

CHAPTER 1

Introduction to Cisco Inventory and Reporting

This chapter provides an overview of the Cisco Inventory and Reporting service and covers the following areas:

- [Overview](#)
- [Key Features and Benefits](#)
- [Specifications](#)
- [Inventory and Reporting Tool Components](#)
- [Inventory and Reporting Tool Services](#)
- [For More Information](#)

Overview

The Inventory and Reporting capability, supported on the iTS technology platform from Cisco Systems, delivers the tools and technology to analyze, and report information about Cisco network elements and provide Network Aware Information. Inventory data is securely uploaded to Cisco via the CSP-C collector and the reports are presented through the Inventory and Reporting Web Portal. The inventory data is also available to the Cisco Technical Assistance Center (TAC) to help enable faster resolution of any network issues.

Key Features and Benefits

This section identifies the key features of the Inventory and Reporting service and describes the benefits this service provides.

Accurate Install Base Information

The Inventory and Reporting capability provides accurate Install Base data to aid in asset management initiatives to help reduce total cost of ownership and to help drive Sarbanes-Oxley compliance. Through accurate Install Base reporting, spend less time searching for Cisco information that applies to your network. Through the Web Portal, view value-added reports including details on Cisco network elements, Cisco physical elements with configuration (cards, chassis), memory details of devices, Cisco software types and versions, as well as End-of-life/End-of support information.

Faster Resolution Of Network Problems

Reduce security vulnerabilities through a better understanding of installed assets and operating systems. Furthermore, baseline information required to start troubleshooting your network is available to the Cisco TAC from the moment you open a service request. Your Cisco TAC engineer has instant visibility into the size and nature of your network.

Specifications

Access to the Inventory and Reporting tool requires the installation of Cisco software to periodically upload your network information to the Cisco Inventory and Reporting back end, either manually or using an automatic scheduler.

Computer Requirements

Table 1-1

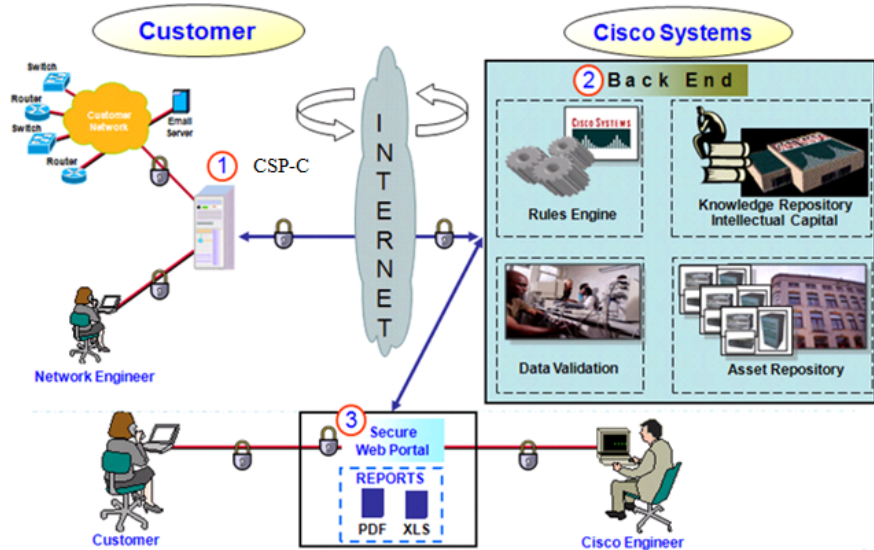
Hardware Requirements (Minimum)	Software Requirements
Pentium 4 or higher (Pentium M recommended)	Windows XP with Service Pack 2, or Windows 7
1 GB system RAM, plus minimum 1.5 GB swap space for a total of 2.5 GB memory	Microsoft Internet Explorer 5.x and higher Netscape Navigator 7.x and higher
Approximately 400 MB of disk space required by software package, plus an additional disk space required for discovery/inventory data (approximately 60 KB per network device, or 60MB per 1000 devices)	Java Plug-in 1.4.2 required.

Browser Minimum Requirements

This is the recommended minimum configuration requirements for browser clients:

- Windows XP
- IE 8
- Flash 9 plug-in
- 1GB RAM

Inventory and Reporting Tool Components



Inventory and Reporting Tool Components

1. The Smart Collector- Common Services Platform (CSP-C) are automated network discovery and inventory tools. These collectors track all the network elements discovered or added from a seed file, providing timely delivery of network information.
2. The Back End contains four services that process data that was collected by CSP-C. For more information see “[Inventory and Reporting Tool Services](#)”.
3. The web portal provides a secure interface that lets users select a variety of reports in several different format types; once they are registered and entitled to the Inventory and Reporting service.

Inventory and Reporting Tool Services

The Cisco Inventory and Reporting program includes the following services groups:

Rules Engine

The collected network data is processed and analyzed by applying rules to the data using RBIC. RBIC is a system designed to capture, share and re-use Cisco intellectual capital. The system captures expert knowledge from Cisco engineers.

Knowledge Repository - Intellectual capital

The knowledge repository is a collection of Cisco intellectual capital often referred to as knowledge engines. These are in general Cisco corporate back end systems that contain Business Unit data elements (like Field Notices and Advisories) and also systems rules for entitlement.

All network inventory data upload from the customer network into the Inventory and Reporting back end over the secure channel will be parsed against these data elements in the back end systems.

Data Validation

Certain data elements uploaded via the collector over the secure channel require data validation. Some examples of these data elements are Serial Numbers and Product Identifiers. Triangulations are done for the output of three different back end systems to either correct and validate or just validate these data elements.

Asset Repository

The asset repository component of the Inventory and Reporting back end represents all the inventory uploads from all customers. This information is used as a source to build all the Inventory and Reporting reports accessible through the web portal. An industry standard platform is used to process and store end-user inventory data.


Launch the Inventory and Reporting Application

- Step 1** Go to the Inventory and Reporting application at URL: <https://tools.cisco.com/sntc/>; the Inventory and Reporting Log In window opens.

Log In

Existing User	New User
<p>User Name:</p> <input type="text"/>	<p>There are various levels of access depending on your relationship with Cisco. Review the user benefits and find the level that is most appropriate for you.</p> <p>Registered Guest</p> <p>Partner & Reseller</p> <p>Registered Customer</p>
<p>Password:</p> <input type="password"/> <input type="button" value="Log In"/>	
<p>Forgot your password?</p>	<p><input type="button" value="Register Now"/></p>

- Step 2** Enter your Cisco.com ID user name and password.
- Step 3** Click **Log In**; the Inventory and Reporting application's window opens and displays the Overview page.

Overview	User Registration	Common Services Platform Collector (CSP-C)	Support
<p>Inventory and Reporting</p> <p>Delivering capabilities to discover, collect and analyze network device details and provide network aware information.</p>			
<p>User Registration</p> <p>Register User</p> <p>Maintain Registrations</p> <p>Maintain Personal Registration</p>		<p>Smart Net Total Care</p>	
<p>Common Services Platform Collector (CSP-C) Registration</p> <p>Register CSP-C</p> <p>Maintain CSP-C Registrations</p>		<p>Resources</p> <p>Accept Legal Agreement</p>	
<p>Cisco Smart Net Total Care</p> <p>Reports</p>		<p>Download</p> <p>User Guide</p> <p>CSP-C Software</p>	

For More Information

For more information about the Cisco Inventory and Reporting tool, please contact ir-support@cisco.com or click the **Support** tab.

Overview	User Registration	Common Services Platform Collector (CSP-C)	Support
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For technical support, please contact ir-support@cisco.com

■ For More Information