



Cisco Smart Net Total Care Portal Troubleshooting Guide

Updated: April 19, 2017 **Document ID:** 1493687815795220

This document describes how to troubleshoot issues that are related to the Cisco Smart Net Total Care™ portal.

Tip: If you have questions about the Cisco Common Services Platform Collector (CSPC) or the collection process, then refer to the [Cisco Common Services Platform Collector Troubleshooting Guide](#).

Refer to one of these sections in order to view the associated issues and resolution recommendations:

- Portal Access
- Reports and Data
- Uploads

Portal Access

The information in this section addresses some common issues that are related to portal access.

You Cannot Log Into the Portal

If you experience issues with your attempts to log into the portal, then complete these actions:

- Request that your delegated administrator (DA) log into the [Cisco Services Access Management tool](#) and verify the role that you have been assigned, which should be either customer user or, if you are a Cisco partner, Cisco branded reseller (CBR) user.
- If your issue is related to an initial login attempt, wait 24 hours after your DA assigns your role in order to allow your access information to synchronize with the portal, and then try again. If you still cannot log into the portal after 24 hours, then post a new question to the [Smart Net Total Care Support Community](#).

You Are Unable to Nominate a Partner as a DA for Your Company

A partner cannot be nominated as a DA. Only customers can be DAs.

You Encounter Portal Access Issues as a DA

Those who are assigned only the DA role do not have sufficient access privileges to access the portal. A DA must also have a *customer user* or *customer administrator* role assignment in order to access the portal.

Reports and Data

The information in this section addresses some common issues that are related to reports and issues with attempts to view data within the portal.

Your Data Does Not Appear in the Portal

Customer and CBR users can view the reports if at least one upload has completed successfully. If your data does not appear in the portal, then complete these actions in order to troubleshoot the issue:

- Ensure that the customer or partner role is assigned to you by your company DA. The DA can assign roles in the Cisco Service Access Management tool.
- Log into the portal and then navigate to **Administration > Upload Processing** in the left navigation pane. Check the status column in order to determine whether the inventory collection was successfully completed.
- If the upload was not initiated, then contact your customer administrator. Only the customer administrator can initiate an upload from the portal user interface.
- Wait 24 to 48 hours after a successful upload completion for the inventory information to become visible in the portal.
- If an upload takes longer than 48 hours, or if more than 48 hours passes after a successful completion and you still cannot view the data in the portal, then post a new question to the Smart Net Total Care Support Community.

The Left Navigation Pane Only Includes the Get Started Link

You must complete at least one successful upload as the customer administrator in order to populate the left navigation pane with the rest of the links. Complete these steps in order to upload your data to the portal:

1. Click **Get Started** in the left navigation pane, and you are directed to a page that allows you to choose a data upload option.
2. Choose the appropriate method (comma separated value (CSV) file or collector) for your inventory collection.

Tip: For more information about supported collection methods, refer to the [Device Data Collection Options](#) page.

3. Wait 24 to 48 hours for the data upload to complete successfully, and then verify that the data appears in the portal.

After the upload is completed, you should be able to view and use all of the other links in the left navigation pane. The *Get Started* link appears only when you use the portal for the first time and there is no inventory data, so it does not appear for subsequent logins.

Note: If the upload status shows *In Progress* for more than 48 hours, or you see a *Failure* status, then post a new question to the Smart Net Total Care Support Community. Ensure that you do not share confidential information in the community.

You Continue to See Data for Devices that Are No Longer in Your Network

Navigate to **Application Settings > Report Preferences** and enable the **Latest View** option in order to view only the information for the latest inventory upload.

You Want to Export Data for Use Elsewhere in Your Company

Click **Export** from each of the report panels in order to generate reports, and then select the type of report from the available choices. In order to schedule a report, navigate to **Actions > Schedule Task** and select a report from the list.

In either situation, you can download the file that is created from *My Reports* in the left navigation pane when it is complete.

You Do Not Know How to Use the Report Filter Options in the Portal

In order to use the filter options, click the filter box at the top of each column in a report pane, enter the desired value into the text box (or choose from the available options), and press **Enter** in order to show the results that match the specified criteria.

Tip: You can add filter values in multiple columns.

You Do Not Know Which Devices Are Supported in the Portal

You can use the Product ID Checker tool in order to determine which devices in your network are supported by the Smart Net Total Care portal. New devices are added frequently.

You Want to Open a Case from the Portal for a Device-Related Issue

You can use the *All Equipment* report (**Inventory > All Equipment**) in order to open a support case through the portal.

Select the appropriate checkbox on a device row in order to select the device for which the case must be opened, and then click **Actions > Create Support Cases**. Until you select a device, the *Create Support Cases* option is grayed-out.

You Do Not Know How to Rename an Inventory from the Portal

With the current functionality, there is no way to change the inventory name within the portal.

You Want to Receive Automated Notifications

Navigate to **Application Settings > My Notifications** in order to set up your notification preferences. Additionally, the customer administrator can set up notification preferences for a list of users from **Application Settings > Company Notifications**. Notifications (such as upload completion notifications and product alerts) can be sent on an immediate, daily, or weekly basis to the email address that is specified.

Uploads

The information in this section addresses some common issues that are related to data uploads to the portal.

The Upload Statuses Do Not Appear in the Upload Processing Dashlet

If you attempt to upload data for the first time in a new account, then the upload processing status does not appear in the **Administration > Upload Processing** area. The upload statuses only appear after at least one successful upload is completed.

Allow at least 24 to 48 hours for the inventory collection to be completed in the portal. The upload must reach the *SUCCESS* status before you can view the reports (data) and other links in the left navigation pane.

You Want to Process Multiple Uploads Per Inventory Each Day

We recommend that you wait 24 to 48 hours before you attempt to process an additional upload for the same inventory.

Currently, the receipt for an upload is not reflected in the portal. Uploads are reflected when they begin processing. If you decide to initiate a second upload prior to the completion of the first upload, it might create a conflict in the data processing and could result in a stuck upload.

You See a Failed Upload Status

If your upload has a *FAILED* status, then you must initiate a new upload. The failed upload status cannot be changed.

You Receive the Import Errors: Operation could not be completed Error Message

This error message can be generated during CSV file uploads. The most common CSV errors are related to incorrect file and content format. Complete these actions in order to troubleshoot the issue:

- Verify that the file is in CSV format.
- Ensure that the entire column name is present for all of the columns.
- Ensure that these mandatory column values are populated for each device row:
 - Hostname
 - Serial Number
 - IP Address
 - Product ID

Note: The other columns are optional and can be left blank, but do not remove the column names.

If the issue persists, then post a new question to the Smart Net Total Care Support Community.

You Encounter Third-Party Collector Issues

If you encounter an issue that is related to a third-party collector (such as Netformx or SolarWinds) or collection of the data, then you must contact the third-party collector vendor or support team directly in order to resolve the problem.

If the issue is related to viewable data in the Smart Net Total Care portal, then post a new question with details of the issue to the Smart Net Total Care Support Community.

Note: You must contact Netformx and SolarWinds for support until the upload status shows *Ready* in their portal. Cisco cannot assist with any errors or processing issues on the third-party side.
