDT	Success
CISCO SYSTEMS	US_25	TGWS00002820	25Jun/2010 02:33:27 PDT	Success
CISCO SYSTEMS	VFON_Latest	TGWS00002820	24Jun/2010 06:43:41 PDT	Success
CISCO SYSTEMS	CS20_Latest	TGWS00002820	24Jun/2010 06:21:14 PDT	Success
CISCO SYSTEMS	CS20_June24	TGWS00002820	24Jun/2010 05:51:21 PDT	Success
CISCO SYSTEMS	schellaTest	CSP000000142	23Jun/2010 00:18:14 PDT	Success
QUANTUM SYSTEMS	Jun_Invy	QSWSS00004456	22Jun/2010 07:38:04 PDT	In Progress
QUANTUM SYSTEMS	May_Invy	QSWSS00004456	22Jun/2010 06:14:08 PDT	Success

Settings



**Note** If the partner has contracts for more than one entitled company, then inventories for all the entitled companies will be displayed (i.e. Cisco Systems and Quantum Systems).

For each upload performed, the pod view displays the following details:

- Entitled Company
- Inventory Name
- Appliance ID (e.g. Transport Gateway id)
- Upload date
- Status (Success / In progress / Failure / Not Available)



**Note** User can [sort the columns](#) and [adjust the column width](#).

The Uploads pod allows you to perform the following functions:

- [Change the Upload settings](#)
- [View Upload Validation Details](#)

## Uploads Settings

Inventory processing pod by default display uploads that are done in the past 3 months, this is a configurable value. The user can change this by clicking on settings button in the pod.



**Note** An inventory upload is allowed when the [contract requirements](#) have been met.

Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
*IR24_DemoParty1	TWIS-05052010	TGWSD00002527	05/May/2010 10:09:41 EDT	Success
*IR24_DemoParty1	RE2-05052010	TGWSD00002527	05/May/2010 10:08:18 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSS00002814	23/Jun/2010 21:10:18 EDT	Not Available
*IR24_DemoParty1	USA1-05052010	TGWSD00002527	05/May/2010 10:13:09 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSD00002527	19/May/2010 14:39:21 EDT	Success
*IR24_DemoParty1	USA1-sriks	TGWSD00002527	19/May/2010 14:39:37 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSD00002527	19/May/2010 16:33:22 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSD00002527	20/May/2010 24:56:51 EDT	Success
*IR24_DemoParty1	Tg-Testing	TGWSD00002527	20/May/2010 04:20:01 EDT	Success

To change the upload settings, perform the following steps:

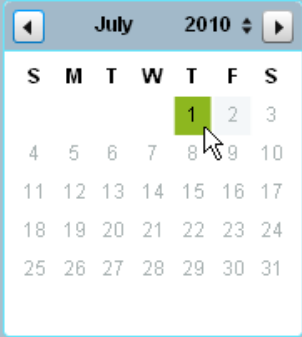
- On the Uploads pod click the **Settings** button; the pod flips around and allows the user to choose a different date.

**Inventory Processing**

Settings

Choose Dates for which Upload Data is required

Uploads From :  Uploads To :



- Specify a new date(s),
- Click **Submit**; based on date selection, the application refreshes the upload data.



**Note** As per CSP-C purging policy, inventory data older than 2 years can be removed from database. Hence date selection should be restricted to past 2 years based on current month.

If the current month is July 2010, the application lets you specify a date between August 2008 and July 2010.

**Inventory Processing**

Uploads

**Inventory Upload Details for past 3 months**

Entitled Company	Inventory Name	Appliance Id	Upload Date	Status
*IR24_DemoParty1	TWIS-05052010	TGWSD00002527	05/May/2010 10:09:41 EDT	Success
*IR24_DemoParty1	RE2-05052010	TGWSD00002527	05/May/2010 10:08:18 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSS00002814	23/Jun/2010 21:10:18 EDT	Not Available
*IR24_DemoParty1	USA1-05052010	TGWSD00002527	05/May/2010 10:13:09 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSD00002527	19/May/2010 14:39:21 EDT	Success
*IR24_DemoParty1	USA1-sriks	TGWSD00002527	19/May/2010 14:39:37 EDT	Success <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1</span>
*IR24_DemoParty1	TWIS-sriks	TGWSD00002527	19/May/2010 16:33:22 EDT	Success
*IR24_DemoParty1	TWIS-sriks	TGWSD00002527	20/May/2010 24:56:51 EDT	Success
*IR24_DemoParty1	Tg-Testing	TGWSD00002527	20/May/2010 04:20:01 EDT	Success

[Settings](#)

- Click the corresponding status of an inventory you want to check; 1 the Validation Details pod appears.



Inventory Processing

Uploads > Processing Summary

Request for Not Processed Device Report in XLS format has been received. You can download this report from Report tab 'My Reports' page.

Entitled Company : EIC MANAGED SERVICES DATA	Number of items collected : 1697
Inventory Name : WL_Bupirates	Number of items processed : 947
Appliance ID : 750020000120072	Number of items not processed : 750
Upload Date Time : 2013-12-05 08:25:50.0	Number of 3rd party items : 0
Completion Date Time : 2013-12-05 08:38:05.0	Number of duplicate items : 26
No. of Managed IP Addresses in seed file : 85	Number of other items : 724
No. of Managed IP Addresses collected : 81	
Number of managed IPs not collected : 4	

Not Processed Device Report

When a user clicks the Success link on the Inventory Processing pod, the user will see a validation report that is specific to the selected inventory upload.



**Note** The report data, displayed in the Processing Summary section, is specific to the selected inventory upload, and does not consider devices that were processed from any previous uploads that used the same inventory name. The report displays aggregated device count/device details for the devices that were in the selected inventory that was performed on the specified date.

This pod view provides the following information/options:

- Last item in the breadcrumb indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- The left section of data contains information about which company and inventory were used and chassis upload statistics.
- The right section of data contains information about the number of items that were collected, how many were recognized as chassis or cards, and how many were fallout items (not recognized as a chassis or card).
- Use the breadcrumb and click **Uploads** to return to the previous pod view.

When the user clicks on the Not Processed Device Report hyperlink, this generates the Not Processed Device Report, which is accessible in the My Reports pod.

## Data Processing

Processing the collected data and correlating it into the report requires the successful collection of the device Product ID (PID) and the Serial Number as a minimum. The collector uses the device details in the rules package to parse the Management Information Base (MIB). If the Serial Number and Product ID information is not collected properly and cannot be processed, it is reported on the Not Processed Device Report (NPDR). In some versions of devices, the location of the Serial Number and Product ID's change and it requires a modification of the rules package to account for those changes.

An example of this is a device collecting the Product ID and then a Serial Number string, that does not match the Cisco defined Serial Number format for that device. Devices can also appear on the NPDR Report if the serial number is not found in the Cisco Database.



## Not Processed Device Report

The Not Processed Devices Report provides information on all devices that were part of the collection but were not successfully processed and reported in the Smart Portal for various reasons. This report provides details for the particular inventory. This section explains how to access the report and describes the following report tab contents:

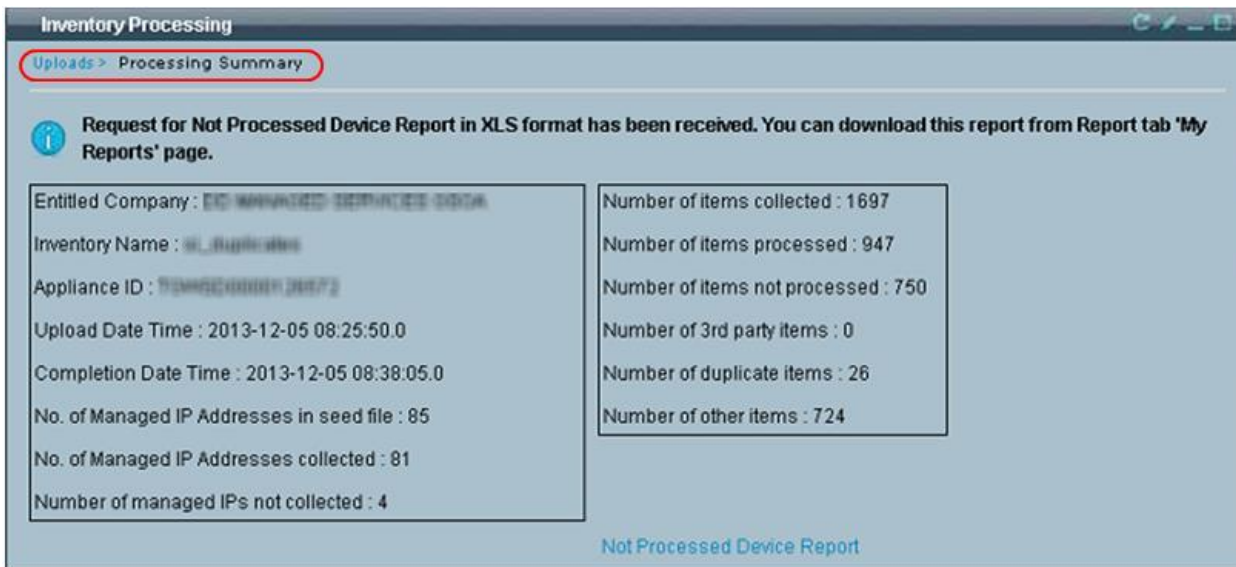
- Access the Not Processed Device Report
- Not Processed Device Report Tabs
  - Summary
  - Not Processed
  - Not Processed Cards
  - About the Report

### Access the Not Processed Device Report

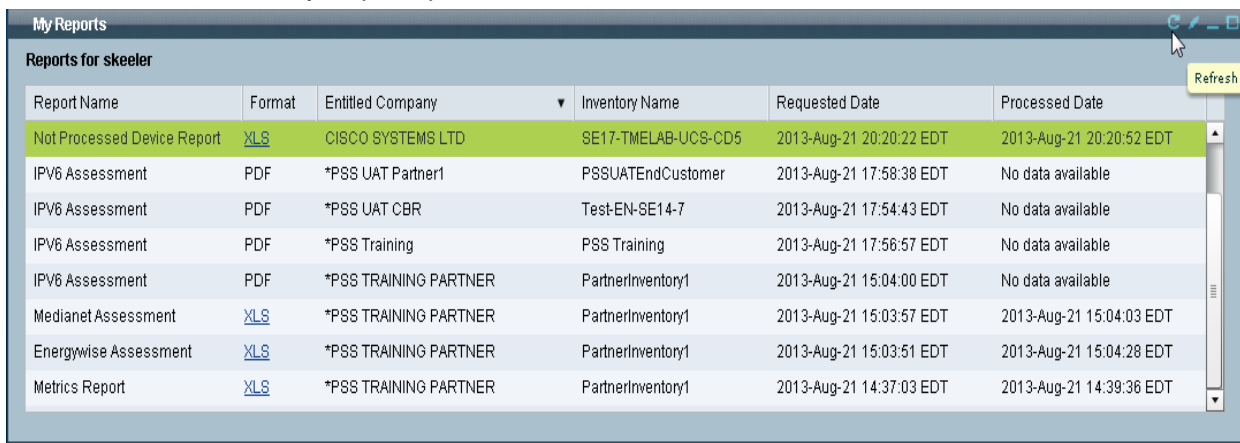
To access the Not Processed Device Report, perform the following steps:

Entitled Company	Inventory Name	Appliance Id	USER_ID	IMPORTED_FL...	Upload Date	Status
CISCO SYSTEMS LTD	SE17-TMELAB-I	TGWSD000051	-	-	2013-Jun-24 23	Success
CISCO SYSTEMS LTD	SE17-CUS3	TGWSD000051	-	-	2013-Jun-24 03	Success
CISCO SYSTEMS LTD	SE17-n114	TGWSD000051	-	-	2013-Jun-24 03	Success
CSC DISCARD	se18_test_inv1:	CSP000100544	-	-	2013-Aug-01 1C	Success
CSC DISCARD	CAP_INV_1	CSP000100473	-	-	2013-Jul-29 20:	Success
CSC DISCARD	test_se18_cd2_	CSP000100542	-	-	2013-Aug-01 1C	Success
CSC DISCARD	CD4CSPC	CSP000000014	-	-	2013-Jul-25 23:	Success
CSC DISCARD	CAP_INV_1	CSP000000014	-	-	2013-Jul-29 16:	Success

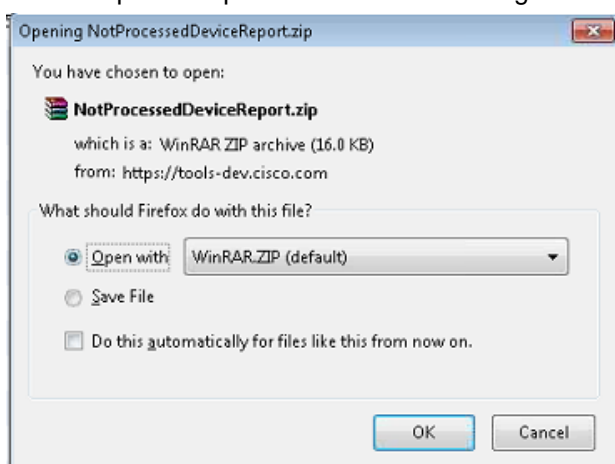
- On the smart portal Reports portal, access the Inventory Processing pod.
- Find the inventory you want to view and click the corresponding **Success**; the Product Summary pane appears.



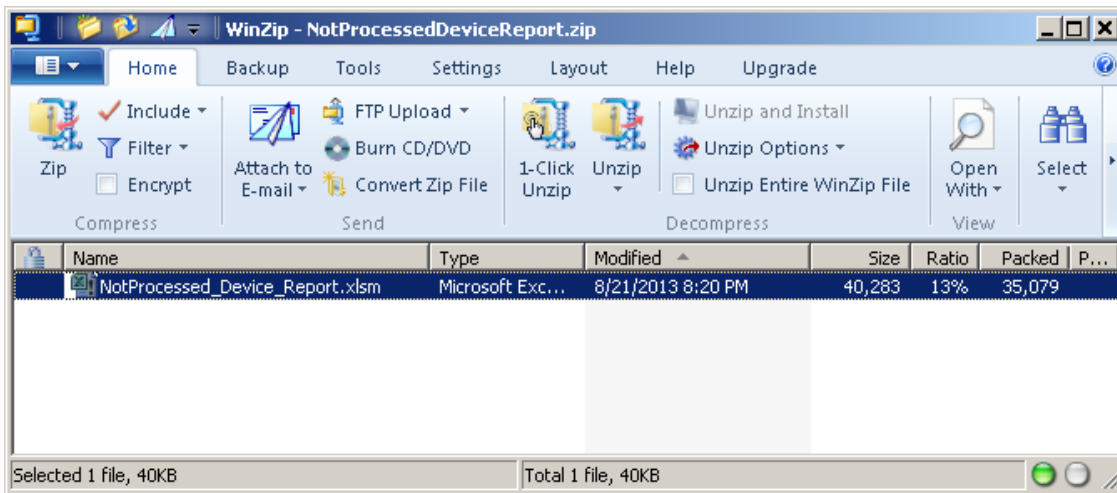
- In the Product Summary pane click **Not Processed Device Report**; this generates a report that can be obtained in the My Reports pod.



- Go to the My Reports pod, and click the **Refresh** icon at the top-right corner of the pod.
- Find and click the report generated in the previous step; this downloads the report to your computer and opens a zip window to allow viewing of the report.



- Click **OK**; a zip application window appears.



- Click the **Not Processed Device Report.xlsm** file; this opens the Not Processed Device Report file for viewing.

### ***Not Processed Device Report Tabs***

The Not Processed Devices Report is a comprehensive report that provides information on all devices that were part of the collection but were not successfully processed and reported in the Smart Portal for various reasons. The Not Processed Device Report has the following report tabs:

- Summary
- Not Processed
- Not Processed Cards
- About the Report

### **Summary**

The Summary report provides details about the specific inventory that was used to collect the Not Processed Device Report data.

Not Processed Devices Report	
The Not Processed Devices Report is a comprehensive report that provides information on all devices that were part of the collection but were not successfully processed and reported in the Smart Portal for various reasons. This report provides details for the particular inventory	
<b>Summary Report</b>	
<b>Entitled Company</b>	CISCO SYSTEMS LTD
<b>Inventory Name</b>	SE17-TMELAB-UCS-CD5
<b>Appliance ID</b>	TGWSD00005144
<b>Report Date</b>	2013-AUG-21
<b>Upload Date Time</b>	2013-06-24 23:36:34.0
<a href="#">Unmask Data Privacy Data</a>	

### **Not Processed Chassis**

This report includes devices that were not responding for one of the following reasons:

- The chassis in the collection do not yet have processing rules in the Smart Portal backend.
- The chassis in the collection were not processed successfully because of processing error or data discrepancies in one of the Cisco databases (Installed Base Management or Contract Management).

### Not Processed Chassis

Host Name	IP Address	System Object ID	System Description	Manufacturer/ Vendor Name	Serial Number/MAC Address	Product ID	Product Family
75-20007	172.28.140.40	1.3.6.1.4.1.9.1.209		cisco		CISCO2621	Cisco 2600 Series Multiservice Platforms
general-centos62	172.28.134.189	1.3.6.1.4.1.8072.3.2.2					
SR520-2	192.168.99.72	1.3.6.1.4.1.9.1.1011		cisco		SR520-FE-K9,SR520W-FE-K	Cisco SR 500 Series Secure Routers
SR520-1	192.168.99.75	1.3.6.1.4.1.9.1.1013		cisco		SR520-ADSLI-K9,SR520W-A	Cisco SR 500 Series Secure Routers
C2950EName	192.168.99.27	1.3.6.1.4.1.9.1.428		cisco		WS-C2950G-24-EI	Cisco Catalyst 2950 Series Switches
75-1	172.28.40.111	1.3.6.1.4.1.629.200.1					
CRS-8	172.28.134.14	1.3.6.1.4.1.9.1.613		cisco		CRS-16-LCC,CRS-16-LCC-B	Cisco Carrier Routing System
Catalyst-4500	172.28.134.88	1.3.6.1.4.1.9.1.875		cisco		WS-C4506-E	Cisco Catalyst 4500 Series Switches
75-76661	172.28.140.140	1.3.6.1.4.1.9.1.466		cisco		CISCO2610XM	Cisco 2600 Series Multiservice Platforms

### Not Processed Cards

This report includes cards that are not responding because of one of the following reasons:

- The cards in the collection do not yet have processing rules in the Smart Portal backend.
- The cards in the collection were not processed successfully because of processing error or data discrepancies in one of the Cisco databases (Installed Base Management or Contract Management).

Not Processed Cards							
Host Name	IP Address	System Object ID	Manufacturer/ Vendor Name	Serial Number/MAC Address	Product ID	Product Family	
CRS-8-cisco.com	172.28.134.14	1.3.6.1.4.1.9.12.3.1.9.5.107	cisco	W4211221284	NOT-APPLICABLE	CRS Cards	
CRS-8-cisco.com	172.28.134.14	1.3.6.1.4.1.9.12.3.1.9.5.107	cisco	W4211221284	NOT-APPLICABLE	CRS Cards	
CRS-8-cisco.com	172.28.134.14	1.3.6.1.4.1.9.12.3.1.9.5.107	cisco	W4211221284	NOT-APPLICABLE	CRS Cards	
CRS-8-cisco.com	172.28.134.14	1.3.6.1.4.1.9.12.3.1.9.5.107	cisco	W4211221284	NOT-APPLICABLE	CRS Cards	
CRS-8-cisco.com	172.28.134.14	1.3.6.1.4.1.9.12.3.1.9.5.107	cisco	W4211221284	NOT-APPLICABLE	CRS Cards	
CRS-8-cisco.com	172.28.134.14	1.3.6.1.4.1.9.12.3.1.9.5.107	cisco	W4211221284	NOT-APPLICABLE	CRS Cards	
Router0205	172.28.134.88	1.3.6.1.4.1.9.3.6.11.1.2.4228	cisco	750409002	AIM-VPN/EPII	Advanced Integration Modules (AIMs)	
HWIC750-1600-02746-y	192.168.99.42	1.3.6.1.4.1.9.12.3.1.3.430	cisco	FW411121001v	CISCO851W-G-A-K9		
HWIC2950-24E-2950-479	192.168.99.117	1.3.6.1.4.1.9.12.3.1.9.2.128	cisco	FW411121001v	HWIC-AP-AG-A,HWIC-AP-A	WAN Interface Cards	

### About the Report

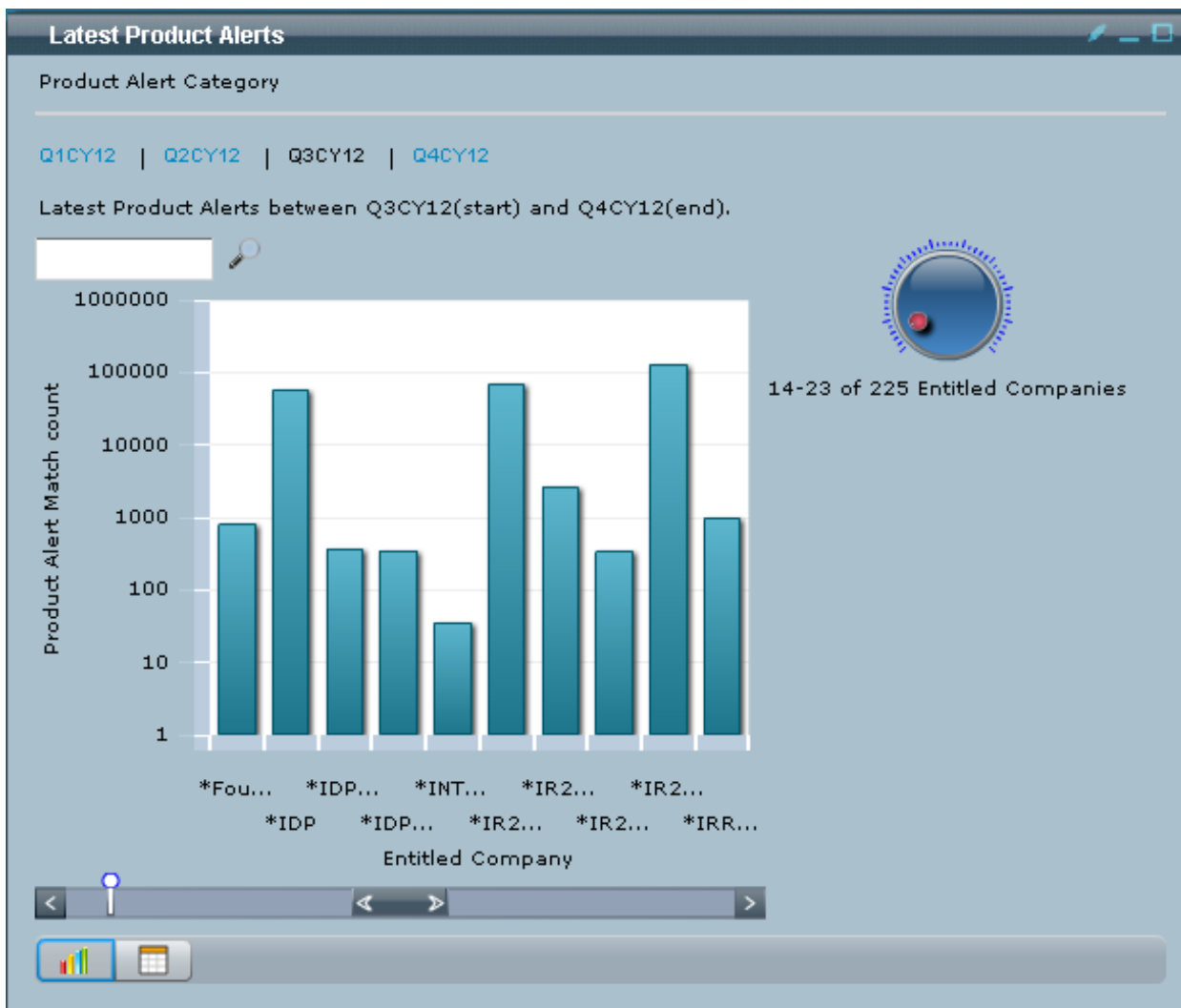
This tab provides a high-level overview of the different tabbed reports in the Not Processed Device Report.

The Not Processed Devices Report is a comprehensive report that provides information on all devices that were part of the collection but were not	
The report is presented in 3 main tabs. Please refer to notes below.	
Tab Name	Tab Summary & Instructions for Use
<b>Summary Sheet</b>	Provides essential details about the inventory and party details
<b>Not Processed Chassis</b>	This report would include chassis of following category that are not responding. 1. Chassis in the collection that do not yet have processing rules in the Smart Portal backend. However you can contact Cisco Technical Assistance Center (TAC) for any device-level issues, that are covered under contract.  2. Chassis in the collection that are not processed successfully in the Smart Portal Installed Base Management & Contract Management reports because of processing error or data discrepancies in one of the Cisco databases.
<b>Not Processed Cards</b>	This report would include cards of following category that are not responding.  1. Cards in the collection that do not yet have processing rules in the Smart Portal backend. However you can contact Cisco Technical Assistance Center (TAC) for any card-level issues, that are covered under contract.  2. Cards in the collection that are not rendered in the Smart Portal Installed Base Management & Contract Management reports because of processing error or data discrepancies in one of the Cisco databases.

## Latest Product Alerts Report

Alerts information can change when a new upload is processed, or when new alerts are found for currently known devices. When there is a change in the alerts data, due to one of the above events, the Latest Product Alerts pod will display the new alert messages.

To see the Latest Product Alerts reports perform the following steps:



- If the partner has contracts for more than one entitled company, then a list of all the entitled companies will appear in the Entitled Companies pod (i.e. Cisco Systems and Quantum Systems).
- Click on the entitled company whose Latest Product Alerts you want to see; the Product Alert Category pod appears.



**Note** If there is more than one entitled company then the first item in the breadcrumb list will be Entitled Companies; otherwise, the first breadcrumb item will be Product Alert Category (see next graphic).

On the Latest Product Alerts pod view there are different alert categories that you can obtain more details on:




- Hardware alerts
- Software alerts
- PSIRT alerts
- Field alerts
- IntelliShield Alerts



**Note** The User Guide will use the hardware alerts process path to describe how the user can get more details about the hardware alerts in the Latest Product Alerts section. Once this process flow has been explained it can then be applied to the remaining alerts, since the described process flow is common to all.

See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process.

The Latest Product Alerts pod view provides the following information/options:

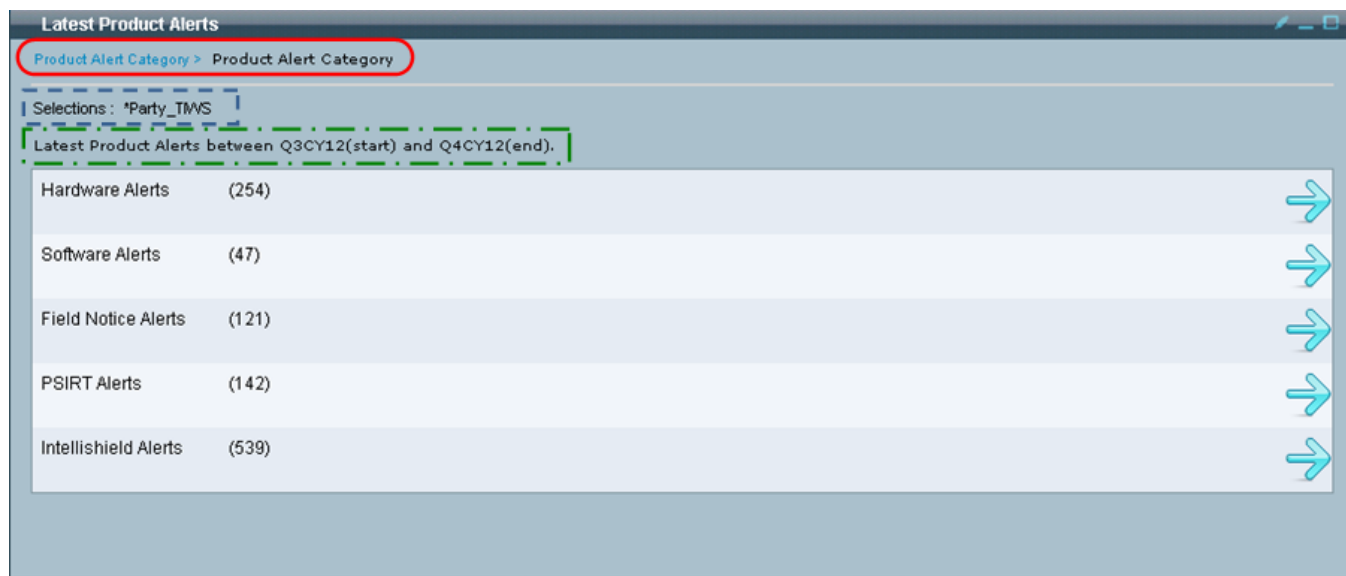
- Last item in the [breadcrumb](#)  indicates name of the current pod view, [the preceding names, if any](#), are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 



**Note** The user can [change the ending quarter](#).




## Product Alert Category

Contains a list of all the alerts from the selected Product Alert Category (i.e. hardware alerts).



Alert Type	Count	Action
Hardware Alerts	(254)	→
Software Alerts	(47)	→
Field Notice Alerts	(121)	→
PSIRT Alerts	(142)	→
Intellishield Alerts	(539)	→

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 

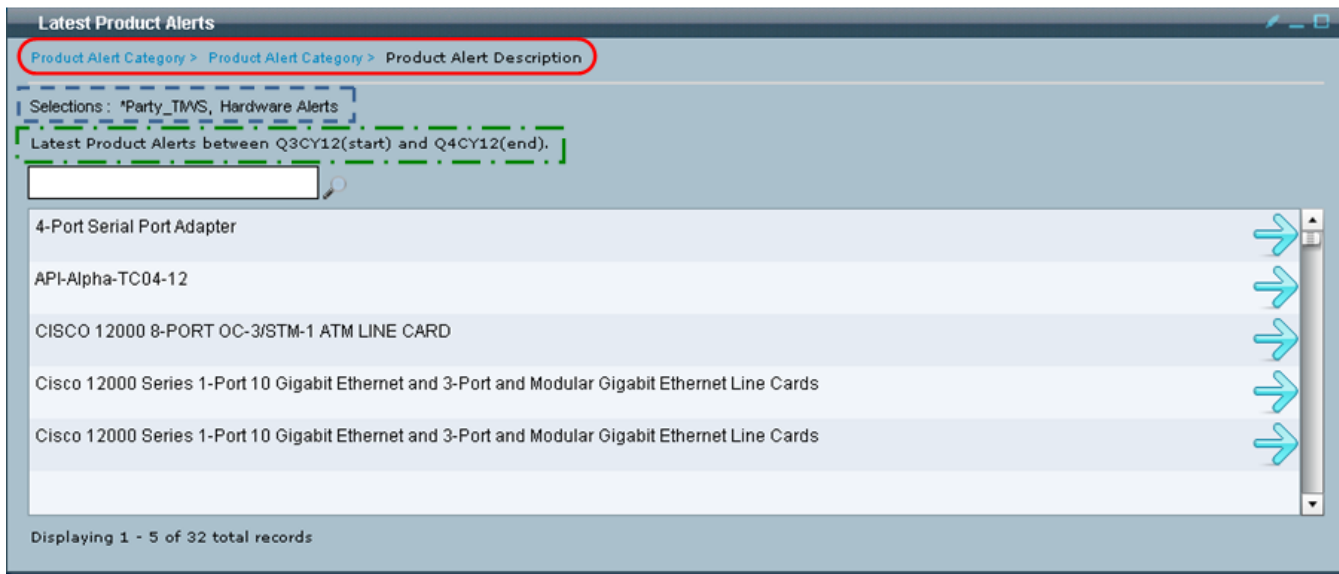
To get details about a specific alert perform the following tasks:

- Click the arrow that is associated to the alert type you want more details on; the Product Alert Description pod appears.




## Product Alert Description

Contains a list of all the product alerts that are associated with the previously selected alert types (i.e. hardware alerts).





This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 

For more details regarding a specific alert, perform the following step:

- Click the arrow that is associated to the alert you want more details on; the Product Alert Details pod appears.

## Product Alert Details

This pod contains information about a specific alert and identifies pertinent information;

- URL to the actual alert.
- Brief product alert description.
- A variety of alert notification dates.
- An Affected Devices link to see what devices in the selected inventory are affected by this alert.

Latest Product Alerts

Product Alert Category > Product Alert Category > Product Alert Description > Product Alert Details

Selections: \*Party\_TMS, Hardware Alerts, 4-Port Serial Port Adapter

Latest Product Alerts between Q3CY12(start) and Q4CY12(end).

Product Alert Definition URL	<a href="http://www.cisco.com/en/US/products/hw/modules/ps2033/prod_eol_notice0900aecd80294ae4.html">http://www.cisco.com/en/US/products/hw/modules/ps2033/prod_eol_notice0900aecd80294ae4.html</a>
Product Alert Description	4-Port Serial Port Adapter
EoSale Date	1997-Jul-25
EoLDoS Date	2003-Jul-25
EoRFA Date	1998-Jul-25
EoSCR Date	Not Available
EoSWM Date	Not Available
EoExAnnouncement Date	1997-Jul-25
EoNSA Date	Not Available

Affected Devices

Recommended Products

This pod view provides the following information/options:

- Last item in the [breadcrumb](#) indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#): indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts.

For more details regarding what devices are affected by this alert perform the following step:

- Click the **Affected Devices** arrow; the IP list pod appears.

## IP list

The IP list pod displays all those devices in the inventory that are affected by selected alert.

Latest Product Alerts

Product Alert Category > Product Alert Category > Product Alert Description > Product Alert Details > IP List

Selections: \*Party\_TMS, Hardware Alerts, 4-Port Serial Port Adapter Filter





Latest Product Alerts between Q3CY12(start) and Q4CY12(end).

Hostname

	GRANYCPT1.ri.telefonica-data.net	213.140.32.152	
	GRANYCPT1.ri.telefonica-data.net	213.140.32.152	

Displaying 1 - 2 of 2 total Chassis

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- You can filter this list using the search function  using Hostname, IP Address or IP Address Range filtering.

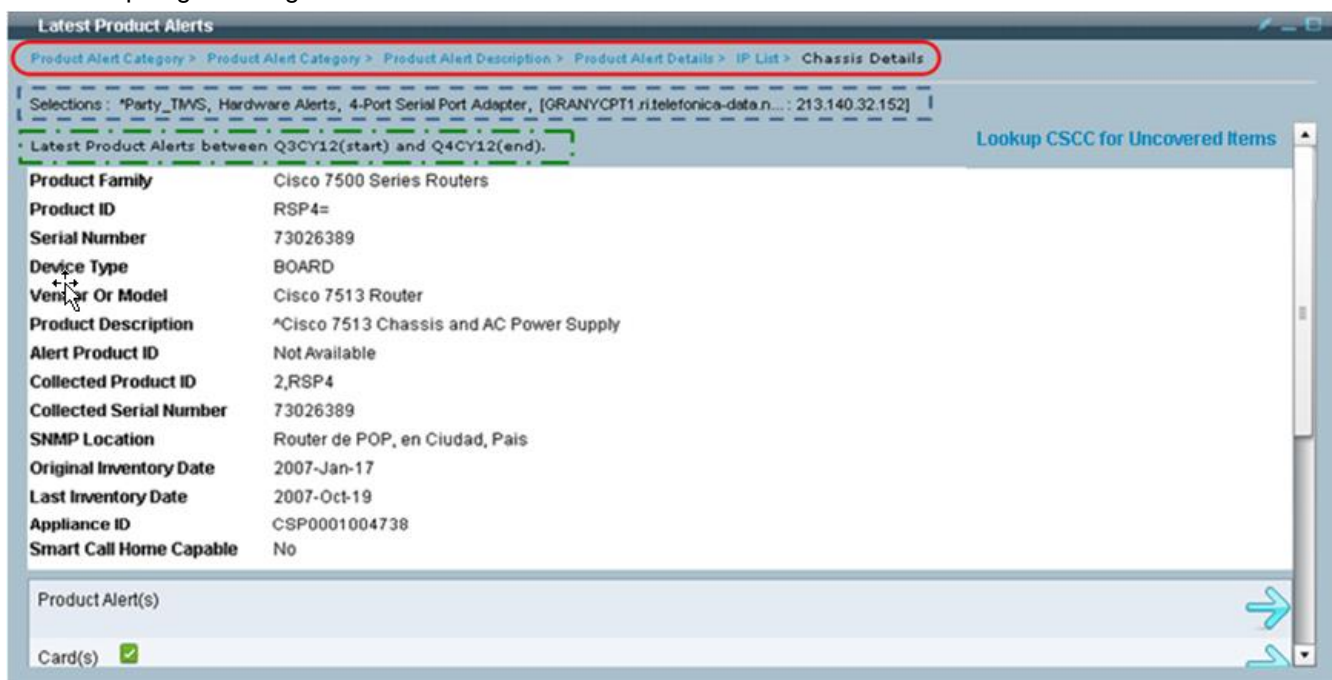
To see the alert details for a specific device perform the following steps:

- Click the arrow for that associated device; the chassis details pod is displayed for the selected device.




## Chassis Details

The Chassis Details pod view provides the following detailed information about the chassis and can also provide information about any expiring coverage for a selected contract. The Chassis Details screen can be reached from different portal routes:

- Contracts Pod
- Inventory Pod
- Product Alerts Pod
- Latest Product Alerts Pod
- Expiring Coverage Pod



This pod view provides the following information/options:




- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- The link **Lookup CSCC for Uncovered Items** will appear only in the Chassis Details pod when a chassis or the chassis cards are not covered. For more details see [Lookup CSCC for Uncovered Items\\_](#)
- The Smart Call Home Capable flag with the Yes/No value indicates the following:
  - **Yes** indicates: The particular devices Minimum OS version and Product type match devices at the following URL.

<http://www.cisco.com/web/services/portfolio/product-technical-support/smart-call-supported-products.html>

- **No** indicates: The particular devices do not match with the product type and minimum OS version for the above URL.

The bottom half of the pod view contains a list of chassis sub-categories, which provides detailed information about a wide ranging area of data. There are several key sub-categories:

This pod view provides the following information/options:

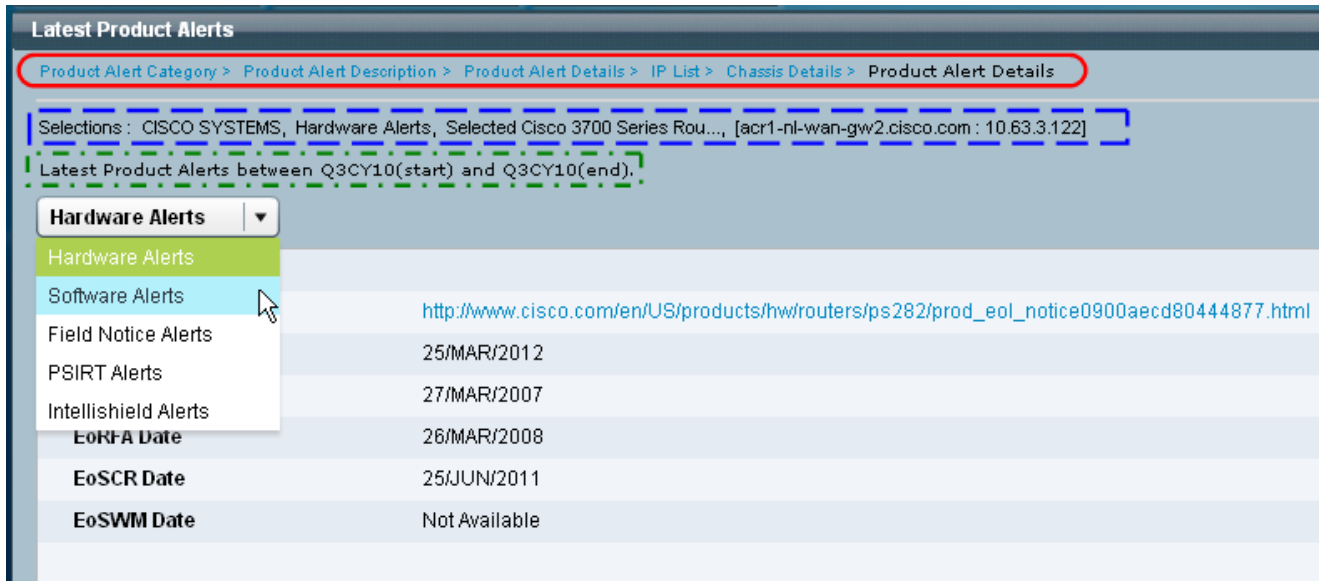
- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 

To see more details about the data in the sub-categories, perform the following steps:

- Click the **Product Alert(s)** arrow icon; the [Product Alert Details](#) pod appears, and displays the corresponding product alert details for the selected device.
- Click the **Card(s)** arrow icon; the [Card Details](#) pod appears, and displays the corresponding product alert details for the selected device.
- Click the **Contract(s)** arrow icon; the [Contract Details](#) pod appears, and displays the contract details of the expiring contract for the selected device.
- Click the **Hardware/Software Details** arrow icon; the [HW/SW Details](#) pod appears with the hardware and software details for the selected device.
- Click the **Exceptions** arrow icon; the [Exception Details](#) pod appears with the details listed by exception type with associated exception details.
- Click the **Device Configuration Details** arrow icon; the [Device Details](#) pod appears displaying the running configuration. There is a drop-down list that lets you view information for other configuration options: Startup Configuration and Show Commands.

## Product Alert Details

This pod view lets you see if the selected chassis has any associated alert information.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#) Product Alert Details indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#): CISCO SYSTEMS, Hardware Alerts, Selected Cisco 3700 Series Rou..., [acr1-nl-wan-gw2.cisco.com : 10.63.3.122] indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. Latest Product Alerts between Q3CY10(start) and Q3CY10(end).

There are several different alert types:

- [Hardware alerts](#)
- [Software alerts](#)
- [Field Notice alerts](#)
- [PSIRT alerts](#)
- [IntelliShield alerts](#)

## Hardware Alerts

This pod view lets you see if there are any hardware alerts associated to the selected device.

Cisco 3700 Series	
Alert Definition URL	<a href="http://www.cisco.com/en/US/products/hw/routers/ps282/prod_eol_notice0900aecd80444877.html">http://www.cisco.com/en/US/products/hw/routers/ps282/prod_eol_notice0900aecd80444877.html</a>
EoLDoS Date	25/MAR/2012
EoSale Date	27/MAR/2007
EoRFA Date	26/MAR/2008
EoSCR Date	25/JUN/2011
EoSWM Date	Not Available

This pod view provides the following information/options:

- Last item in the [breadcrumb](#) indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#): indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts to gather the latest product alerts information.
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts.




## Software Alerts

This pod view lets you see if there are any software alerts associated to the selected device.

End-of-Sale and End-of-Life Announcement for Cisco IOS Software Release 12.3T	
Alert Definition URL	<a href="http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps6947/ps5207/prod_bulletin0900aecd803a0ffe.html">http://www.cisco.com/en/US/prod/collateral/iosswrel/ps8802/ps6947/ps5207/prod_bulletin0900aecd803a0ffe.html</a>
EOL Date	07/JUN/2011
EOE Date	07/JUN/2007
EOS Date	07/JUN/2006

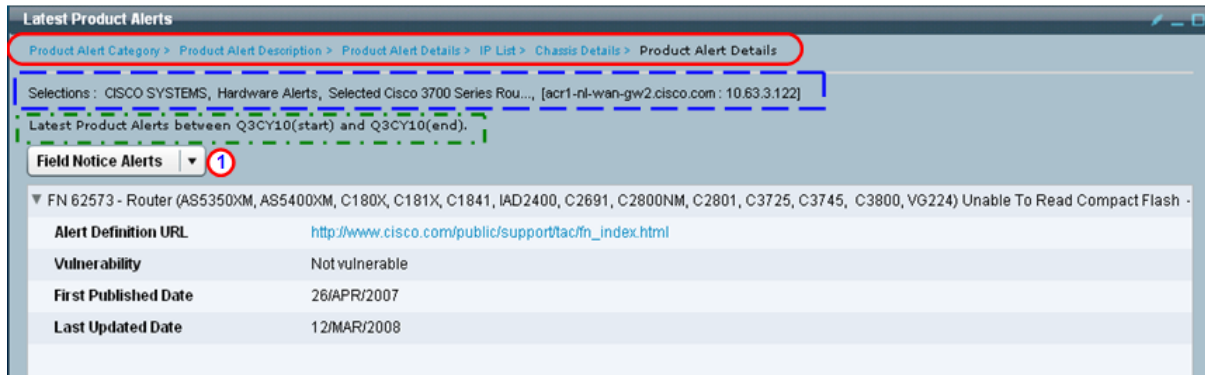
This pod view provides the following information/options:

- Last item in the [breadcrumb](#) indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.





- **Selections:**  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. 

### Field Notice Alerts

This pod view lets you see if there are any field notice alerts associated to the selected device.



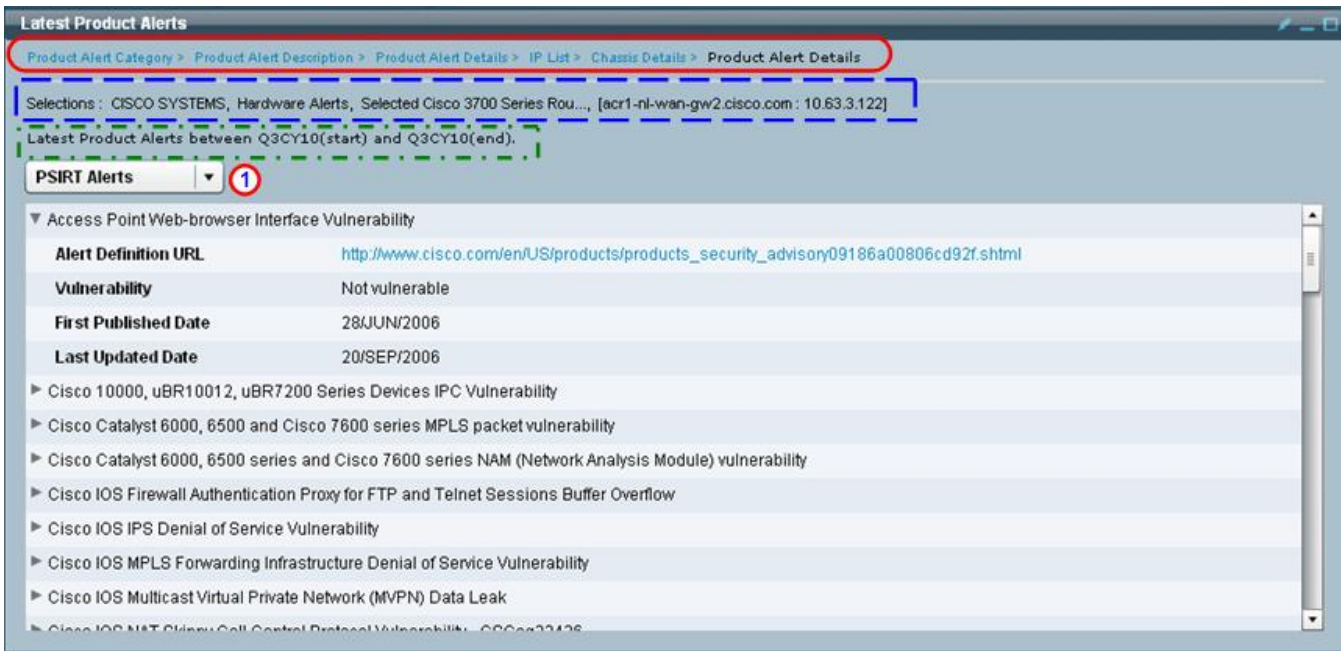
This pod view provides the following information/options:

- Last item in the **breadcrumb**  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- **Selections:**  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. 
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from view.
- Click the drop-down list to see other alerts. 





### PSIRT Alerts

This pod view lets you see if there are any PSIRT alerts associated to the selected device.



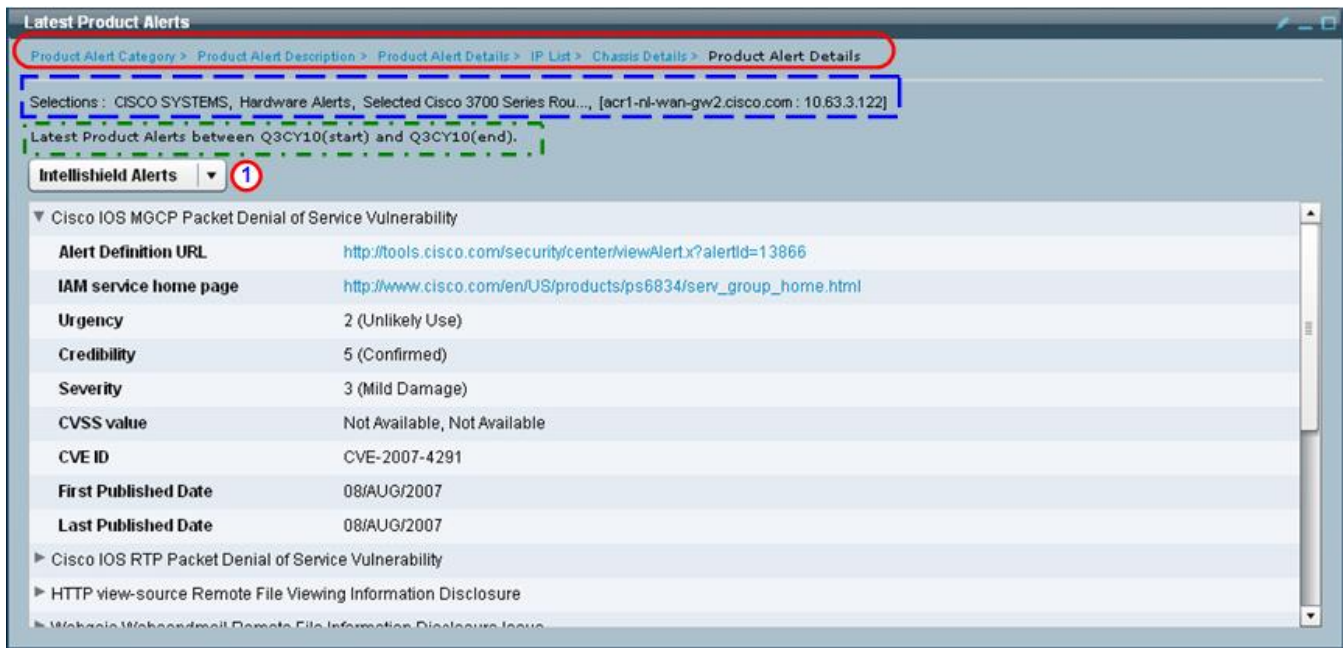


This pod view provides the following information/options:





- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. .
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. .

## IntelliShield alerts

This pod view lets you see if there are any IntelliShield alerts associated to the selected device.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod.
- The expiring coverage time frame for latest product alerts. .
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- Click the drop-down list to see other alerts. .

## Cards

This pod view lists all the cards that are in a chassis that has an alert.

Latest Product Alerts

Product Alert Category > Product Alert Category > Product Alert Description > Product Alert Details > IP List > Chassis Details > **Cards**

Selections: \*Party\_TMS, Hardware Alerts, 4-Port Serial Port Adapter, [GRANYCPT1.ri.telefonica-data.n...: 213.140.32.152]




\*Latest Product Alerts between Q3CY12(start) and Q4CY12(end).

Product ID [Search]


MAS-7500C=	[Product ID]		
20431781	[Serial Number]		→
PA-2H	[Product ID]		→
17843965	[Serial Number]		→
PA-4T+=	[Product ID]	✓ 1	→
7489963	[Serial Number]		→
PA-A3-OC3SMI	[Product ID]		→
24499098	[Serial Number]		→
PA-FE-TX	[Product ID]		→
16389433	[Serial Number]		→

Displaying 1 - 5 of 18 total cards


This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.



**Note** The number of items displayed can be filtered by using the [search by Product ID](#) or [search by Serial Number](#). 



**Note** A green checkmark  indicates that the • device / card is affected by the selected alert category. A mouse-over the checkmark will provide more information about the alert.

## Card Details

This pod view lists the details about the selected card and provides links to the card's sub-categories.

Latest Product Alerts

Product Alert Category > Product Alert Category > Product Alert Description > Product Alert Details > IP List > Chassis Details > Cards > Card Details

Selections: \*Party\_TMS, Hardware Alerts, 4-Port Serial Port Adapter, [GRANYCPT1 ri.telefonica-data.n...: 213.140.32.152], [MAS-7500CI=: 20431781]

Latest Product Alerts between Q3CY12(start) and Q4CY12(end).




Card Family	Not Available
Product ID	MAS-7500CI=
Serial Number	20431781
Device Type	ASSEMBLY
Alert Product ID	Not Available
Collected Product ID	Not Available
Collected Serial Number	20431781
Card Description	Not Available
Slot ID	Not Available
Original Inventory Date	2007-Jan-17
Last Inventory Date	2007-Oct-19

Product Alert(s) →

Contract(s) →

Hardware Details →

This pod view provides the following information/options:





- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- This pod gives the user access to the details in the cards sub-categories:
  - [Product Alerts](#), which contain the following alerts:
    - [Hardware Alerts](#)
    - [Software Alerts](#)
    - [Field Notice Alerts](#)
  - [Contract\(s\)](#)
  - [Hardware Details](#)
- Click the arrow on the right for one of the associated sub-categories to obtain details about the corresponding card; the pod view displays the card's Product Alert Details, which by default shows the Hardware Alerts.

## Product Alert Details – Hardware Alerts

This pod view displays all the hardware alerts for the selected card.

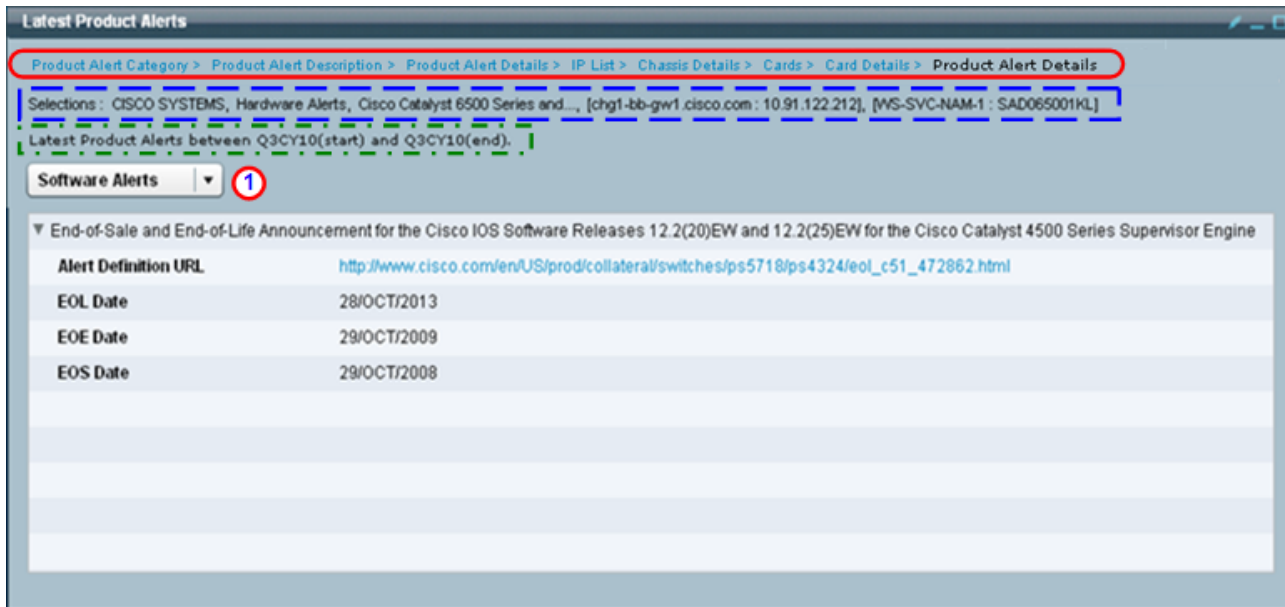
Cisco Catalyst 6500 Series and Cisco 7600 Series Network Analysis Modules 1 and 2 (WS-SVC-NAM-1 and WS-SVC-NAM-2)	
Alert Definition URL	<a href="http://www.cisco.com/en/US/prod/collateral/modules/ps2706/end_of_life_notice_c51-493136.html">http://www.cisco.com/en/US/prod/collateral/modules/ps2706/end_of_life_notice_c51-493136.html</a>
EoLDoS Date	19JUL2014
EoSale Date	20JUL2009
EoRFA Date	20JUL2010
EoSCR Date	15/OCT/2013
EoSWM Date	Not Available

This pod view provides the following information/options:





- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- The drop-down list  lets you see the following types of alerts:
  - [Hardware Alerts](#)
  - [Software Alerts](#)
  - [Field Notice Alerts](#)
- Click the drop-down list to see other alerts.

## Product Alert Details – Software Alerts

This pod view displays all the software alerts for the selected card.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- The drop-down list  lets you see the following types of alerts:
  - [Hardware Alerts](#)
  - [Software Alerts](#)
  - [Field Notice Alerts](#)
- Click the drop-down list to see other alerts.

## Product Alert Details – Field Notice Alerts

This pod view displays all the field notice alerts for the selected card.





The screenshot shows a web interface titled "Latest Product Alerts". At the top, there is a breadcrumb trail: "Product Alert Category > Product Alert Description > Product Alert Details > IP List > Chassis Details > Cards > Card Details > Product Alert Details". Below this, it says "Selections: CISCO SYSTEMS, Hardware Alerts, Cisco Catalyst 6500 Series and..., [chg1-bb-gw1.cisco.com : 10.91.122.212], [WS-SVC-NAM-1 : SAD065001KL]". The main content area is titled "Latest Product Alerts between Q3CY10(start) and Q3CY10(end)." and has a dropdown menu set to "Field Notice Alerts". Two alerts are listed, each with a collapse/expand triangle on the left and a table of details below.

*Expired* FN62333 - WS-X6724-SFP, WS-X6748-SFP, WS-X6748-GE-TX, WS-F6700-DFC3A/DFC3B/DFC3BXL - Failure to properly repair for FN62139 - Replace via R	
Alert Definition URL	<a href="http://www.tac.cisco.com/Support_Library/field_alerts/fn62333.html">http://www.tac.cisco.com/Support_Library/field_alerts/fn62333.html</a>
Vulnerability	Not vulnerable
First Published Date	22/FEB/2006
Last Updated Date	28/SEP/2007

A Serial EEPROM Value May Be Configured Incorrectly On Some WS-X6748-GE-TX Linecards	
Alert Definition URL	<a href="http://www.cisco.com/public/support/tac/fn_index.html">http://www.cisco.com/public/support/tac/fn_index.html</a>
Vulnerability	Potential vulnerable
First Published Date	03/AUG/2004
Last Updated Date	23/SEP/2005

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- To see the alert details, click the triangle to the left of the alert; the alert details are displayed below the alert.
- To hide the alert details, click the triangle to the left of the alert; the alert details are removed from the view.
- The drop-down list  lets you see the following types of alerts:
  - [Hardware Alerts](#)
  - [Software Alerts](#)
  - [Field Notice Alerts](#)
- Click the drop-down list to see other alerts.







## Contract Details

This pod view displays all the contract details for the selected chassis.

Service Level	SNT
SLA Type	8X5XNBD
Contract Status	ACTIVE
Contract Start Date	26JAN/2009
Contract End Date	31/JUL/2011
Install At Site Name	CISCO IT PRODUCTION NETWORK CHICAGO BLDG 1
Bill To Name	CISCO IT INTERNAL GLOBAL PRODUCTION NETWORK
Install At Address	8735 W HIGGINS RD - STE 300, CHICAGO, IL, 60631, UNITED STATES
Ship To Address	110 NORTECH PARKWAY, SAN JOSE, CA, 95134, UNITED STATES
System Contact	USA

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- The view contains various details about the selected chassis contract(s); most important is the contract end date.
- Click the contract number drop-down list  to see details of other contracts that might be associated to the chassis.



**Note** A chassis can have more than one contract / contract status.

## HW/SW Details

This pod view displays the hardware and software details for the selected chassis.

**Latest Product Alerts**

Product Alert Category > Product Alert Description > Product Alert Details > IP List > Chassis Details > **HW/SW Details**

Selections: CISCO SYSTEMS, Hardware Alerts, Cisco Catalyst 6500 Series and..., [chg1-bb-gw1.cisco.com: 10.91.122.212]

Latest Product Alerts between Q3CY10(start) and Q3CY10(end).




**Hardware Details**

Hardware version	Not Available
Installed Flash	512
Installed Memory	1024

**Software Details**

Boot version	Not Available
Feature Set	Not Available
Software version	Not Available

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- The view contains various details about the hardware and software of the selected chassis.



**Note** The installed flash memory represents the total flash in the device. If the device contains more than one flash device, then the installed flash memory is shown as sum of all flash devices.

## Exception Details

This pod view displays any exceptions the selected chassis might have.

**Latest Product Alerts**




Product Alert Category > Product Alert Description > Product Alert Details > IP List > Chassis Details > **Exception Details**

Selections: CISCO SYSTEMS, Hardware Alerts, Cisco Catalyst 6500 Series and..., [chg1-bb-gw1.cisco.com: 10.91.122.212]

Latest Product Alerts between Q3CY10(start) and Q3CY10(end).

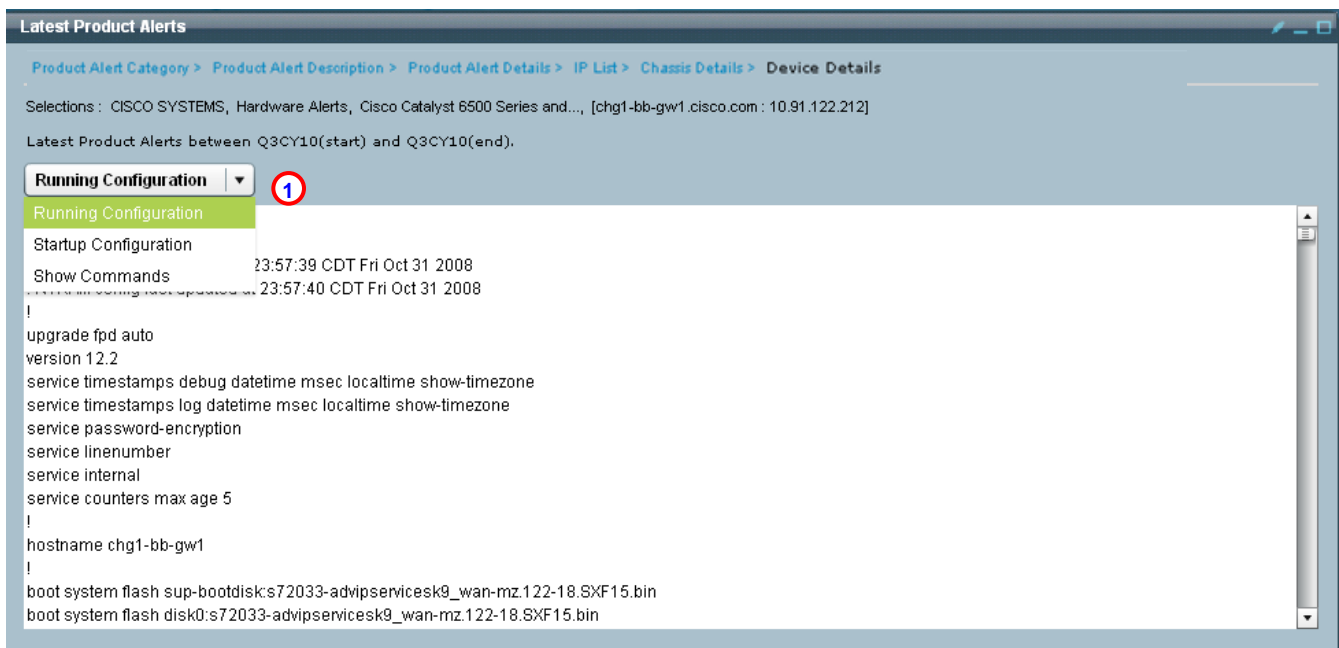
Exception Type	Exception
Maintenance OS Release	Device is running a maintenance release image

This pod view provides the following information/options:




- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- The pod view identifies the type of exception being referenced, and on the right side provides details about the specific exception.

## Device Details

This pod view allows the user to see the following device configuration details and show command information.




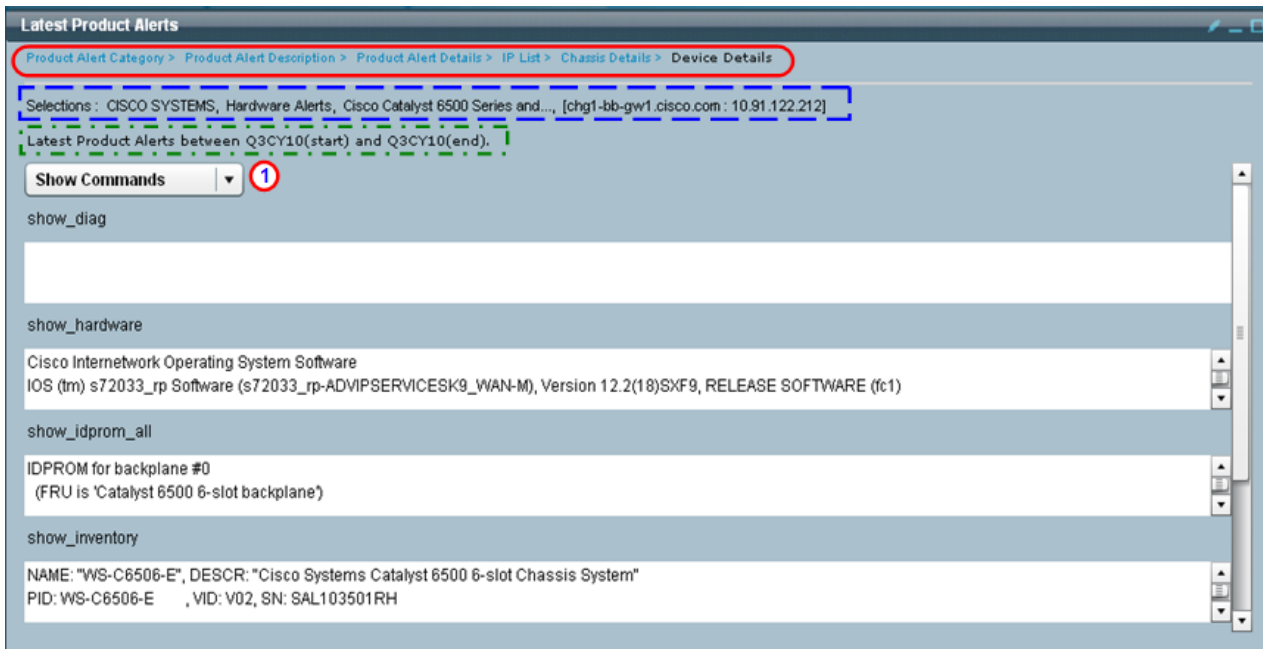
This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#)  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- The view contains details about the following configuration items:
  - Running configuration
  - Startup configuration
  - Show commands






**Note** Both Running config and Startup config are similar in format.

- Use the drop-down list  to select/view information from the other configuration options: Startup Configuration and Show Commands.




This pod view provides the following information/options:

- Last item in the breadcrumb  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- Selections:  indicates what specific item(s) have been selected in each pod.
- The time frame for latest product alerts  to gather the latest product alerts information.
- The view contains details about the following configuration items:
  - Running configuration
  - Startup configuration
  - Show commands



**Note** Both Running config and Startup config are similar in format.

- Use the drop-down list  to select/view information from the other configuration options: Startup Configuration and Running Configuration.

## To do List

The To Do List allows you to add a task, and to review tasks that were previously created.

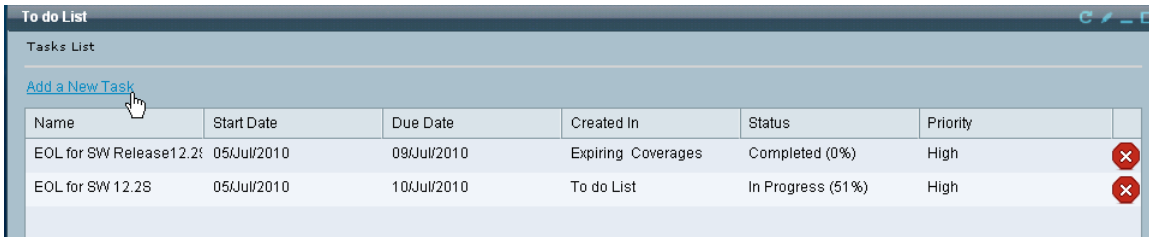
Name	Start Date	Due Date	Created In	Status	Priority
EOL for SW Release12.2f	05/Jul/2010	09/Jul/2010	Expiring Coverages	Completed (0%)	High
EOL for SW 12.2S	05/Jul/2010	10/Jul/2010	To do List	In Progress (51%)	High

There are different ways to add a task:

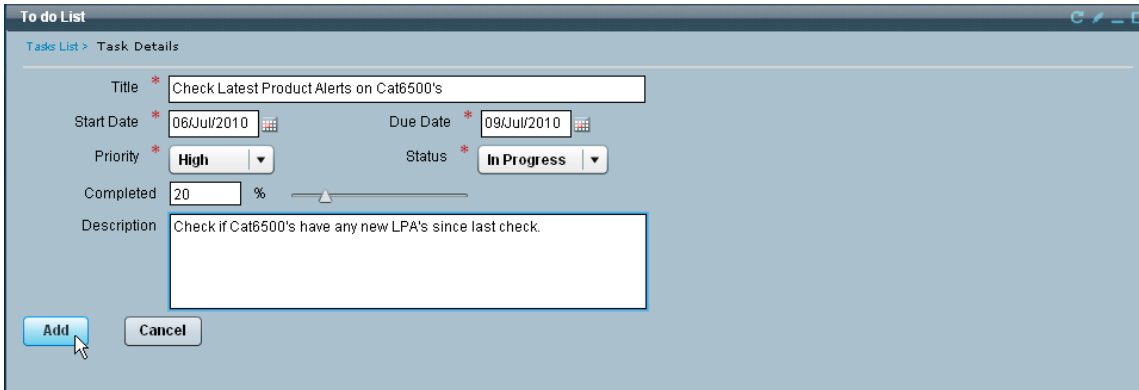
- Within the To Do List pod.
- In context, in another pod, using the Add a Task function.

## Add a Task in the To Do list Pod

To add a task, within the To Do List pod, perform the following steps:



- Click **Add a New Task**; the Task Details pod view appears.

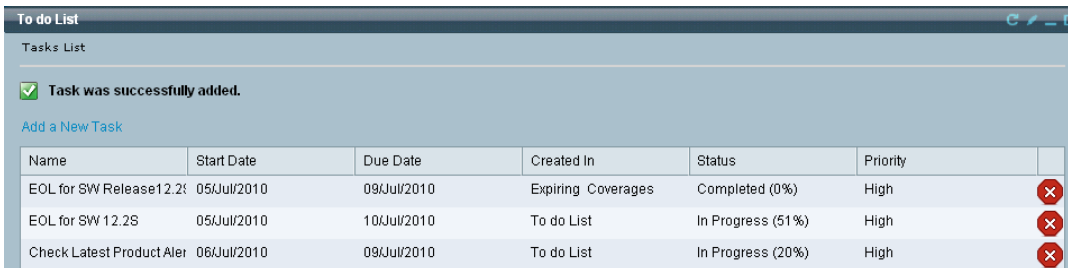


- Enter the information into the required fields, which are designated by a preceding red asterisk \*.



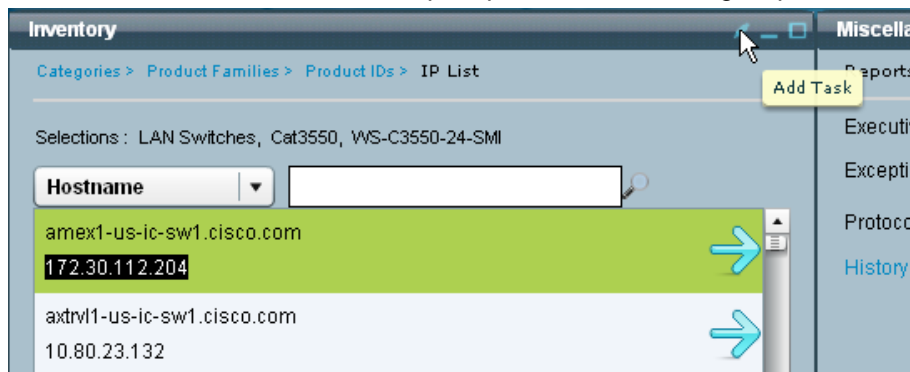
**Note** Start date cannot be after the Due date; otherwise you will receive an error message.

- Add any other related information in the remaining fields, then click **Add**; the pod view returns back to Tasks List which has a green checkmark and message indicating the “Task was successfully added”.



## Add a Task in another Pod

- To add a task from another pod, perform the following steps:



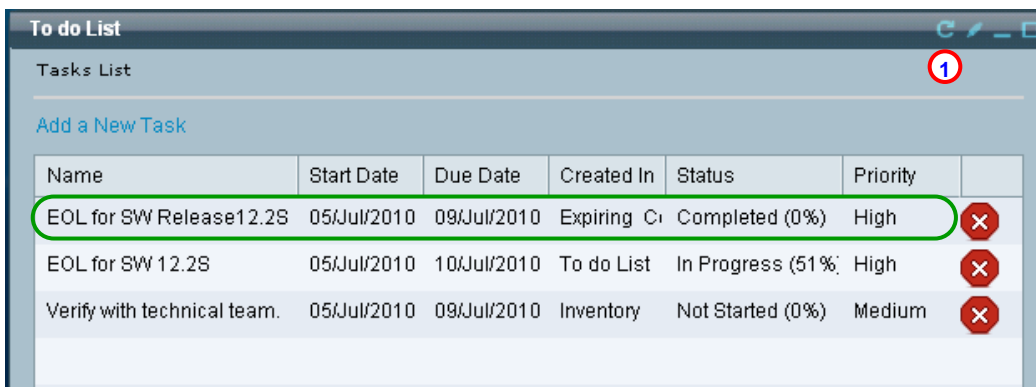
- Click the **Add a Task** button; an Add a new Task window appears.


- Enter the information into the required fields, which are designated by a preceding red asterisk **\***.
- Add any other related information in the remaining fields, then click **Add**; the following actions occur on the Add a new Task window:
  - A message with a green checkmark indicates that the “Task was successfully added”
  - All the entry fields have been cleared and are ready for the next task list addition.

- Click the Close button (**X**) at the top-right corner to close the window; the view returns back to the To Do List pod.


## Viewing Task Details

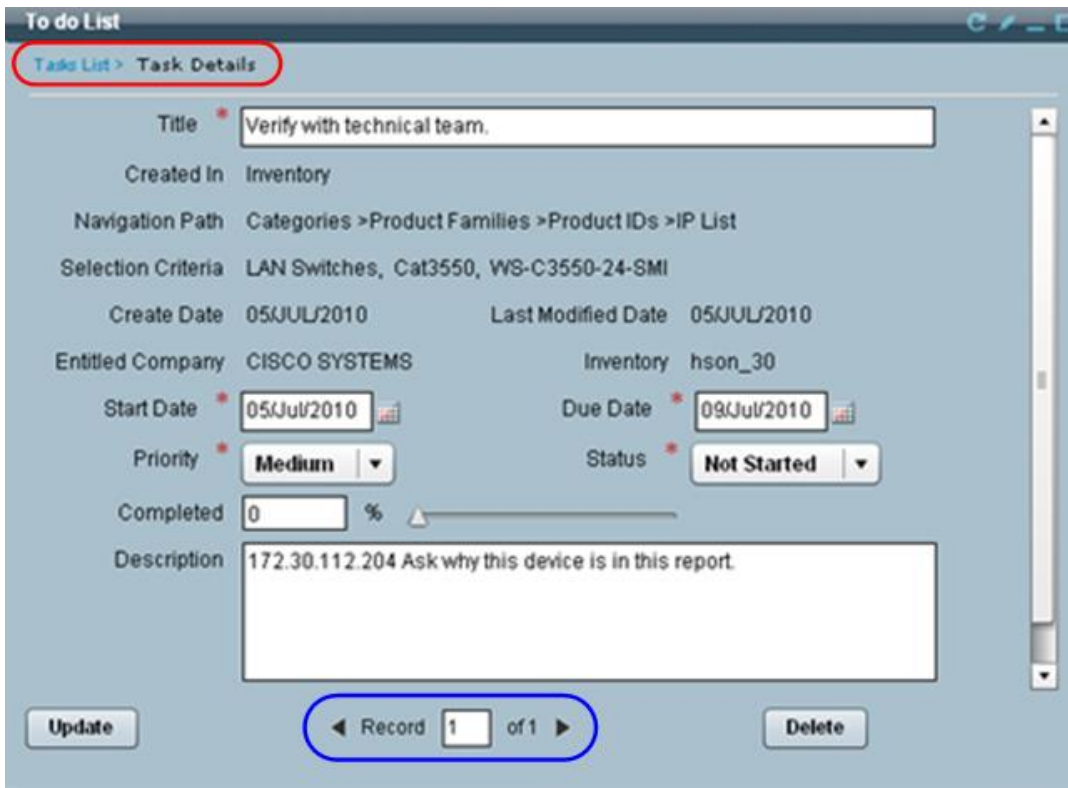
To view the details of a task perform the following steps:



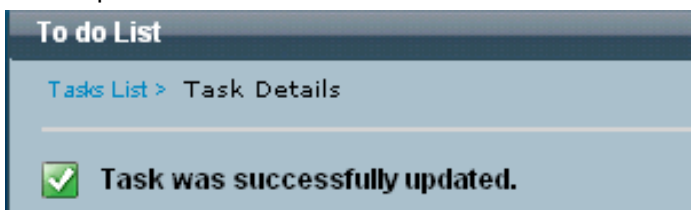
- In the To Do list pod, click anywhere on the task entry  to see the details of the task; the Task Details pod view appears.




**Note** The 'Tasks List' view will not get refreshed automatically when a new task is added; click the **Refresh** button  of the 'To Do List' to see the newly added tasks.



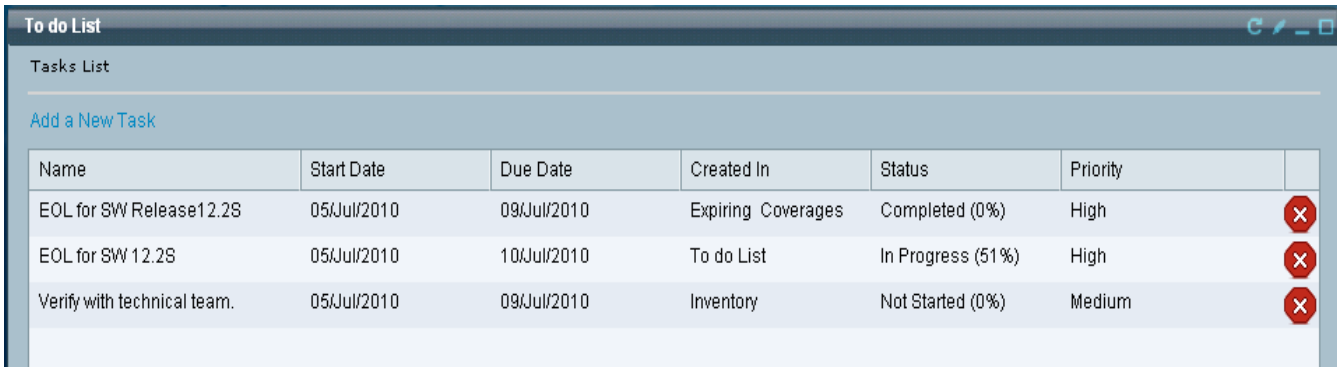
- If you modify the task, click **Update** to update the task list; a success message appears at the top of the pod view.






- You can view other records in the task, if available, by clicking the record navigation controls. 
- Click the **Delete** button to delete the current task.



- To return back to the Task List pod, click **Task List** in the breadcrumb;  the pod view returns back to the Task List.



Name	Start Date	Due Date	Created In	Status	Priority	
EOL for SW Release12.28	05/Jul/2010	09/Jul/2010	Expiring Coverages	Completed (0%)	High	
EOL for SW 12.28	05/Jul/2010	10/Jul/2010	To do List	In Progress (51%)	High	
Verify with technical team.	05/Jul/2010	09/Jul/2010	Inventory	Not Started (0%)	Medium	

## Deleting a Task


There are different ways to delete a task:

- From the task list
- Inside the task details

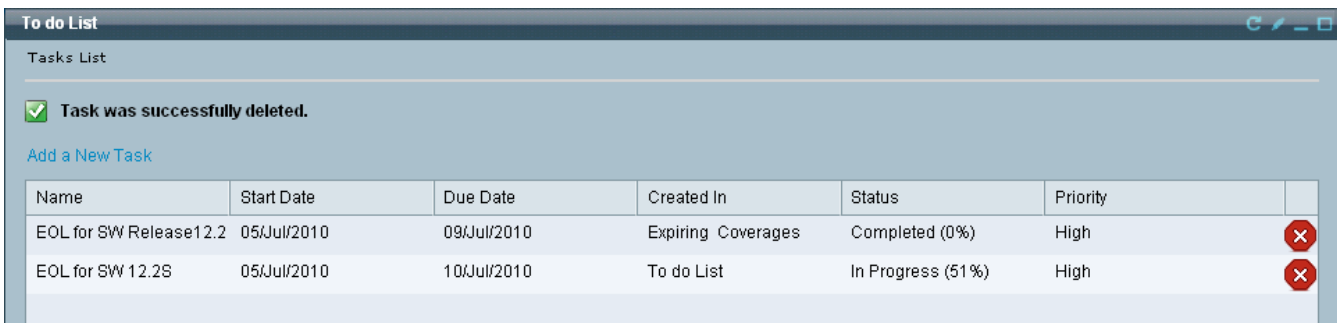
### *Delete a task from the task list*



To delete a task from the task list perform the following steps:



Name	Start Date	Due Date	Created In	Status	Priority	
EOL for SW Release12.28	05/Jul/2010	09/Jul/2010	Expiring Coverages	Completed (0%)	High	
EOL for SW 12.28	05/Jul/2010	10/Jul/2010	To do List	In Progress (51%)	High	
Check Latest Product Alert	06/Jul/2010	09/Jul/2010	To do List	In Progress (20%)	High	

- From the task list click the red-circled X; a successful deletion message appears at the top of the pod view, and the task is removed from the list.



Name	Start Date	Due Date	Created In	Status	Priority	
EOL for SW Release12.28	05/Jul/2010	09/Jul/2010	Expiring Coverages	Completed (0%)	High	
EOL for SW 12.28	05/Jul/2010	10/Jul/2010	To do List	In Progress (51%)	High	

## Delete a task from the Task Details pod

To delete a task from the Task Details pod perform the following steps:

The screenshot shows the 'To do List' application window with the 'Task Details' pod. The task information is as follows:

- Title: Verify with technical team.
- Created In: Inventory
- Navigation Path: Categories > Product Families > Product IDs > IP List
- Selection Criteria: LAN Switches, Cat3550, WS-C3550-24-SMI
- Create Date: 05JUL/2010, Last Modified Date: 05JUL/2010
- Entitled Company: CISCO SYSTEMS, Inventory: hson\_30
- Start Date: 05Jul/2010, Due Date: 09Jul/2010
- Priority: Medium, Status: Not Started
- Completed: 0%
- Description: 172.30.112.204 Ask why this device is in this report.

At the bottom of the pod, there are buttons for 'Update' and 'Delete', and a record indicator showing 'Record 1 of 1'.

- In the Task Details pod view, click the **Delete** button; a successful deletion message appears at the top of the pod view and the pod view displays the preceding task list item.

The screenshot shows the 'To do List' application window with the 'Task Details' pod. A green checkmark icon and the message 'Task was successfully deleted.' are displayed at the top of the pod. The task information is as follows:

- Title: Update inventory
- Created In: To do List
- Navigation Path: Not Available
- Selection Criteria: Not Available
- Create Date: 10JUL/2010, Last Modified Date: 10JUL/2010
- Entitled Company: Not Available, Inventory: Not Available
- Start Date: 09Jul/2010, Due Date: 10Jul/2010
- Priority: Medium, Status: Not Started
- Completed: 0%
- Description: (Empty)

At the bottom of the pod, there are buttons for 'Update' and 'Delete', and a record indicator showing 'Record 1 of 1'.

- If the deleted task was the last task, then the task is deleted and the Tasks List pod appears with no tasks available.

To do List

Tasks List

 **No Tasks Available.**

[Add a New Task](#)

## Reports

The Reports tab is accessed by clicking **Reports** on the [PSS Overview page](#); click the **Reports** tab to see the different Reports in the Reports tab,

There are several different types of reports that are available through the Reports tab:

- [Contracts](#)
- [Inventory](#)
- [Miscellaneous Reports](#)
- [Product Alerts](#)
- [My Reports](#)
- Smart Interactions

## Reports Overview

There are a variety of reports that can be accessed through the Reports primary tab:



- Contracts tab has the following reports:
  - Covered Items
  - Not Covered Items
  - Expiring coverages of Items in next 3 month
  - Items past Last Day of Support
- [Inventory tab](#) has the Inventory reports:
- [Miscellaneous Reports tab](#) has the following reports:
  - Executive Management Summary Report
  - Exceptions Summary Report
  - Protocol Access Error Report
  - Uncovered Device Report
- [Product Alerts](#) has the Product Alerts reports:
- [My Reports](#) contains all the offline reports that were requested from other Report pods.
- [Smart Interactions](#) provides a consolidated launching interface to access other related tools



Note

For a company that has multiple networks and wants smart portal to aggregate the data into a single report across the multiple networks, then it is required that each network be collected by a separate registered collector. There should be no overlap of devices in seed files. The same device should appear only once, and not appear in data collected from other networks.



Note

When you go to the Reports tab for the first time in your login session, you will be asked to select an inventory. An inventory must be specified to identify what data needs to be used to generate report data, before viewing any reports. The first step in looking at any of the above Reports is selecting an inventory

## Selecting an Inventory

Selecting an inventory identifies what device data is to be used, when viewing a report. To select an inventory, perform the following steps:

- On the Inventory Prompt window (shown above), if there is more than one entitled company then click the **Entitled Company** drop down; select the entitled company whose inventory you want to see.
- Once the entitled company has been selected, either manually by the partner or by default if only one entitled company exists, then smart portal populates the inventory drop-down list with the inventories associated to the selected entitled company.
- Click the **Inventory** drop-down list and select an inventory from the list.
- Click **Submit**; the following actions occur:
  - The corresponding inventory data is populated on the pods currently being displayed on the reports tab.
  - In the top-right corner of smart portal Reports, the application displays the name of the entitled company (i.e. Cisco Systems) and the inventory name that was just selected (i.e. hson\_30)



## Changing the Inventory

The current inventory can be changed at any time. To change the inventory, perform the following steps:



- In the top-right corner of smart portal Reports click the inventory **Change** button; the inventory Prompt window appears.
- Perform the [select an inventory](#) steps.

## Secure Configuration Visibility

A customer company that wants to restrict the visibility of device configuration to the Customer Users of their company or CBR Users that are registered to their company can restrict their access using the Update Registrations Function in the SNTC Portal.

This page allows you to update the selected registration:

Cisco.com ID	User Name	Entitled Company (EC)	Role	Registration Status
sch_test_4070	Sch Last	CELSTONE APACIA BETA	Customer Administrator	Completed

Update Access to Reports:

- Install Base Management related information in all reports
- Product Alerts related information in all reports
- Device Config Information in all reports

Update    Cancel

The **Device Config Information in all reports** check box can be unchecked, which will prevent the selected user from seeing any device configuration information.

Device configuration details include the following items:

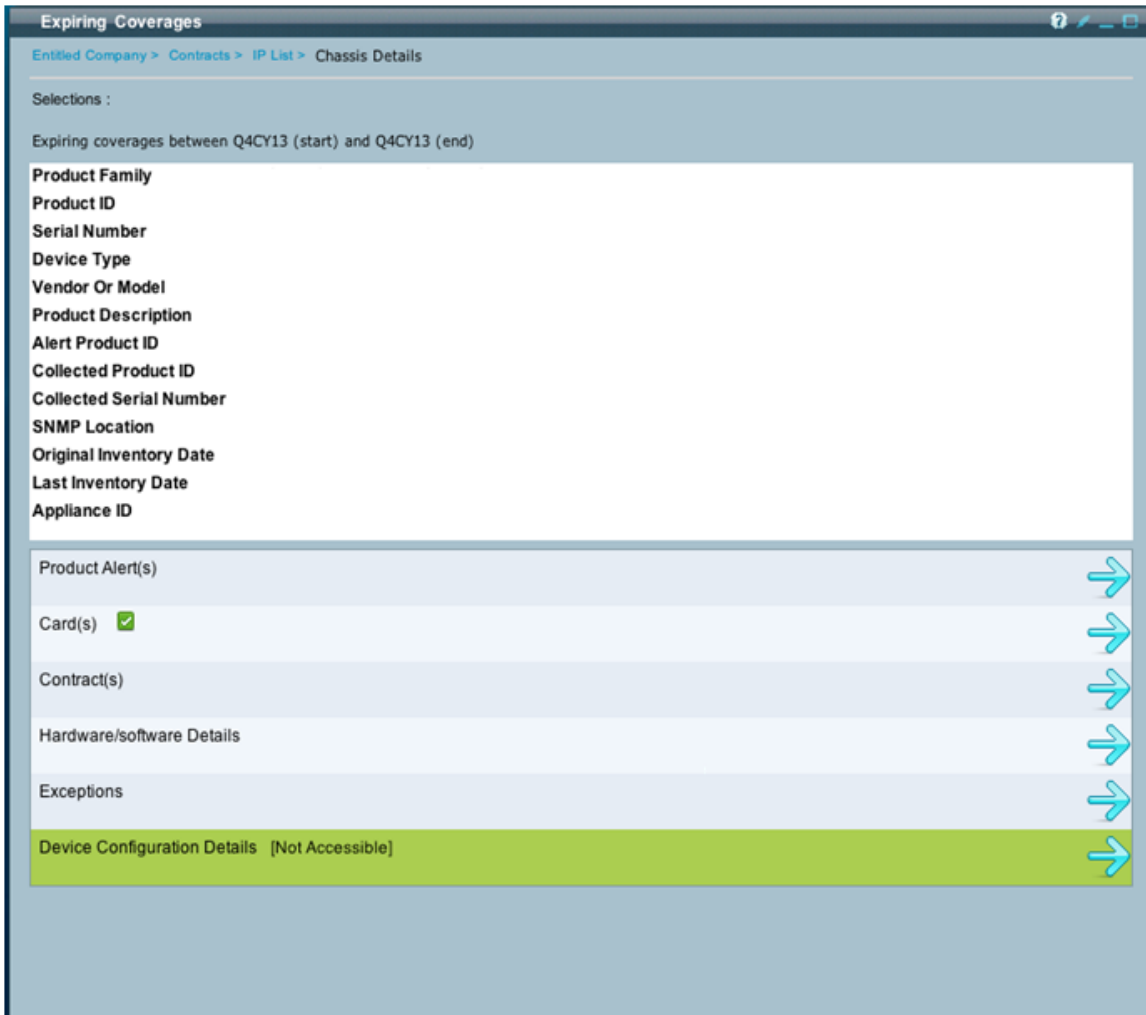
- Running configuration
- Startup configuration
- Show commands [all commands]

The visibility to device configuration data can be blocked in two different areas:

- Online reports
- Offline inventory report generation

### Online Reports

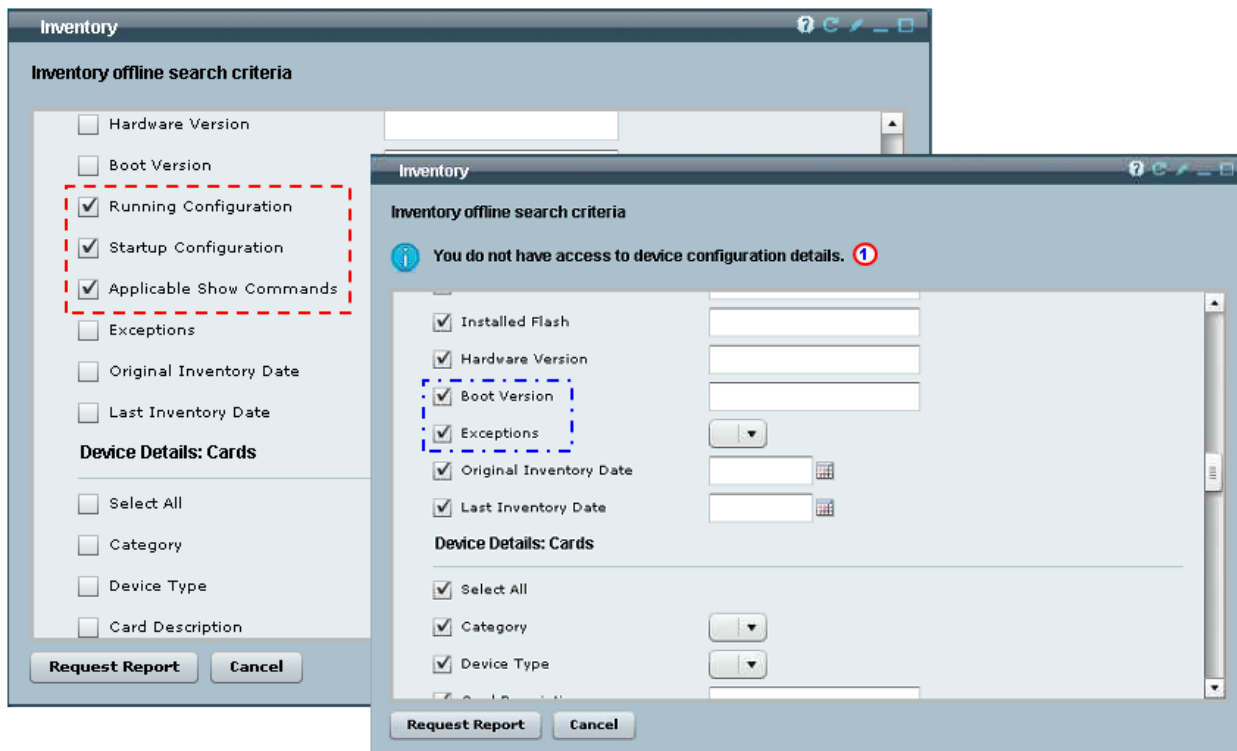
When a user is not authorized to view device configuration data and is on a page that contains device configuration details, they will see a (Not Accessible) notification (see graphic below).



## Offline Inventory Report Generation

Only the offline Inventory report allows access to the device configuration information. When a user that is not authorized to view device configuration data wants to generate an offline inventory report they will not see the device configuration related options in the offline report.





The above graphic shows two different users accessing the Inventory offline search criteria. The user on the left is authorized to view device configuration data. The authorized user has access to the device configuration search criteria.

The user on the right is NOT authorized to view device configuration data. The unauthorized user will not have the device configuration search criteria options be visible. The unauthorized user will also have an informational message at the top of the inventory pod indicating that they do not have access to any device configuration data.

## Contracts Report

The Contracts pod gives an overview of contract information for a selected inventory. In the Contracts pod, the inventory data is classified into the following report categories.

- Covered Items
- Not Covered Items
- Expiring coverages of items in next 3 months
- Items past Last Day of Support



Note

The User Guide will use the covered items process path to describe how the user can get more details about the covered items in the Contracts section. Once this process flow has been explained it can then be applied to the remaining contract areas, since the described process flow is common to all.

See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process.

## Contract Categories

On the Reports tab, the Contracts pod lists the following types of contract categories, for the selected inventory.

Contract categories		
Covered Items	(0)	→
Not Covered Items	(197)	→
Expiring coverages of Items in next 3 month	(0)	→
Items past Last Day of Support	(0)	→



**Note** The number within the parenthesis indicates the number of devices in that category.

The Contracts pod represents devices, from the inventory, that are in one of the following contract categories:

- Covered Items – devices that have active contract coverage.
- Not Covered Items – devices that do not have active contract coverage.
- Expiring coverages of items in the next 3 month – devices that will have contract coverage expiring within the next 3 months.
- Items past Last Day of Support – devices that are no longer being provided support by Cisco Systems.

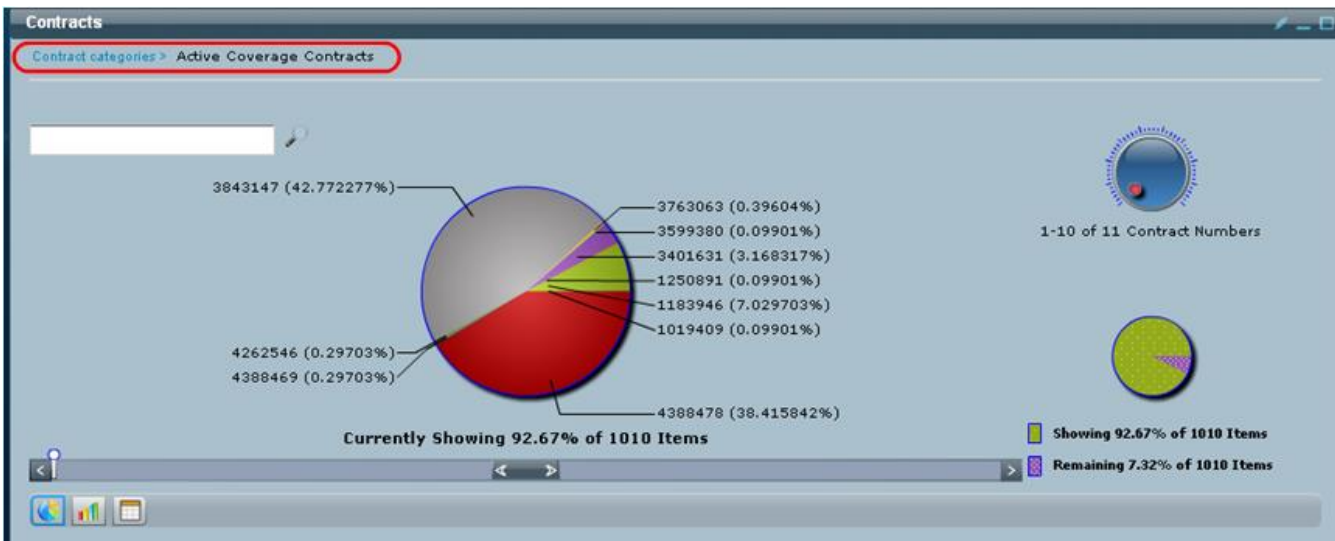
To view the reports listed on the Contracts tab, perform the following steps:

### Covered Items Reports:


- Click the arrow icon for the corresponding report you want to view
- Select one of the following options for seeing details about the selected contract category:
  - Contracts view – provides a next level summary view; the [Active Coverage Contracts pod](#) appears.
  - IP Address view – lists all devices in the selected category; the [IP list pod](#) appears.

### Active Coverage Contracts

This pod displays all the contract numbers that have devices (Chassis / Card) with active coverages.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- The [slide bar](#) and [scroll knob](#) indicates where you are currently viewing in the total number of items, use these items to see other items not show in the current view.

To get details about a specific contract perform the following tasks:

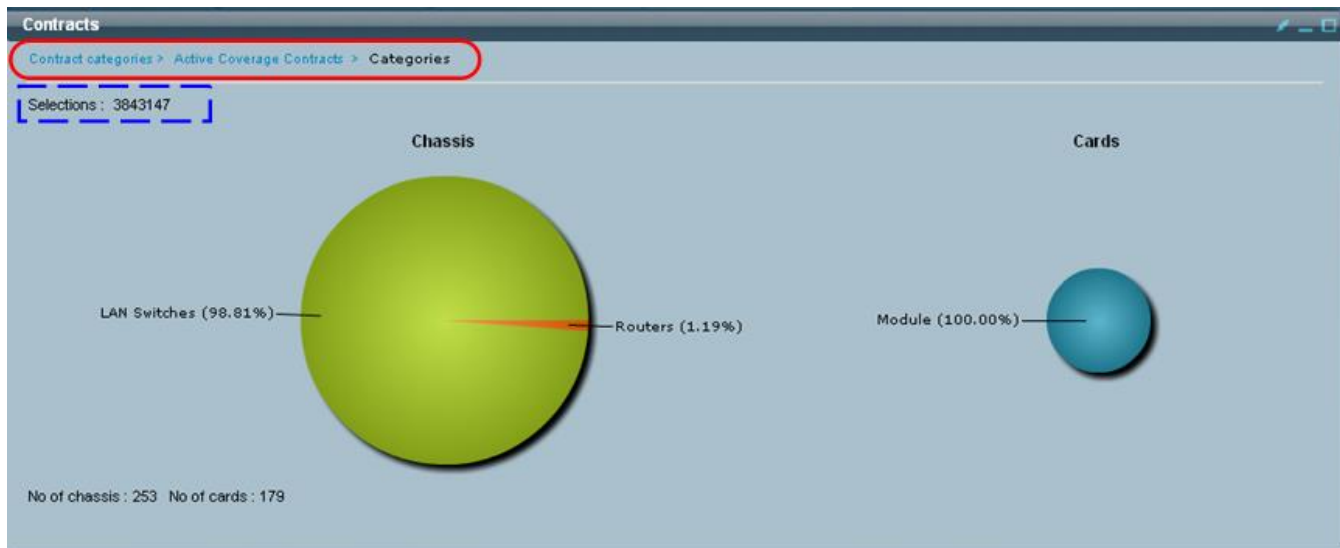
- Click the active contract you want more details on; the Categories pod appears.




**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic.


## Categories

For the selected contract, display all categories of chassis [with active coverage] and cards [with active coverage] along with device count details.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.

- **Selections:**  indicates what specific item(s) have been selected in each pod (i.e. contract '3843147').
- Provides info about the number of chassis and cards in the selected contract category.

To get details about a specific category perform the following tasks:

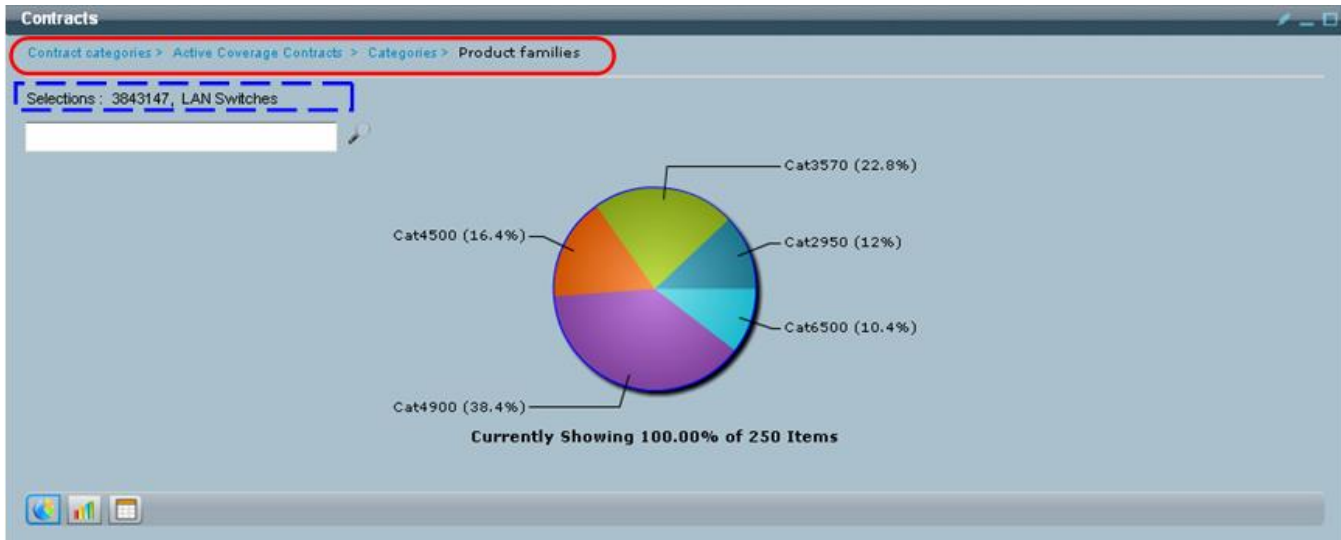
- Click the category you want more details on; the Product Families pod appears.






**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic.

## Product Families

This pod view displays the product families of Chassis and Cards for all active devices.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- **Selections:**  indicates what specific item(s) have been selected in each pod (i.e. contract '3843147').
- Use the [search criteria field](#)  to filter the number of items displayed in the view.
- The current data display type icon (i.e. pie chart) is outlined in blue, change the display type by clicking one of the other icons.

To get details about a specific product family perform the following tasks:

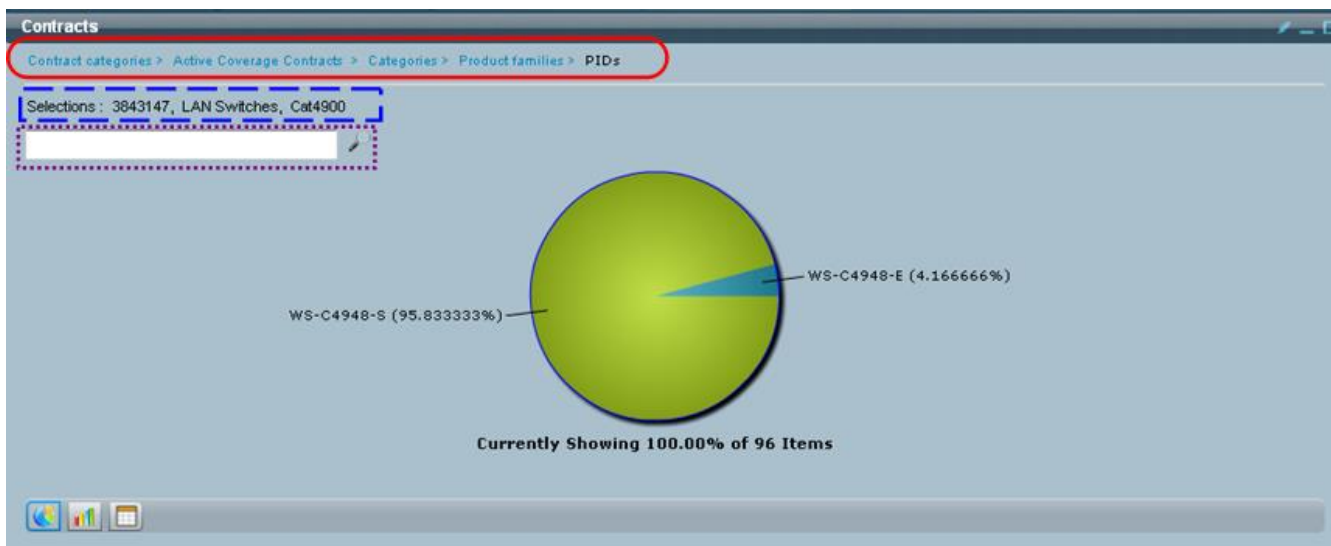
- Click the product family you want more details on; the Product Families pod appears.






**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic.

## PIDs

This pod view displays the PIDs available under selected product family.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod (i.e. contract '3843147').
- Use the [search criteria field](#)  to filter the number of items displayed in the view.
- The current data display type icon (i.e. pie chart) is outlined in blue, change the display type by clicking one of the other icons.

To get details about a specific PID perform the following tasks:

- Click the PID you want more details on; the IP list pod appears.






**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic.

## IP list

For the selected Product Family and PID, displays all the devices that have active coverage / contract.

Hostname	IP Address
ukbp-cswhads01a.prod.dtc.internal	168.0.228.45
ukbp-cswhads01b.prod.dtc.internal	168.0.9.68
ukbp-cswhads02a.prod.dtc.internal	168.0.9.69
	168.0.9.70

This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod (i.e. contract '3843147').
- Use the [search function](#)  to filter the number of items displayed in the view by hostname, IP Address or IP Address Range.

To get details about a specific device that has active coverage / contract, perform the following task:

- The remainder of this section uses the same process flow as the Latest Product Alerts section. To see the rest of the data flow, for this process, go to [Chassis Details](#).



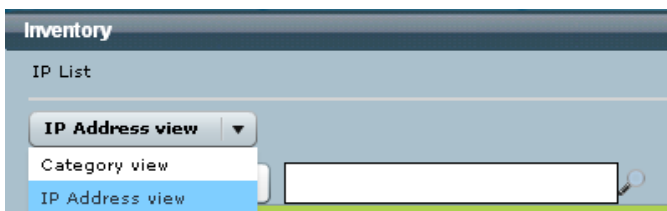
**Note** See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process that was referenced above.

## Inventory Report



Inventory pod displays the details of the devices in the selected inventory. Using the drill down feature, the user can see different details of a selected device.

There are different views to this pod:

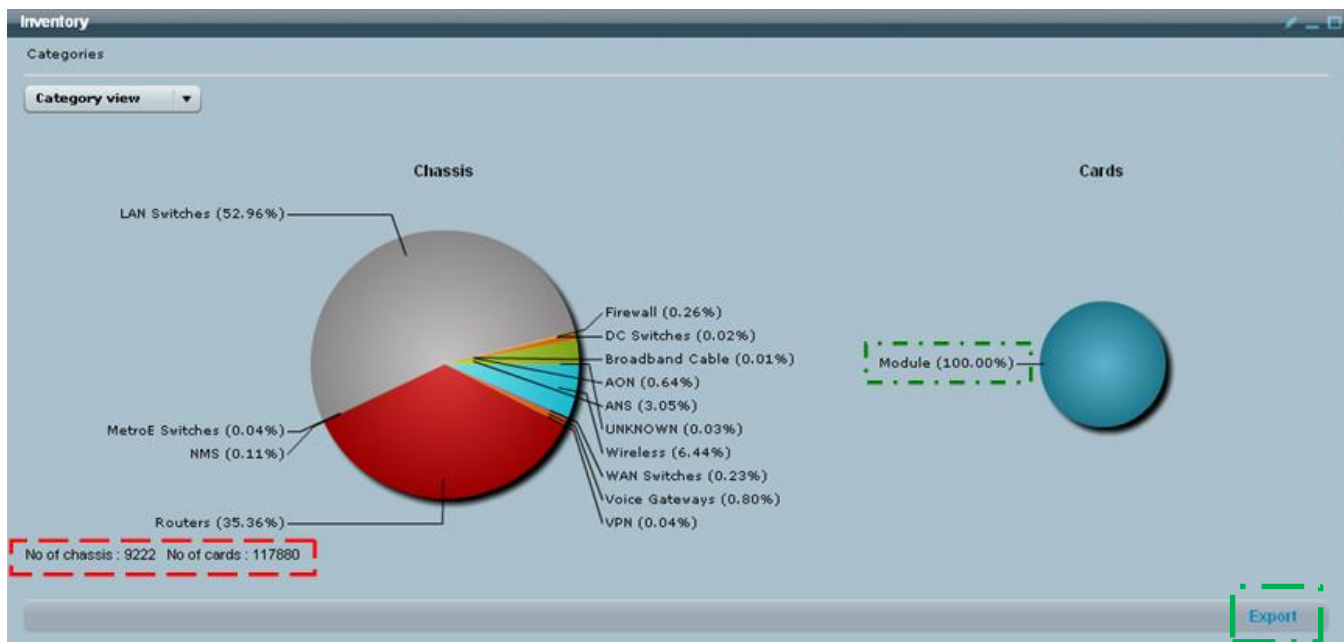
- [Category View](#)
- [IP Address View](#)



## Category View

When the Category view option is selected all categories of chassis and cards are displayed with the device count details for each category.  All cards are classified into one category called "Module". 

To see more details about a specific category, perform the following steps:



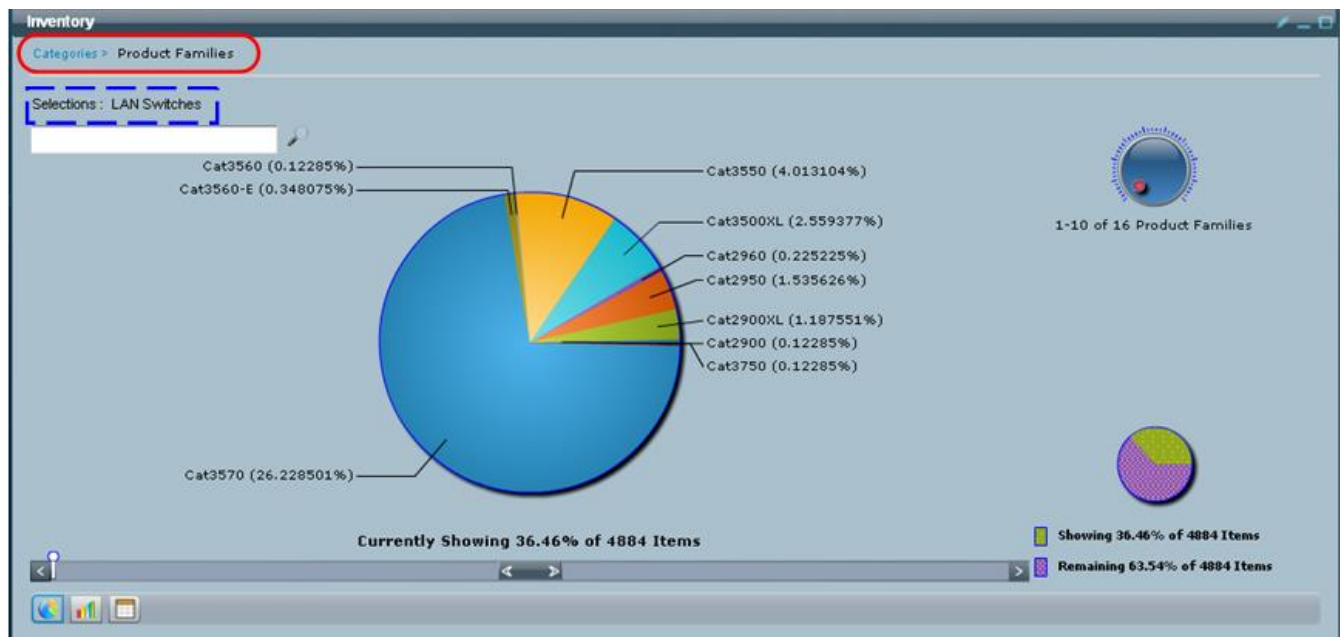
- Click on chassis or card category; the corresponding product family pod view appears for the selected category.



**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic. You can also export the inventory related data by clicking **Export**. For more information go to Export Function > Generate an Offline Report.

## Categories > Product Families

In this view display all product families available for the selected inventory and category.



This pod view provides the following information/options:

- Last item in the [breadcrumb](#) indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections:](#) indicates what specific item(s) have been selected in each pod.
- Use the [search criteria field](#) to filter the number of items displayed in the view.
- The [slide bar](#) and [scroll knob](#) indicates where you are currently viewing in the total number of items, and also lets you navigate to different items not displayed in the current view.
- The current data display type icon (i.e. pie chart) is outlined in blue, change the display type by clicking one of the other icons.

To get details about a specific product family perform the following tasks:

- Click the category you want more details on; the Product IDs pod appears.

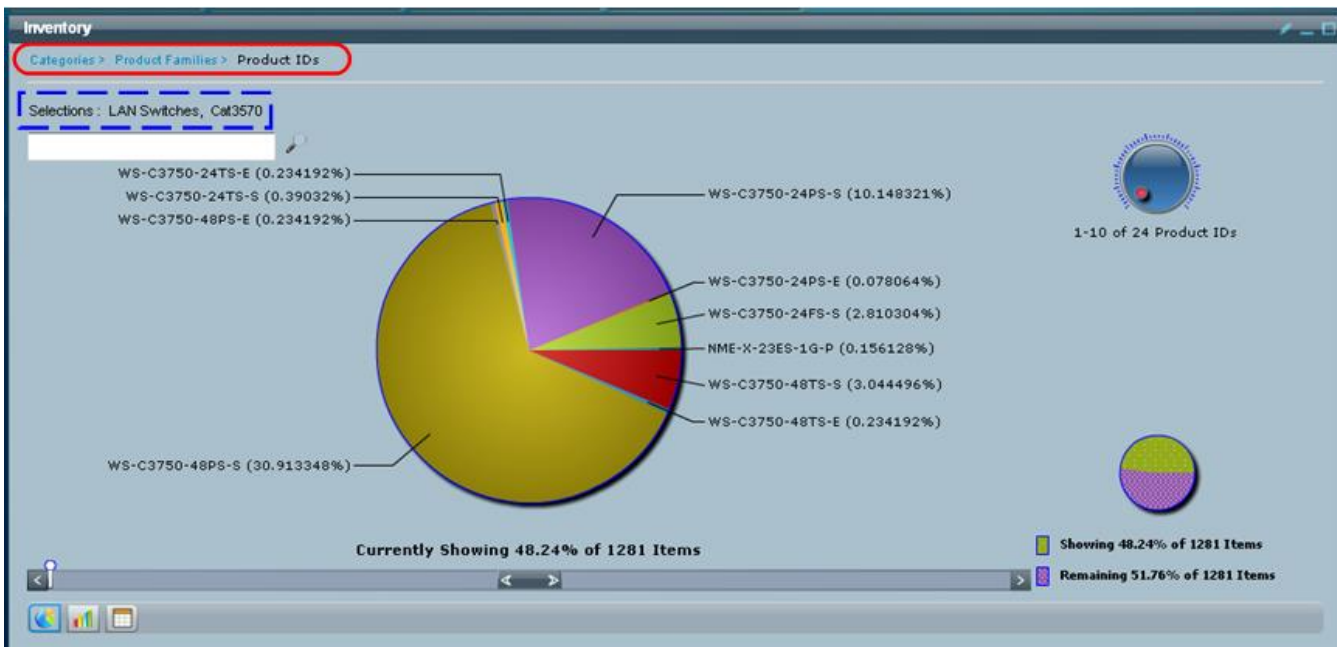


**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic.



## Product IDs

In this view display all PIDs available under the selected product family.





This pod view provides the following information/options:

- Last item in the [breadcrumb](#)  indicates name of the current pod view, the preceding names, if any, are hyperlinked and provide a link back to previous pod views.
- [Selections](#):  indicates what specific item(s) have been selected in each pod.
- Use the [search criteria field](#) to filter the number of items displayed in the view.
- The [slide bar](#) and [scroll knob](#) indicates where you are currently viewing in the total number of items, and also lets you navigate to different items not displayed in the current view.
- The current data display type icon (i.e. pie chart) is outlined in blue, change the display type by clicking one of the other icons.

To get details about a specific PID perform the following tasks:

- Click the category you want more details on; the IP list pod appears.



**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) appear over the graphic.

## IP List

This view displays all “Host Name and IP Addresses combinations” for the selected product family and PID.

The screenshot shows the 'Inventory' application interface. At the top, there is a title bar 'Inventory' and a sub-header 'IP List'. Below this, there is a dropdown menu for 'IP Address view' and a 'Filter' button. A search field for 'Hostname' is present. The main area contains a table with the following data:

Hostname	IP Address	Action
BGL11-ROW4-OOB-CS1.cisco.com	10.64.33.4	→
BGL11-ROW8-OOB-CS1.cisco.com	10.64.35.4	→
bg111-row11-sm-sw1.cisco.com	10.64.37.132	→
bg111-row11-sw1.cisco.com	10.64.58.22	→
bg111-row12-sw1.cisco.com	10.64.58.23	→
bg111-row13-sm-sw1.cisco.com	10.64.38.132	→

At the bottom of the table, it says 'Displaying 1 - 6 of 9222 total Chassis'. There is an 'Export' button at the bottom right.

The remainder of this section uses the same process flow as the Latest Product Alerts section. To see the rest of the data flow, for this process, go to [Chassis Details](#).



Note

See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process that was referenced above.

## Export Info

The export option allows you to specify what inventory information you want displayed in this off-line report. To export selected inventory data, perform the following steps:



- Click **Export** and select one of the export options (**PDF** or **XLS**). An Inventory Off-line search criteria pod appears.
- There are several categories that have related data options that you can select, the primary categories are:
  - All Details
  - General Device Details
  - Contract Details
  - Device Details: Chassis
  - Device Details: Cards
  - CCM Device Details
  - IP Phone Device Details
  - Product Alert Details
- Check the check boxes of those details you want included in the Inventory off-line report.



Note

The **Ship Date** is available in the Inventory offline report criteria. The Ship Date is the device ship date and this ship date is found under Chassis, Cards, CCM and IP Phone sections.

A **Manufacturer/Vendor Name** column is also available, only in the offline report. This column displays the manufacturer name or the vendor name of the devices.

The Category field will display "Uncategorized" for those devices the system is unable to classify.

- Click **Request Report** to send the off-line report to the My Reports pod.

## Download Device Configuration

In the Off-line report there is an option that lets you download a device configuration. This option lets you view the Running Config details and Startup Config details. To obtain the Running Config details and Startup Config details perform the following steps:

- When using the Export Info option in the Inventory pod go to the Device Details: Chassis section.
- Check the configuration check boxes for the details you want to access (Running Configuration and/or Startup Configuration).
- Click **Request Report**; the report will be sent to My Reports.

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
Inventory Report	XLS	KPN INTERNET	DDreport	2013-Jan-23 08:09:0	Pending

- When the My Reports pod has the Inventory Report, open the XLS formatted report.

	A	B	C	D	E
1					
2	Host Name	IP Address	Running Configuration	Startup Configuration	Applicable Show Commands
3	601t-1asw01.macromedia.com	10.58.0.4	<a href="#">Running Config Details</a>	<a href="#">Startup Config Details</a>	-
4	601t-1asw02.macromedia.com	10.58.0.5	<a href="#">Running Config Details</a>	<a href="#">Startup Config Details</a>	-
5	601t-1bsw01.macromedia.com	10.58.0.6	<a href="#">Running Config Details</a>	<a href="#">Startup Config Details</a>	-

- The XLS spread sheet contains the information noted above.
- Click the hyperlink for the respective config details you want to see. A browser displays the details.

```

Cisco Smart Portal
Startup Configuration details for Device : GCCAMSTC1.ri.telefonica-data.net
Show as Plain Text
Using 7078 out of 32768 bytes
!
! Last configuration change at 18:39:31 UTC Fri Sep 28 2007 by weeded01
! NVRAM config last updated at 15:56:43 UTC Tue Oct 9 2007 by cuser
!
version 12.0
no service pad
service timestamps debug uptime
service timestamps log datetime
no service password-encryption
!
hostname GCCAMSTC1
!
logging buffered 8000 informational
no logging console
logging trap notifications
logging 192.168.1.1
logging 192.168.1.2
aaa new-model
aaa authentication login default group tacacs+ local
aaa authentication login ADMIN group tacacs+ local
aaa authentication enable default group tacacs+ enable
aaa authorization exec default group tacacs+ if-authenticated
aaa accounting exec default start-stop group tacacs+
aaa accounting commands 0 default start-stop group tacacs+
aaa accounting commands 5 default start-stop group tacacs+
aaa accounting commands 15 default start-stop group tacacs+
enable password 7 xxxxxxxx
!
username xxxxxxxx password 0 xxxxxxxx
username xxxxxxxx password 0 xxxxxxxx
username xxxxxxxx password 7 xxxxxxxx
!
!
!
no spanning-tree vlan 1
no spanning-tree vlan 4
ip subnet-zero
no ip source-route
no ip rcmd domain-lookup

```

- To have the configuration data without the header, click **Show as Plain Text**.

```

Using 7078 out of 32768 bytes
!
! Last configuration change at 18:39:31 UTC Fri Sep 28 2007 by weeded01
! NVRAM config last updated at 15:56:43 UTC Tue Oct 9 2007 by cuser
!
version 12.0
no service pad
service timestamps debug uptime
service timestamps log datetime
no service password-encryption
!
hostname GCCAMSTC1
!
logging buffered 8000 informational
no logging console
logging trap notifications
logging 192.168.1.1
logging 192.168.1.2
aaa new-model
aaa authentication login default group tacacs+ local
aaa authentication login ADMIN group tacacs+ local
aaa authentication enable default group tacacs+ enable
aaa authorization exec default group tacacs+ if-authenticated
aaa accounting exec default start-stop group tacacs+
aaa accounting commands 0 default start-stop group tacacs+
aaa accounting commands 5 default start-stop group tacacs+
aaa accounting commands 15 default start-stop group tacacs+
enable password 7 xxxxxxxx
!
username xxxxxxxx password 0 xxxxxxxx
username xxxxxxxx password 0 xxxxxxxx
username xxxxxxxx password 7 xxxxxxxx

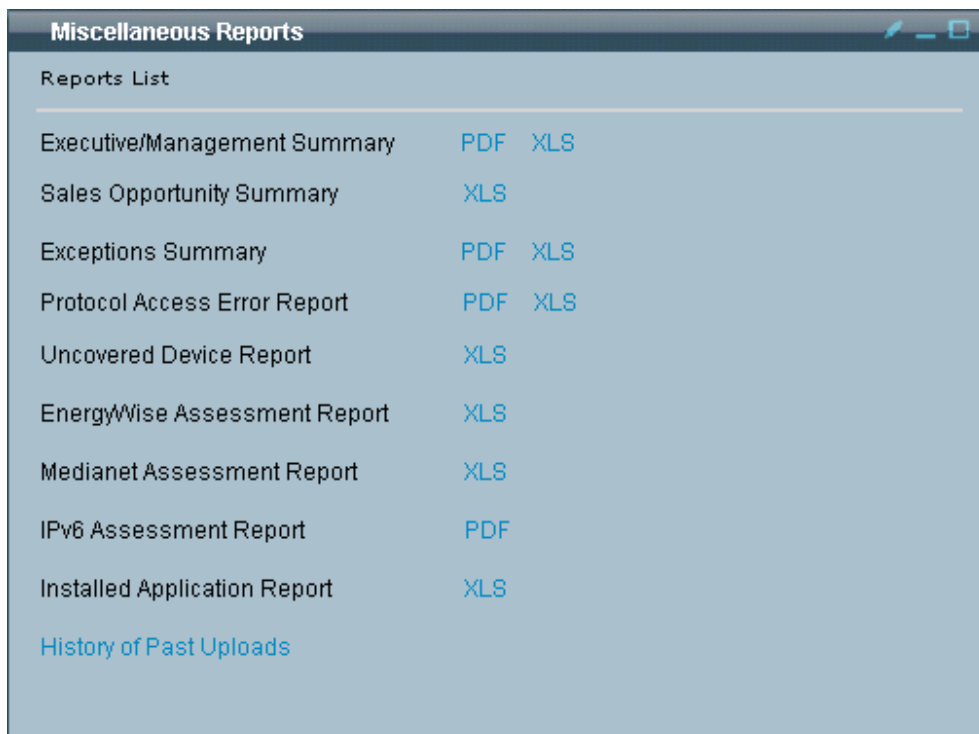
```

- The data is now displayed without the header, and is now only configuration data.

## Miscellaneous Reports

The Miscellaneous Reports pod allows the user to generate following reports:

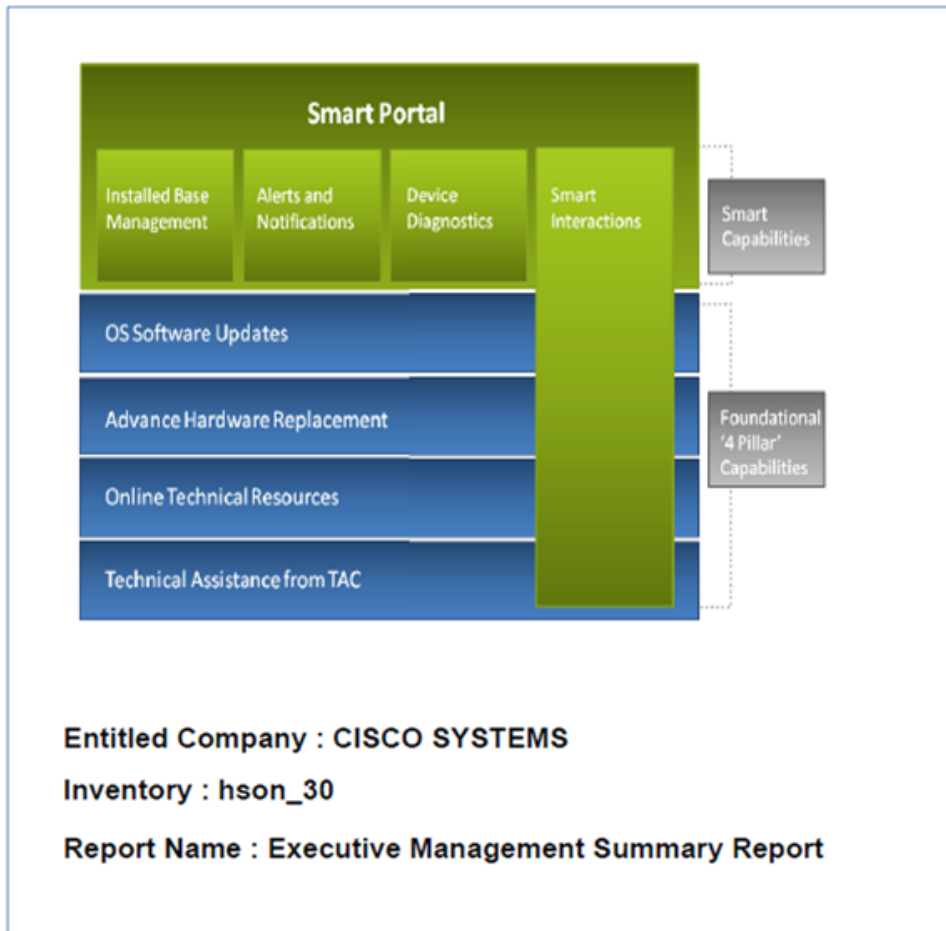
- [Executive/Management Summary Report](#) (PDF and Excel Versions)
- [Sales Opportunity Summary](#) (Excel Version)
- [Exceptions Summary Report](#) (PDF and Excel Versions)
- [Protocol Access Error Report](#) (PDF and Excel Versions)
- [Uncovered Device Report](#) (Excel Version)
- [EnergyWise Assessment Report](#) (Excel Version)
- [Medianet Assessment Report](#) (Excel Version)
- [IPv6 Assessment Report](#) (PDF Version)
- [Installed Application Report](#) (Excel Version)
- [History of Past Uploads](#)



### Executive/Management Summary Report

The Executive/Management Summary Report identifies which devices in the network were successfully found, contacted and had their inventory data collected.

The PDF or XLS version of the Executive Management Summary Report can be requested from the [Miscellaneous Reports](#) pod. The requested version of the report can be accessed from the [My Reports pod](#). When the Executive Management Summary Report arrives at My Reports, the report provides the following summary information on the devices in the uploaded inventory:



- Identifies the entitled company and name of the inventory used for the report.



**Note** The XLS version of Executive Management Summary Report does not display graphs.



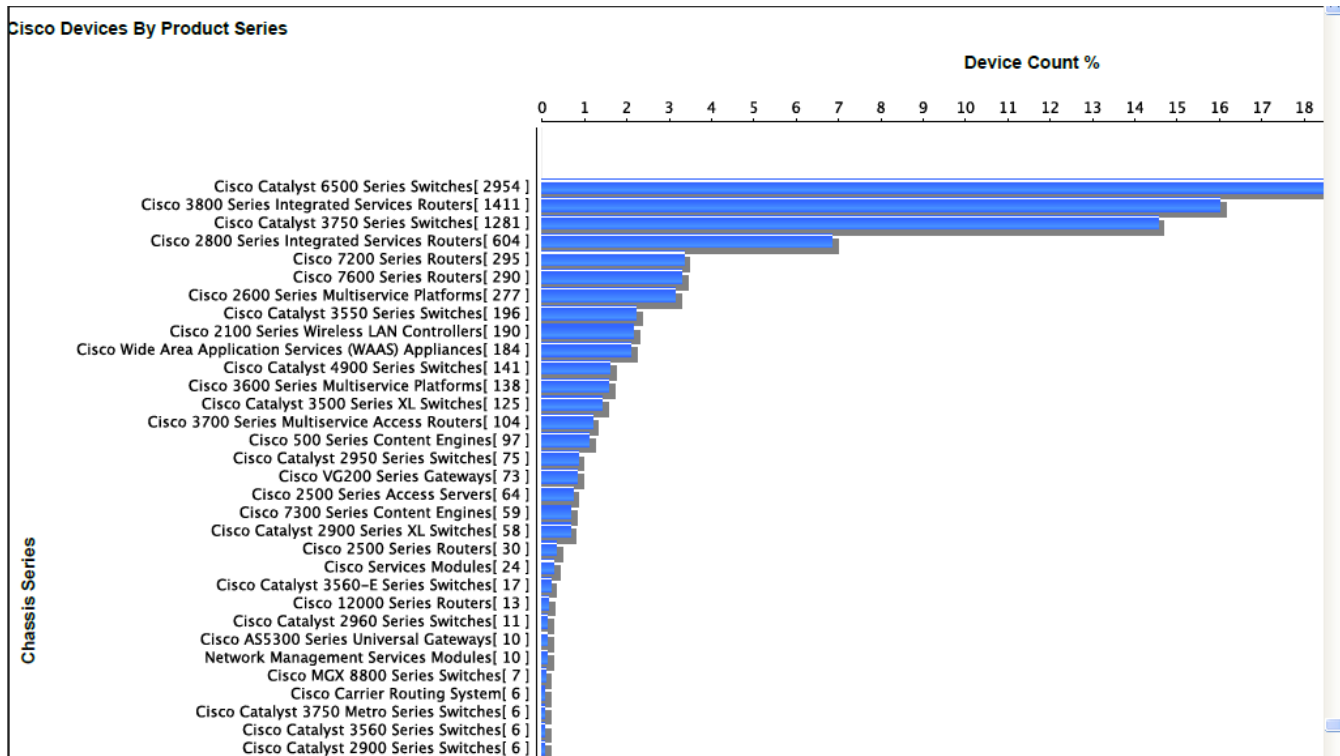
Summary	
Number of Chassis :	9222
Number of distinct IOS versions used in the network :	255

Devices by Series and Model		
Series	Vendor/Model	Total
Cisco 12000 Series Routers	Cisco 12404 Router	13
Cisco 1700 Series Modular Access Routers	Cisco 1720 Modular Access Router	1
Cisco 2100 Series Wireless LAN Controllers	Cisco 2106 Wireless LAN Controller	190
Cisco 2500 Series Access Servers	Cisco 2511 Access Server	60
Cisco 2500 Series Access Servers	Cisco 2509 Access Server	3
Cisco 2500 Series Access Servers	Cisco 2512 Access Server	1
Cisco 2500 Series Routers	Cisco 2514 Router	2
Cisco 2500 Series Routers	Cisco 2501 Router	13

- Provides summary of the number of devices in the inventory and how many different IOS versions are used on those devices.

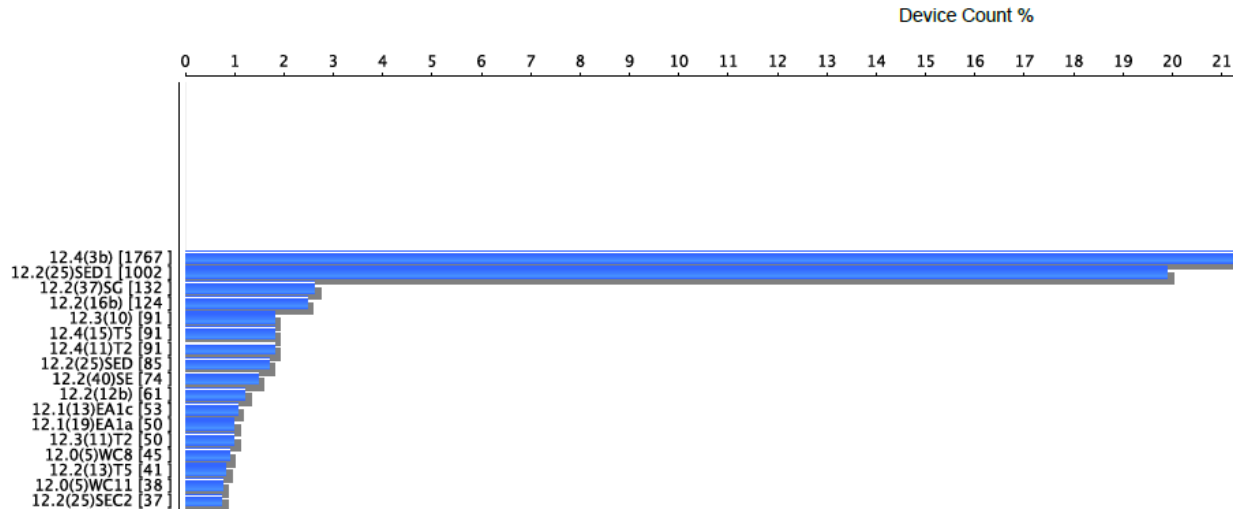
IOS and non-IOS Devices By Major Release, Version and Model			
Software Major Release	Software Feature Pack	Vendor / Model	Total
3.6.0[00]Copyright	Not Available	Cisco CRS-1 4-Slot Single-Shelf System	6
4.0(1a)N2(1)	Not Available	Cisco Nexus 5010 Switch	2
Version	Not Available	Cisco SCE 8000 Service Control Engine	1
10.3(17)	Not Available	Cisco 2511 Access Server	1
11.0(10)	Not Available	Cisco 2512 Access Server	1
11.1(4)	Not Available	Cisco 2511 Access Server	1
11.2(12)	Not Available	Cisco 2511 Access Server	2
11.2(15a)P	Not Available	Cisco 2511 Access Server	1

- Starts listing all the IOS and non-IOS versions and indicates how many devices use each type IOS.
- List starts with the IOS version that is used most often.



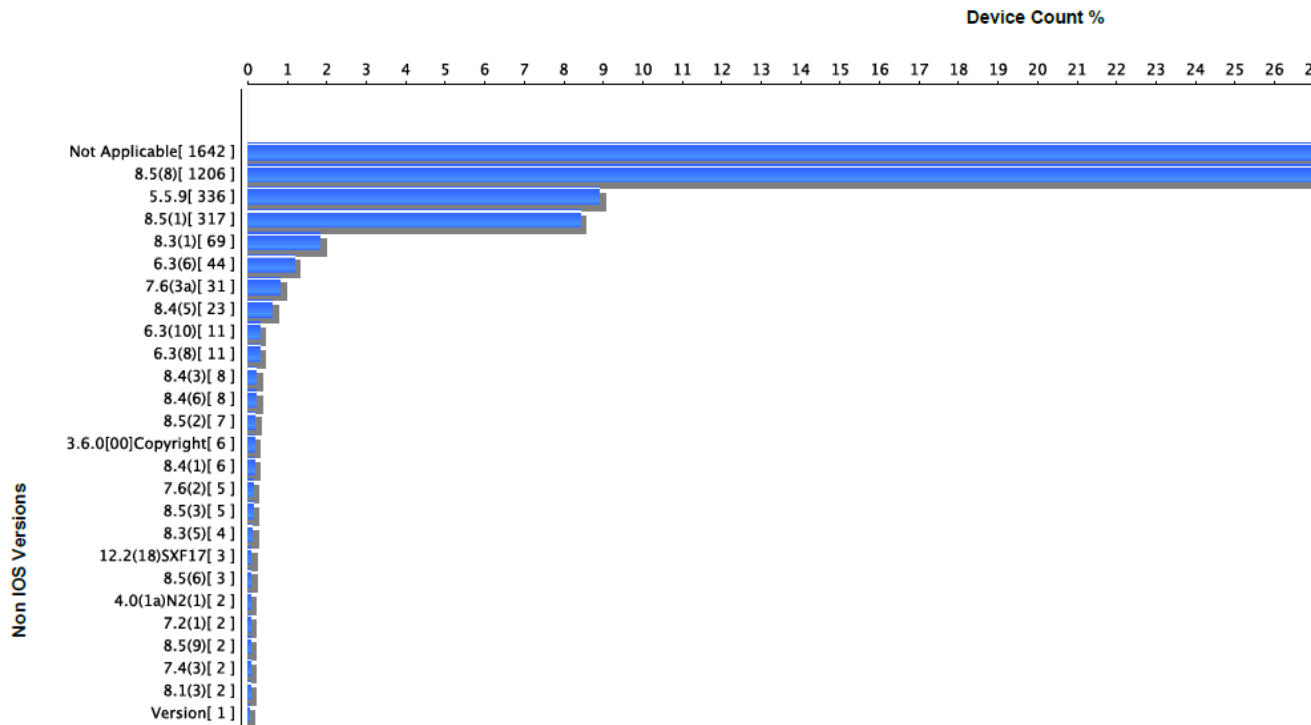
- Lists the devices by product series starting with the series used most often.

Cisco IOS Devices By Version



- Lists the IOS versions, starting with the version that is used most often.

Cisco Non IOS Devices By Version



- Lists the non-IOS versions, starting with the non-IOS version that is used most often.

### Sales Opportunity Summary

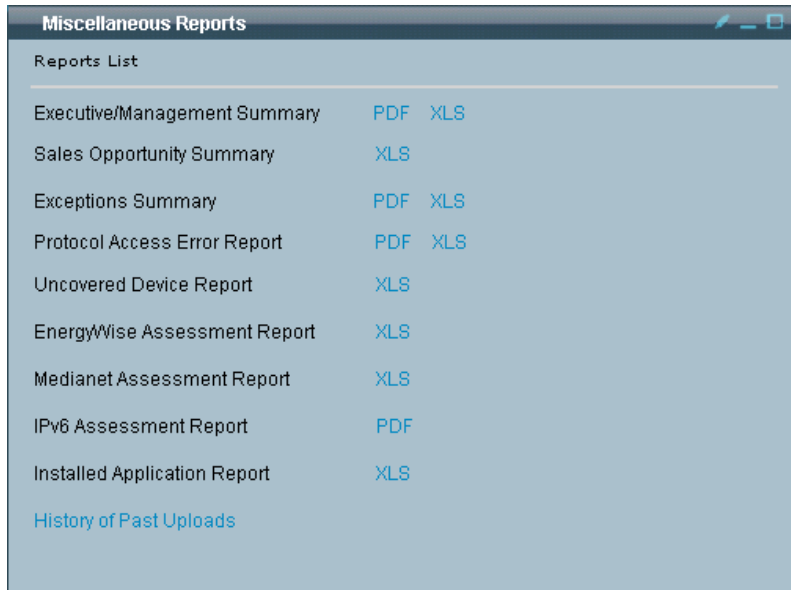
The PDF or XLS version of this report can be requested from the [Miscellaneous Reports](#) pod. The requested version of the report can be accessed from the [My Reports](#) pod. This section covers the following areas:

- Generating the Sales Opportunity Summary Report
- Sales Opportunity Summary Report Content

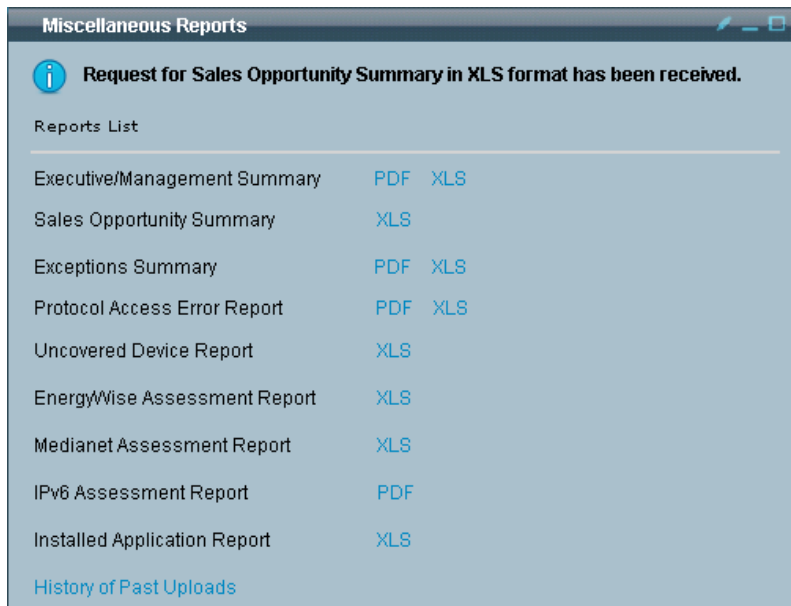
## Generating the Sales Opportunity Summary Report

This report highlights the most useful data from the collected inventory for your customer's network and assists you in assessing revenue opportunities. The data presentation is similar to the KTN (Know the Network).

This offline report is generated from the Miscellaneous pod. To generate a Sales Opportunity Summary report, perform the following steps:




- Click the **XLS** option for the Sales Opportunity Summary report.



- An informational message appears, indicating the request has been received.
- Go to My Reports to see the Sales Opportunity Summary report.

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
Sales Opportunity Summary	XLS	CISCO SYSTEMS LTD	PSS17-SWAPPDemo	2014-Feb-13 22:42:27 EST	Pending
Uncovered Device Report	<a href="#">XLS</a>	CISCO SYSTEMS LTD	PSS17-SWAPPDemo	2014-Feb-13 22:13:38 EST	2014-Feb-13 22:16:26 EST
Uncovered Device Report	<a href="#">XLS</a>	(LARGE REPORTS FOLDER)	SE1-10_CSPC2_3-patch test	2014-Feb-13 10:58:31 EST	2014-Feb-13 10:59:02 EST
Uncovered Device Report	<a href="#">XLS</a>	(LARGE REPORTS FOLDER)	SE1-10_CSPC2_3-patch test	2014-Feb-13 10:39:55 EST	2014-Feb-13 10:40:35 EST

- Find the Sales Opportunity Summary report in the My Reports pod, and then click the corresponding **XLS**.
- If the Sales Opportunity Summary report is not visible in My Reports, then you may have to click the **Refresh** icon  until the report has been added to the reports list in the My Reports pod.

### Sales Opportunity Summary Report Content

The Sales Opportunity Summary offline report contains the following tabs

- Summary
- Collection Summary
- Product Details
- Software Details
- Alerts Details Tab

#### Summary

The summary tab provides information about the entitled company, name of the inventory collection, dates of when the inventory collection was made and when the Sales Opportunity Summary report was created.

Sales Opportunity Summary	
The Sales Opportunity Summary Report is a comprehensive report that provides information on collected inventory.	
<b>Entitled Company</b>	CISCO SYSTEMS LTD
<b>Collection Name</b>	PSS17-SWAPPDemo
<b>Date Report Created</b>	2014-FEB-13
<b>Collection Date</b>	2014-FEB-11

Summary   Collection Summary   Product Details   Software Details   Alerts Details

#### Collection Summary

This tab is a summary of all the Cisco devices and devices that are manufactured by other vendors, which were discovered on the subnets provided during the inventory collection. This spread sheet identifies devices that are uncovered, past their last day of support or affected by alerts.

## Collection Summary

This is a summary of all Cisco devices and devices manufactured by other vendors discovered on the subnets provided during the inventory collection

### Cisco Devices

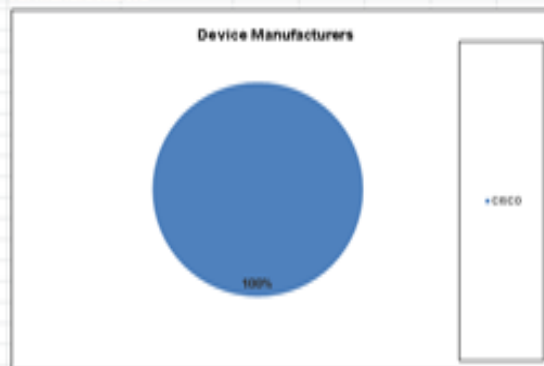
Category	Chassis	Cards	Total
All Items	75	1995	2070
Non-Validated Serial Number	0	91	91
Sites			19
Unique Products			151

Service	Chassis	Cards	Total
Covered Devices	8	500	508
Uncovered Devices	67	1362	1429
Contracts			41

Product	Chassis	Cards	Total
Devices with LDoS	41	897	938
Past Last Date of Support	7	80	87
LDoS within the next 2 years	30	143	181
LDoS beyond 2 Years	2	715	717
Uncovered and not Past LDoS	60	1292	1342
Uncovered and Past LDoS	4	29	33

Alerts	Total Alerts Found	Devices Affected
HW EoC	113	113
SW EoC	2	2
FN	3	3
PSRT	349	21
IS	471	21

### All manufacturers



#### Definitions:

##### What does Uncovered mean?

- No TAC support (Technical Assistance Centre)
- No replacements outside of warranty
- Software downloads unavailable
- No PSRT (Security)

##### LDoS - Last Date of Support

After this date no hardware or software assistance can be provided on that device

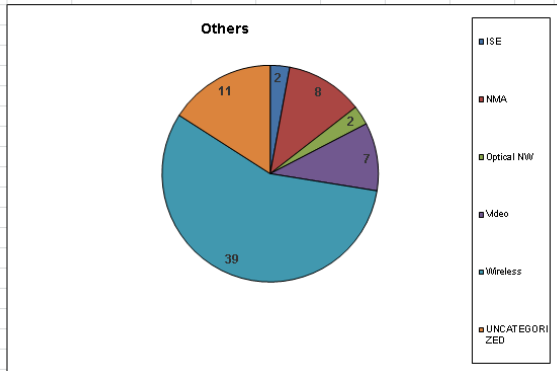
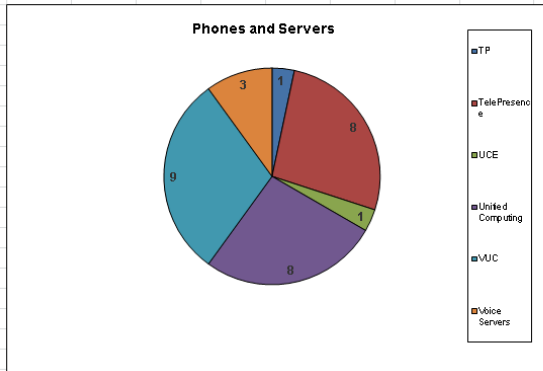
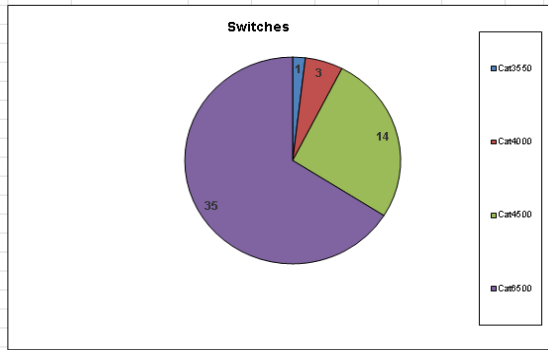
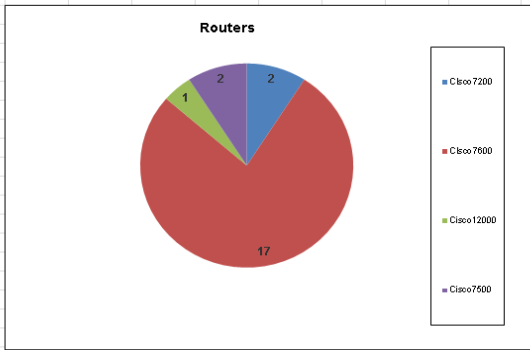
## Product Details

This tab lists the different product families that are categorized into the following areas:

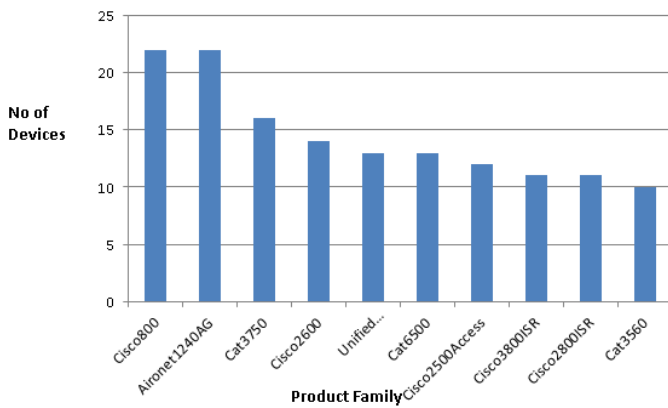
- Routers
- Switches
- Phone and servers
- Those devices that are not recognized will be under the Other pie chart

Product Details

Product Breakdown



Top 10 - Chassis in Network by Product Family



Device Type	Volume
Phones & Servers	30
Switches	157
Routers	214
Others	69

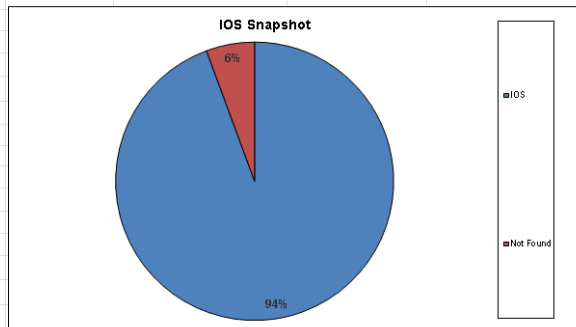
Note: Only Cisco hardware is reported.

Software Details

This tab provides IOS information in pie chart and table formats. This tab lists the OS version of each device that was found in the inventory. The software details indicate various service related info, whether they have a maintenance release available, and if they have any software exceptions.



**Software Details**



Note: Only Cisco Routers & Switches are reported

LDoS Announced	Last Date of Support (EoL) Announcement Date
EoS	End of Sale Date
EoE	End of Engineering (SW) or End of Maintenance Releases
EoSCR	End of HW Service Contract Renewal Date
LDoS	Last Date of Support (EoL)

OS Version	No of Devices	LDoS Announced Devices	EoS Devices	EoE Devices	EoSCR Devices	LDoS Devices	Maintenance Release	SW Exceptions
IOS12.0(31)S6	1	0	0	0	0	0	0	1
IOS12.0(33)S1	1	0	0	0	0	0	0	1
IOS12.1(20)EA1a	1	1	1	0	0	1	0	2
IOS12.1(26)E3	1	0	0	0	0	0	0	0
IOS12.1(27b)E1	1	0	0	0	0	0	0	0
IOS12.2(18)SX07	1	0	0	0	0	0	0	0
IOS12.2(18)SX01	2	2	2	0	0	0	0	0
IOS12.2(18)SX01	2	0	0	0	0	0	0	0
IOS12.2(18)SX01	4	0	0	0	0	0	0	0

**Alerts Details Tab**

This tab provides information about various types of alerts, and provides the following info about those alerts:

- Total number of alerts found
- Unique alerts that were found in the network
- The total devices that were affected by the identified alerts.
- Displays a confidence level for the psirt alerts.

**Alerts Details**

Alerts	Total Alerts found in entire Network	Unique Alerts found in the Network	Total Devices Affected	Confidence Level
HW EOX	113	25	113	NA
SW EOX	2	1	2	NA
FN	3	1	3	NA
PSIRT	349	41	21	Vulnerable: 35 Potentially Vulnerable: 314 Total to match: 349
IS	471	48	21	NA

**Exceptions Summary Report**

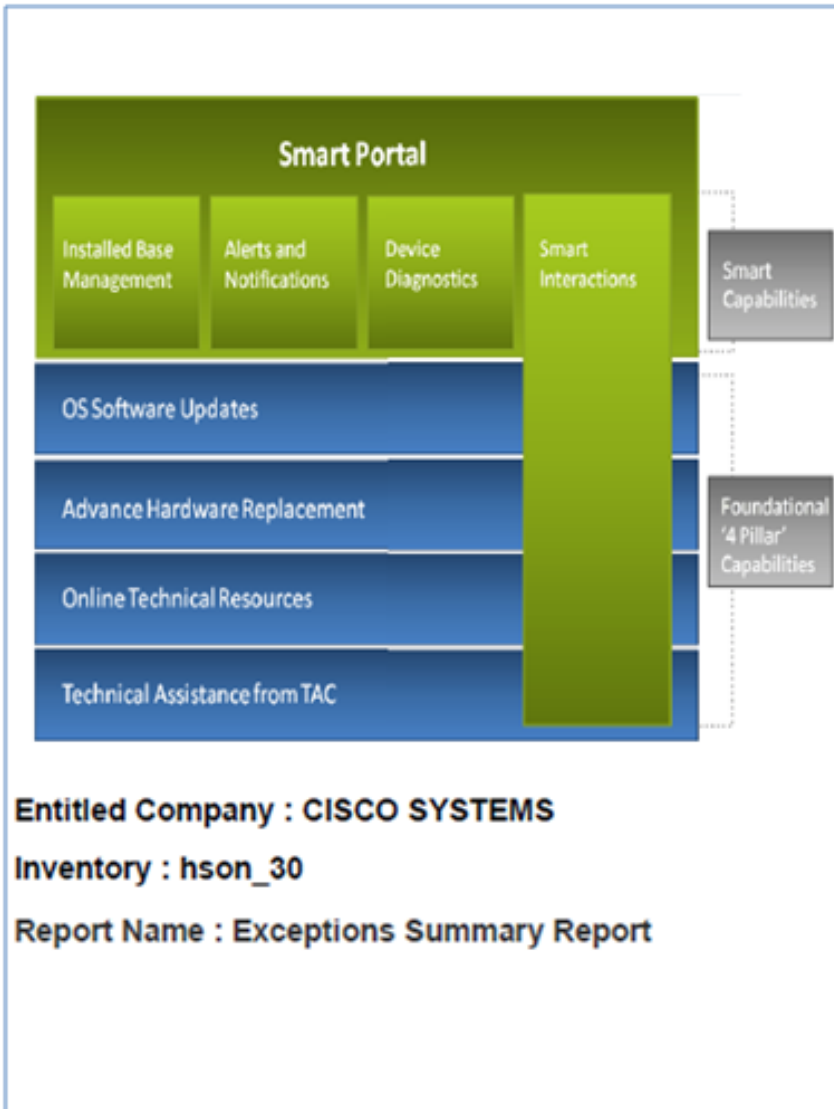
The Exceptions Summary Report identifies those devices that were successfully found in the network and had their inventory data collected but have a specific exception noted.

The PDF or XLS version of the Exceptions Summary Report can be requested from the [Miscellaneous Reports pod](#). The requested version of the report can be accessed from the [My Reports pod](#). When the Exceptions Summary Report arrives at My Reports, the report identifies the specific exception that is associated with each device that occurred during the inventory processing. Some of the exceptions include:

- Duplicate host name
- Duplicate IP address
- Insufficient memory
- Special OS release

- Interim OS release
- Maintenance OS release
- Early deployment OS

The Exceptions Summary Report provides the following summary information on the devices in the uploaded inventory:



- Identifies the entitled company and name of the inventory used for the report.

Summary	
Exception	Device Count
Device is running a general deployment image	9
Device is running a maintenance release image	350
Device is running an early deployment image	1631
Duplicate hostname found 2815783,2815780	1
Duplicate hostname found 2815784,2815782	1
Duplicate hostname found 2815868,2815866	1
Duplicate hostname found 2815870,2815866,2815868	1
Duplicate hostname found 2815871,2815866,2815868,2815870	1
Duplicate hostname found 2815873,2815866,2815868,2815870,2815871	1

- Provides a summary of the types of exceptions that were encountered, and how many devices in the inventory encountered them.

Host Name	IP Address	Device Type	Vendor / Model	Product ID	Hardware Version	Software Version	Exception	Inventory Date
2500-1	172.21.48.133	ROUTER	Cisco 2514 Router	CISCO2514	Not Available	12.1(24)	Device is running a general deployment image	
7200b	172.21.55.25	ASSEMBLY	Cisco 7204 Router	CISCO7204	Not Available	12.2(28)	Device is running a general deployment image	
abc1-sw1.cisco.com	64.102.98.132	SWITCH	Cisco Catalyst 3750-24FS Switch	WS-C3750-48PS-S	Not Available	12.2(25)SED1	Device is running an early deployment image	05/NOV/2008
abc2-bb-gw1.cisco.com	10.81.64.13	SWITCH	Cisco Catalyst 3750-24FS Switch	WS-C3750G-12S-S	Not Available	12.2(44)SE2	Device is running a maintenance release image	03/NOV/2008

- Lists each device that encountered an exception, indicates the type exception that was encountered, and provides other device details.

## Protocol Access Error Report

The Protocol Access Error Report lists those devices that were identified in the network (that is, were discovered or identified in a customer seed file) but provided incomplete inventory data due to an access protocol error.



Note

Only devices that have access protocol problems, when the collection process tries to obtain device inventory information, are included in the Incomplete Inventory Report. Devices for which the inventory was collected are excluded from this report and are instead displayed in the [Executive/Management Summary Report](#).

Details about the access protocol difficulties that the collector encountered while collecting the inventory are included as part of the inventory upload. Some examples of the problems are listed below:

- Ping: Unverified
- Telnet: Unrecognized login prompt
- SSH: SSH not enabled on socket 22
- Telnet: Invalid TACACS username or password
- SSHNEW: Device not reachable or protocol disabled
- Telnet: Missing enable password
- Telnet: Missing telnet password
- Telnet: Telnet connection failed
- Telnet: Telnet connection dropped
- SNMP: SNMP connection to <IP Address> failed, or the connection timed-out



Note

This report was previously referred to as the Incomplete Inventory report.

The PDF or XLS version of the Protocol Access Error Report can be requested from the [Miscellaneous Reports pod](#). The requested version of the report can be accessed from the [My Reports pod](#). When the Protocol Access Error Report arrives at My Reports, the report provides details about the technical difficulties that occurred when trying to access the device. Smart portal reports uses the following protocols are the protocols to access and then collect the inventory data for a device:

- Simple Network Management Protocol (SNMP)
- Telnet
- Secure Shell (SSH) Protocol

The Protocol Access Error Report provides the following summary information on the devices in the uploaded inventory:

**Smart Portal**

Smart Capabilities: Installed Base Management, Alerts and Notifications, Device Diagnostics, Smart Interactions.

Foundational '4 Pillar' Capabilities: OS Software Updates, Advance Hardware Replacement, Online Technical Resources, Technical Assistance from TAC.

**Entitled Company : CISCO SYSTEMS**  
**Inventory Name : hson\_30**  
**Report Name : Protocol Access Error Report**

Summary						
SSH NEW	SSH	HTTPS	Ping	Telnet	SNMP	HTTP
0	41	67	0	45	5	67

- Identifies the entitled company and name of the inventory used for the report.
- Identifies the different types of protocols encountered and the number of each type.

Host Name	IP Address	Device Type	Inventory Date	SSH New	SSH	HTTPS	Ping	Telnet	SNMP	HTTP
lps60009	10.214.7.25	Chassis	18/JUN/2010		SSH not enabled on socket 22/Protocol Disabled			Telnet Connection Dropped		
lpsim14a	192.168.2.15	Chassis	18/JUN/2010						Wrong Read Community String/Missing v3 User Name	
LCVPN3030	10.137.1.2	Chassis	18/JUN/2010					Enable Failed		
NAM	10.200.90.70	Chassis	18/JUN/2010		Missing SSH User Name/Password			Missing TACACS User Name/Password		
NAM	10.188.131.74	Chassis	18/JUN/2010		Missing SSH User Name/Password			Missing TACACS User Name/Password		

- Lists the information noted above for each specific device that encountered protocol errors.

## Uncovered Device Report

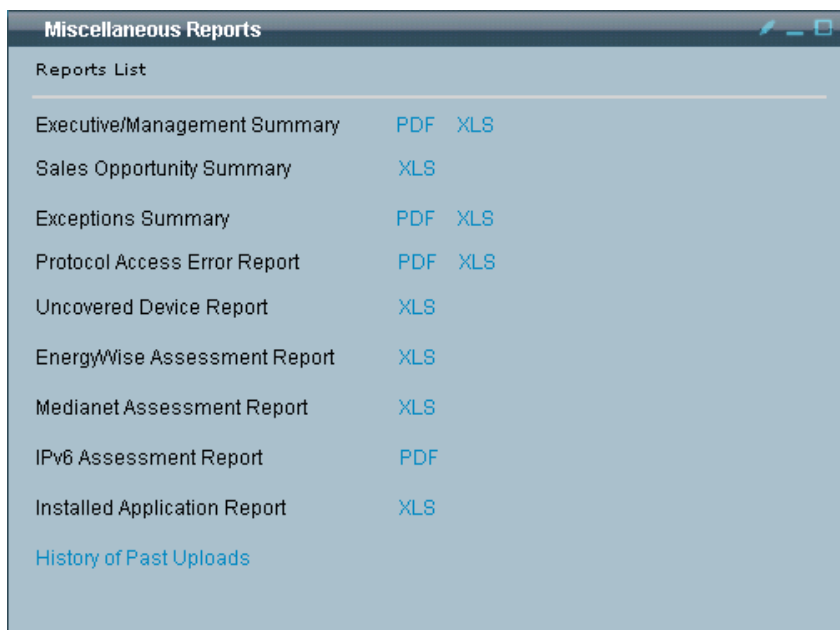
The Uncovered Device Report provides device information that is based upon recognition success and Last Day of Support. The XLS version of this report can be requested from the [Miscellaneous Reports](#) pod. The requested version of the report can be accessed from the [My Reports](#) pod.

This section explains how to access the report and describes the following report tab contents:

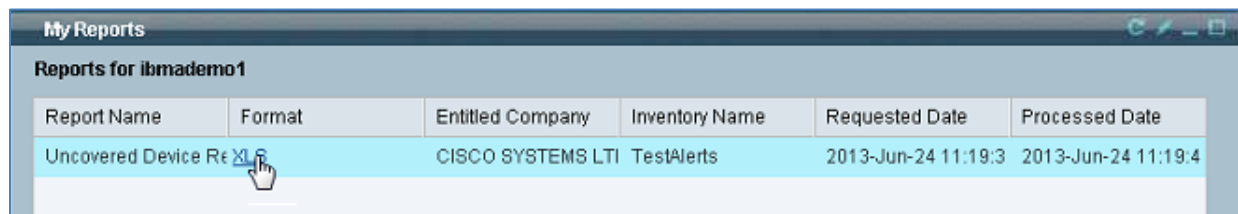
- Summary
- Charts
- Uncovered Items
- Items Past Last Day of Support
- Overdue and Expiring items in 30/60/90 days
- Product Summary
- Glossary

### Access the Uncovered Device Report

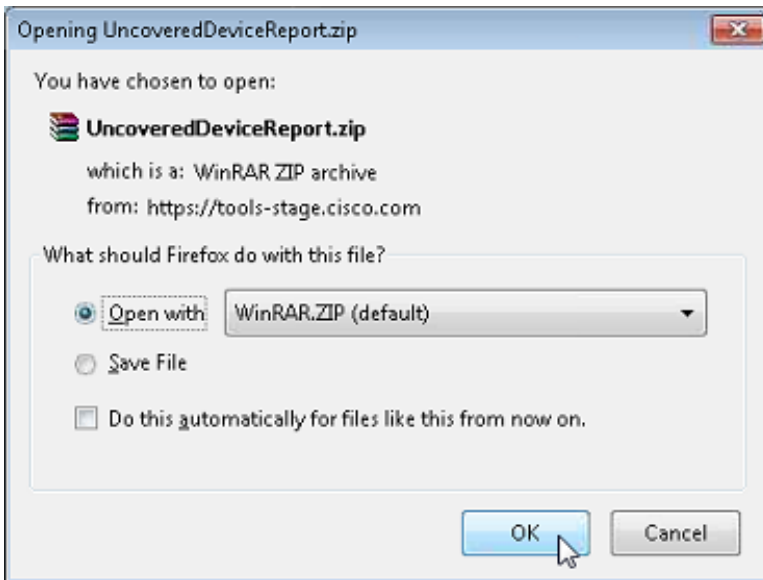
To access the Uncovered Device Report, perform the following steps:



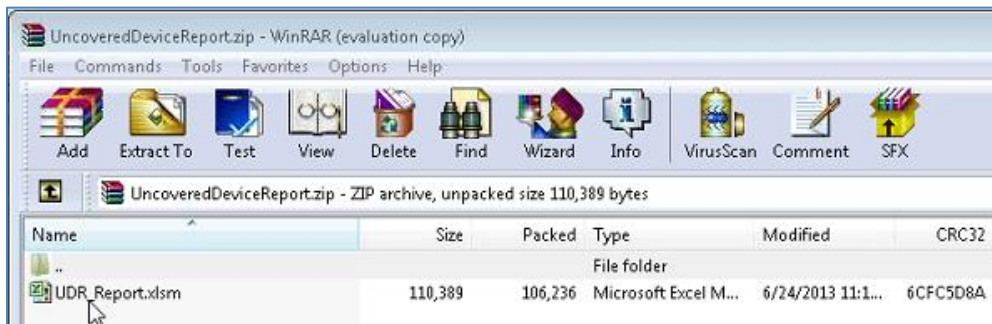
- On the smart portal Reports portal, access the Miscellaneous Reports pod.
- On the Uncovered Device Report click the corresponding **XLS**; this generates the XLS version of the Uncovered Device Report, which is available in My Reports.



- Open the My Reports pod, and click the **XLS** that is associated to the Uncovered Device Report; an unzip window appears.



- Click **OK**; the zip file application opens.



- Click the **UDR\_Report.xlsm** file to see the details of the Uncovered Device Report.

## Uncovered Device Report Tabs

The Uncovered Device Report identifies items on your customer's network that are not covered by a Cisco Service contract.

The Uncovered Device Report has the following Report tabs:

- [Summary](#)
- [Charts](#)
- [Uncovered Items](#)
- [Items Past Last Day of Support](#)
- [Overdue and Expiring items in 30/60/90 days](#)
- [Product Summary](#)
- [Glossary](#)


## Summary

The Summary tab provides a high-level overview of all Product level metrics that is based upon recognition success and Last Day of Support (LDoS) composition.



### Summary

The Summary tab provides a high-level overview of all Product level metrics that is based upon recognition success and Last Day of Support (LDoS) composition.

	<b>Partner</b> <b>Customer</b> <b>Inventory Name</b> <b>Date Report Created</b> <b>Collected Dates</b>	TECNICO EN ESPANOL SOLUCIONES SL TAJA DE AVANCEO Y MONTE DE PREGUN DEL CIRCUITO CATALUNYA DE CORRE SE1-10_CSPC2_3-patch test 2014-FEB-13 2013-DEC-06(CSP0001007331)	Unmask Data Privacy Data				
Category	Chassis	Cards	Call Managers	IP Phones	Telepresence	UCS	Total
<b>Last Day of Support: Past</b>	17	17	0	0	0	0	34
<b>Last Day of Support: Within 12 Months</b>	2	15	0	0	0	0	17
<b>Last Day of Support: Between 13 and 24 Months</b>	2	5	0	0	0	2	9
Unique Items Found (Recognized + Not Recognized)	109	280	1	0	0	12	402
Unique Items Covered by a Service Contract	47	35	1	0	0	0	83
Unique Items Covered by Contracts visible to this us	47	29	1	0	0	0	77
Active	42	31	1	0	0	0	74
Overdue	7	8	0	0	0	0	15
Expiring in 30 days	2	6	0	0	0	0	8
Expiring in 60 days	21	4	0	0	0	0	25
Expiring in 90 days	0	0	0	0	0	0	0
<b>Unique Items Uncovered</b>	<b>44</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>142</b>
Unique Items Recognized (Covered+UnCovered+Not Serv	98	195	1	0	0	11	305
Unique Items Not Recognized	11	85	0	0	0	1	97

In the Summary tab the “Unique Items Uncovered” row has a total of 142, which is the same total as the Uncovered Items number noted below in the Contracts pod.

Contracts	
Contract categories	
Covered Items	(83)
Uncovered Items	(142)
Expiring coverages of Items in next 3 month	(0)
Items past Last Day of Support	(0)

## Charts

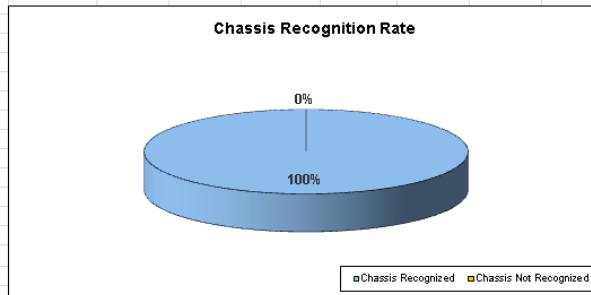
The Charts tab offers a graphical overview of key collection driven data.

### Charts

The Charts tab offers a graphical overview of key collection driven data.

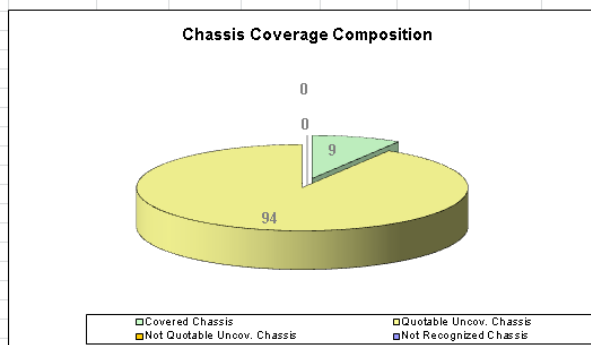
**Chassis Recognition Rate %** 100

Chassis Recognized	103
Chassis Not Recognized	0
Total Chassis Count	103



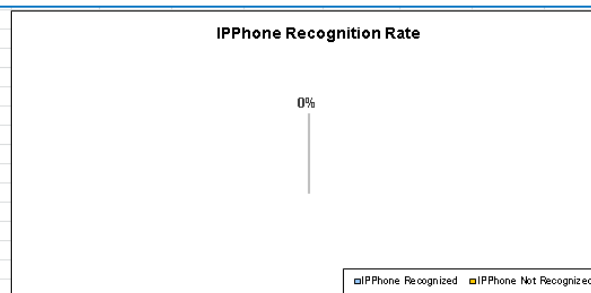
**Chassis Coverage Composition**

Covered Chassis	9
Quotable Uncov. Chassis	94
Not Quotable Uncov. Chassis	0
Not Recognized Chassis	0
Total Chassis Count	103



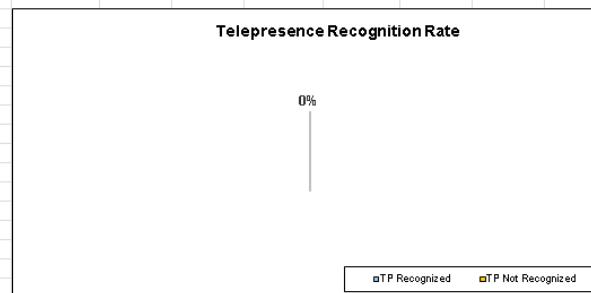
**IPPhone Recognition Rate %** 0

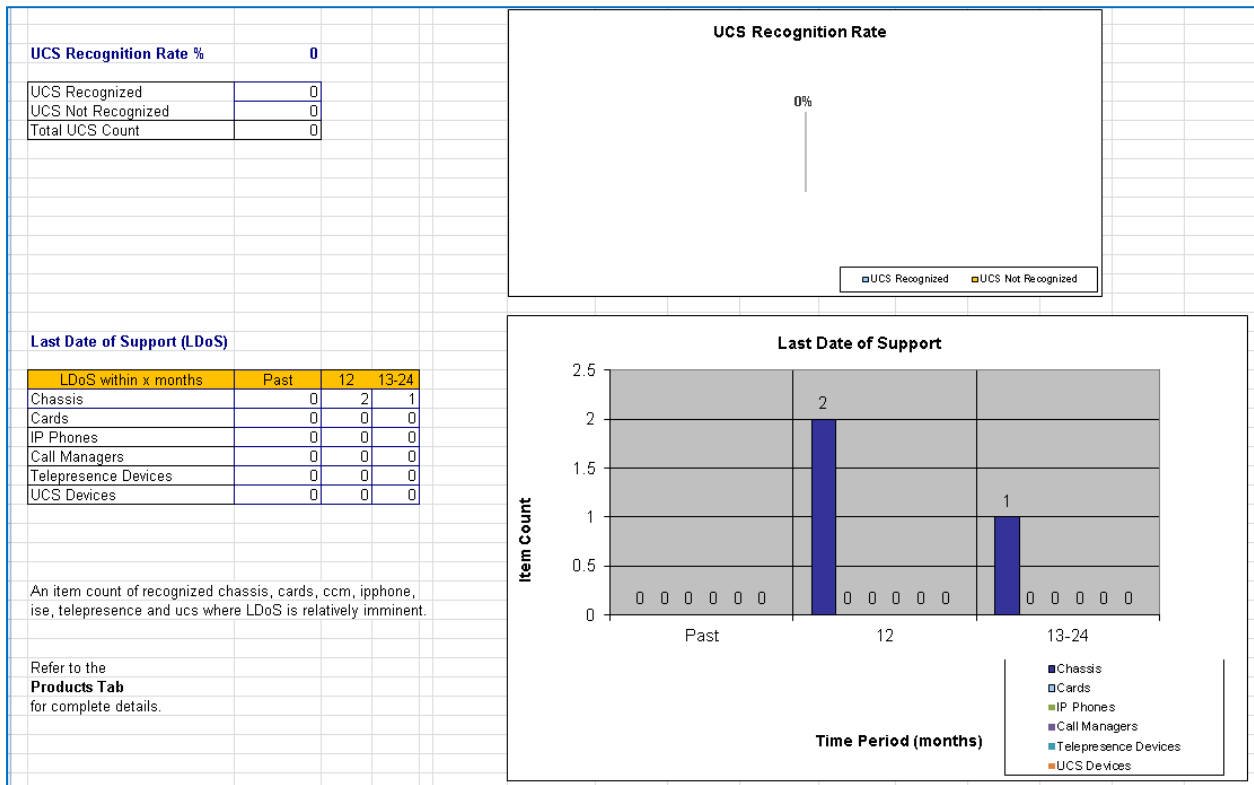
IPPhone Recognized	0
IPPhone Not Recognized	0
Total IPPhone Count	0



**Telepresence Recognition R** 0

TP Recognized	0
TP Not Recognized	0
Total TP Count	0





### Uncovered Items

The Uncovered Items tab lists Chassis, CCM, IPPHONE, Tele Presence, UCS and ISE that were found on the discovered network. These items are currently not under a service contract, but a service contract can be purchased for them.

#### Uncovered Items

The Uncovered Chassis tab lists Chassis, CCM, IPPHONE, Tele Presence, UCS and ISE that were found on the discovered network. These items are not under a service contract but a service contract can potentially be purchased for them. The data listed below has been recognized and can be uploaded to CSCC via the Quoting Template. Further validations may be performed within CSCC.

\* The Service Level Price is meant to be used as a 'guide' only. For actual Service Level pricing refer to the ordering tools.

Prices are subject to change without notice. This information is only as current as of the last update. Cisco reserves the right to add, change, improve or discontinue any program from the price guide.

Service Level Price List - Effect: 2013-NOV-10

**Actions**

- Quote:** To export the recognized equipment for quoting within CSCC, complete the following actions:
  - Click the **Populate Quote Template** button. All quotable items on this tab will be placed into the **CSCC Quoting Template**.
  - For best results, open the Quoting Template and fill in the Site information, Target Contract Number (for items to be added to an existing contract), Service Level, Begin Date and End Date.
  - Log into **CSCC** and upload the **Quoting Template**.
- Attach:** Present the **quote** to the customer and then obtain permission to convert the quote into an **order**.

**Tips**

- The minimum information required to generate a quote is: a **Serial Number**, **Site ID** and **Service Duration**. The Quoting Template will prefill in the SN and PID.

**Populate Quote Template-Serviceable** 1

ID	Host Name / IP Address	SysName	Serial Number	Product ID	Item Type	Product Family	Ship Date	LDoS	Service Level	Service Price	Comment
1	1841-118	1841-118_yourdo	FTX1133W1FE	CISCO1841	CHASSIS	1800	2007-AUG-22	2016-OCT-31	PSUT	179	
2	1841-118	1841-118_yourdo	35927507	WIC-2T	CARD	WANLAN	2007-AUG-22	2014-DEC-31			Service level and Service price not available
3	Router-1701	Router-1701	940768713	HWIC-1ADSL=	CARD	WANLAN		2017-JUN-30			Service level and Service price not available
4	Router-1701	Router-1701	FOC08090R63	WIC-1ADSL=	CARD	WANLAN		2014-NOV-30			Service level and Service price not available
5	C5350	C5350_cisco.com	JMV1213302T	AS535XM-8E1-210-V	CHASSIS	5400		2017-APR-30	PSUT	4510	
6	C5350	C5350_cisco.com	JAE1139196H	AS535-DFC-4CE1	CARD	5400	2007-NOV-10	2018-FEB-28			Service level and Service price not available

**Note** Clicking the **Populate Quote Template** button 1 places All quotable items on this tab and the Uncovered Cards tab, into the CSCC tool. The CSCCQuoteEstimateTemplate.xls file is placed on your desktop and is shown in the next graphic.

## Populate Quote Template

The CSCCQuoteEstimateTemplate.xls file contains the serial number and item name of each quotable item.

UNIQUE LINE NUM	MAJOR/MINOR	MAJOR MINOR RELATION	INSTANCE	SERIAL NUMBER	HOST ID	ITEM NAME	SERVICE	QUANTITY
				CAT1025RK1R		WS-C3560-48PS-S		
				FDO1127Y2R2		WS-C3560-48PS-S		
				FDO1150Y6B2		WS-C3560-24PS-S		
				CAT1050NJ20		WS-C3560-48PS-S		
				CAT1050NJ2A		WS-C3560-48PS-S		

## Items Past Last Day of Support

This tab lists all the Items that are past the Last Date of Support. A service contract cannot be purchased for these items.

**Items past Last Date of Support**

This tab lists all Items past Last Date of Support. Service Contract cannot be purchased for these items. Suggested Replacement products and Service Level are included.  
 \* The Replacement Product Price and the Service Level Price are meant to be used as 'guides' only. For actual Replacement Product and Service Level pricing refer to the ordering tools.  
 Prices are subject to change without notice. This information is only as current as the last update. Cisco reserves the right to add, change, improve or discontinue any program from the price guide.  
 Product Price 2013-NOV-10  
 Service Level F2013-NOV-10

ID	Host Name / IP Address	SysName	Serial Number	Product ID	Item Type	Product Family	Ship Date	LDoS	Replacement PID (Suggested)	Replacement Product Price (US List Price USD)*	Service Level 8x5xNBD	Service Price (US List Price USD)*
1	192.168.1.1	192.168.1.1	192.168.1.1	CISCO2691-RPS	CHASSIS	2600		2012-MAR-31	CISCO2951A/K9	7500.00	PSUT	1238
2	192.168.1.1	192.168.1.1	192.168.1.1	CISCO3620	CHASSIS	3600		2008-DEC-31	CISCO3625		PSUT	1544
3	192.168.1.1	192.168.1.1	192.168.1.1	CISCO3745	CHASSIS	3700	2002-JUL-31	2012-MAR-31	CISCO3845		PSUT	2238
4	192.168.1.1	192.168.1.1	192.168.1.1	CISCO2610XM-16T	CHASSIS	2600	2005-AUG-11	2012-MAR-31	CISCO2911A/K9	2695.00	PSUT	568
5	192.168.1.1	192.168.1.1	192.168.1.1	CISCO2610XM-16T	CHASSIS	2600	2005-AUG-11	2012-MAR-31	CISCO2911A/K9	2695.00	PSUT	568
6	192.168.1.1	192.168.1.1	192.168.1.1	CISCO2610XM-16T	CHASSIS	2600	2004-DEC-10	2012-MAR-31	CISCO2911A/K9	2695.00	PSUT	568
7	192.168.1.1	192.168.1.1	192.168.1.1	CISCO3745	CHASSIS	3700	2002-JUL-31	2012-MAR-31	CISCO3845A/K9	13000.00	PSUT	2032
8	192.168.1.1	192.168.1.1	192.168.1.1	WS-C3560-24-SMI	CHASSIS	C3550	2003-OCT-08	2011-MAY-31	WS-C3560V2-24TS-S	5295.00	PSUT	232

## Overdue and Expiring items in 30/60/90 days

The Overdue and Expiring items tab lists Chassis, CCM, IPPHONE, Tele Presence, UCS and ISE that were found on the discovered network. These items are not under a service contract but a service contract can potentially be purchased for them.

### Overdue and Expiring items in 30/60/90 days

The Overdue and Expiring items tab lists Chassis, CCM, IPPHONE, Tele Presence, UCS and ISE that were found on the discovered network. These items are not under a service contract but a service contract can potentially be purchased. The data listed below has been recognized and can be uploaded to CSCC via the Quoting Template. Further validations may be performed within CSCC.

\* The Service Level Price is meant to be used as a 'guide' only. For actual Service Level pricing refer to the ordering tools.

Prices are subject to change without notice. This information is only as current as of the last update. Cisco reserves the right to add, change, improve or discontinue any program from the price guide.

Contract Numbers displayed in the table are existing contracts with Overdue status or Expiring in 30/60/90 days

Service Level Price I2013-NOV-10

**Tips** ■ The minimum information required to generate a quote is: a **Serial Number, Contract Number, Site ID and Service Duration**. The Quoting Template will prefill in the **SN and PID**.

ID	Host Name / IP Address	SysName	Serial Number	Product ID	Item Type	Product Family	Ship Date	LDoS	Contract Number	Service Level 8x5xNBD	Service Price (US List Price USD) *	Expiring in (days)
1	10.10.10.1	CISCO	SN123456789	ASR14K-4X10GE	CARD	ASR14K	2008-DEC-03	2018-MAY-31	123456789			Overdue
2	10.10.10.2	CISCO	SN123456789	CISCO02921-SEC/K9	CHASSIS	2900ISR	2010-NOV-13			PSUT	710	Overdue
3	10.10.10.3	CISCO	SN123456789	PWR-2921-51-AC=	CARD	2900ISR						Overdue
4	10.10.10.4	CISCO	SN123456789	HWC-4SHDSL	CARD	WANLAN	2010-DEC-13	2016-DEC-31				Overdue
5	10.10.10.5	CISCO	SN123456789	HWC-2FE	CARD	WANLAN	2010-DEC-13					Overdue
6	10.10.10.6	CISCO	SN123456789	HWC-4T1/E1	CARD	WANLAN	2010-DEC-13					Overdue

### Product Summary

The Products Summary tab provides a comprehensive list of all PIDs that were discovered. The Column "Total Count" describes a total count of all the "Covered + Uncovered" items, including any fallout items.

### Product Summary

The Products Summary tab provides a comprehensive list of all PIDs that were discovered.

The Column "Total Count" describes total count of "Covered + Uncovered" items including any fallout items.

**Actions** ■ **Note:** Due to limitations with the discovery process and network settings, this report may not represent all items on the network.  
 ■ **Resolve:** Conduct a reconciliation of the listed item quantities against a physical inventory, Cisco contract records and invoices.

Product ID	LDoS	Total Count	Uncovered Count
16OC48-POS/DPT	2015-03-31	1	1
10C768-POS-SR=		1	1
8-10GBE=	2018-07-31	1	1
AIM-CUE	2015-09-30	1	0
AIM-VPN/EPII-PLUS	2013-12-31	1	0
AIR-AP1131AG-A-K9	2018-07-31	1	1

### Glossary

The Glossary tab provides a list with brief definitions of the specialized terms and abbreviations used in the Uncovered Device Report.

## Glossary

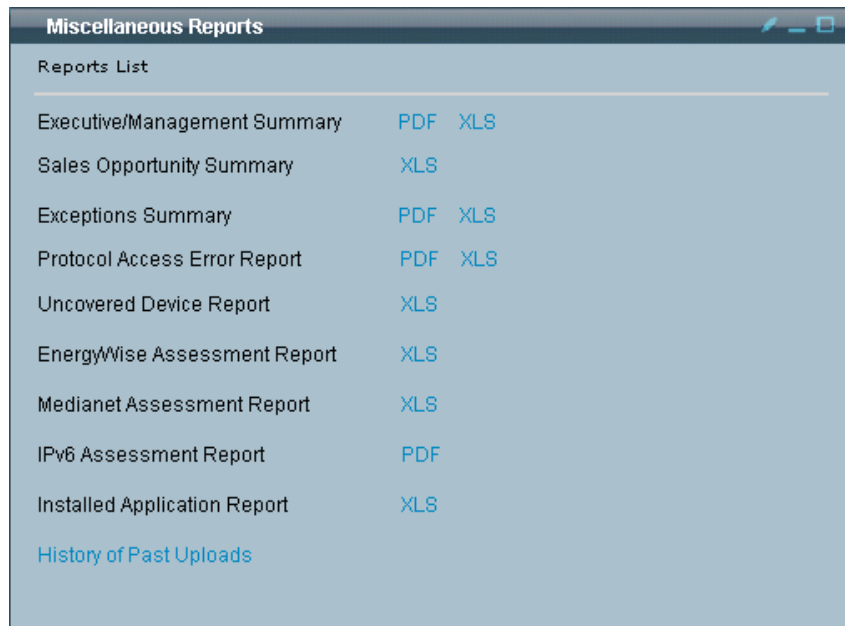
The Glossary tab provides a list with brief definitions of the specialized terms and abbreviations used in the Uncovered Device Report.

Key Term	Definition	Tab Location(s) of Key Term
<b>Active</b>	Count of devices that are covered under a Cisco service contract. Subset of the "Unique Items Covered"	Summary
<b>Coverage Composition</b>	Charts showing the total count of devices by the number of items covered, uncovered and quotable , uncovered and not quotable, and not recognized. Separate Charts are created for chassis, IP Phones, TelePresence and UCS devices	Charts
<b>Comment</b>	This field will contain additional details regarding the item which will vary depending on the tab.	Uncovered Items Overdue and Expiring Items
<b>Contract Number</b>	Existing Contracts associated with the devices with Overdue status or Expiring in 30/60/90 days	Overdue and Expiring Items
<b>Expiring in 30 days</b>	Count of devices whose Cisco service contract will expire in 30 days. Subset of the "Unique Items Covered." This term appears as a comment on the Overdue and Expiring Items tab.	Summary
<b>Expiring in 60 days</b>	Count of devices whose Cisco service contract will expire in 60 days. Subset of the "Unique Items Covered." This term appears as a comment on the Overdue and Expiring Items tab.	Summary
<b>Expiring in 90 days</b>	Count of devices whose Cisco service contract will expire in 90 days. Subset of the "Unique Items Covered." This term appears as a comment on the Overdue and Expiring Items tab.	Summary
<b>Host Name</b>	Assigned name for a particular device that is part of a computer network. If a Host Name is assigned, it will be displayed in the UDR; otherwise the IP Address will be displayed in this column.	Uncovered Items Past LDOS Overdue and Expiring Items

## EnergyWise Assessment Report

The Energywise Assessment Report is a Cisco Discovery Service (CDS) report that enables companies to measure and manage the power consumption of their network infrastructure and network-attached devices, thereby helping companies to reduce their power usage. The XLS version of this report can be requested from the [Miscellaneous Reports](#) pod. The requested version of the report can be accessed from the [My Reports](#) pod.

To access an Energywise Assessment Report, perform the following steps:



- In the Miscellaneous Reports pod click the corresponding **XLS** hyperlink for the Energywise Assessment Report; an info box appears when your requested report is available in the My Reports pod.



- Go to the My Reports pod.

The screenshot shows a window titled "My Reports" with a table of reports for "sch\_test\_4075".

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
IPv6 Assessment	PDF	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	SE19_SR_conn_3_inv	2013-Sep-25 20:46:51 EDT	2013-Sep-25 20:47:18 EDT
EnergyWise Assessment	XLS	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	SE19_SR_conn_3_inv	2013-Sep-25 20:46:46 EDT	Pending
Executive/Management Summary	PDF	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	My Test CR1	2013-Sep-25 17:54:26 EDT	2013-Sep-25 17:54:12 EDT
Uncovered Device Report	XLS	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	My Test CR1	2013-Sep-25 17:54:18 EDT	2013-Sep-25 17:55:41 EDT

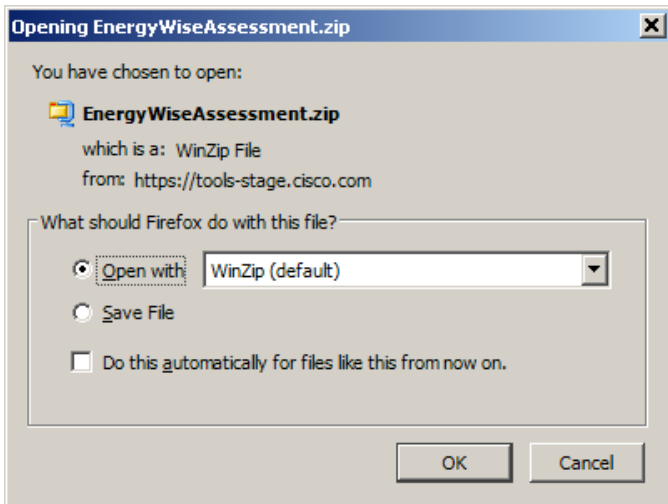
- Click the **Refresh** button to refresh the list of available reports that can be viewed.

The screenshot shows a window titled "My Reports" with a table of reports for "sch\_test\_4075" after a refresh. The table now includes the EnergyWise Assessment report.

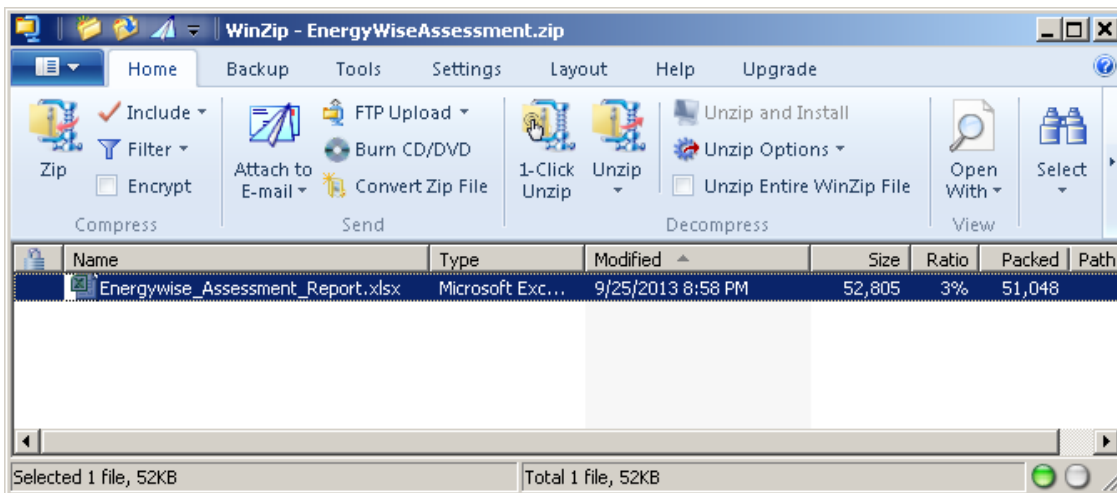
Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
EnergyWise Assessment	XLS	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	SE19_SR_conn_3_inv	2013-Sep-25 20:56:45 EDT	2013-Sep-25 20:58:14 EDT
IPv6 Assessment	PDF	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	SE19_SR_conn_3_inv	2013-Sep-25 20:46:51 EDT	2013-Sep-25 20:47:18 EDT
EnergyWise Assessment	XLS	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	SE19_SR_conn_3_inv	2013-Sep-25 20:46:46 EDT	2013-Sep-25 20:47:26 EDT
Executive/Management Sumr	PDF	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	My Test CR1	2013-Sep-25 17:54:26 EDT	2013-Sep-25 17:54:12 EDT
Uncovered Device Report	XLS	CAJUN DE ANCHORAGE (1 MONTHS DE PENDING DEL)	My Test CR1	2013-Sep-25 17:54:18 EDT	2013-Sep-25 17:55:41 EDT



- Click the Energywise Assessment Report's corresponding **XLS** hyperlink; the Opening EnergywiseAssessment.zip window appears.



- Select the **Open With** radio button, and then click **OK**; the file is downloaded and the WinZip window opens with the Energywise\_Assessment\_Report .xlsx file inside.




- Double-click the **Energywise\_Assessment\_Report.xlsx** file to open the file; the Energywise\_Assessment\_Report.xlsx file opens.

The Energywise Assessment Report has the following three spread sheets:

- [Summary Spread Sheet](#)
- [EnergyWise Spread Sheet](#)
- [Glossary Spread Sheet](#)

## Summary Spread Sheet

The Summary spread sheet contains an overview of the EnergyWise report, and identifies information about the network the data was gathered from.

EnergyWise Summary		
Energy consumption is a fundamental concern of most organizations. In response to rising energy costs, government directives, and environmental concerns, businesses are looking to control their energy usage. Cisco EnergyWise enables companies to measure and manage the power consumption of network infrastructure and network-attached devices to realize increased cost savings, and potentially affecting any powered device. Cisco EnergyWise encompasses a highly intelligent network-based management and control energy between management applications and endpoints. The network discovers Cisco EnergyWise manageable devices and enables the monitoring of energy consumption.		
	<b>Partner</b>	CISCO SYSTEMS INC - CREDIT CARD
	<b>Customer</b>	CISCO SYSTEMS LTD
	<b>Inventory Name</b>	SE1-10_CSPC2-3_RC2-2_WorkStation_DEFAULTCP
	<b>Appliance ID</b>	CSP0001007257
	<b>Collection Name</b>	SE1-10_CSPC2-3_RC2-2_WorkStation_DEFAULTCP
	<b>Date Report Created</b>	December 11, 2013
	<b>Collection Date</b>	2013-12-04
<input type="button" value="Unmask IP Address"/>		



**Note** The “Unmask IP Address” function is available in the current report; see Unmask Hostnames and IP Addresses in Off-line Reports for more details

### EnergyWise Spread Sheet

The EnergyWise spread sheet contains details about each device found in the network and their EnergyWise capability.

Cisco Discovery Service					
EnergyWise Profile					
Assessment Summary					
Device ID	Product Family	Serial Number	OS Version	EnergyWise Capability	Recommended OS Version
192.168.95.54	Cisco Catalyst Express 520 Series Switches	FOC123456789	12.2(35)EX1	Unsupported	
192.168.95.208	Cisco Aironet 1200 Series	FAE123456789	12.3(2)JA5	Unsupported	
192.168.96.2	Cisco Catalyst 3500 Series XL Switches	CAT3500-208	12.0(5)WC3b	Unsupported	
192.168.96.34	Cisco Catalyst 3560 Series Switches	CAT3560-34	12.2(25)SEE2	Unsupported	
192.168.96.55	Cisco 1800 Series Integrated Services Routers	ISR1800-55	12.4(22)T	Unsupported	

The device id is the IP address of the device, and the Recommended OS Version is the OS version that is recommended to potentially make the device EnergyWise Capable.

### Glossary Spread Sheet

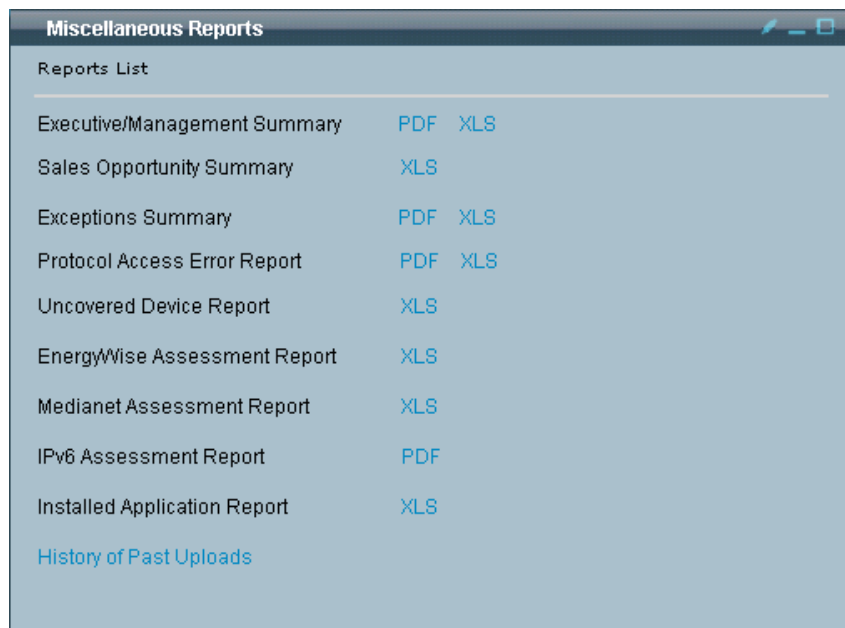
The Glossary spread sheet contains terms and associated definitions for each column that is in the EnergyWise spread sheet. The definitions describe the meaning of the data that is associated to each respective EnergyWise column.

Key Term	Definition
<b>Device ID</b>	Unique identifier assigned to a found record within a network collection.
<b>Product Family</b>	Grouping of similar Cisco Product Models.
<b>Serial Number</b>	Unique, identifying number or group of numbers and letters assigned to an individual piece of hardware or software. A
<b>OS Version</b>	Current OS version running on the device
<b>Recommended OS Version</b>	Recommended OS version needed that will potentially make the device EnergyWise Capable
<b>EnergyWise Capability</b>	Informs whether the Device is Capable, Not Capable( Hardware Incapable, Software Incapable ), Unsupported Capable: Device is EnergyWise capable. Hardware Incapable: The hardware installed does not support EnergyWise. Software Incapable: The software the device is running does not support EnergyWise. Unsupported : Product is unsupported.

## Medianet Assessment Report

Medianet is an intelligent network that has an end-to-end architecture that provides a media-optimized network. The Medianet Assessment Report is a Cisco Discovery Service (CDS) report that provides comprehensive lifecycle service offerings that help customers better prepare, deploy, manage, and service multimedia network capabilities. The XLS version of this report can be requested from the [Miscellaneous Reports](#) pod. The requested version of the report can be accessed from the [My Reports](#) pod.

To access a Medianet Assessment Report, perform the following steps:



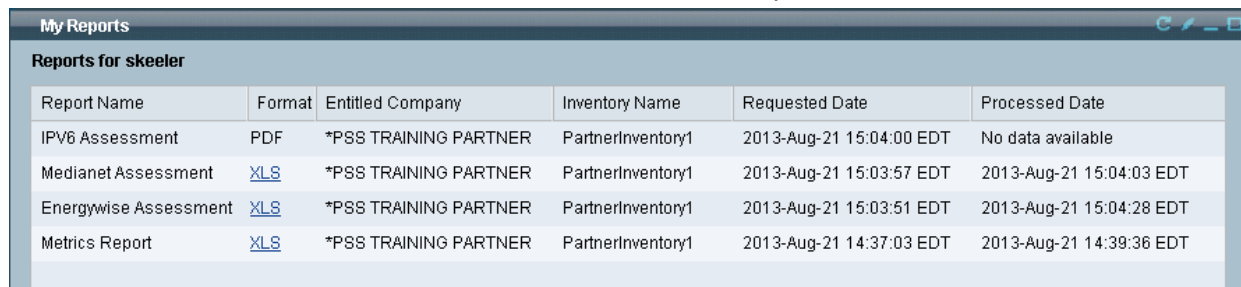
- In the Miscellaneous Reports pod click the corresponding XLS hyperlink for the Medianet Assessment Report; an info box appears when your requested report is available in the My Reports pod.



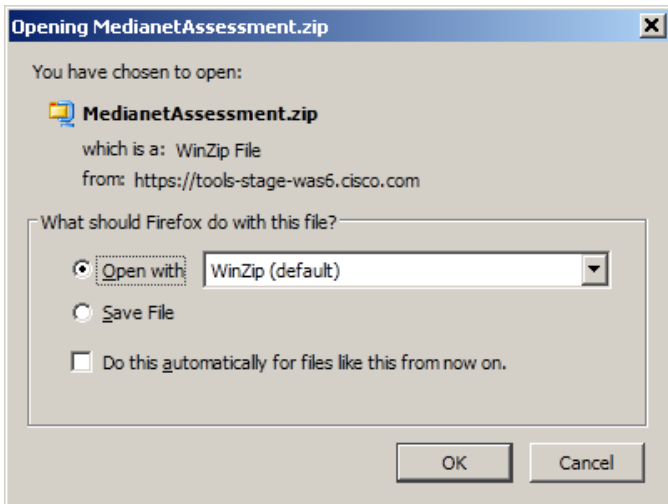
- Go to the My Reports pod.



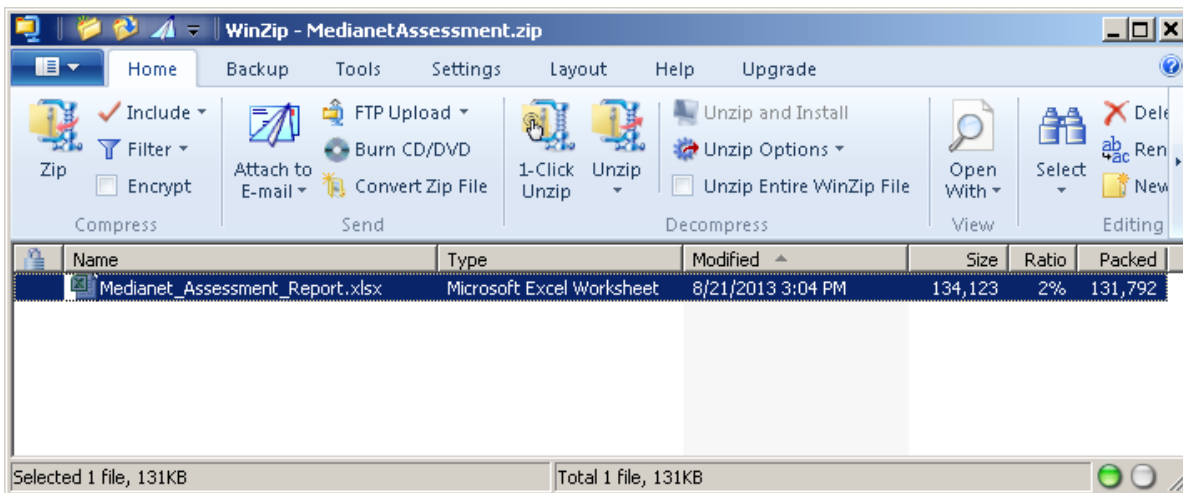
- Click the **Refresh** button to refresh the list of available reports that can be viewed.



- Click the Medianet Assessment Report’s corresponding **XLS** hyperlink; the Opening MedianetAssessment.zip window appears.



- Select the **Open With** radio button, and then click **OK**; the file is downloaded and the WinZip window opens with the Medianet\_Assessment\_Report.xlsx file inside.



- Double-click the **Medianet\_Assessment\_Report.xlsx** file to open the file; the Medianet\_Assessment\_Report.xlsx file opens.

The Medianet Assessment Report has the following spread sheets:


- Summary Spread Sheet
- Medianet Profile Data Spread Sheet
- Medianet Profile Introduction Spread Sheet
- Glossary Spread Sheet
- Cisco Legal and Copyright Info Spread Sheet

### Summary Spread Sheet

The Summary spread sheet contains an overview of the Medianet and the Assessment Report, and identifies information about the network the data was gathered from.

## Medianet Profile Report Summary

A medianet is an intelligent network optimized for rich media. It is an end-to-end architecture for a media-optimized network comprising advanced, intelligent technologies and Customers are evolving from their existing network architectures to Cisco® capabilities for medianet architecture deployments to enable them to deliver a more visual, social, – cost effectively along with the necessary services they need to support the increasing number of rich-media applications on their enterprise networks.

	Partner	CISCO SYSTEMS INC - CREDIT CARD	
	Customer	CISCO SYSTEMS LTD	
	Inventory Name	SE1-10_CSPC2-3_RC2-2_WorkStation_DEFAULTCP	<input type="button" value="Unmask IP Address"/>
	Appliance ID	CSP0001007257	
	Collection Name	SE1-10_CSPC2-3_RC2-2_WorkStation_DEFAULTCP	
	Date Report Created	2013-12-11 21:27:41	
	Collection Date	2013-12-04 00:00:00	

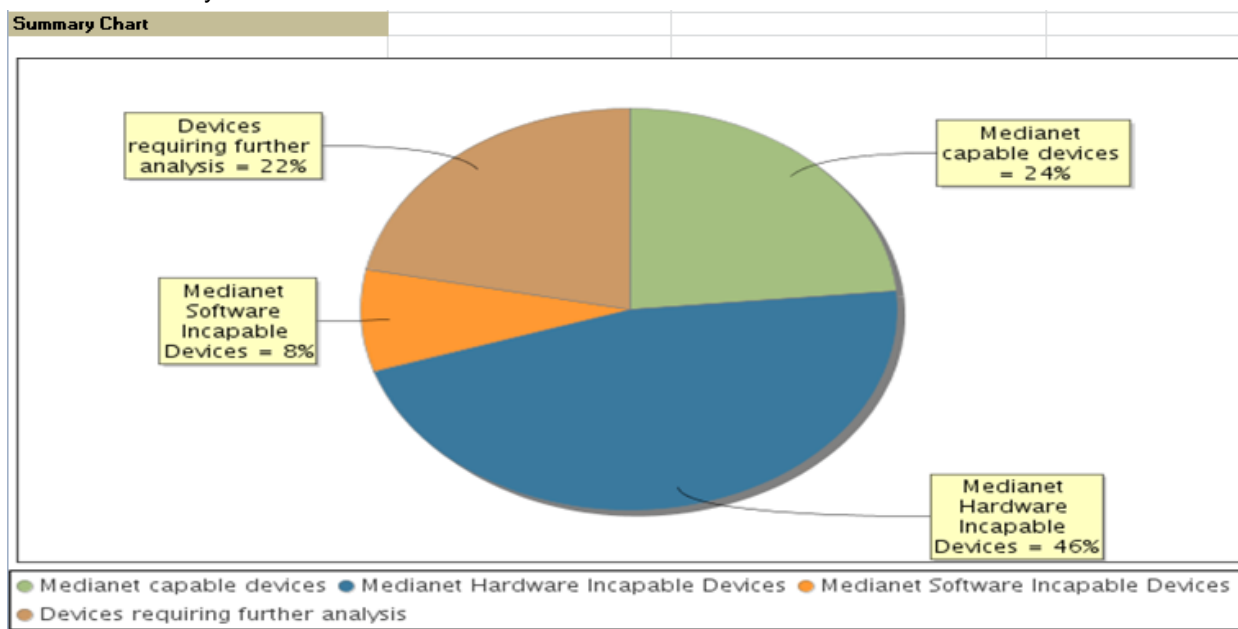


**Note** The “Unmask IP Address” function is available in the current report; see Unmask Hostnames and IP Addresses in Off-line Reports for more details

## Medianet Profile Data Spread Sheet

This spread sheet has several areas of data that it represents:

- Summary Chart



- Assessment Summary

Assessment Summary			
Medianet Profile Summary	Number of Devices	% of Total Devices	
Devices that are currently Medianet capable; hardware, software and feature upgrades are not required.	40	23.53	
Devices that are primarily hardware incapable to support Medianet and require hardware upgrade.	79	46.47	
Devices that are primarily software incapable to support Medianet and require software upgrade.	14	8.24	
Devices that are primarily feature incapable to support Medianet and require feature configuration.	0	0.0	
Devices for which assessment was unable to determine Medianet support.	37	21.76	
Contact your Cisco account or service team to obtain migration recommendations for Medianet.			

• Device Migration Recommendations

Device Migration Recommendations							
Device ID	Existing Hardware	Existing Software	User Assigned Place in Network (PIN)	User Selected Focus Area	Recommended Hardware	Recommended Software	Feature Configuration Recommendation and Guide
10.10.10.1	Cisco 7200 Series Routers	12.3(8)T11	None	None	1xxx ASR	1. 1xxx Software migration recommendation for hardware platform 1xxx and software package 1P	None
10.10.10.2	Cisco Catalyst 4500 Series Switches		None	None	None		None
10.10.10.3	Cisco Aironet 1200 Series		None	None	None		None
10.10.10.4	Cisco Catalyst 6500 Series Switches		None	None	None		None



**Note** The device id is the IP address of the device, and the “Unmask Data Privacy Data” function is not available in the current reports. Users need to manually perform the unmasking.

### Medianet Profile Introduction Spread Sheet

This spread sheet contains information about Medianet and its capabilities and how the Medianet Profile helps organizations integrate their Cisco hardware devices and software applications into a rich-media network.

## Medianet Profile Introduction

Cisco® Medianet capabilities extend the boundary of networks to the endpoints, creating tight integration applications delivered over a variety of endpoints. Cisco endpoints are equipped with the Media Sense consistently take advantage of intelligent network services that improve video experience and quality. The network to become media-aware so that the network can intelligently apply critical network services. Rich-media applications to become network-aware, enabling them to dynamically adapt to network tighter network integration

Cisco Networking Capabilities for Medianet provides capabilities across a range of network and end optimize rich-media applications. Today’s Cisco Networking Capabilities for Medianet focuses on red the video experience. The capabilities also provide much improved visibility into the network to acc video, and data on the network.

The Cisco Discovery Service Medianet Profile helps organizations ensure the successful migration to r in order to realize the full value of a video technology investment. Medianet Profile assesses the reac infrastructure and provides prepare and plan recommendations drawing from Cisco best practices.

## ***Glossary Spread Sheet***

The Glossary spread sheet contains terms and associated definitions for most of the columns in the Device Migration Recommendations section of the Medianet Profile Data spread sheet.

<b>Key Term</b>	<b>Definition</b>
Device ID	Unique identifier assigned to a found record within a network collection.
Existing Hardware	Hardware found in the network during the discovery.
Existing Software	OS Version currently running in the discovered Hardware.
Recommended Hardware	Hardware recommended to make device Medianet Capable.
Recommended Software	OS Version upgrade to make device Medianet Capable.
User Assigned PIN	Different portions of the network play different roles in an overall end-to-end Branch, Endpoint or Enterprise WAN.
User Selected Focus Area	The focus area determines what features a customer wants to enable. Exam
Feature Recommendation	Specific feature configuration recommendation for the device.

## ***Cisco Legal and Copyright Info Spread Sheet***

This spread sheet contains legal information about Cisco copyrights and the information presented in the Medianet product.



## IPv6 Assessment Report

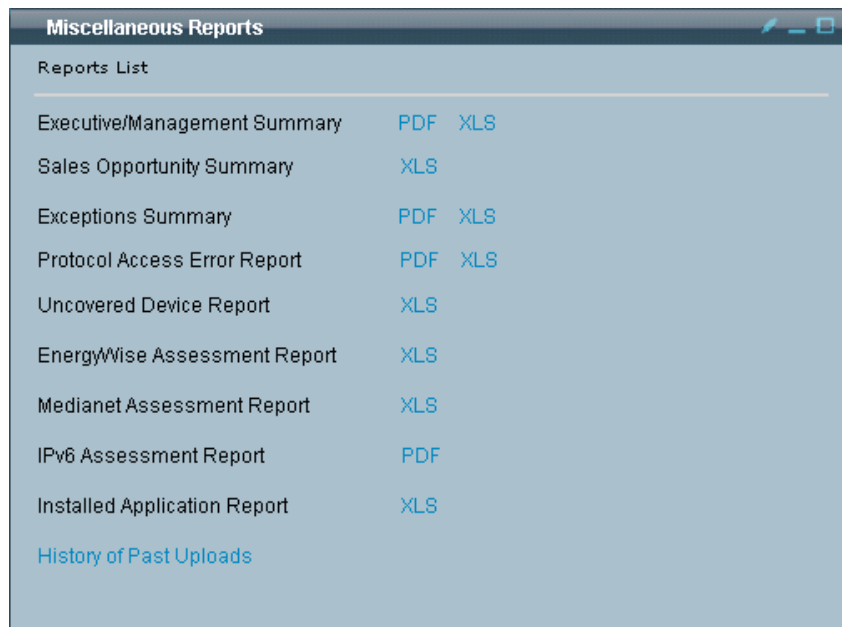
This provides information on the following areas:

- IPv6 Assessment Report Access
- IPv6 Assessment Report Components

### IPv6 Assessment Report Access

IPv6 is the solution to the growing shortage of IPv4 addresses, and the IPv6 Assessment Report is a Cisco Discovery Service (CDS) report that evaluates the customer's network and assesses their devices IPv6 readiness.

To access an IPv6 Assessment Report, perform the following steps:



- In the Miscellaneous Reports pod click the Reports List pane appears.
- In the Miscellaneous Reports pod click the corresponding **XLS** hyperlink for the **IPv6 Assessment Report**; an info box appears when your requested report is available in the My Reports pod.

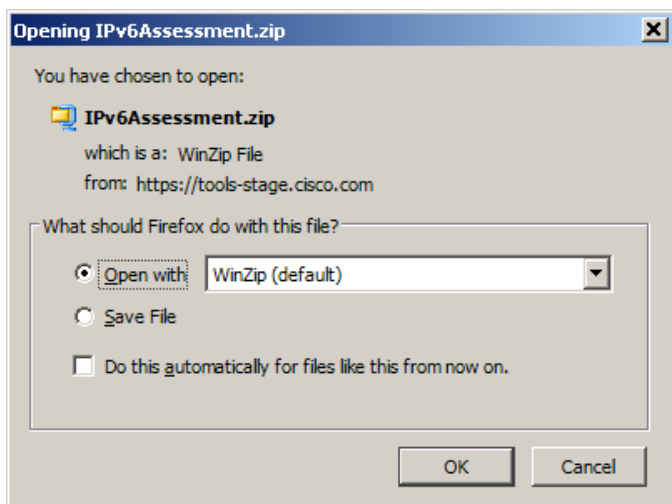


- Go to the My Reports pod.

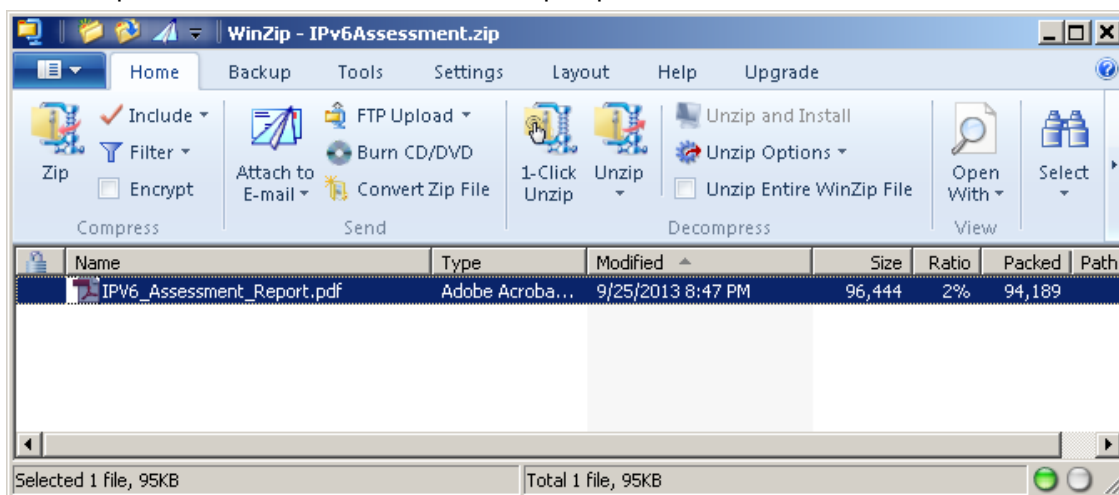
The screenshot shows a window titled "My Reports" with a table of reports for "sch\_test\_4075".

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
EnergyWise Assessment	XLS	CAJUN DE ANCHORAGE 1 MONTHS DE PRECISAO (CJL)	SE19_SR_conn_3_inv	2013-Sep-25 20:56:45 EDT	2013-Sep-25 20:58:14 EDT
IPv6 Assessment	PDF	CAJUN DE ANCHORAGE 1 MONTHS DE PRECISAO (CJL)	SE19_SR_conn_3_inv	2013-Sep-25 20:46:51 EDT	2013-Sep-25 20:47:18 EDT
EnergyWise Assessment	XLS	CAJUN DE ANCHORAGE 1 MONTHS DE PRECISAO (CJL)	SE19_SR_conn_3_inv	2013-Sep-25 20:46:46 EDT	2013-Sep-25 20:47:26 EDT
Executive/Management Sumr	PDF	CAJUN DE ANCHORAGE 1 MONTHS DE PRECISAO (CJL)	My Test CR1	2013-Sep-25 17:54:26 EDT	2013-Sep-25 17:54:12 EDT
Uncovered Device Report	XLS	CAJUN DE ANCHORAGE 1 MONTHS DE PRECISAO (CJL)	My Test CR1	2013-Sep-25 17:54:18 EDT	2013-Sep-25 17:55:41 EDT

- Click the **Refresh** button to refresh the list of available reports that can be viewed.



- Select the **Open With** radio button, and then click **OK**; the file is downloaded and the WinZip window opens with the IPv6\_Assessment\_Report.pdf file inside.



- Double-click the **IPv6\_Assessment\_Report.pdf** file to open the file; the IPv6\_Assessment\_Report.pdf file opens.

## IPv6 Assessment Report Components

The IPv6 Assessment Report PDF file contains the following information:



**Report:** IPv6 Assessment Report

**Partner:** TELLUS COMMUNICATIONS INC

**Customer:** TELLUS COMMUNICATIONS INC

**Inventory Name:** SE19\_SR\_conn\_Hot-fix

**Appliance ID:** CSP0001005743

**Collector Name:** SE19\_SR\_conn\_Hot-fix

**Date Report Created:** 09/26/2013

**Collection Date:** 09/18/2013

- Identifies the partner and associated customer from whom the inventory information was obtained.

IPv6 Profile : TELLUS COMMUNICATIONS INC 3780 09/26/2013 05:13:23

This report provides an assessment summary of devices in the network by categorizing them into following:

- IPv6-Capable Devices
- Devices Not IPv6-Capable
- Devices requiring Software/Memory Upgrades for IPv6 Capability
- Devices requiring Further Analysis for IPv6 Capability

Scorecard Summary		
Category	Device Count	% of Total Count
1. IPv6 Capable	0	0.0
2. NOT Capable	3	7.14
3. Requires Upgrade (Software OS/Feature Set or DRAM/Flash)	10	23.8
4. Further Analysis Required	29	69.04
<b>TOTAL</b>	<b>42</b>	<b>100%</b>

Device Summary Table			
Product Name	Product Type	Device Count	% of Total Count
AS2511-RJ	Cisco 2500 Series Access Servers	3	7.14
CISCO2651	Cisco 2600 Series Multiservice Platforms	2	4.76
CISCO2811	Cisco 2800 Series Integrated Services Routers	2	4.76
CISCO2921/K9	Cisco 2900 Series Integrated Services Routers	2	4.76
WS-C3560-24PG-S	Cisco Catalyst 3560 Series Switches	2	4.76
D-0634-07	Cisco Catalyst 2960 Series Switches	1	2.38
AIR-AP1131G-P-K9	Cisco Aironet 1130 AG Series	1	2.38
ASR1002	Cisco ASR 1000 Series Aggregation Services Routers	1	2.38
ASR1004	Cisco ASR 1000 Series Aggregation Services Routers	1	2.38
CISCO1701-K9	Cisco 1700 Series Modular Access Routers	1	2.38
CISCO1751	Cisco 1700 Series Modular Access Routers	1	2.38
CISCO1841	Cisco 1800 Series Integrated Services Routers	1	2.38
CISCO2620	Cisco 2600 Series Multiservice Platforms	1	2.38
CISCO2621	Cisco 2600 Series Multiservice Platforms	1	2.38
CISCO2801	Cisco 2800 Series Integrated Services Routers	1	2.38
CISCO2851	Cisco 2800 Series Integrated Services Routers	1	2.38
CISCO2911/K9	Cisco 2900 Series Integrated Services Routers	1	2.38
CISCO2951/K9	Cisco 2900 Series Integrated Services Routers	1	2.38
CISCO3620	Cisco 3600 Series Multiservice Platforms	1	2.38
CRS-16-LCC	Cisco Carrier Routing System	1	2.38
CRS-4-CH	Cisco Carrier Routing System	1	2.38
DG-C9216-K9	Cisco MDS 9200 Series Multilayer Switches	1	2.38
UC520-16U-4FXO-K9	Cisco Unified Communications 500 Series for Small Business	1	2.38
UC520-32U-8FXO-K9	Cisco Unified Communications 500 Series for Small Business	1	2.38
WS-C2940-8TF-S	Cisco Catalyst 2940 Series Switches	1	2.38
WS-C2950G-24-EI	Cisco Catalyst 2950 Series Switches	1	2.38
WS-C2960-24PC-L	Cisco Catalyst 2960 Series Switches	1	2.38
WS-C2960-24TC-L	Cisco Catalyst 2960 Series Switches	1	2.38
WS-C3560E-24TD-E	Cisco Catalyst 3560-E Series Switches	1	2.38
WS-C3750-24TS-S	Cisco Catalyst 3750 Series Switches	1	2.38
WS-C3750E-48PD-EF	Cisco Catalyst 3750 Series Switches	1	2.38
WS-C3750G-24WS-S25	Cisco Catalyst 3750 Series Switches	1	2.38
WS-C3750G-48PG-S	Cisco Catalyst 3750 Series Switches	1	2.38
WS-C4503	Cisco Catalyst 4500 Series Switches	1	2.38
WS-C4503-E	Cisco Catalyst 4500 Series Switches	1	2.38
WS-C6509	Cisco Catalyst 6500 Series Switches	1	2.38

- This portion of the report summarizes those areas that require additional analysis in order for the customer network to be able to support IPv6-based services. The devices are categorized into the following areas:
  - Devices that are IPv6 capable.
  - Devices that are NOT IPv6 capable
  - Those that require upgrades and what version they need to upgrade.
  - Those that require further analysis.

The next set of tables list the devices in the four previous categories.

IPv6 Profile : TELUS COMMUNICATIONS INC 3780 09/26/2013 05:13:23

Devices IPv6 Capable			
Device Name	Product Type	Product Name	OS Version

Devices NOT capable of supporting IPv6			
Device Name	Product Type	Product Name	OS Version
172.20.106.140	Cisco Catalyst 2950 Series Switches	WS-C2950G-24-EI	12.1(22)EA12
172.21.34.19	Cisco Aironet 1130 AG Series	AIR-AP1131G-P-K9	12.4(10b)JA
192.168.96.142	Cisco Catalyst 2940 Series Switches	WS-C2940-3TF-S	12.1(22)EA6

Devices Require Software or Memory Upgrade			
Device Name	Product Type	Product Name	OS Version
172.18.141.41	Cisco 2500 Series Access Servers	AS2511-RJ	12.0(5)T
172.18.142.198	Cisco 2500 Series Access Servers	AS2511-RJ	12.1(5)T12
172.20.106.32	Cisco Catalyst 3750 Series Switches	WS-C3750G-48PS-S	12.2(53)SE2
172.21.34.39	Cisco Catalyst 4500 Series Switches	WS-C4503-E	12.2(54)SG1
172.23.126.211	Cisco 2500 Series Access Servers	AS2511-RJ	12.1(2)T
192.168.96.103	Cisco Catalyst 3750 Series Switches	WS-C3750-24TS-S	12.2(25)SEE3
192.168.96.66	Cisco Catalyst 3560 Series Switches	WS-C3560-24PS-S	12.2(25)SEE2
192.168.96.71	Cisco Catalyst 3560 Series Switches	WS-C3560-24PS-S	12.2(25)SEE2
192.168.99.114	Cisco Catalyst 2960 Series Switches	WS-C2960-24TC-L	12.2(50)SE
192.168.99.2	Cisco Catalyst 3750 Series Switches	WS-C3750E-48PD-EF	12.2(25)SEE2

Devices Require Further Analysis			
Device Name	Product Type	Product Name	OS Version
172.18.104.14	Cisco Carrier Routing System	CRS-16-LCC	3.8.4[Default]
172.18.140.49	Cisco 2600 Series Multiservice Platforms	CISCO2621	12.1(27)
172.18.141.217	Cisco 2600 Series Multiservice Platforms	CISCO2651	12.2(7)
172.18.141.218	Cisco 2600 Series Multiservice Platforms	CISCO2651	12.2(17a)
172.18.141.53	Cisco 2600 Series Multiservice Platforms	CISCO2620	12.2(1)
172.18.51.114	Cisco 3600 Series Multiservice Platforms	CISCO3620	12.0(7)XK1
172.20.106.109	Cisco Catalyst 4500 Series Switches	WS-C4503	12.2(25)EWA14
172.20.106.33	Cisco Catalyst 2960 Series Switches	WS-C2960-24PC-L	12.2(44)SE6
172.20.70.67	Cisco 2800 Series Integrated Services Routers	CISCO2851	12.4(12c)
172.21.142.123	Cisco Carrier Routing System	CRS-4-CH	4.2.4[Default]
172.21.142.215	Cisco Catalyst 3750 Series Switches	WS-C3750G-24WS-S25	15.0(2)SE2
172.21.34.20	Cisco Catalyst 3560-E Series Switches	WS-C3560E-24TD-E	12.2(50)SE2
172.21.34.21	Cisco 2900 Series Integrated Services Routers	CISCO2951/K9	15.1(1)T2
172.21.34.22	Cisco ASR 1000 Series Aggregation Services Routers	ASR1002	12.2(33)XNF2
172.21.34.23	Cisco 2900 Series Integrated Services Routers	CISCO2921/K9	15.1(2)T2
172.21.34.24	Cisco 2900 Series Integrated Services Routers	CISCO2921/K9	15.0(1)M4
172.21.34.83	Cisco Catalyst 2960 Series Switches	D-0634-07	12.2(53)SE1
172.21.34.87	Cisco 2900 Series Integrated Services Routers	CISCO2911/K9	15.1(4)M1
172.23.164.71	Cisco ASR 1000 Series Aggregation Services Routers	ASR1004	15.2(1)S
172.23.183.245	Cisco MDS 9200 Series Multilayer Switches	DS-C9216-K9	3.3(5)
172.25.121.162	Cisco Unified Communications 500 Series for Small Business	UC520-16U-4FXO-K9	12.4(11)XW6
172.25.121.18	Cisco 2800 Series Integrated Services Routers	CISCO2801	12.4(3h)
192.168.96.172	Cisco 2800 Series Integrated Services Routers	CISCO2811	12.3(14)T7
192.168.96.178	Cisco Unified Communications 500 Series for Small Business	UC520-32U-8FXO-K9	12.4(11)XW6
192.168.96.64	Cisco Catalyst 6500 Series Switches	WS-C6509	12.2(33)GX15
192.168.99.102	Cisco 1700 Series Modular Access Routers	CISCO1751	12.3(26)
192.168.99.116	Cisco 1700 Series Modular Access Routers	CISCO1701-K9	12.4(25)
192.168.99.118	Cisco 1800 Series Integrated Services Routers	CISCO1841	12.4(1c)

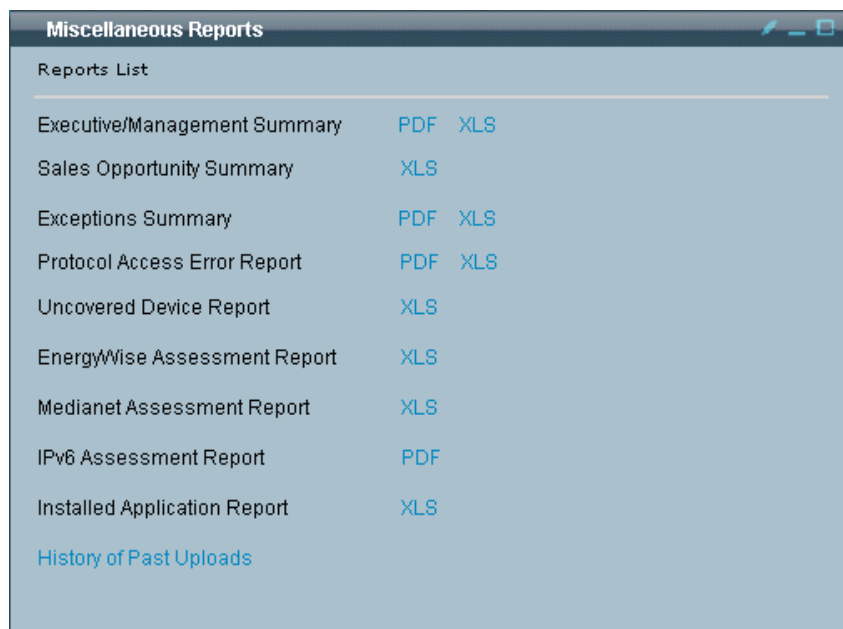
## Installed Application Report

This section covers the following areas:

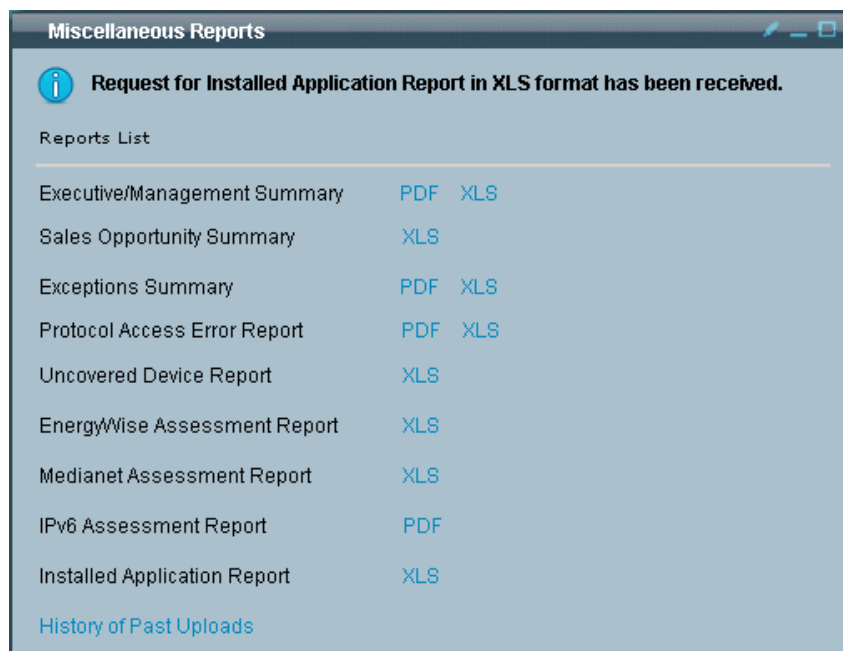
- Generating the Installed Application Report
- Installed Application Report Content

### Generating the Installed Application Report

The Installed Application Report is a . This offline report is generated from the Miscellaneous pod. To generate an Installed Application Report, perform the following steps:




- Click the **XLS** option for the Sales Opportunity Summary report.



- An informational message appears, indicating the request has been received.

- Go to My Reports to see the Sales Opportunity Summary report.

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
Installed Application Report	<a href="#">XLS</a>	CISCO SYSTEMS LTD	PSS17-SWAPPDemo	2014-Feb-13 23:31:49 EST	2014-Feb-13 23:32:01 EST
Sales Opportunity Summary	<a href="#">XLS</a>	CISCO SYSTEMS LTD	PSS17-SWAPPDemo	2014-Feb-13 22:42:27 EST	2014-Feb-13 22:45:58 EST
Uncovered Device Report	<a href="#">XLS</a>	CISCO SYSTEMS LTD	PSS17-SWAPPDemo	2014-Feb-13 22:13:38 EST	2014-Feb-13 22:16:26 EST
Uncovered Device Report	<a href="#">XLS</a>	CISCO SYSTEMS LTD	SE1-10_CSPPC2_3-patch test	2014-Feb-13 10:58:31 EST	2014-Feb-13 10:59:02 EST
Uncovered Device Report	<a href="#">XLS</a>	CISCO SYSTEMS LTD	SE1-10_CSPPC2_3-patch test	2014-Feb-13 10:39:55 EST	2014-Feb-13 10:40:35 EST

- Find the Installed Application Report in the My Reports pod, and then click the corresponding **XLS**.
- If the Installed Application Report is not visible in My Reports, then you may have to click the **Refresh** icon  until the report has been added to the reports list in the My Reports pod.

### Installed Application Report Content

- The Installed Application offline report contains the following tabs
- Summary
- Installed Applications
- About the Report

### Summary

The Installed Applications Report provides details about applications are installed on devices that were collected in the uploaded Inventory.

**Installed Application Report**

The Installed Applications Report provides information on applications installed on devices that were collected in the uploaded Inventory. The contents of this report are based on the software applications installed and collected as of the upload date and time which appears below.

Summary	
Entitled Company	CISCO SYSTEMS LTD
Inventory Name	PSS17-SWAPPDemo
Appliance ID	CSP0001007685
Report Date	2014-FEB-13
Upload Date Time	2014-02-11 18:18:54

### Installed Applications

Contents of the Installed Applications tab are based on software applications installed and collected as of the upload date and time, which appears on the Summary tab. Details about each application include the IP Address, the name and version of the application, the location where it is installed, Serial number, PID, install and latest run time. You can use this information for planning upgrades and supporting the software currently installed.

### About the report

Provides information about what data is available in the different tabs associated to the Installed Application Report.

### History of Past Uploads

Provides a history of all the past uploads that have been performed:



MONTH	Appliance (TGWSS00002841)	Appliance (TGWSS00002888)	Appliance (TGWSS00002889)	Appliance (TGWSS00002890)
JUL, 2010		02JUL/2010	02JUL/2010 23:04:05 EDT, 02JUL/2010 22:02:18 EDT	03JUL/2010
JUN, 2010	30JUN/2010			
MAY, 2010				
APR, 2010				
MAR, 2010				
FEB, 2010				
JAN, 2010				
DEC, 2009				
NOV, 2009				
OCT, 2009				
SEP, 2009				

## Unmask Hostnames and IP Addresses in Off-line Reports

This section describes the process for unmasking hostnames and IP Addresses on certain offline reports (EnergyWise Assessment Report, and Medianet Assessment Report). The masking of sensitive customer data is performed on the CSPC device. The unmasking process for the following CSPC DPA-based versions are described:

- CSPC 2.1 and 2.2 Based DPA Collection
- [CSPC 2.3 Based DPA Collection](#)

### CSPC 2.1 and 2.2 Based DPA Collection

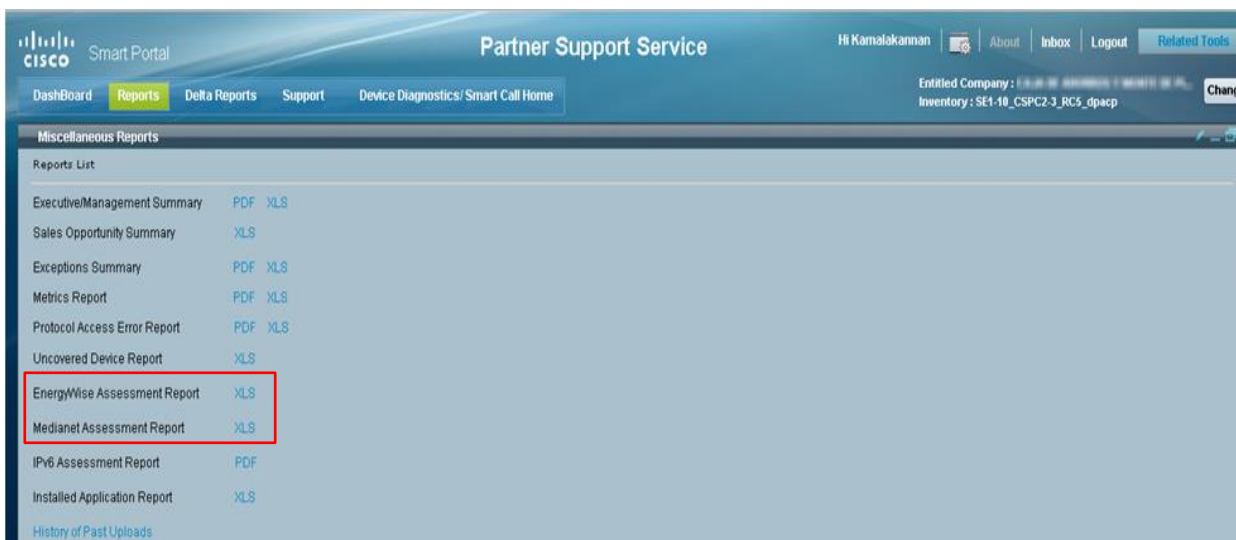
This section describes the process of unmasking the Hostnames and IP Addresses in Off-line reports CSPC 2.1 and 2.2 based DPA collection. To unmask the hostnames and IP addresses, perform the following steps:

The screenshot shows the Cisco Smart Portal interface for Partner Support Service. The user is logged in as Hi Kamalakannan. The 'Reports' tab is selected, and the 'Miscellaneous Reports' sub-tab is active. A dialog box titled 'Entitled Company and Inventory Selection' is open, prompting the user to select an entitled company and inventory name. The dialog box contains the following fields:

- Entitled Company:** A dropdown menu with the selected value 'SE1-10\_CSPC2-3\_RC5\_dpacp'.
- Inventory:** A dropdown menu with the selected value 'SE1-10\_CSPC2-3\_RC5\_dpacp'.
- Submit:** A button to confirm the selection.

- Go to the smart portal Reports, and then select an entitled company and Inventory name.
- Click **Submit**.



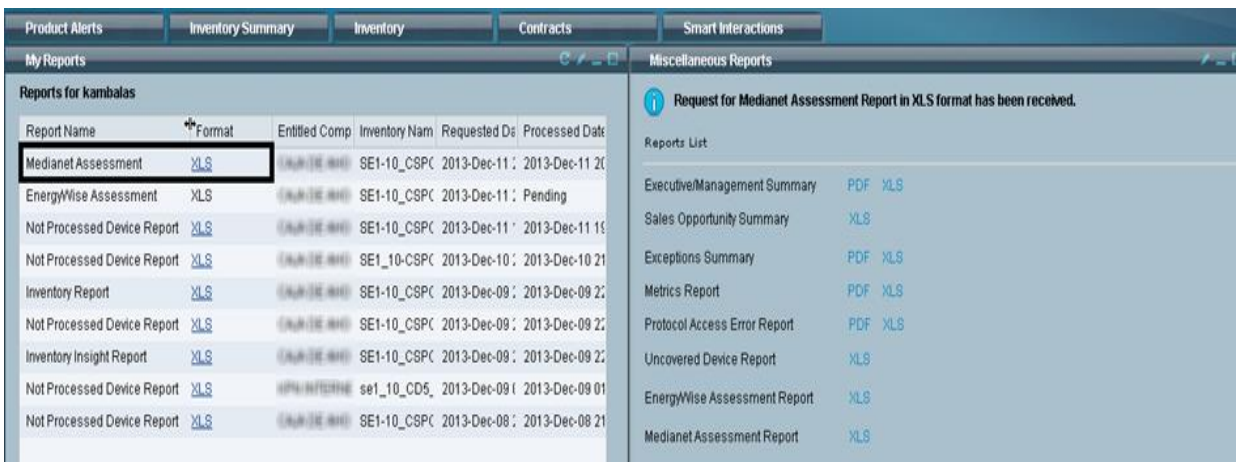


- Open the Miscellaneous Reports pod,



**Note** Both of the following reports from the Miscellaneous Reports pod use the same unmask procedure:

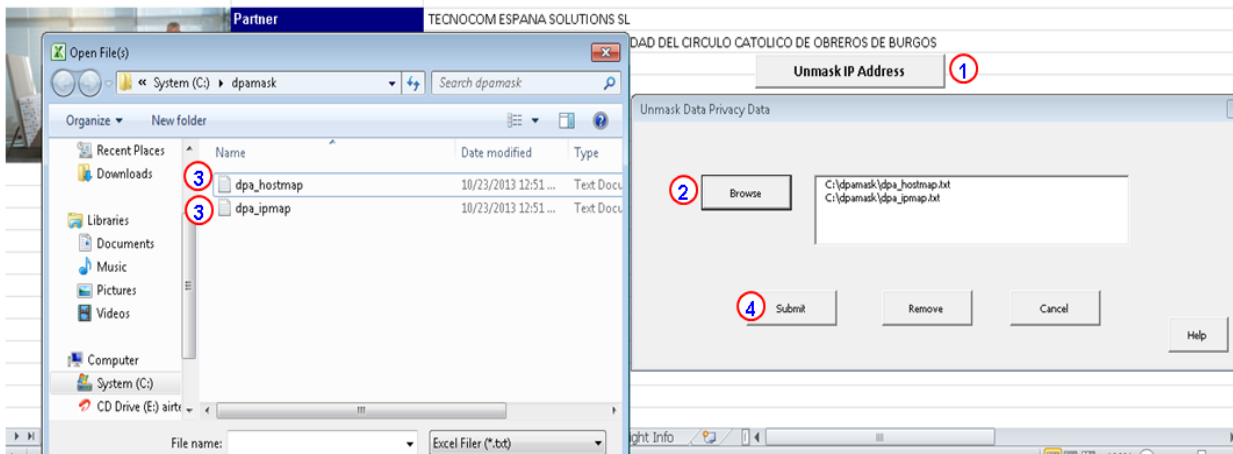
- EnergyWise Assessment Report
- Medianet Assessment Report
- Click the corresponding **XLS** for either the EnergyWise Assessment Report, or the Medianet Assessment Report. The selected report is generated and is available in the My Reports pod.



- Go to the My Reports pod and find the previously generated report.
- Click the report's corresponding **XLS** to open the report.

### Medianet Profile Report Summary

A medianet is an intelligent network optimized for rich media. It is an end-to-end architecture for a media-optimized network comprising advanced, intelligent technologies and devices in a platform optimized for the delivery of rich-media. Customers are evolving from their existing network architectures to Cisco capabilities for medianet architecture deployments to enable them to deliver a more visual, social, personal, and interactive experience to end users – cost effectively along with the necessary services they need to support the increasing number of rich-media applications on their enterprise networks.



- On the Summary worksheet click **Unmask IP Address** ①
- Click **Browse**, ② and then select the mapping files, ③ which was created on and downloaded from the CSPC.

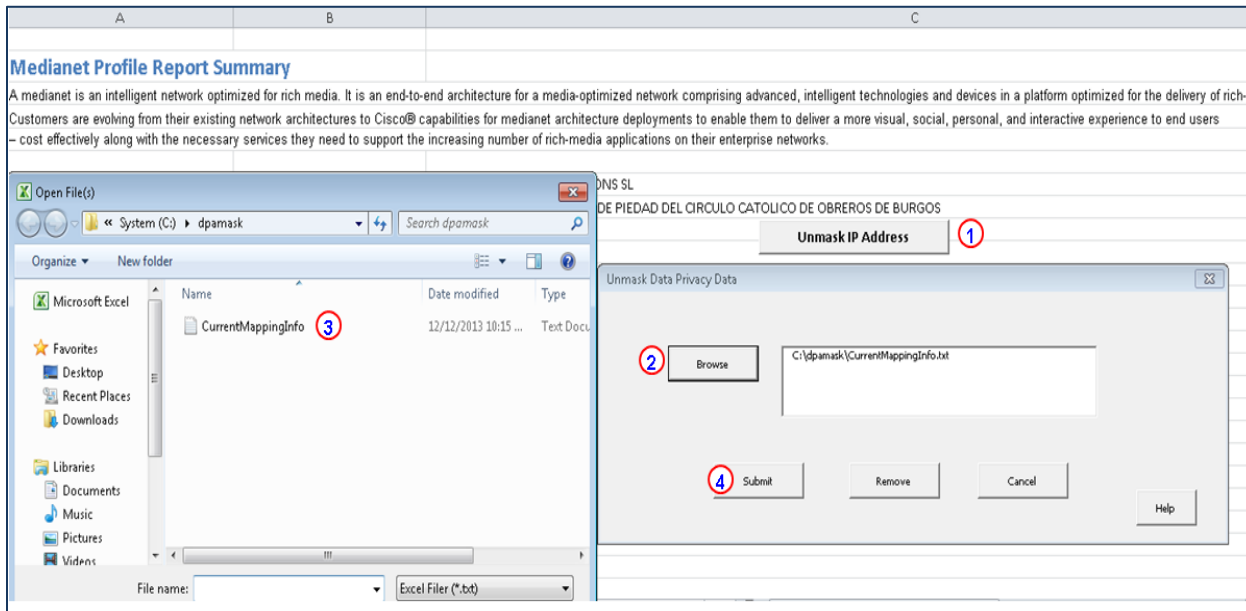


**Note** Select BOTH mapping files (dpa\_hostmap, and dpa\_ipmap).

- Click **Submit**. ④
- Now the user will see the unmasked IP addresses and hostnames in the report.

## CSPC 2.3 Based DPA Collection

The unmask process for the CSP-C 2.3 based DPA collection is identical to the previous unmask process for the CSPC 2.1 and 2.2 Based DPA Collection, except for the last step, which is selecting the DPA map file. With CSPC 2.3 you are selecting only one map file **1** instead of two map files. See next graphic for the map file selection process.



- On the Summary worksheet click **Unmask IP Address** **1**
- Click **Browse**, **2** and then select the map file, **3** which was created on and downloaded from the CSPC.



**Note** The selected map file in CSPC 2.3 is the **CurrentMappingInfo.txt** file.

- Click **Submit**. **4**
- Now the user will see the unmasked IP addresses and hostnames in the report.

## Product Alerts Report

Product Alerts pod provides details for the following type alerts reports:

- Hardware alerts
- Software alerts
- PSIRT alerts
- IntelliShield Alerts



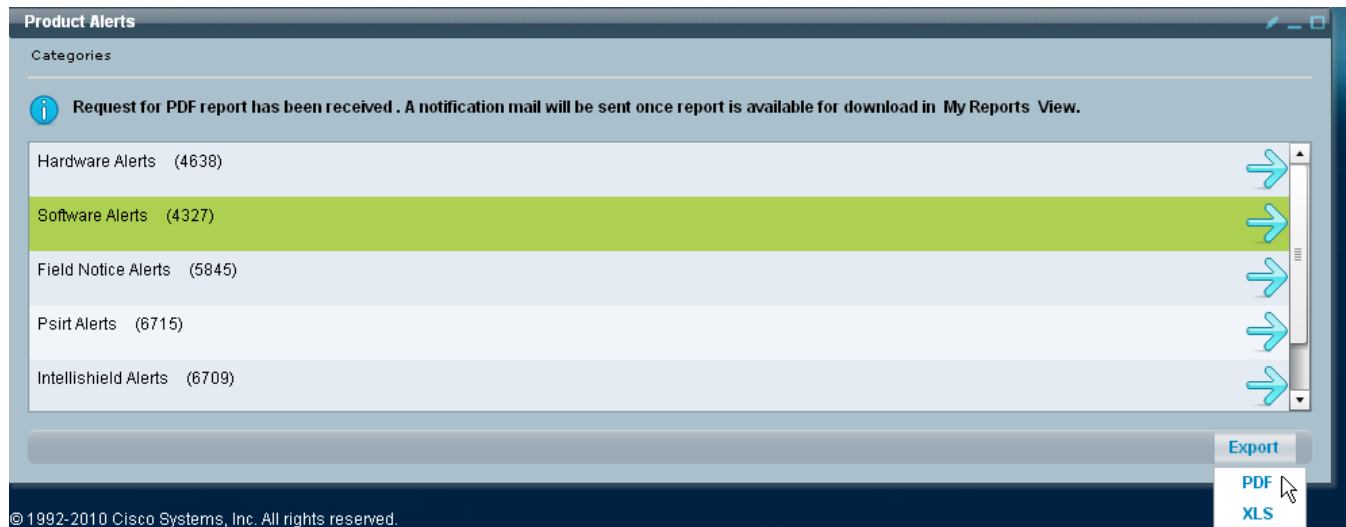
**Note** The User Guide will use the hardware alerts process path to describe how the user can get more details about the hardware alerts in the Latest Product Alerts section. Once this process flow has been explained it can then be applied to the remaining alerts, since the described process flow is common to all.

See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process.

## Categories

Displays all the categories of affected chassis and affected cards and indicates their device count details. All cards are classified into one category called "Modules".

To see details about specific type alert, perform the following steps:



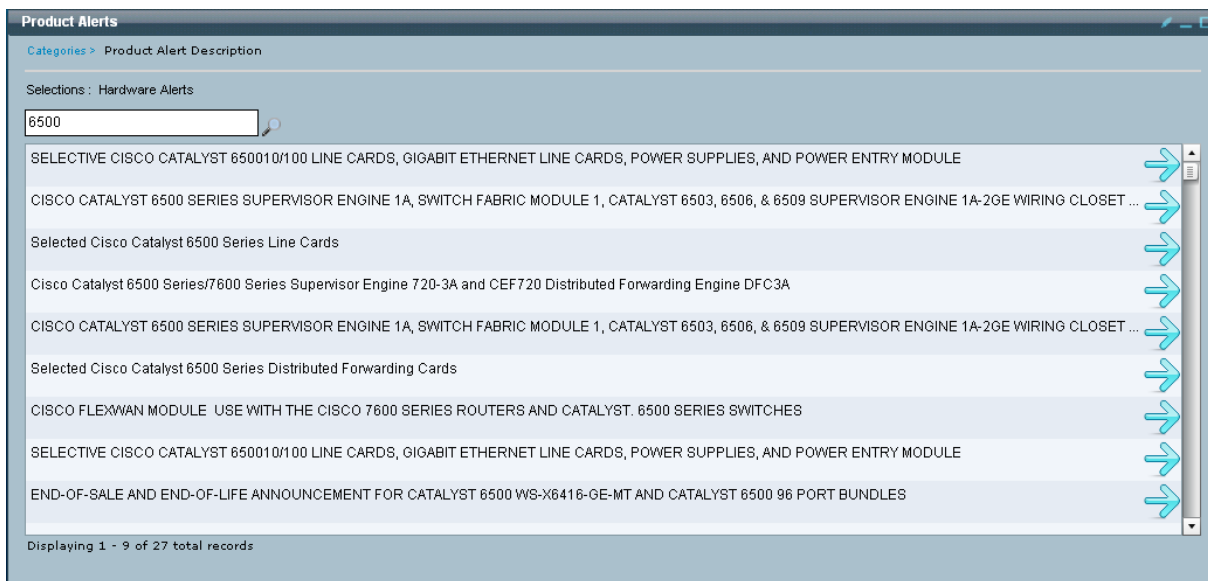
- You can obtain a PDF or XLS version of an alert report, by using the export function.
- When the report has been generated go to My Reports pod to see the report.



- To see inline details of an alert type, click the corresponding arrow for the type alert you want details about; the corresponding Product Alert Description pod appears.

## Product Alert Description

The pod view displays all the alerts associated to the selected alert type. To see details about a specific product alert perform the following steps:

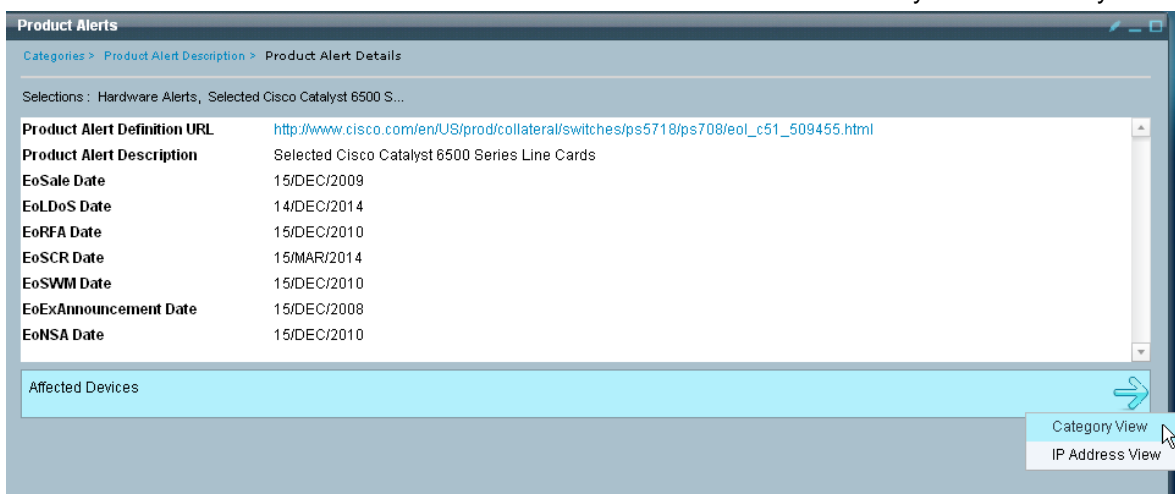


- Use the [search criteria field](#) to filter the number of items displayed in the view.
- Select the corresponding product alert arrow to get product alert details.

### Product Alert Details

This pod contains information about a specific alert and identifies pertinent information;

- URL to the actual alert.
- Brief product alert description.
- A variety of alert notification dates.
- An Affected Devices link to see what devices in the selected inventory are affected by this alert.

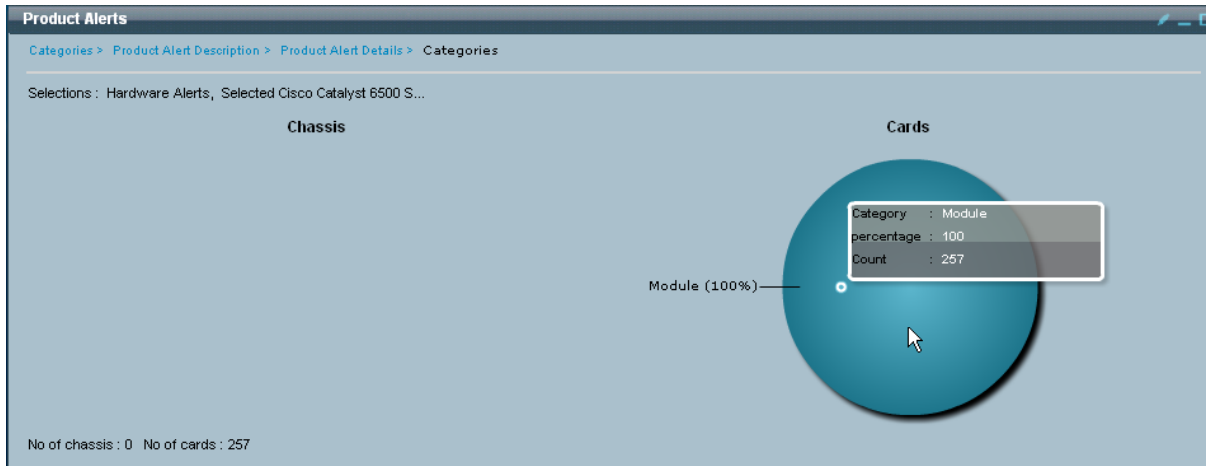


Contains product alert details relative to the selected product alert and provides a link to see that devices in EC network are affected by this product alert. You have the following viewing options to see what devices are affected by this product alert:

- Category View
- IP Address View

## Categories

For the selected alert, displays all categories of chassis and cards along with device count details that are affected by the alert.



To get details about a specific category perform the following tasks:

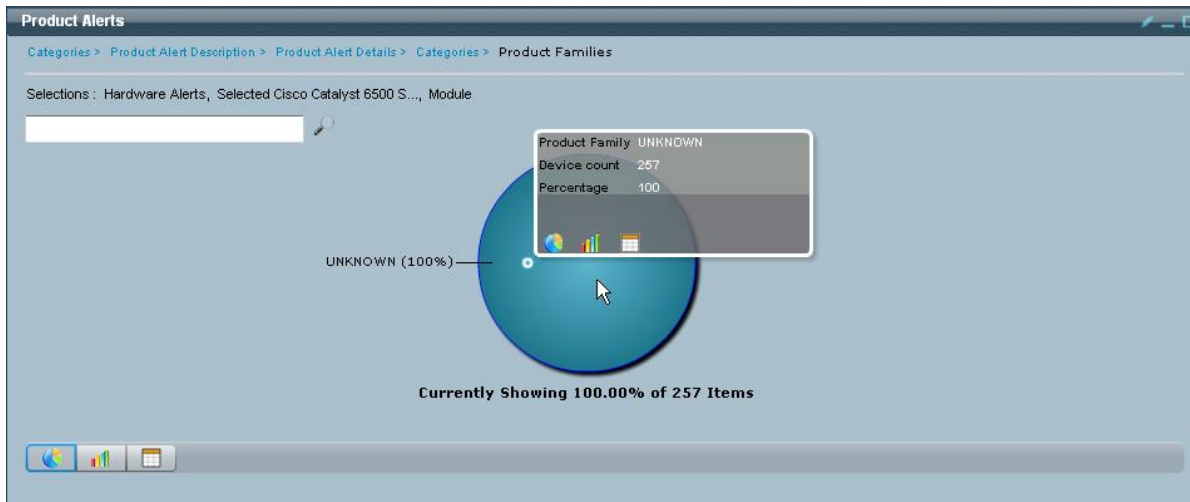
- Click the category you want more details on; the Product Families pod appears.



**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) (i.e., category, percentage, count) appear over the graphic.

## Product Families

This pod view displays the product families of Chassis or Cards for all active devices that are affected by the alert.



To get details about a specific product family perform the following tasks:

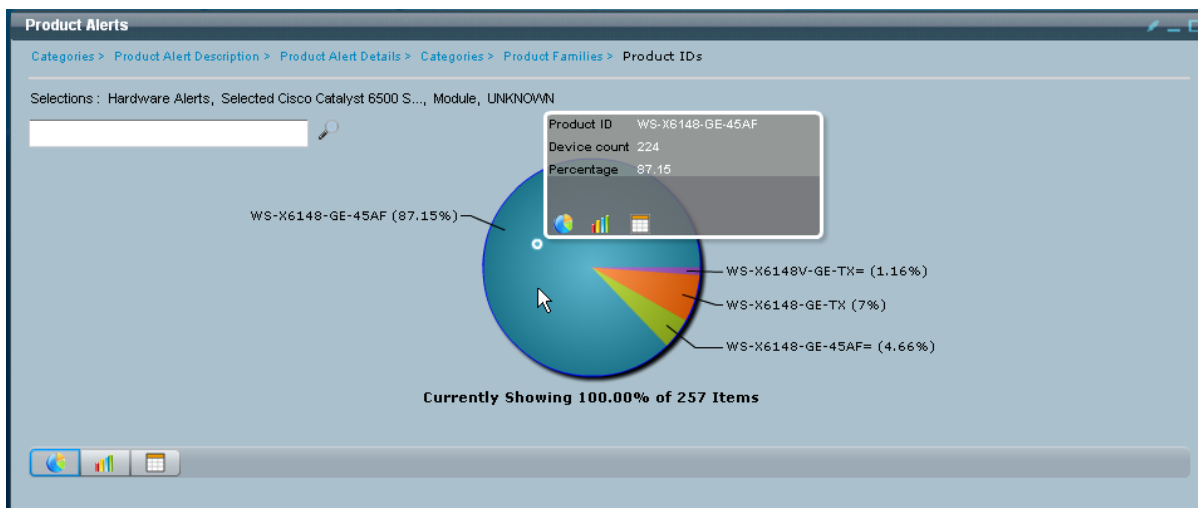
- Click the product family you want more details on; the Product IDs pod appears.



**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) (i.e., product family, device count, percentage,) appear over the graphic.

## Product IDs (PID's)

This pod view displays the PIDs available under selected product family that are affected by the alert.



To get details about a specific PID perform the following tasks:

- Click the PID you want more details on; the IP list pod appears.



**Note** When you mouse-over the different graphics, you will see an [informational pop-up](#) (i.e., product ID, device count, percentage,) appear over the graphic.

## IP list

For the selected Product Family and PID, displays all the devices that are affected by the alert.

Product Alerts

Categories > Product Alert Description > Product Alert Details > Categories > Product Families > Product IDs > IP List

Selections: Hardware Alerts, Selected Cisco Catalyst 6500 S..., Module, UNKNOWN, WS-X6148-GE-45AF

Hostname	IP Address	Action
cjs01-sw1.cisco.com	64.101.244.6	→
cuo02-sw1.cisco.com	64.101.20.7	→
hkg1-10-sw1.cisco.com	64.104.102.4	→
lwr01-01-sw1.cisco.com	64.100.64.5	→

Displaying 1 - 4 of 32 total Chassis

From the IP list pod, the next step goes through the IP list process, which allows you to find specific details about the selected device.



**Note** See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process.

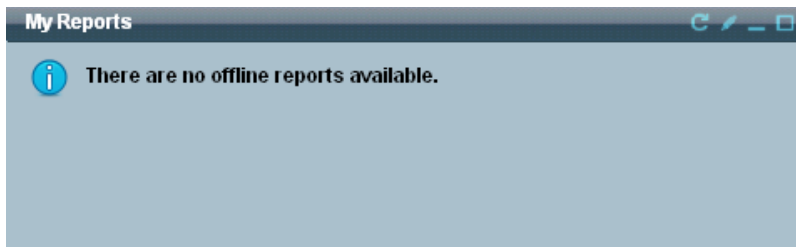
## My Reports

All user requests for XLS & PDF version of the report files will be displayed in My Reports Pod lists.



**Note** Only reports generated on the Reports tab are seen on this My Reports pod. Cisco may retain the offline report for up to 8 days, but might remove it earlier due to space constraints; therefore please access the report as soon as possible. You can request to have this report re-generated at any time.

To access the previously requested reports perform the following steps:



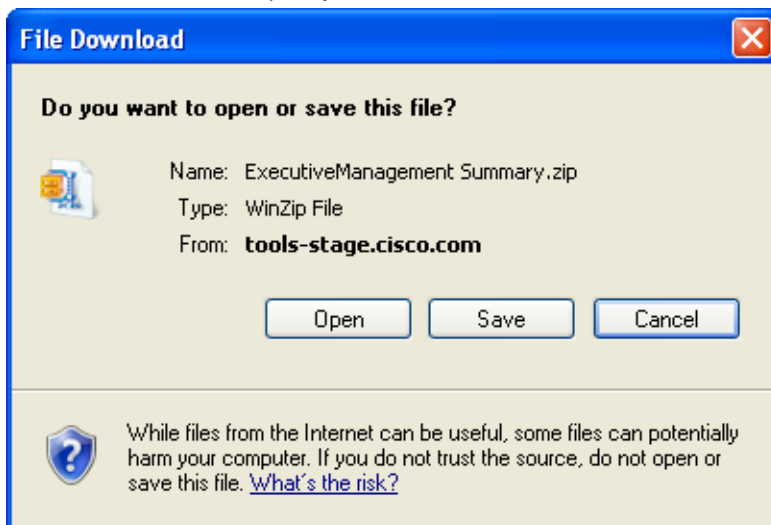
- If no reports are available the above pod view will be seen.



**Note** This pod does not have an auto-refresh feature and will not display reports generated after user login; therefore, to see the most recent list of offline reports, you need to click the **Refresh** button.

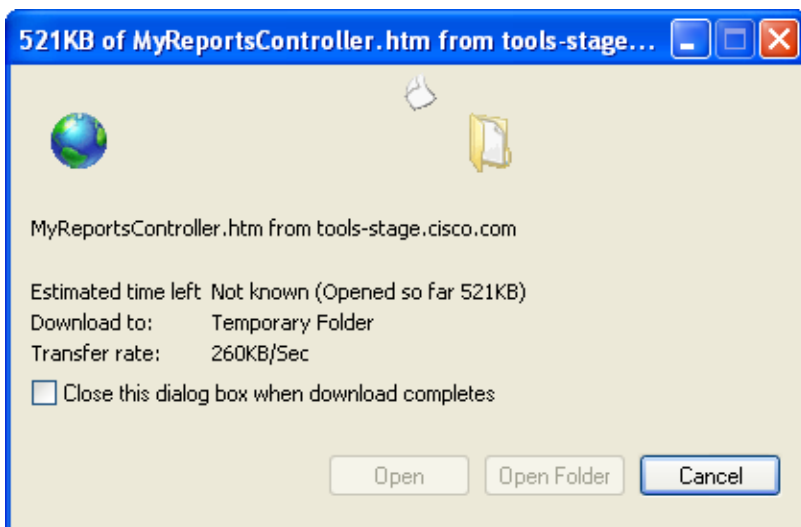
Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
Protocol Access Error Report	<a href="#">PDF</a>	CISCO SYSTEMS	hson_30	2011-Aug-21 21:04:06 CDT	2011-Aug-21 21:04:08 CDT
Exceptions Summary	<a href="#">PDF</a>	CISCO SYSTEMS	hson_30	2011-Aug-21 21:04:01 CDT	2011-Aug-21 21:04:12 CDT
Executive/Management Summary	<a href="#">PDF</a>	CISCO SYSTEMS	hson_30	2011-Aug-21 21:03:54 CDT	2011-Aug-21 21:03:59 CDT

- If reports are available they will be listed in the My Reports pod view in the format seen above.
- Click on the report you want to see, and follow the ensuing prompts to view the report.

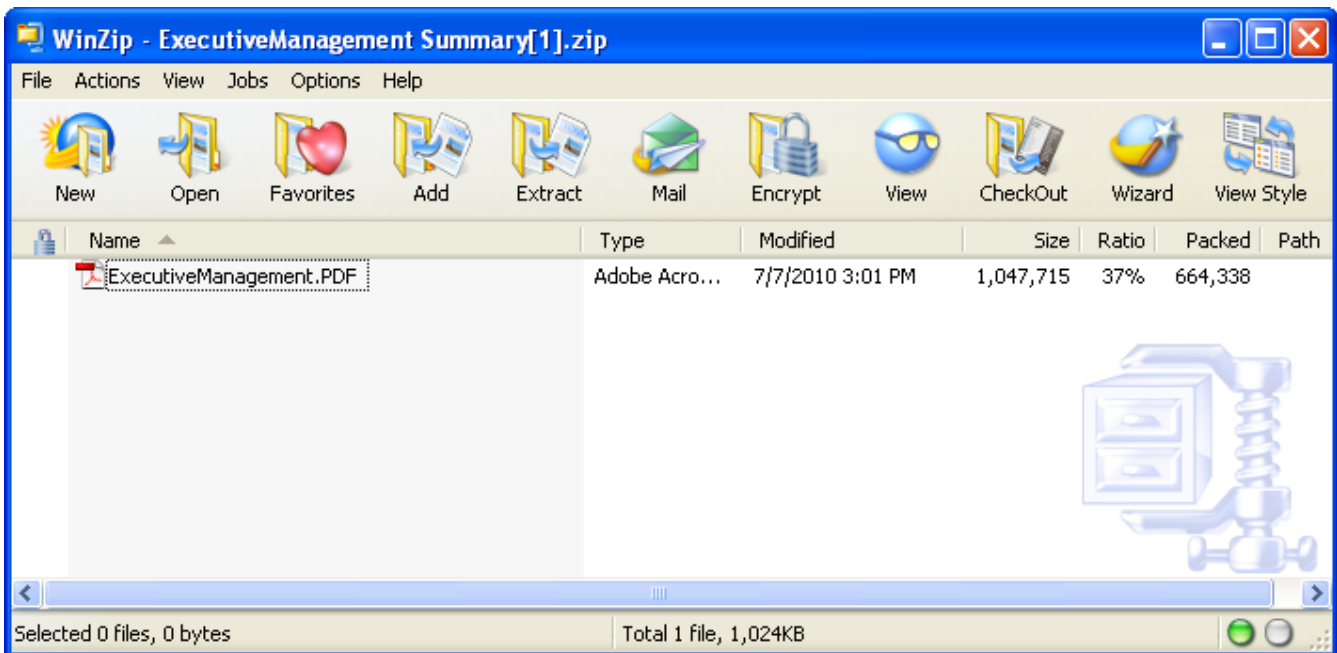


- Click either **Open** or **Save** to continue processing of the report.
- If saving the file, designate the location at the save prompt.
- To open the report, perform the following steps:





- After the report has finished loading, click **Open**.



- Use WinZip to open the file to a specified location.

## Smart Interactions

Smart Interactions has the following different aspects associated to it:

- Provides reports that are associated to the inventoried devices.
- Provides integration between the inventoried devices and other external service tools.

For integration with other service tools, when a user logs in to smart portal, Smart Interaction provides a consolidated launching interface to access other related tools, and avoids having the user log into multiple tools websites.

When providing reports, lets the user view information associated to inventoried devices in the install base. For a given device in the inventory, a user will be able to see service request (SR) cases and its associated details. Similarly if RMA is initiated from an SR case, then RMA details will also be displayed.

The functions for Smart Interactions can be broadly classified into the following major areas:

- [Service Requests](#) – lets user view SR reports per device, per contract, and per entitlement company (EC).
- [RMA orders](#) – RMA number lookup is provided by [cross launching](#) the RMA tool.
- [Bug Reports](#) – full bug details are provided by [cross launching](#) the Bug Search tool or using launch option.

Smart Interactions provides a centralized way to access the following service tools that fit in these major areas:

- TSRT for SR management
- SVO tool for RMA management
- Bug search tool for bug searching
- Software Downloads
- Notification Services

## Service Requests

The service requests (SR's) displayed in the Smart Interactions pod are SR's that were created manually by the user. There are several options regarding how you can view the various SR data provided by Smart Interactions. You can view the data in the following ways:

- [By SR number](#)
- [By Contract](#)
- [By Device](#)
- [All \(EC level\)](#)



**Note** The SR Report has Inventory Data/Contract Data/SR/RMA/Bug info all in a single report.

## View SR's by SR Number

This section of the Smart Interactions information describes how to view SR data by different categories. To view by SR number, perform the following steps:

The screenshot shows the Smart Interactions interface. At the top, there are navigation tabs: Dashboard, Reports, Delta Reports, Support, Device Diagnostics/Smart Call Home, Entitled Company: KPM INTERNET, and Inventory: abde\_S13. Below these are sub-tabs: Product Alerts, Miscellaneous Report, My Reports, Inventory, Contracts, and Device Diagnostics Ri. The main area is titled 'Smart Interactions' and contains a 'Categories' dropdown menu set to 'By SR Number'. A search box contains the SR number '617163279' and a 'Submit' button. Below the search area is a table with the following data:

SR	Title	Severit	Status	Created On	Last Update On	RMA	Bug ID	Host Name	IP Address	PID	Device Serial Numt	Contract Numb
617163279	%PM_SCP-SP-	3	Solutio	2011-Mar-16 18:4	2011-Mar-29 18:4			625t-2asw0:	10.58.0.44	WS-C6509E	SMG1021NK09	2482650

- In the Categories drop-down list, ① select **By SR Number**.
- Enter an SR number, and then click **Submit**; the SR number data is displayed.



**Note** You must enter an SR number in order to see any entries; wildcards cannot be used.

- Click the hyperlinked SR number (i.e., **617163279**) <sup>2</sup> and the TSRT window opens with the full details of the selected SR.

Support  
TAC Service Request Tool -- My Requests

HOME

Logged in as: [skeeler](#), Internal Employee

TAC Service Request Tool -- My Requests

Service Request Details 617163279

Use the following links to quickly navigate to a section of this request.

- [Service Request Review](#)
- [Service Request History](#)
- [Service Request Updates](#)
- [File Upload](#)
- [Close Service Request](#)

[Bookmark this Page!](#)

Service Request Review	
Cisco Service Request Number	617163279
Helpdesk Tracking Number	
Service Request Title	%PM_SCP-SP-2-LCP_FW_ERR_INFORM:
Status	Closed
Severity	3

- The SR number (i.e., **617163279**) <sup>1</sup> is displayed in the Service Request Review area.

### View SR's by Contract Number

To view the SR data by Contract Number, perform the following steps:

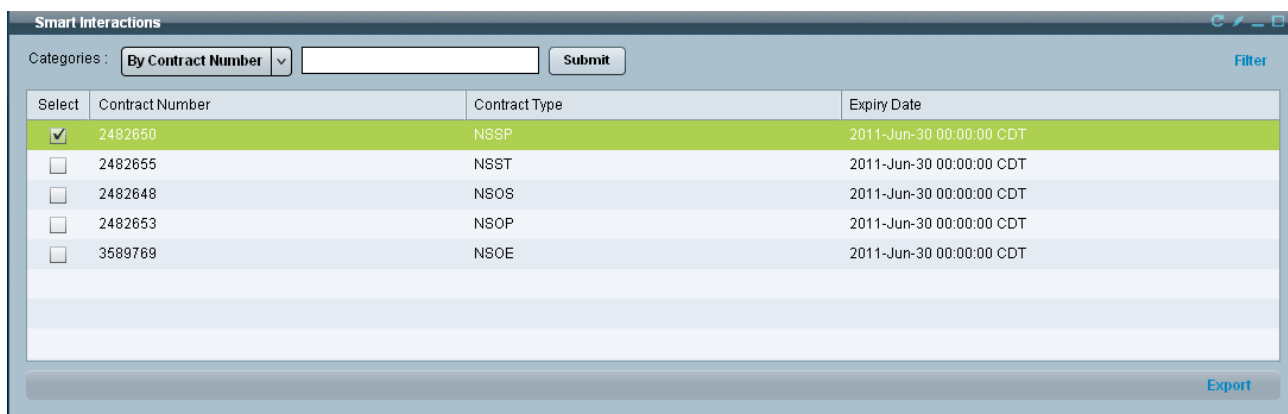
Smart Interactions

Categories: **By Contract Number** <sup>1</sup>   [Filter](#)

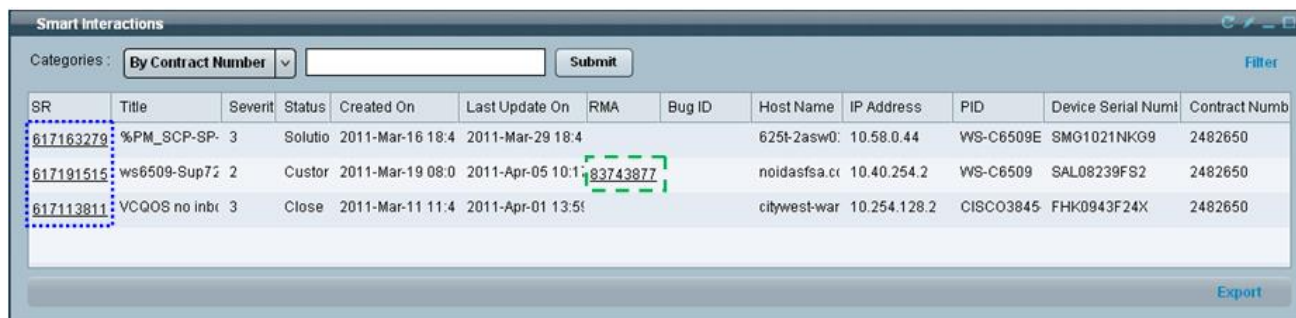
Select	Contract Number	Contract Type	Expiry Date
<input checked="" type="checkbox"/>	2482650	NSBP	2011-Jun-30 00:00:00 CDT
<input type="checkbox"/>	2482655	NSST	2011-Jun-30 00:00:00 CDT
<input type="checkbox"/>	2482648	NSOS	2011-Jun-30 00:00:00 CDT
<input type="checkbox"/>	2482653	NSOP	2011-Jun-30 00:00:00 CDT
<input type="checkbox"/>	3589769	NSOE	2011-Jun-30 00:00:00 CDT

[Export](#)

- In the Categories drop-down list, <sup>1</sup> select **By Contract Number**, and then click **Submit**; a list of all the contracts associated to the entitled company the user is affiliated with.



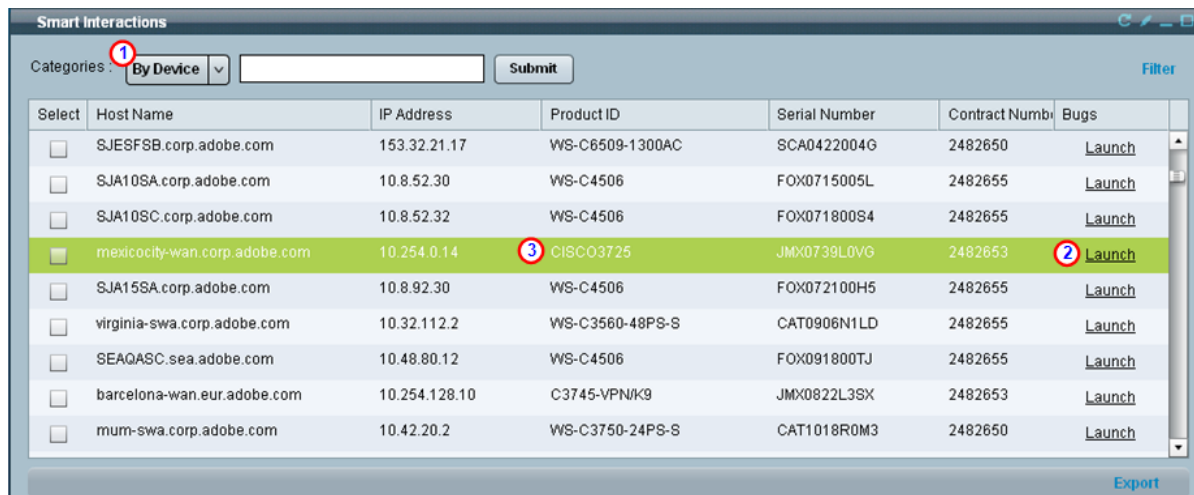
- Check the check box of a contract that you want more information on, and then click the **Submit** button; the window displays all the SR's that are associated previously selected contract.



- To see more details on the defect click a [hyperlinked SR number](#) and the TSRT window opens with the full details of the selected SR.
- To see more details on the RMA data click a [hyperlinked RMA number](#) and the TSRT window opens with the full details of the selected SR.

## View SR's by Device

To view the SR data by device, perform the following steps:



- In the Categories drop-down list, **1** select **By Device**, and then click **Submit**; the list of all devices is displayed.
- Click the **Launch** button, **2** which opens up the Bug Search Tool window that displays any bugs that might be associated to the selected Product ID (PID) (i.e., CISCO3725). **3**

## Bug Search Tool

[Help](#) | [Feedback](#)

Search Bugs

PID #CISCO3725 A

Filter	Go	Remove Filters	Bug ID - Headline	Customer Reported	Status	Severity	Rating
			<a href="#">CSCsd04015</a> - DSP went into a bad state due to call not disconnecting prop	4	Terminated	2	☆☆☆☆☆
			<a href="#">CSCsc19202</a> - GW sends dtmf in band while it is configured to support only	27	Fixed	3	☆☆☆☆☆
			<a href="#">CSCeg70000</a> - V.92M.90 modem connects 41k or less speed on NM-HD-2v		Terminated	3	☆☆☆☆☆
			<a href="#">CSCee85105</a> - CCME cuts MOH to H323 if XFER happens before XTO-party		Terminated	4	☆☆☆☆☆
			<a href="#">CSCeh48206</a> - 3745 crash at skphoneGetAddrInfo	2	Terminated	3	☆☆☆☆☆
			<a href="#">CSCec36008</a> - Poor voice quality with E1R2 non-compelled and ds0-group		Terminated	3	☆☆☆☆☆
			<a href="#">CSCeh07039</a> - IOS CFB & Transcoder dont register with CM randomly	3	Terminated	3	☆☆☆☆☆
			<a href="#">CSCef08142</a> - CCME SIP MWI relay router should have redundant setup		Terminated	6	☆☆☆☆☆
			<a href="#">CSCin86845</a> - Router crashing at policymap_print_configured		Terminated	1	☆☆☆☆☆
			<a href="#">CSCeg81347</a> - Incorrect call icon for authenticated phones in Secure SRST		Terminated	3	☆☆☆☆☆
			<a href="#">CSCsa50751</a> - LLQ w/ MQC drops packets queue	1	Terminated	3	☆☆☆☆☆

Export All to Excel 1 Total Records :334

- The Bug Search Tool lists all the bugs that are associated to the specified PID CISCO3725. A
- To get more details on one of the bugs, click one of the hyperlinked defects in the Bug ID column. □

The Bug Search Tool lets you perform the following tasks:

- Filter the data shown in the window, by using the filter tools. □
- Get more data about a particular defect, by clicking a specific Bug ID number. □
- Export the list of all the defects to Excel, by clicking the **Export All to Excel** button. 1

### View SR's by All (EC Level)

This option lets you view all the SR's by entitled company (EC). To view the SR data by All (EC Level), perform the following steps:

SR	Title	Severity	Status	Created On	Last Update On	RMA	Bug ID	Host Name	IP Address	PID	Device Serial Number	Contract Number
<a href="#">617113811</a>	VCQOS no in	3	Close	2011-Mar-11 11	2011-Apr-01 13:5			citywest-wan.e	10.254.128.2	CISCO38:	FHK0943F24X	2482650
<a href="#">617163279</a>	%PM_SCP-S	3	Soluti	2011-Mar-16 1E	2011-Mar-29 18:4			625t-2asw02.i	10.58.0.44	WS-C650:	SMG1021NKG9	2482650
<a href="#">617191515</a>	ws6509-Sup:	2	Custo	2011-Mar-19 0E	2011-Apr-05 10:1	<a href="#">83743877</a>		noidasfsa.com	10.40.254.2	WS-C650:	SAL08239FS2	2482650

Export

- In the Categories drop-down list, 1 select **All**, and then click **Submit**; the list of all SR's that are associated to the entitled company are displayed.
- Click the **Launch** button, 2 which opens up the Bug Search Tool window that displays any bugs that might be associated to the selected Product ID (PID) (i.e., CISCO3725). A

## RMA Order Status

When a [hyperlinked RMA number](#) is clicked, smart portal connects to the following RMA/Service Order Status Tool. The following important items are shown on the RMA page:

- RMA Number that had the hyperlink (i.e., 83743877).
- The SR number associated to the RMA request (i.e., 617191515). SR number contains a hyperlink that will provide more details about the SR

**RMA/Service Order Status Tool**

[View Order Holds](#) [View Order Notes](#) [View Line Detail](#) [View Serial Number](#) [View Entitlement Outcomes](#)

83743877 Detailed GMT View Audit Trail View Audit Trail With Holds

[ Top | Header | Premium Info | Replacement Parts | Return Parts | Bottom ] [ Query ]

Service Order Header			
RMA/Service Order Number	83743877 Create Time - 19-MAR-2011 15:07 (GMT +5.5)	Status	Closed
Service Request Number	<a href="#">617191515</a>	Requested Ship Date	19-MAR-2011
Header Transaction Type	PRM SERVICE-US	Service Contract Number	<a href="#">2482650</a> : NSSP-24x7x4 Network Optimization Service, 24x7x4
Ship To Information	<b>Ship To Address</b> ABCXYZ SYSTEMS ABCXYZ SYSTEMS, LIMITED. 4444 BROADWAY NYC, NY [SITE ID - 911561911]	<b>Acknowledgment Contact</b> CPR ID/CCO ID: navekot Contact: Nave Kotsman Phone: 9196568888 Email: <a href="mailto:navekots@abcxyz.com">navekots@abcxyz.com</a>	Originator

- Additional RMA data can be viewed by using a [tools cross launch](#), which uses the [Related Tools](#) option on the smart portal toolbar.

## Bug Search Tool

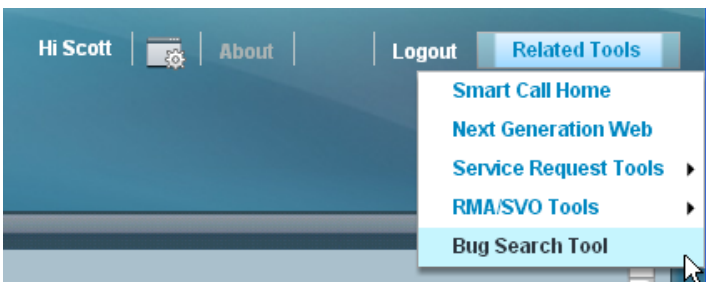
Information about bugs can be obtained the following ways:

- The information can be provided by clicking the [Launch hyperlink](#) in the View SR's by Device window.
- Launch the Bug Search Tool from the [Related Tools](#) section of the smart portal toolbar.

## Tools Cross Launch

You can launch external tools for Smart Interactions from the [Related Tools](#) section of the smart portal toolbar.

The [Related Tools](#) option provides access to the following tools:



## Delta Reports

The Delta Reports tab is accessed by clicking **Reports** on the [PSS Overview page](#); click the **Delta Reports** tab to see the different Reports in the Delta Reports pod,

Delta Reports tab contains multiple pods which compute the changes in the network, alerts based on dates provided by user. Also contracts Delta report compares the devices with Cisco InstallBase and reports the differences.

When a user clicks on the **Delta Reports** tab, if an Inventory is not selected, the Inventory selection box will be displayed to select EC and Inventory.



The Delta Reports tab includes:

- Inventory Delta Report view / pod
- Product Alerts Delta view / pod
- My Reports view / pod

## Inventory Delta Report

This report computes changes (Adds and Deletes) in the network by comparing the validated devices in the current aggregated and previous aggregated inventories. If any devices are not validated, (i.e. without a validated serial number or PID), those devices are not considered for comparison. Devices that are not validated will be reported under the “SN Not validated” category. Any device that exists in both the aggregations (based on the start date and end date provided) will be reported under the category “Unchanged”.

Inventory Delta report can be generated using either “Automatic” or “Manual” options. The automatic option allows the user to select Network Snapshot One and Network Snapshot Two dates. Based on the selected dates, the application automatically displays the corresponding uploads and computes the delta. When the user selects the Manual option, the application displays all the inventory uploads in Snapshot One and Snapshot Two.

The user needs to select an inventory upload from snapshot one and snapshot two for comparison. Add and Delete statuses are always computed with respect to snapshot two. Like automatic, Manual optional also displays the Added, Deleted, SN Not validated and Unchanged details in the report.

To generate an Inventory Delta Report perform the following steps:





**Inventory Delta Report**

Date Selection

Please select the Automatic or Manual mode of date selection

Automatic  Manual

\*MACD will be computed based on the two network snapshots comprising of one or more uploads via Appliances with the same inventory name that were latest processed as of the specified dates.

Network Snapshot One:   Network Snapshot Two:  

- Specify either the automatic or manual option.



**Inventory Delta Report**

Date Selection

Please select the Automatic or Manual mode of date selection

Automatic  Manual

\*MACD will be computed based on the two network snapshots comprising of one or more uploads via Appliances with the same inventory name that were latest processed as of the specified dates.

Network Snapshot One:   Network Snapshot Two:  

Uploads Considered based on Network Snapshot One:

Appliance(2814) (23/MAY/2010)

Uploads Considered based on Network Snapshot Two:

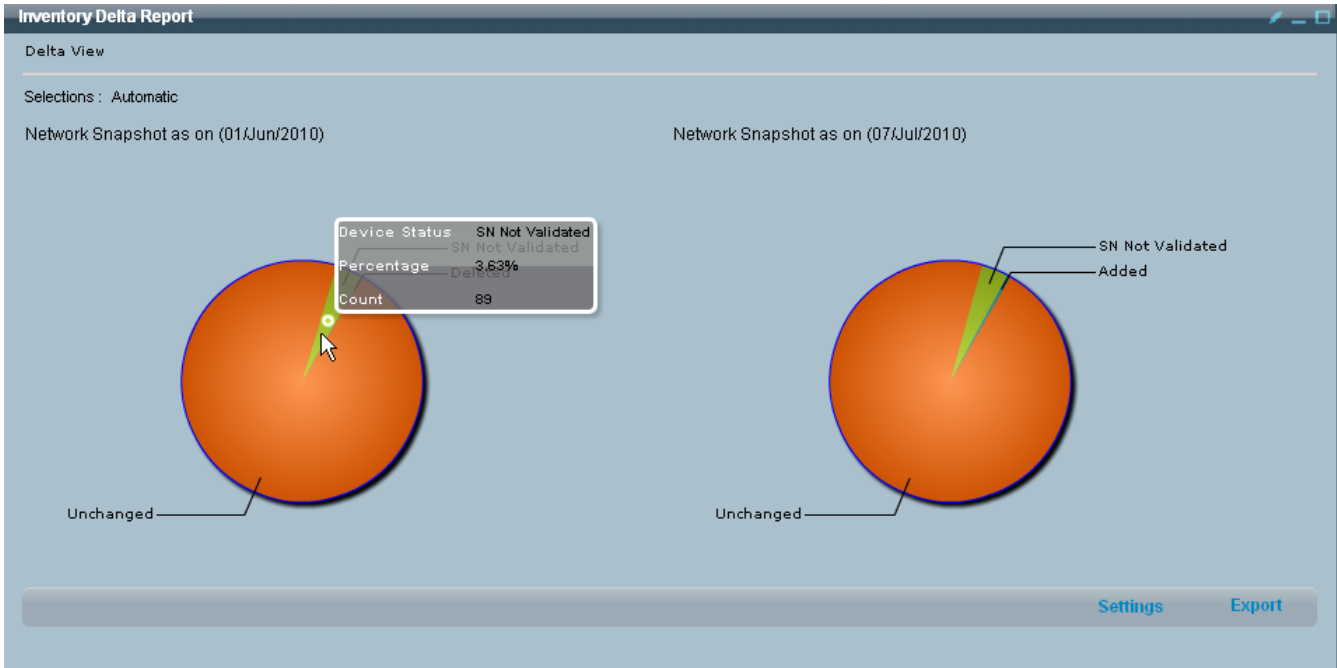
Appliance(2814) (23/JUN/2010)

July 2010

S	M	T	W	T	F	S
					1	2 3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- Specify the Network Snapshot One and Network Snapshot Two dates.
- Click **Submit**; the Delta View pod view appears.





- The report shows the Network Snapshot One and Network Snapshot Two and the differences between them.
- You can click either of the Network Snapshot items for more details.
- Clicking a category displays the IP list of all the devices in that selected category.

Hostname	IP Address	Action
ukbi-clbhads01a	172.20.231.13	→
ukbi-clbhads01b	172.20.231.14	→
ukbp-clbcc01a	172.20.145.234	→
ukbp-clbcc01b	172.20.145.235	→
ukbp-clbcsc01a	172.20.17.226	→
ukbp-clbcsc01b	172.20.17.227	→

Displaying 1 - 6 of 40 total Chassis

- Select any device in the IP list to obtain more details.

Inventory Delta Report

Delta View > IP List > Chassis Details

Selections : Automatic, [Snapshot one : 01/Jun/2010 : SN Not Validated], [ukbi-clbhads01a : 172.20.231.13]

Product Family	Cisco CSS 11500 Series Content Services Switches	✓
Validated PID	CSS11503	
Validated Serial Number	Not Available	
Device Type	Not Available	
Vendor Or Model	Cisco CSS 11503 Content Services Switch	
Product Description	^Cisco 11503 Content Services Switch SCM-2GE HD	
Original Product ID	Not Available	
Original Serial Number	Not Available	
SNMP Location	UKB/L3_Cab/CV49	
Original Inventory Date	Not Available	
Last Inventory Date	Not Available	

Product Alert(s) →

Card(s) →

Contract(s) →

Hardware/software Details →

- See any previous IP list section to obtain more details about the IP list / Affected Chassis – Card process.



**Note** The green checkmark on the right side indicates matched criteria. (i.e. added / deleted / unchanged / sn not validated, based on context).



**Note** The User Guide will use the hardware alerts process path to describe how the user can get more details about the hardware alerts in the Latest Product Alerts section. Once this process flow has been explained it can then be applied to the remaining alerts, since the described process flow is common to all.

See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process.

## Product Alerts Delta Report

Alerts delta report, computes alert changes in the inventory based on the start and end dates provided by user. Any device alert that is associated with the inventory, after the selected start date but before the selected end date, is considered as an “Add”. An alert can be added to inventory when:

- A new device is added to the inventory after the selected start date and affected by at least one alert.
- There could be new alerts for the inventory during the selected time period.

This report also displays the alerts that are not changed during the selected time period. If an alert is associated with the inventory before the start date, it will be considered as an “Unchanged” alert.

Product Alerts Delta pod displays the following 5 alert categories:

- Hardware Alerts
- Software Alerts
- Field Notice Alerts
- PSIRT Alerts
- IntelliShield Alerts

To obtain one of the above delta reports perform the following steps:

**Product Alerts Delta**

Product Alert Categories

Product Alerts Delta will be computed based on any changes in product alerts matches within the specified dates.

Snapshot 1 Date:  Snapshot 2 Date:

S	M	T	W	T	F	S	
					1	2	3
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30	31	

- Enter the Snapshot One and Snapshot Two dates.

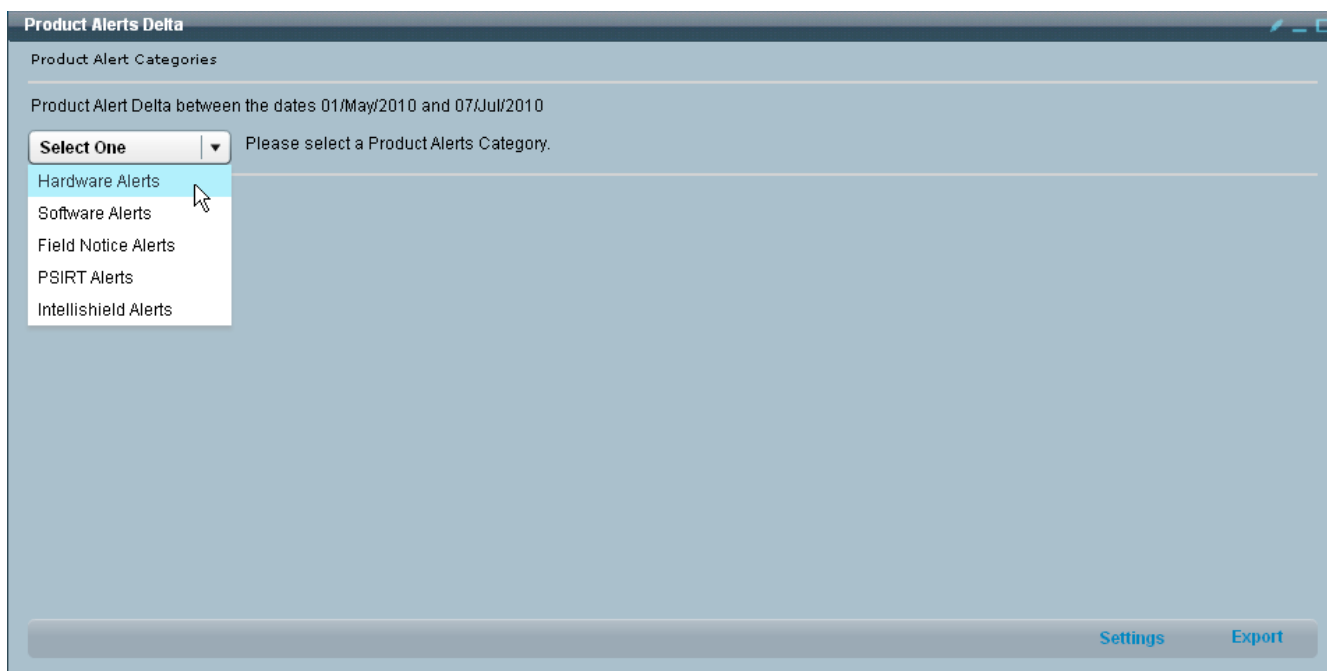
**Product Alerts Delta**

Product Alert Categories

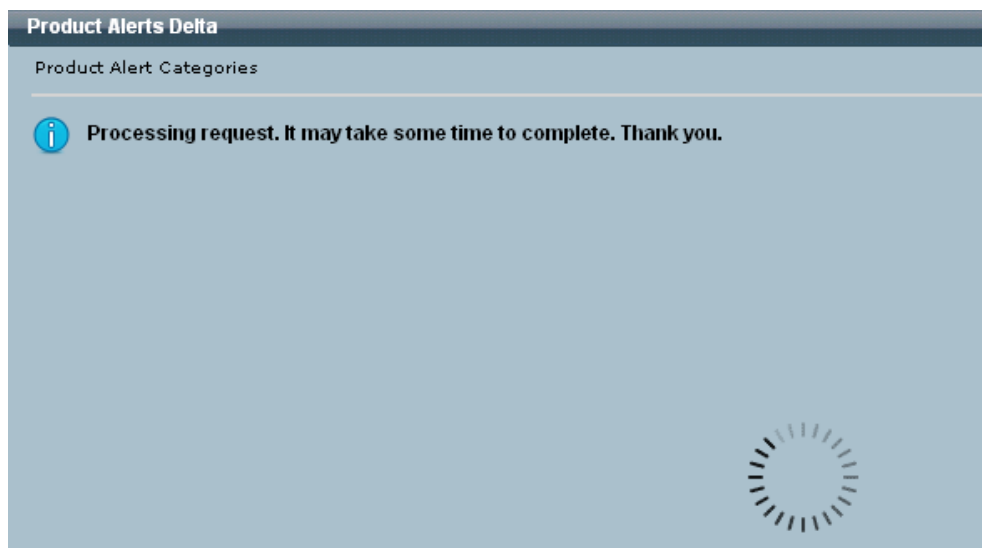
Product Alerts Delta will be computed based on any changes in product alerts matches within the specified dates.

Snapshot 1 Date:  Snapshot 2 Date:

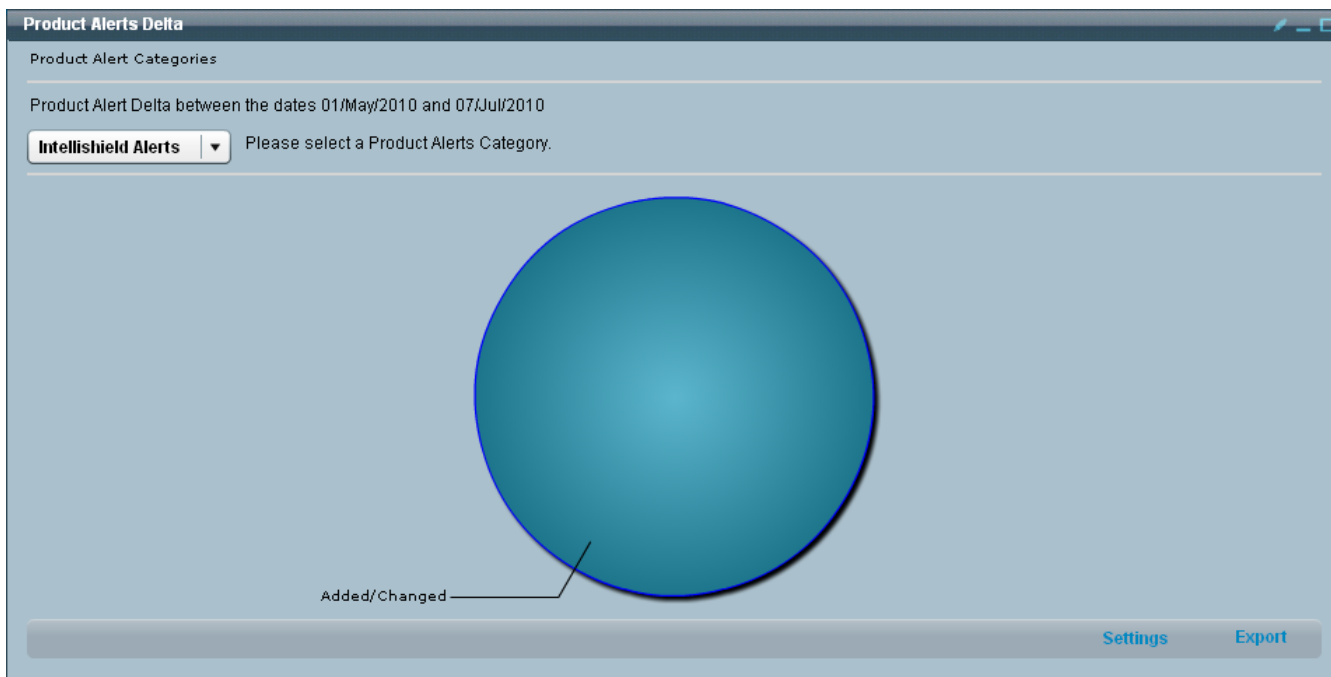
- Click **Submit**.



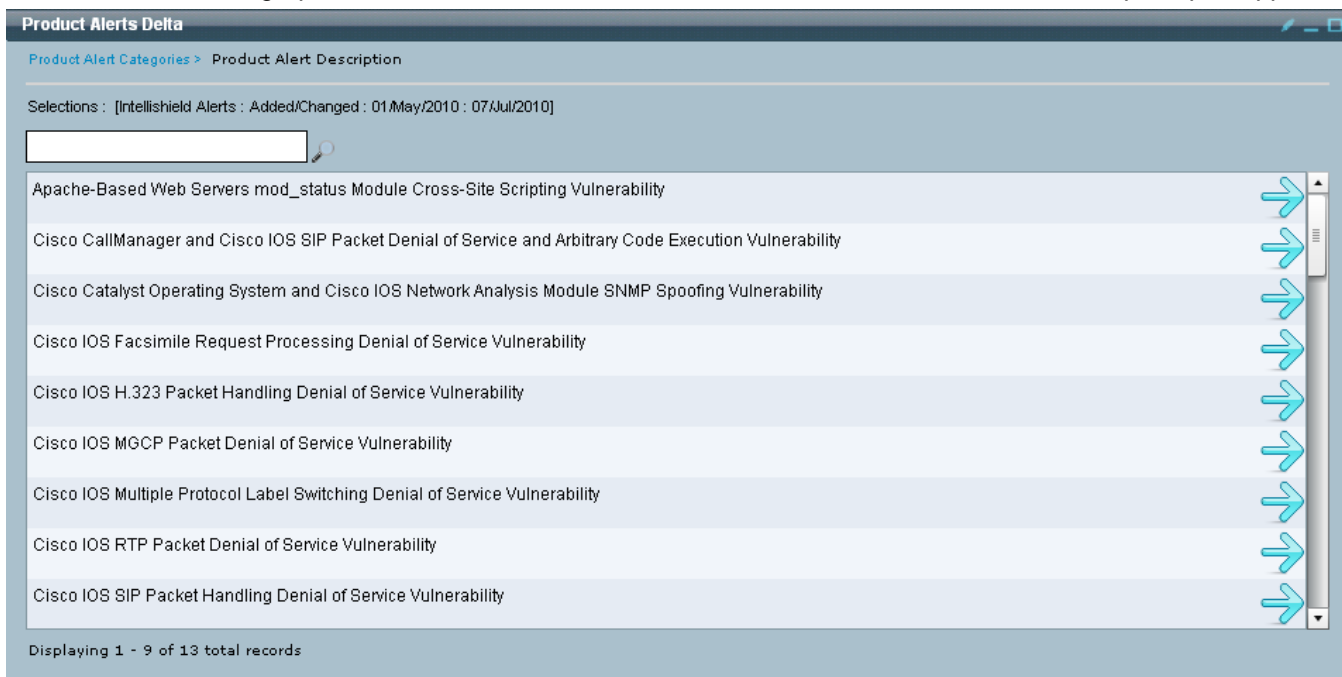
- Select a report type to generate; the application processes the request.



- When the processing is completed, the report results are displayed.



- You can perform one of the following options:
  - Select another alert type from the drop-down list; the system processes the request and displays the product alert delta for the selected alert type.
  - Click the graphic to see the next level of detail; the associated Product Alert Description pod appears.




- Use the [search criteria field](#) to filter the number of items displayed in the view.
- Click the arrow for corresponding data you want more info on; the Product Alert Details pod appears.

**Product Alerts Delta**

Product Alert Categories > Product Alert Description > Product Alert Details

Selections : [Intellishield Alerts : Added/Changed : 01/May/2010 : 07/Jul/2010], Apache-Based Web Servers mod\_s...

<b>Product Alert Definition URL</b>	<a href="http://tools.cisco.com/security/center/viewAlert.x?alertId=14907">http://tools.cisco.com/security/center/viewAlert.x?alertId=14907</a>
<b>IAM service home page</b>	<a href="http://www.cisco.com/en/US/products/ps8834/serv_group_home.html">http://www.cisco.com/en/US/products/ps8834/serv_group_home.html</a>
<b>Product Alert Description</b>	Apache-Based Web Servers mod_status Module Cross-Site Scripting Vulnerability
<b>Urgency</b>	1 (Weakness Found)
<b>Credibility</b>	5 (Confirmed)
<b>Severity</b>	3 (Mild Damage)
<b>CVSS value</b>	Not Available, Not Available
<b>CVE ID</b>	CVE-2007-6388
<b>First Published Date</b>	09/JAN/2008
<b>Last Published Date</b>	27/MAY/2008

Affected Devices 



- Click the **Affected Devices** arrow; the IP list pod appears.

**Product Alerts Delta**

Product Alert Categories > Product Alert Description > Product Alert Details > IP List

Selections : [Intellishield Alerts : Added/Changed : 01/May/2010 : 07/Jul/2010], Apache-Based Web Servers mod\_s...

Hostname

UKBP-CRXP7204RTD01B.prod.dtc.internal 196.12.6.46	
UKBP-D3AC4503A.prod.ukb.internal 172.20.108.180	
UKBP-D3AC4503B.prod.ukb.internal 172.20.108.181	
UKBP-D3DS4506A.prod.ukb.internal 172.20.108.189	
UKBP-D3DS4506B.prod.ukb.internal 172.20.108.190	
UKBP-D3MM4503A.prod.ukb.internal 172.20.109.4	

Displaying 1 - 6 of 328 total Chassis

- Use the search function to filter the number of items displayed in the view by hostname, IP Address or IP Address Range.
- See any previous IP list section to obtain more details about the IP list / Affected Chassis – Card process.



**Note** See [Common 'IP List' Process Flow for GUI Data](#) for more details about the common IP list process.

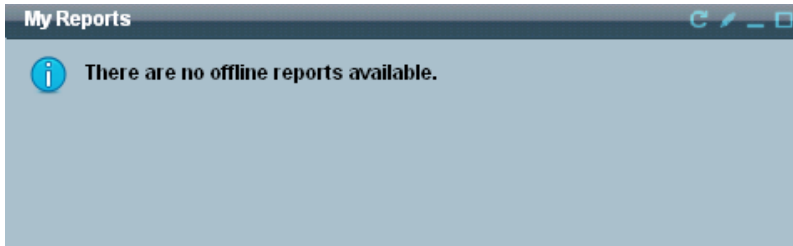
## My Reports

All user requests for XLS & PDF version of the report files are displayed in My Reports Pod lists.



**Note** Only reports generated on the Delta Reports tab are seen on this My Reports

To access the previously requested reports perform the following steps:



- If no reports are available the above pod view will be seen.

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
Inventory Delta Report	<a href="#">XLS</a>	*Party_REU2	Reu2_0623	08/JUL/2010 01:57:10 EDT	08/JUL/2010 01:57:15 EDT
Product Alerts Delta Report	PDF	*Party_REU2	Reu2_0623	08/JUL/2010 01:55:49 EDT	Pending

- Click the **Refresh** button to refresh/update the current view; if reports are available they will be listed in the My Reports pod view in the format seen above.

Report Name	Format	Entitled Company	Inventory Name	Requested Date	Processed Date
Inventory Delta Report	<a href="#">XLS</a>	*Party_REU2	Reu2_0623	08/JUL/2010 01:57:10 EDT	08/JUL/2010 01:57:15 EDT
Product Alerts Delta Report	<a href="#">PDF</a>	*Party_REU2	Reu2_0623	08/JUL/2010 01:55:49 EDT	08/JUL/2010 01:57:30 EDT

- Click on the report you want to see and follow the ensuing prompts to view the report.

## Support

Support tab allows users to view and download the smart portal help documents. This tab also contains FAQs for the most commonly seen issues in smart portal. The support tab also allows the user to provide feedback as well.



Support Tab includes the following items:

- Documentation Pod
- FAQ Pod
- Feedback Pod

## Documentation/Link

This section identifies what information is contained in the Documentation/Link pod, and explains how to access the related data.

Document Name	Link
PSS Release Notes	<a href="#">Launch</a>
Smart Portal User Guide	<a href="#">Launch</a>
Device Diagnostic User Guide	<a href="#">Launch</a>
Support Contact Information	<a href="#">Launch</a>
PSS Support Community	<a href="#">Launch</a>
PSS Partner Central website	<a href="#">Launch</a>

To access the information identified under the Documentation Name column click the corresponding **Launch** hyperlink, under the Link column. Clicking **Launch** links you to the associated documentation.

## FAQ

FAQ pod contains frequently asked questions. Based on the need, the smart portal team can post questions with resolution steps, users can also post questions. The smart portal team will answer user questions at the earliest, but currently there is no fixed timeframe set for providing the resolution to user questions.

The following items are a few of the categories identified for FAQs.

- User Registration
- Reports
- Other

To see an FAQ perform the following steps:



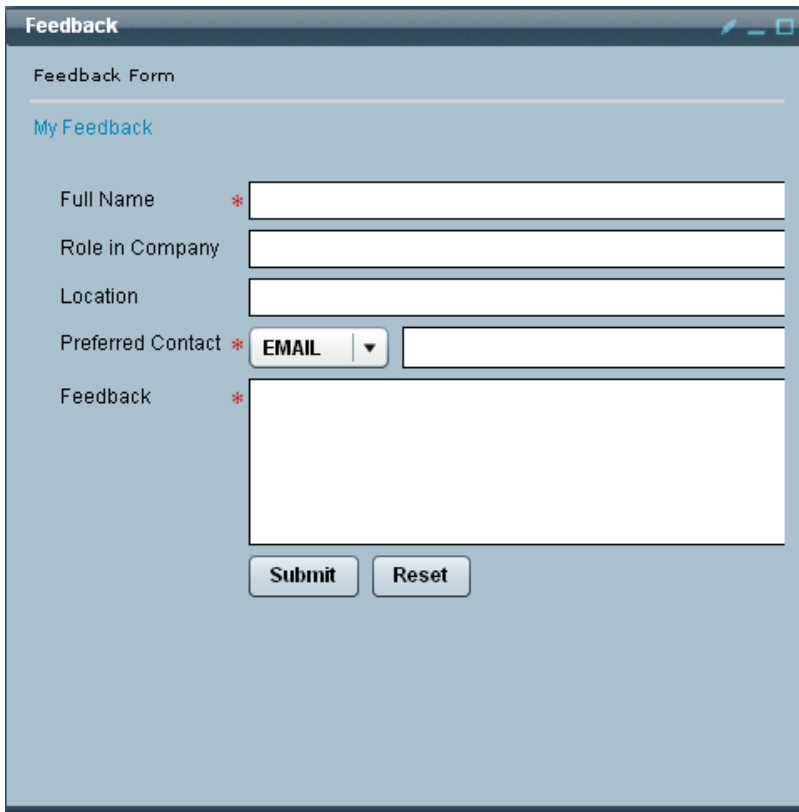


- Click the drop-down list and select a category.
- Each row contains one question.
- To see the FAQ details, click the triangle to the left of the FAQ; the FAQ details are displayed below the FAQ.
- To hide the FAQ details, click the triangle to the left of the FAQ; the FAQ details are removed from the view.
- Click the drop-down list to see other FAQ categories.

## Feedback

This pod allows the user to provide feedback on the smart portal. The feedback form has the following input fields.

- Name
- Role in the company (optional)
- Location (optional)
- Preferred contact (list box to select either Phone / mail).
- Feedback (multi-line input box).



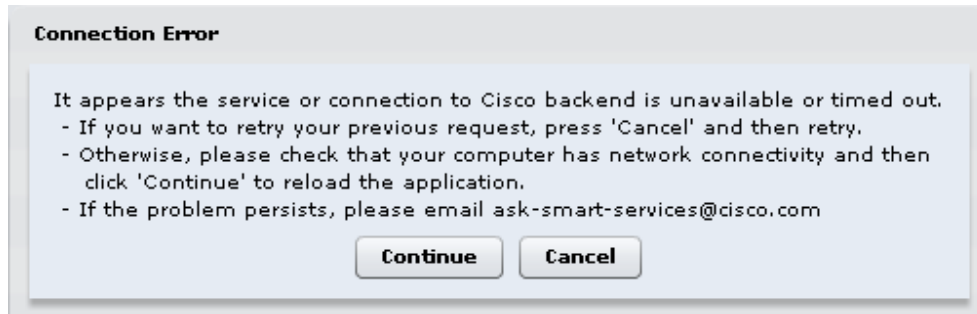
The screenshot shows a web browser window titled "Feedback". Inside the window, there is a "Feedback Form" section. Below this, there is a link for "My Feedback". The form contains several input fields: "Full Name" (required), "Role in Company", "Location", "Preferred Contact" (required, with a dropdown menu currently set to "EMAIL"), and "Feedback" (required, with a large text area). At the bottom of the form are two buttons: "Submit" and "Reset".

- Enter the required information and any optional information, and then click **Submit**; the feedback data is sent to the smart portal team.

## Application Error Messages

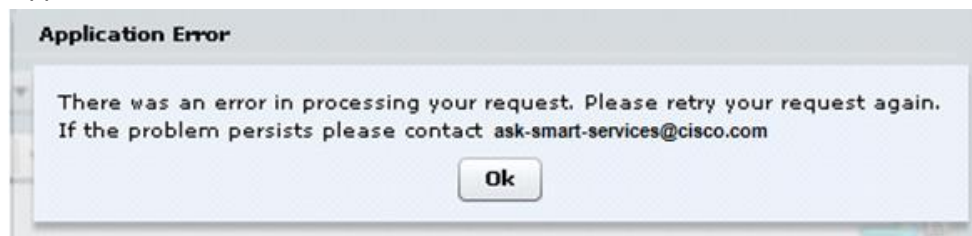
There are several error messages that are generated by the smart portal web application. Most of the errors which are specific to some operation / action in the pod, will display error messages in the pod. You will error messages in the following situations:

- Connection Error:



This connection error occurs either from the server dropping the connection, or losing the connection to the Cisco Backend. The reason for the connection drop could be due to a heavy load on the server; since a retry is not performed automatically user must perform one of the following options:

- Click **Continue** to replace the application.
  - Click **Cancel** then retry the request.
  - If problem continues, contact support via email at [ask-smart-services@cisco.com](mailto:ask-smart-services@cisco.com).
- Application Error:

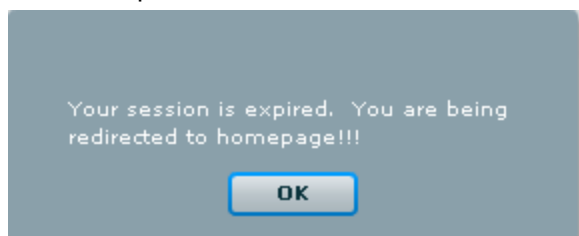


This error indicates that there is a problem with the application on the Cisco Backend. Click **OK** to perform a retry, if retry does not work, then another option is to contact support via email at [ask-smart-services@cisco.com](mailto:ask-smart-services@cisco.com).



**Note** The error could be localized to a specific pod view, and not necessarily the whole GUI, functions in another pod could still be functional. Try functions in another pod view to see if the error is with only the current pod view or with the whole GUI.

- Session Expired:



If there is inactivity for a certain period of time the session will be expired, as per Cisco security policy. User will return to the login page and re-enter their login credentials.