



Comunidade de Suporte da Cisco Expert series Webcast

Benefícios dos serviços Cisco para parceiros e clientes.

Larissa Brito

Partner Delivery Manager

14 de novembro de 2017



Próximos eventos e novidades



Cisco Support Community em Português

Cisco HyperFlex Systems- Pergunte ao Especialista

30 de outubro - 17 de novembro de 2017

Rafael Guerra

<https://supportforums.cisco.com/t5/data-center/cisco-hyperflex-systems-pergunte-ao-especialista/m-p/3206628#M290>



The banner features a central image of a man in a blue shirt pointing at a whiteboard with a grid of colored dots. In the top left corner, there is a small inset image of a man on a laptop screen with a speech bubble that says "Pergunte ao especialista" and the name "Rafael Guerra" below it. The bottom section of the banner is a solid blue bar containing the text "Cisco HyperFlex Systems", a calendar icon followed by "30 de outubro - 17 de novembro de 2017", and a button that says "Participe da discussão!". On the right side of the main image, there is a logo for "COMUNIDADE DE SUPORTE" with the Cisco logo.

Cisco Support Community em Português

Potencialize seu Data Center com Cisco UCS- Pergunte ao Especialista

20 de novembro - 01 de dezembro de 2017

Mauricio Harley

<https://supportforums.cisco.com/t5/data-center/potencialize-seu-data-center-com-cisco-ucs-pergunte-ao/td-p/3214209>



Pergunte ao especialista

Mauricio Harley

COMUNIDADE DE SUPORTE

Potencialize seu Data Center com Cisco UCS

20 de novembro - 1 de dezembro de 2017

Participe da discussão!

The banner features a central image of a man in a blue shirt pointing at a whiteboard with five colored dots (green, purple, green, yellow, blue) in a meeting room. In the foreground, the backs of two people's heads are visible as they look towards the whiteboard. The banner has a blue header and footer with white text and icons.

Cisco Support Community em Português

Hyperconvergence com Cisco HyperFlex- Pergunte ao Especialista

04 – 15 de dezembro de 2017

Pedro Ivo Santos

<https://supportforums.cisco.com/t5/data-center-eventos/hyperconvergence-com-cisco-hyperflex-pergunte-ao-especialista/ba-p/3214256>



Pergunte ao especialista

Pedro Ivo Santos

COMUNIDADE DE SUPORTE

Hyperconvergence com Cisco HyperFlex

04 - 15 de dezembro de 2017

Participe da discussão!

-Este evento é exclusivo para os parceiros e clientes da Cisco-

The banner features a photograph of Pedro Ivo Santos, a Cisco expert, standing and pointing at a large screen displaying a colorful diagram of five circles. He is in a modern office setting with other people seated at a table in the foreground, looking towards the screen. The banner has a blue header and footer with white text and icons.

Cisco Support Community Webcast em Português

Hyperconvergence com Cisco HyperFlex

13 de dezembro de 2017

14h horário de Brasília (UTC -2 horas)

Evento exclusivo para parceiros e clientes da Cisco

Pedro Ivo Santos

<https://supportforums.cisco.com/t5/data-center-eventos/evento-webcast-hyperconvergence-com-cisco-hyperflex/ba-p/3214794>



Cisco Support Community Webcast em Espanhol

Enrutamiento con OSPF e IS-IS en redes IPv6

22 de novembro de 2017

10h horário da Cidade do México (UTC-6)

Héctor Gustavo Serrano e Alejandro Acosta

<https://supportforums.cisco.com/t5/routing-y-switching-eventos/webcast-evento-enrutamiento-con-ospf-e-is-is-en-redes-ipv6/ba-p/3201134/jump-to/first-unread-message>



The banner features a blue header with the text 'Webcast En Vivo' and a photo of two men, Alejandro and Gustavo. Below this, the main title 'Participe en el Webcast Enrutamiento con OSPF e IS-IS en redes IPv6' is displayed. The background shows a modern office environment with people working at desks. At the bottom, the date and time 'MIÉRCOLES 22 NOVIEMBRE, 2017 10HRS CDT (UTC -6)' are shown, along with the 'lacnic' logo and the 'cisco COMUNIDAD DE SOPORTE' logo.

Cisco Support Community em Espanhol

Pergunte ao especialista –

Mejores prácticas para realizar un Site Survey e Implementación de redes inalámbricas WLC

30 de outubro - 24 de novembro de 2017

Daniel Ordoñez

<https://supportforums.cisco.com/t5/wireless/pregunte-al-experto-mejores-pr%C3%A1cticas-para-realizar-un-site/m-p/3210684#M1648>



Pregunte al Experto

Aclare sus dudas sobre como realizar un Site Survey e Implementar redes inalámbricas WLC!

Daniel Ordoñez

Hasta el viernes 24 de Noviembre 2017

cisco COMUNIDAD DE SOPORTE

Cisco Support Community em Inglês

Pergunte ao especialista –
Flexpod: Architecture, Configuration and
Troubleshooting

Evento exclusivo para os parceiros e clientes da Cisco

06 - 17 de novembro de 2017

Artem Tkachov

<https://supportforums.cisco.com/t5/events-for-customers-and/ask-the-expert-flexpod-architecture-configuration-and/m-p/3211840#M82>



Ask all your doubts about Cisco FlexPod and improve your data center platform!

Artem Tkachov

Ask the Expert

SUPPORT COMMUNITY

NOV 6- NOV 17, 2017
-Event open only to Customers & Partners-

Join the discussion!

The banner features a background image of two IT professionals working at computer monitors in a server room. On the left, there is a circular profile picture of Artem Tkachov with the text 'Artem Tkachov' below it. To the right of the profile picture is a blue speech bubble containing the text 'Ask the Expert'. The main text of the banner is 'Ask all your doubts about Cisco FlexPod and improve your data center platform!'. At the bottom left is the Cisco Support Community logo. At the bottom center is the event date 'NOV 6- NOV 17, 2017' and the note '-Event open only to Customers & Partners-'. At the bottom right is a white button with the text 'Join the discussion!'.

Conheça a Nova e aprimorada Comunidade!



Nosso novo lar agora está disponível

Visite o novo site!

<https://supportforums.cisco.com/t5/comunidade-e-de-suporte-cisco-em/ct-p/5141-comunidade-suporte-portugues>

Avalie o conteúdo da Comunidade de Suporte da Cisco em Português

Avalie discussões, documentos, vídeos e blogs !



Incentive e reconheça as pessoas que compartilham seu tempo e experiência na Comunidade.

Reconhecimentos na Comunidade

O reconhecimento como "**Participante em Destaque**" foi projetado para reconhecer e agradecer aqueles que colaboraram com conteúdo técnico de qualidade e aqueles participantes ativos que ajudam a posicionar nossa comunidade como o primeiro site para entusiastas da tecnologia e interessados na tecnologia da Cisco .

Torne-se um participante em destaque!

2017 2016 2015 2014 2013 2012

January February March April May **June** July August September October November December

Portuguese Rookie, June 2017



[Adilson Aparecido Florentino](#)
2017 June

Japanese Member's Choice, June 2017



[Naohiro Ishibashi](#)
2017 June

Premio "El Favorito" Junio del 2017



[Julio Moisa](#)
2017 June



Obrigada por estar com a gente hoje!

Durante a apresentação, serão feitas algumas perguntas para o público.
Dê suas respostas, participe!



Expert Series Webcast

Benefícios dos serviços Cisco para parceiros e clientes.

Larissa Brito: é formada em Relações Internacionais pela Universidade Federal do Rio de Janeiro (UFRJ), trabalha na Cisco há 2 anos na área de Partner Enablement para Serviços. Atualmente é Partner Delivery Manager (PDM) para os distribuidores da América Latina e responsável pelos treinamentos virtuais para os parceiros e distribuidores da região.



Larissa Brito
Partner Delivery Manager

Tema: Benefícios dos serviços Cisco para parceiros e clientes.

Participação do especialista



André Capellari
Responsável pelo Marketplace Brasil

Obrigada por estar aqui hoje!



Se você quiser uma cópia dos slides da apresentação, clique no link do arquivo PDF na caixa de chat à direita ou acesse:

<https://supportforums.cisco.com/t5/geral-eventos/evento-webcast-benef%C3%ADcios-dos-servi%C3%A7os-cisco-para-parceiros-e/ba-p/3180364/jump-to/first-unread-message>

Envie suas perguntas!

Use o **P&R/ Q&A** do painel para enviar suas perguntas e o painel de especialistas irá responder.

Suas perguntas serão respondidas no decorrer do webcast!





Benefícios dos serviços Cisco para parceiros e clientes.



Larissa Brito- labrito@cisco.com
Partner Delivery Manager



Agenda

Transição de Software da Cisco

A importancia dos Serviços nesse novo cenário

Serviços Inteligentes e Smart Net Total Care

Demo do Portal SNTC e como retirar informação do mesmo

Detalhe da Base Instalada

Uncovered to Covered

IOS Management

Alerta de Análise e Remediação – Field Notice e PSIRT

Limpeza de Dados da Base Instalada

Considerações Finais

Pergunta 1

• Vocês já ouviram falar que a Cisco está transicionando para uma empresa de Software?

A. Sim

B. Não



A transição de Software da Cisco e a importância dos Serviços

Mudando as expectativas do consumidor e Modelos de consumo

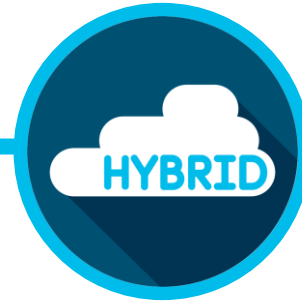
Aumentando a demanda de Serviços, Software e Nuvem



Relações
tecnológicas
estratégicas



Software e Serviços
são mais importantes



Alterando métodos de
implantação
(Nuvem e híbrido)



Novos Modelos de
Consumo

Abordagem de digitalização da Cisco

Forças disruptivas enfrentadas pelo negócio tradicional da Cisco

-  Caixa Branca
-  Competição desleal
-  Nuvem
-  SDN/NFV
-  As-a-Service
-  Agilidade de Negócio
-  Código aberto
-  Receita recorrente



Conecta arquiteturas para fornecer resultados comerciais



Cria um ambiente aberto para inovação rápida



Plataforma para oferecer valor contínuo aos clientes

Abre novas oportunidades para serviços e soluções

Permite transformações digitais de nossos clientes

Reduz o valor do acionista através da receita recorrente

Princípios da estratégia de software da Cisco

Tudo preparado para nuvem

Escolha Virtualizado
Gerenciamento pela Nuvem
Entrega Contínua Intercloud



Experiência do usuário em primeiro lugar

Agradar os consumidores
De ponta a ponta
Experiência de usuário intuitiva, imersiva e consistente



Simple e aberto

Automação e Aplicação consciente
Infraestrutura convergente
Desenvolvimento aberto
Ecossistema de Devnet

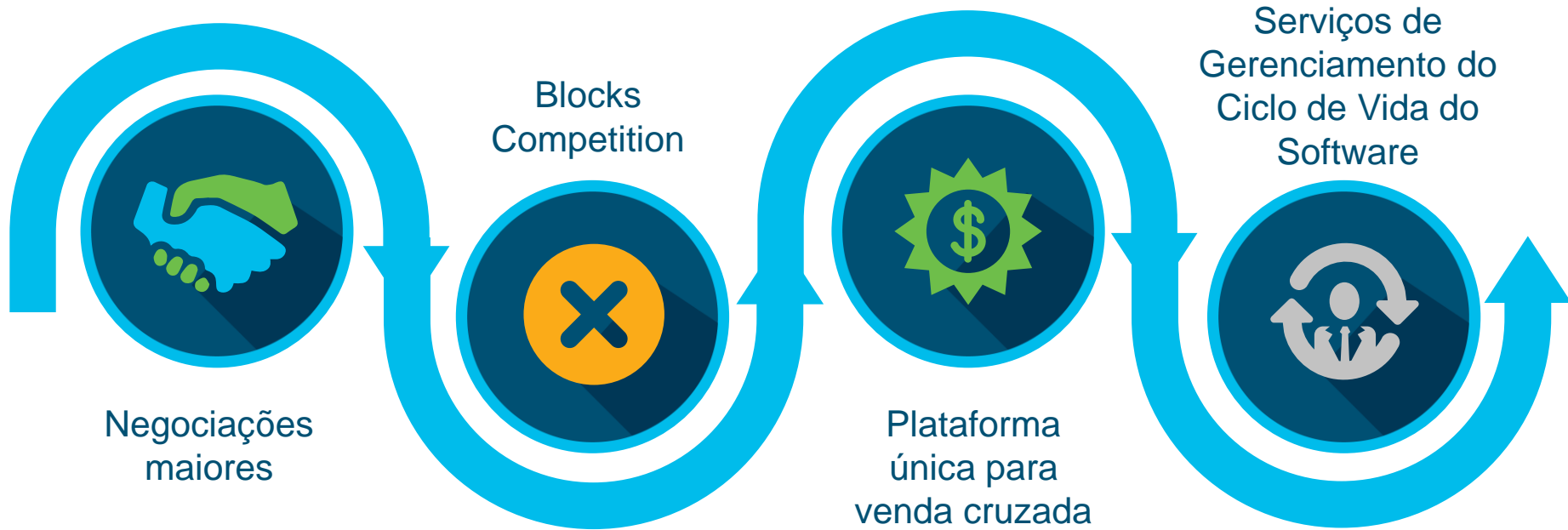


Flexibilidade de Consumo

Premissa para Nuvem
Perpétuo, Subscrição e Utilidade
Licenciamento transparente e flexível



O que há para os Parceiros?



Relacionamento estratégico com clientes

Abre Portas da Linha de Negócios para Acelerar Resultados de Negócios

Qual é o investimento para essa transformação?



**Alcance de
Investimentos**



**Pessoas,
Ferramentas,
Sistemas e
Processos**



**Transição de fluxo de
caixa - reconhecendo
receitas em
andamento em vez de
todas de uma vez**



Mudança cultural

Pergunta 2

• Qual o papel dos parceiros nessa transição da Cisco para Software?

A. Relacionamento estratégico com clientes

B. Abre portas da linha de negócios para acelerar resultados

C. Todas as opções



Serviços Inteligentes e Smart Net Total Care

Como os parceiros da Cisco podem gerar receita de serviços

Assessoria, Implementação, Treinamento, Otimização, Serviços Gerenciados e Serviços Técnicos

Cresça e diferencie seu negócio

Compromisso / Investimento para Construir e Crescer Sua Prática de Serviços

Revender

Resell Cisco's branded services
(e.g. Smart Net Total Care, Smart Assist, Asset Management)

Revenda + Adicione serviços de cortesia

Resell Cisco branded services and add complimentary services
(e.g. training, adoption, etc.)

Crie seus próprios serviços

Build your own services
If you need assistance with how to build and deliver smart services, purchase Cisco's Partner Smart Assist Service

Serviços profissionais colaborativos

Build and brand your own professional services

- Partner Support Services – brand your own service
- Collaborative Professional Services

Por quê?

Você procura maneiras de melhorar o crescimento e a receita de seus negócios. Você pode fornecendo serviços que alavancem as capacidades inteligentes da Cisco. Expanda suas oportunidades e receitas de negócios, ajudando seus clientes a obter o máximo valor de seus investimentos em produtos da Cisco.

- > Expandir Oportunidades de Serviços
- > Obtenha vantagem competitiva e distinga sua empresa com serviços diferenciados
- > Aumentar a receita de serviços incrementais
- > Identificar Oportunidades para Atualizar (e Vender) Produtos
- > Construa Satisfação e Lealdade do Cliente
- > Ajude seus clientes a operar de forma mais eficiente, crescer seus negócios e ter sucesso

Crie e entregue serviços em torno de tecnologias / capacidades da Cisco



Oportunidades de Serviços

- Entregue informações sobre a base instalada do produto Cisco
- Identificar riscos em ativos descobertos e finais de vida
- Dados de base instalados baseados no ID do site
- Analise e atue sobre vulnerabilidades de segurança
- Cotação e cobertura de ativos críticos
- Planeje atualizações e migrações de fim de vida
- Identificar oportunidades de consolidação de contratos
- Preparação para Ativação Home Smart Call
- Gerenciamento de IOS
- Prepare e planeje as migrações
- ** SCH é um serviço que pode ser habilitado em dispositivos que atendem a critérios específicos, por favor, reveja a comunidade de suporte SCH

Pergunta 3

• Qual o Serviço Inteligente da Cisco que permite que o parceiro possa expandir e criar seu próprio portfólio de serviços?

A. Smart Net

B. Smart Net Total Care (SNTC)

C. TAC



Demo do coletor de Smart Net Total Care

“Plays” – Build and Deliver Services Around Cisco Technologies/Capabilities



The following sections provide an overview of each service opportunity (“play”) based on Cisco’s smart capabilities.

- > You’ll learn how each play can benefit your business and your customer.
- > We’ll share the important factors you should consider before building and delivering the service.
- > Then we’ll provide you with step-by-step instructions on how to deliver the services.



Ready to get started?

Click each ‘play’ in the top bar navigation to learn more about each service opportunity.



Installed Base Refresh

Installed Base Refresh

What it is:

Provides assistance to refresh/update Cisco installed base.

Why is it important:

Using the most up-to-date digital technologies helps customers operate more efficiently and confidently. Help your customers use Cisco's advanced technologies to power their business and support their business growth and competitive differentiation.

- New product/services opportunities
- Enhance services revenue
- Demonstrate commitment to customer's success
- End-to-End Cisco technology adoption (easier for you to support your customer and manage renewals)
- Data integrity (limited/no access to accurate or complete visibility)



- Customer does not want to refresh
- No/limited budget
- Smart Net Total Care (SNTC) portal must be deployed
- CBR Access (or) customer provide reports
- Access to CSCC/CCW

Installed Base Refresh Play

Step-by-Step Instructions

What it is: Provides assistance to refresh/update Cisco installed base



Benefit: Help your customers use Cisco's advanced technologies to power their business and support their business growth and competitive differentiation.



- ✓ Enhance services opportunities
- ✓ Increase sales
- ✓ Expand revenue
- ✓ Demonstrate expertise
- ✓ Deepen customer relationships
- ✓ Strengthen customer loyalty

Installed Base Refresh Step-by-Step Instructions

Step 1: Log into the Smart Services Connection Portal, Under Actions, select Schedule Task

The screenshot displays the Smart Services Connection portal interface. On the left is a blue navigation sidebar with the following items: Smart Net Total Care, CUSTOMER: CISCO SYSTEMS INC F..., INVENTORY AND SEGMENT: All Inventory and Seg..., Application Settings, My Reports, Useful Links, Actions (with a dropdown arrow), Dashboards (+ >), Library (with a dropdown arrow), Administration (>), Alerts (>), Architecture Assessments (>), Contracts (>), Incidents (>), Inventory (>), and Inventory Insight (>). The 'Actions' menu is expanded, and 'Schedule Task' is highlighted with a red box. The main content area shows a calendar for August 16-22, 2016, with a 'Schedule Task' button also highlighted by a red box. The calendar grid is currently empty.

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings
My Reports
Useful Links

Actions

Schedule Task

Dashboards + >
Library >
Administration >
Alerts >
Architecture Assessments >
Contracts >
Incidents >
Inventory >
Inventory Insight >

Smart Services Connection

Larissa Santos

Have a question? v

Schedule Task

Aug 16 - Aug 22, 2016 Today

Day Week Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 2, 3 & 4: Select “Contracts Management Report” from the drop down.
Select “Proceed”, then “Run Now”.

The screenshot shows a web interface for generating a report. A modal dialog box is open on the left, titled "Please select event type:", with a dropdown menu showing "Contracts Management Report" and two buttons: "Proceed" and "Cancel". A red box highlights the "Proceed" button, and a red number "1" is next to it. The main window is titled "Schedule Report(s): Contracts Management Report" and contains a "Name and Description" section with fields for "Report Name" (Contracts Management Report_larsanto_147138) and "Description(Optional)". Below this is a "Default Setting" section with fields for "Customer" (CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY), "Inventory / Segment" (All Inventory), "Recurrence" (Once, Immediately), "Format" (XLS), and "Notify Me" (By Email and Notification). At the bottom of the main window, there are "Close", "Run Now", and "Next" buttons. A red box highlights the "Run Now" button, and a red number "2" is next to it. A red arrow points to the "Run Now" button. An "Information" dialog box is open at the bottom right, with the text: "Request for Contracts Management Report has been submitted successfully . Click on 'My Reports' link in the left navigation to view / download the generated report." A red box highlights the "OK" button, and a red number "3" is next to it.

Installed Base Refresh Step-by-Step Instructions

Step 5: Select “My Reports”

Smart Net Total Care

CUSTOMER:
CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT:
All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Library

Administration

Alerts

Architecture Assessments

Contracts

Incidents

Inventory

Inventory Insight



Smart Services Connection

Larissa Santos



Have a question?

Schedule Task

+ Schedule Task

< Aug 16 - Aug 22, 2016 >

Today



Day

Week

Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Installed Base Refresh Step-by-Step Instructions

Step 6: Select the blue hyperlinked file “XLSX”

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Library

Administration

Alerts

Architecture Assessments

Contracts

Incidents

Inventory

Inventory Insight

Smart Services Connection

Larissa Santos

Have a question?

My Reports (1)

Export

Report Name	Download	Inventory	Segment	Status	Requested	Generated	Customer
<input type="checkbox"/> Contracts Management Report_larsanto_147138	XLSX	All Inventory	All Segments	Success	Aug 16, 2016 12:40	Aug 16, 2016 12:45	CISCO SYSTEMS INC FOR ...

Step 7: Select the “Last Day of Support” tab

The screenshot shows an Excel spreadsheet titled "Contract Management Report" with the following content:

Tab Name	Tab Summary & Instructions for Use
About the Report	This sheet contains descriptions of the various worksheets included in this report.
Summary	A summary of the the installed base information about your inventory that is included in this report. There are a number of tables that summarize key information in the different tabs.
All Contracts	A comprehensive list of all contracts associated with devices found in the collected network
Expiring Contracts	A list of your contracts that are expiring within the next two years.
Inventory by Product	A list of all the product IDs (PIDs) that have been recognized in your inventory and their coverage status, with LDOS date
Inventory by Sites	A comprehensive list of all the sites according to current Cisco records.
Covered	Covered items are those, which have a valid Cisco contract attached to them. Include contracts in Active, Overdue or QA-Hold status.
Not Covered	This sheet includes equipments which are not covered under any active Cisco Contract . This only includes serviceable items.
Expiring Device Coverages	A list of all your devices that have service coverage expiring within the next two years.
Last Day of Support	The LDoS tab provides a list of covered and uncovered items in your network where the LDoS has past or the published date is within the next two years.
Equipment List	The Equipment List tab shows all successfully processed and recognized items.
Glossary	A list of column headers in this report with a definition of each.

At the bottom of the spreadsheet, the following tabs are visible: About the Report, Summary, All Contracts, Expiring Contracts, Inventory by Product, Inventory by Sites, Covered, Not Covered, Expiring Device Coverages, **Last Day of Support**, Equipment List, Glossary.

Step 8: Use Filter at column A to identify items “Past LDOS”, LDOS within next 12 months and LDOS over 12 months and within 24 months

The screenshot shows the Microsoft Excel interface with a data table titled "Last Day of Support (LDOS)". The table has columns for LDOS Timeframe, ID, Hostname, IP Address, SysName, Serial Number, Product ID, Product Family, and Equipment. A filter menu is open over column A, showing options for sorting and filtering. The "Filter by Color" option is selected, and the "Past LDOS" filter is checked. The table contains 86 rows of data, with the first 77 rows being filtered to show "Past LDOS" items.

LDOS Timeframe	ID	Hostname	IP Address	SysName	Serial Number	Product ID	Product Family	Equip
Past LDOS	72	TSPM-SJ-SNTC-R7	172.21.34.27	TSPM-SJ-SNTC-R7.cisco.com	FOC111931CK	AIM-CUE	Advanced Integration Modules (AIM MODULE	
Past LDOS	74	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900M	AIR-AP1252AG-A-K9	Cisco Aironet 1250 Series	CHASSIS
Past LDOS	75	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	Cisco Aironet 1250 Series	CHASSIS
Past LDOS	76	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	Cisco Aironet 1250 Series	CHASSIS
Past LDOS	81	SPG-SH-SJC-11-1841	172.21.34.162	SPG-SH-SJC-11-1841.cisco.com	FTX0931W0RR	CISCO1841	Cisco 1800 Series Integrated Serv	CHASSIS

© 2017 C About the Report Summary All Contracts Expiring Contracts Inventory by Product Inventory by Sites Covered Not Covered Expiring Device Coverages Last Day of Support

Installed Base Refresh Step-by-Step Instructions

Step 9: Select “Past LDOS” at column A to identify the Devices needing refresh (IP, Hostname, SN, PID, etc).

The screenshot shows an Excel spreadsheet with the following data:

LDOS Timeframe	ID	Hostname	IP Address	SysName	Serial Number	Product ID	Product Family	Equipr
Past LDOS	1	TSPM-SJ-SNTC-R7	172.21.34.27	TSPM-SJ-SNTC-R7.cisco.com	FOC111931CK	AIM-CUE	Advanced Integration Modules (AIM) MODULE	
Past LDOS	3	TSPM-SJ-SNTC-R7	172.21.34.27	TSPM-SJ-SNTC-R7.cisco.com	FOC111451NS	AIM-VPN/EPII-PLUS	Advanced Integration Modules (AIM) MODULE	
Past LDOS	4	TSPM-SJ-SNTC-R7	172.21.34.27	TSPM-SJ-SNTC-R7.cisco.com	FTX1123F0F2	CISCO2811	Cisco 2800 Series Integrated Serv	CHASSIS
Past LDOS	5	TSPM-SJ-SNTC-R7	172.21.34.27	TSPM-SJ-SNTC-R7.cisco.com	FOC14344WPX	NME-NAM-120S	Network Modules (NMs)	MODULE
Past LDOS	6	TSPM-SJ-P1C1R5	172.21.34.76	TSPM-SJ-P1C1R5.cisco.com	FTX1512AJ52	CISCO2811	Cisco 2800 Series Integrated Serv	CHASSIS
Past LDOS	9	TSPM-SJ-SNTC-WLC1	172.21.34.32	TSPM-SJ-SNTC-WLC1	FOC1510F05K	AIR-WLC4402-12-K9	Cisco 4400 Series Wireless LAN Co	CHASSIS
Past LDOS	11	TSPM-SJ-P1C1R9	172.21.34.92	TSPM-SJ-P1C1R9.cisco.com	FTX1122W1W8	CISCO2801	Cisco 2800 Series Integrated Serv	CHASSIS
Past LDOS	12	TSPM-SJ-P1C1AP2	172.21.34.100	TSPM-SJ-P1C1AP2.cisco.com	FTX1510900M	AIR-AP1252AG-A-K9	Cisco Aironet 1250 Series	CHASSIS
Past LDOS	13	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	AIR12A	CHASSIS
Past LDOS	14	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	Cisco Aironet 1250 Series	CHASSIS
Past LDOS	15	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	AIR12A	CHASSIS
Past LDOS	21	TSPM-SJ-P1C1R2	172.21.34.65	TSPM-SJ-P1C1R2.cisco.com	FOC1439163C	HWIC-4SHDSL	WAN Interface Cards	MODULE
Past LDOS	25	TSPM-SJ-P1C1AP1	172.21.34.98	TSPM-SJ-P1C1AP1.cisco.com	FTX1123E0BG	AIR-AP1232AG-A-K9	Cisco Aironet 1200 Series	CHASSIS
Past LDOS	28	TSPM-SJ-P1C2R4	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	61-UC-4FXO-K9	Cisco 1800 Series Integrated Serv	CHASSIS
Past LDOS	42	SPG-SH-SJC-11-1841	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	CO1841	Cisco 1800 Series Integrated Serv	CHASSIS
Past LDOS	51	SPG-SH-SJC-11-6504E	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	X6148-GE-TX	Catalyst 6500 Series Modules	MODULE
Past LDOS	53	TSPM-SJ-P1C1R10	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	CO2821	Cisco 2800 Series Integrated Serv	CHASSIS
Past LDOS	54	TSPM-SJ-P1C1R10	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	C-2T	WAN Interface Cards	MODULE
Past LDOS	71	SPG-SH-SJC-11-6504E	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	X6148-GE-TX	Catalyst 6500 Series Modules	MODULE
Past LDOS	72	TSPM-SJ-P1C2R4	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	61-UC-4FXO-K9	Cisco 1800 Series Integrated Serv	CHASSIS
Past LDOS	74	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	AIR12A	CHASSIS
Past LDOS	75	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	Cisco Aironet 1250 Series	CHASSIS
Past LDOS	76	TSPM-SJ-SNTC-AP3	172.21.34.38	TSPM-SJ-SNTC-AP3.cisco.com	FTX1510900L	AIR-AP1252AG-A-K9	AIR12A	CHASSIS
Past LDOS	81	SPG-SH-SJC-11-1841	172.21.34.162	SPG-SH-SJC-11-1841.cisco.com	FTX0931W0RR	CISCO1841	Cisco 1800 Series Integrated Serv	CHASSIS

LDOS Devices for Installed Base Refresh Opportunity



Uncovered to Covered

Uncovered to Covered

What it is:

Identifies customers' Cisco products which have/do not have Technical Services support coverage.

Why is it important:

Your customers expose themselves to risk – including downtime, impacts to service availability and compliance – if mission critical assets are not covered. You can help your customers ensure they have the proper support coverage for their products and help them mitigate risk and support business continuity and compliance.

- Expand new service resell opportunities
 - Renewal annuity
 - Reduce customers' operational risk
 - Support customers' business continuity and success
-
- Coverage transference
 - Data integrity (limited/no access to accurate or complete visibility)



- Limited visibility to installed base
 - Third party maintenance competitive threat
 - Customer discovers on their own (customer self service)
-
- Smart Net Total Care (SNTC) must be deployed
 - LOA (recommended), CBR Access (or) customer provide reports
 - Access to CSCC

Uncovered to Covered Play

Step-by-Step Instructions

What it is:



Identifies customers' Cisco products which have/do not have Technical Services support coverage.

Benefit:



Help your customers ensure they have the proper support coverage for their products and help them mitigate risk and support business continuity and compliance.

- ✓ Enhance services opportunities
- ✓ Increase sales
- ✓ Expand revenue
- ✓ Demonstrate expertise
- ✓ Deepen customer relationships
- ✓ Strengthen customer loyalty

Step 1: Log into the Smart Services Connection Portal, Under Actions, select Schedule Task

The screenshot displays the Smart Services Connection portal interface. On the left is a blue navigation sidebar with the following items: Smart Net Total Care, CUSTOMER: CISCO SYSTEMS INC F..., INVENTORY AND SEGMENT: All Inventory and Seg..., Application Settings, My Reports, Useful Links, Actions (with a dropdown arrow), Dashboards (+ >), Library (with a dropdown arrow), Administration (>), Alerts (>), Architecture Assessments (>), Contracts (>), Incidents (>), Inventory (>), and Inventory Insight (>). The 'Actions' menu is expanded, and 'Schedule Task' is highlighted with a red box. The main content area shows a calendar for 'Aug 16 - Aug 22, 2016'. The 'Schedule Task' link is also highlighted with a red box. The calendar grid shows a yellow background for the period from 12 am to 9 am on Tuesday, August 16, 2016. The top right of the page includes the user name 'Larissa Santos', a notification bell with '16', and a 'Have a question?' dropdown.

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings
My Reports
Useful Links

Actions

Schedule Task

Dashboards + >

Library

Administration >
Alerts >
Architecture Assessments >
Contracts >
Incidents >
Inventory >
Inventory Insight >

Smart Services Connection

Larissa Santos

Have a question?

Schedule Task

Aug 16 - Aug 22, 2016 Today

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 2, 3 & 4: Select “Contracts Management Report” from the drop down.
Select “Proceed”, then “Run Now”.

Please select event type:

Contracts Management Report ▼

Proceed Cancel

2

3

4

Information

Request for Contracts Management Report has been submitted successfully . Click on 'My Reports' link in the left navigation to view / download the generated report.

OK

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Step 5: Select “My Reports”

Smart Net Total Care

CUSTOMER:
CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT:
All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Library

Administration

Alerts

Architecture Assessments

Contracts

Incidents

Inventory

Inventory Insight



Smart Services Connection

Larissa Santos



Have a question?

Schedule Task

+ Schedule Task

Aug 16 - Aug 22, 2016

Today

Day

Week

Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 6: Select the blue hyperlinked file “XLSX”

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards + >

Library

- Administration >
- Alerts >
- Architecture Assessments >
- Contracts >
- Incidents >
- Inventory >
- Inventory Insight >

Smart Services Connection

Larissa Santos

Have a question?

My Reports (1)

Export

Report Name	Download	Inventory	Segment	Status	Requested	Generated	Customer
<input type="checkbox"/> Contracts Management Report_larsanto_147138	XLSX	All Inventory	All Segments	Success	Aug 16, 2016 12:40	Aug 16, 2016 12:45	CISCO SYSTEMS INC FOR ...

Step 7: Select the “Equipment List” tab

The screenshot shows the Microsoft Excel interface with the 'Contract Management Report' spreadsheet open. The ribbon includes Home, Insert, Page Layout, Formulas, Data, Review, and View. The spreadsheet content is as follows:

Contract Management Report	
Information and Instructions for use	
Scope	
This report provides details about the contract status of all serviceable items that were collected and processed by Smart Net Total Care. This report provides contract information, along with related device information, and helps you manage your Cisco technical support contracts. The report includes only items that are successfully processed and recognized as a Cisco device. The report is presented in twelve main tabs.	
Tab Name	Tab Summary & Instructions for Use
About the Report	This sheet contains descriptions of the various worksheets included in this report.
Summary	A summary of the the installed base information about your inventory that is included in this report. There are a number of tables that summarize key information in the different tabs.
All Contracts	A comprehensive list of all contracts associated with devices found in the collected network
Expiring Contracts	A list of your contracts that are expiring within the next two years.
Inventory by Product	A list of all the product IDs (PIDs) that have been recognized in your inventory and their coverage status, with LDOS date
Inventory by Sites	A comprehensive list of all the sites according to current Cisco records.
Covered	Covered items are those, which have a valid Cisco contract attached to them. Include contracts in Active, Overdue or QA-Hold status.
Not Covered	This sheet includes equipments which are not covered under any active Cisco Contract . This only includes serviceable items.
Expiring Device Coverages	A list of all your devices that have service coverage expiring within the next two years.
Last Day of Support	The LDoS tab provides a list of covered and uncovered items in your network where the LDoS has past or the published date is within the next two years.
Equipment List	The Equipment List tab shows all successfully processed and recognized items.
Glossary	A list of column headers in this report with a definition of each.
Notes	
Tab colors	Blue tabs are worksheets that contain summary information. Green tabs are worksheets that contain device level information.
Summary Tab: Device Coverage Table	An item may be covered simultaneously by two contracts with different status such Overdue and Active. Therefore, note that the same item maybe counted into both the Active and Overdue totals. Unique number of covered items in your network can be found in the Online Contracts POD (Covered Items Count).
Covered Items tab	May include contracts with different status covering the same item in separate rows. May also list multiple active contracts covering the same item(serial number) as separate rows resulting in multiple lines per serial number. Helps identify if same item has been covered by more than one contract.

At the bottom of the spreadsheet, the tab bar shows the following tabs: About the Report, Summary, All Contracts, Expiring Contracts, Inventory by Product, Inventory by Sites, Covered, Not Covered, Expiring Device Coverages, Last Day of Support, **Equipment List**, Glossary. The 'Equipment List' tab is highlighted with a red box.

Step 8: Select Contract Number (column Q)

The screenshot shows an Excel spreadsheet with the following data table:

Equipment Type	Software Version	Ship Date	Last Day of Support	Alert Definition URL	Contract Number	Service Program
CHASSIS	12.2(8)A	2003-05-27	2010-06-30	http://www.cisco.com/c/en/us/products/collateral/wireless/aironet-1200-series/prod_end-of-lif...		
CHASSIS	12.4(20)T2	2008-04-18				MARTNET
CHASSIS	12.2(25)SEG4	2007-12-14				
CHASSIS	15.1(1)XB					
CHASSIS	6.2(9)	2012-02-15	2020-10-31	http://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9100-series-multit...		
POWER_SUPPLY	6.2(9)		2020-10-31	http://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9100-series-multit...		
POWER_SUPPLY	6.2(9)		2020-10-31	http://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9100-series-multit...		
POWER_SUPPLY	15.0(1)M4					
POWER_SUPPLY	15.1(1)T2					
MODULE	15.1(1)T2	2010-11-13	2019-06-30	http://www.cisco.com/en/US/prod/collateral/routers/ps5855/end_of_life_notice_c51-729577.t...		
MODULE	15.1(1)T2	2010-12-01	2017-11-30	http://www.cisco.com/en/US/prod/collateral/modules/ps10598/eol_c51-709051.html		
CHASSIS	12.2(25)SE3	2007-06-08	2018-01-31	http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps5023/eol_c51-696372.html		
CHASSIS	15.0(1)M4	2010-11-13				
MODULE	15.1(4)M	2007-06-06	2017-07-31	http://www.cisco.com/en/US/prod/collateral/routers/ps5855/eol_c51-696796.html		
MODULE	15.1(4)M	2007-06-06	2013-12-31	http://www.cisco.com/en/US/prod/collateral/routers/ps5854/eol_cisco_aim_vpn_ii_plus_modu...		
MODULE	15.1(4)M	2010-09-17	2016-11-30	http://www.cisco.com/en/US/prod/collateral/routers/ps5854/eol_c51-655336.html		
MODULE	15.1(4)M	2007-06-06	2015-09-30	http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps5520/end_of_life_c51...		
CHASSIS	15.1(1)T2	2010-11-13				
CHASSIS	4.1.Sc.17	2010-11-10	2017-08-31	http://www.cisco.com/en/US/prod/collateral/contnetw/ps5680/ps6474/eol_c51-700260.html		
MODULE	12.4(9)T7	1995-01-17				
MODULE	12.4(9)T7	2011-04-19	2018-02-28	http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps01/end_of_lif_e_not...		
MODULE	15.0(1)M4					
POWER_SUPPLY	12.2(33)XNF2					
POWER_SUPPLY	12.2(33)XNF2					
MODULE	12.2(33)XNF2		2021-04-30	http://www.cisco.com/c/en/us/products/collateral/routers/asr-1000-series-aggregation-service...		
MODULE	12.2(33)XNF2	2010-12-09				
MODULE	12.2(33)XNF2	2010-12-09	2019-05-31	http://www.cisco.com/en/US/prod/collateral/modules/ps6267/eos-eol-notice-c51-730318.html		
POWER_SUPPLY	15.1(3)T					
MODULE	15.1(3)T		2017-11-30	http://www.cisco.com/en/US/prod/collateral/modules/ps10598/eol_c51-709051.html		
POWER_SUPPLY	15.1(2)T2					
MODULE	15.1(2)T2	2010-11-20	2017-11-30	http://www.cisco.com/en/US/prod/collateral/modules/ps10598/eol_c51-709051.html		
CHASSIS	12.2(25)SE3	2007-06-08	2018-01-31	http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps5023/eol_c51-696372.html		
CHASSIS	15.1(4)M	2007-06-06	2016-10-31	http://www.cisco.com/en/US/prod/collateral/routers/ps5854/eol_c51-631228.html		
CHASSIS	12.4(24)T4	2011-03-07	2020-04-30	http://www.cisco.com/c/en/us/products/collateral/unified-communications/vg-series-gateways/ec91516150...		

The 'Contract Number' column header is highlighted with a red box. A context menu is open over the 'Contract Number' column, showing options like 'Sort A to Z', 'Sort Z to A', and 'Filter by Color'. The 'Filter by Color' option is selected, and a list of contract numbers is displayed in a scrollable list.

Uncovered to Covered Step-by-Step Instructions

Step 9: Filter to remove all blanks by, checking box “select all”, scroll down and check box “blanks”. Note, you will have a list of all the uncovered devices.

The screenshot shows an Excel spreadsheet with a table of data. The table has columns for Equipment Type, Software Version, Ship Date, Last Day of Support, Alert Definition URL, Contract Number, and Service Program. A filter dropdown menu is open over the Contract Number column, and the 'Select All' option is highlighted with a red box. The table contains 40 rows of data, including various equipment types like CHASSIS, POWER_SUPPLY, and MODULE, with their respective software versions, ship dates, and support dates. The contract numbers range from 93988361 to 94966372. The service programs include SMARTNET, UNIFIED COMPUTING SERVICES, and SMARTNET TOTAL CARE.

Equipment Type	Software Version	Ship Date	Last Day of Support	Alert Definition URL	Contract Number	Service Program
CHASSIS	12.2(8)IA	2003-05-27	2010-06-30	http://www.cisco.com/c/en/us/products/collateral/wireless/aironet-1200-series/prod_end-of-l...		
CHASSIS	12.4(20)T2	2008-04-18				MARTNET
CHASSIS	12.2(25)SEG4	2007-12-14				
CHASSIS	15.1(1)X8					
CHASSIS	6.2(9)	2012-02-15	2020-10-31	http://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9100-series-multit...		
POWER_SUPPLY	6.2(9)		2020-10-31	http://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9100-series-multit...		
POWER_SUPPLY	15.0(1)M4		2020-10-31	http://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9100-series-multit...		
POWER_SUPPLY	15.1(1)T2					
MODULE	15.1(1)T2	2010-11-13	2019-06-30	http://www.cisco.com/en/US/prod/collateral/routers/ps5855/end_of_life_notice_c51-729577...		MARTNET
MODULE	15.1(1)T2	2010-12-01	2017-11-30	http://www.cisco.com/en/US/prod/collateral/modules/ps10598/eol_c51-709051.html		MARTNET
CHASSIS	12.2(25)SEE3	2007-06-08	2018-01-31	http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps5023/eol_c51-696372.html		MARTNET
CHASSIS	15.0(1)M4	2010-11-13			93988361	MARTNET
MODULE	15.1(4)M	2007-06-06	2017-07-31	http://www.cisco.com/en/US/prod/collateral/routers/ps5855/eol_c51-696796.html	93988361	MARTNET
MODULE	15.1(4)M	2007-06-06	2013-12-31	http://www.cisco.com/en/US/prod/collateral/routers/ps5854/eol_cisco_alm_vpn_ii_plus_modu...	93988361	MARTNET
MODULE	15.1(4)M	2010-09-17	2016-11-30	http://www.cisco.com/en/US/prod/collateral/routers/ps5854/eol_c51-655336.html	93988361	MARTNET
MODULE	15.1(4)M	2007-06-06	2015-09-30	http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps5745/ps5520/end_of_life_c51...	93988361	MARTNET
CHASSIS	15.1(1)T2	2010-11-13			93988361	MARTNET
CHASSIS	4.1.5c-17	2010-11-10	2017-08-31	http://www.cisco.com/en/US/prod/collateral/contnetw/ps6680/ps6474/eol_c51-700260.html	93988361	MARTNET
MODULE	12.4(9)T7	1995-01-17			93988361	MARTNET
MODULE	12.4(9)T7	2011-04-19	2018-02-28	http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps501/end_of_life_not...	93988361	MARTNET
MODULE	15.0(1)M4				93988361	MARTNET
POWER_SUPPLY	12.2(33)XNF2				93988361	MARTNET
POWER_SUPPLY	12.2(33)XNF2				93988361	MARTNET
MODULE	12.2(33)XNF2		2021-04-30	http://www.cisco.com/c/en/us/products/collateral/routers/asr-1000-series-aggregation-ser...	93988361	MARTNET
MODULE	12.2(33)XNF2	2010-12-09			93988361	MARTNET
MODULE	12.2(33)XNF2	2010-12-09			93988361	MARTNET
MODULE	12.2(33)XNF2	2010-12-09			93988361	MARTNET
POWER_SUPPLY	15.1(3)T		2019-05-31	http://www.cisco.com/en/US/prod/collateral/modules/ps6267/eos-eol-notice-c51-730318.html	93988361	MARTNET
MODULE	15.1(3)T		2017-11-30	http://www.cisco.com/en/US/prod/collateral/modules/ps10598/eol_c51-709051.html	93988361	MARTNET
POWER_SUPPLY	15.1(2)T2				93988361	MARTNET
MODULE	15.1(2)T2	2010-11-20	2017-11-30	http://www.cisco.com/en/US/prod/collateral/modules/ps10598/eol_c51-709051.html	93988361	MARTNET
CHASSIS	12.2(25)SEE3	2007-06-08	2018-01-31	http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps5023/eol_c51-696372.html	93988361	MARTNET
CHASSIS	15.1(4)M	2007-06-06	2016-10-31	http://www.cisco.com/en/US/prod/collateral/routers/ps5854/eol_c51-631228.html	93988361	MARTNET
CHASSIS	12.4(24)T4	2011-03-07	2020-04-30	http://www.cisco.com/c/en/us/products/collateral/unified-communications/vg-series-gateways/ec91516150	93988361	MARTNET

Step 10: Copy columns "Serial Number" (I) & "Product ID" (J)

The screenshot shows the Microsoft Excel interface with the following data table:

	G	H	I	J	K	L	M	N	
	Parent Instance ID	P/C/S	Serial Number	Product ID	Product Family	Equipment Type	Software Version	Ship Date	Last Day
6	159809528	P	FHK0720I0UA	AIR-AP1230A-A-K9	Cisco Aironet 120CHASSIS		12.2(8)JA	2003-05-27	2010-06-30
8	568365343	S	FOC114725FN	WS-CES00G-12TC	CE500 CHASSIS		12.2(25)SEG4	2007-12-14	
9			FTX10444318	CISCO2821	2800 CHASSIS		15.1(1)XB		
10	898450361	P	AMS15410707	DS-C9148-K9	Cisco MDS 9100 CHASSIS		6.2(9)	2012-02-15	2020-10-31
11			QCS1541K0IY	DS-C48-300AC	MDS Power Supp POWER_SUPPLY		6.2(9)		2020-10-31
12			QCS1541K0VF	DS-C48-300AC	MDS Power Supp POWER_SUPPLY		6.2(9)		2020-10-31
13			QCS1441H0K2	PWR-2921-51-AC	ISR Power SuppliePOWER_SUPPLY		15.0(1)M4		
20	334883013	S	FOC111451NS	AIM-VPN/EPII-PLUS	Advanced Integra MODULE		15.1(4)M	2007-06-06	2013-12-31
22	334882889	C	FOC111931CK	AIM-CUE	Advanced Integra MODULE		15.1(4)M	2007-06-06	2015-09-30
25	112088977	S	151002	5508C	AS500 Series CaMODULE		12.4(9)T7	1995-01-17	
27			FOC150832DU	PVDM3-16	Voice Cards MODULE		15.0(1)M4		
28			ART1447U06W	ASR1002-PWR-AC	ASR 1000 Series FPOWER_SUPPLY		12.2(33)XNF2		
29			ART1447U08G	ASR1002-PWR-AC	ASR 1000 Series FPOWER_SUPPLY		12.2(33)XNF2		
30			JAE14460UYE	ASR1000-ESP5	ASR 1000 Series CMODULE		12.2(33)XNF2		2021-04-30
31	582641063	C	JAE14470J9L	SPA-4XT-SERIAL	Shared Port AdapMODULE		12.2(33)XNF2	2010-12-09	
32	582641063	C	JAE14410DR9	SPA-8XC1T1/E1	Shared Port AdapMODULE		12.2(33)XNF2	2010-12-09	2019-05-31
33			AZS150816JK	PWR-2911-AC	ISR Power SuppliePOWER_SUPPLY		15.1(3)T		
34			FOC15073XC8	SM-SRE-700-K9	Service Modules MODULE		15.1(3)T		2017-11-30
41	582641063	P	FOX1433GZ9B	ASR1002	Cisco ASR 1000 SICHASSIS		12.2(33)XNF2	2010-12-09	2021-04-30
48	700689878	P	FOC15091YCC	WS-C2960S-24PS-L	Cisco Catalyst 291CHASSIS		12.2(55)JSE2	2011-03-11	2020-11-30
53	396652451	S	FTX12211IHQ	AIR-AP1131AG-A-K9	Cisco Aironet 113CHASSIS		12.4(10b)JA	2008-05-23	2018-07-31
59			QCS1507CLCX	C3K-PWR-265WAC	Catalyst 2K/3K SePOWER_SUPPLY		12.2(S0)SE2		2018-01-31
60		S	FGL145054QX	AIR-CAP3502I-C-K9	Cisco Aironet 350CHASSIS		15.3(20140612:08 2010-12-16		2021-03-31
61	1541651049	P	FTX182178PX	AIR-CAP3702I-A-K9	Cisco Aironet 370CHASSIS		15.3(20140612:08 2014-05-23		
62	1543302132	P	FTX182251LZ	AIR-CAP2702I-A-K9	Cisco Aironet 270CHASSIS		15.3(20140612:08 2014-05-29		
63	1541650942	P	FTX182178PW	AIR-CAP3702I-A-K9	Cisco Aironet 370CHASSIS		15.3(20140612:08 2014-05-23		
64		S	FGL145054QU	AIR-CAP3502I-C-K9	Cisco Aironet 350CHASSIS		15.3(20140612:08 2010-12-16		2021-03-31
65	1541651108	P	FTX182178PY	AIR-CAP3702I-A-K9	Cisco Aironet 370CHASSIS		15.3(20140612:08 2014-05-23		
66	579271522	P	FCW1447L097	AIR-CT5508-12-K9	Cisco 5500 Series CHASSIS		8.0.75.3	2010-11-24	
68	335011633	P	FTX1123E0BG		MODULE		12.3(8)JA2	2007-06-07	
69	1469832441	C	DCA1734X0A9	PWR-4450-AC	ISR Power SuppliePOWER_SUPPLY		15.3(3)S	2013-10-29	
70	699467175	S	FTX1510900M		MODULE		12.4(10b)DA3	2011-03-02	
71	699467175	S	FTX1510900M		MODULE		12.4(10b)DA3	2011-03-02	
72	876082006	P	FOC1549X2IA	WS-C3750G-24TS-S1U	Cisco Catalyst 375CHASSIS		15.0(1)SE2	2011-12-14	2018-01-31

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Step 11: Paste columns "Serial Number" (I) & "Product ID" (J) into a new worksheet

The screenshot shows an Excel spreadsheet with columns A through U. Column A is labeled "Serial Number" and column B is labeled "Product ID". The data rows start from row 6. A red arrow points from a text box to column I, which is currently empty. The text box contains the text: "SNs and PIDs of Uncovered Devices for a potential Quote".

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1																					
2																					
3																					
4	Serial Number	Product ID																			
5																					
6	FHK0720J0UA	AIR-AP1230A-A-K9																			
7	FOC1147Z5FN	WS-CE500G-12TC																			
8	FTX1044A318	CISCO2821																			
9	AMS15410707	DS-C9148-K9																			
10	QCS1541K0JY	DS-C48-300AC																			
11	QCS1541K0VF	DS-C48-300AC																			
12	QCS1441H0K2	PWR-2921-51-AC																			
13	FOC111451NS	AIM-VPN/EPII-PLUS																			
14	FOC111931CK	AIM-CUE																			
15	151002	S5080C																			
16	FOC150832DU	PVDM3-16																			
17	ART1447U06W	ASR1002-PWR-AC																			
18	ART1447U08G	ASR1002-PWR-AC																			
19	JAE14460UYE	ASR1000-ESP5																			
20	JAE14470J9L	SPA-4XT-SERIAL																			
21	JAE14410DR9	SPA-8XCHT1/E1																			
22	AZS150816UK	PWR-2911-AC																			
23	FOC15073XC8	SM-SRE-700-K9																			
24	FOX1433GZ9B	ASR1002																			
25	FOC1509Y1CC	WS-C2960S-24PS-L																			
26	FTX1221T1HQ	AIR-AP1131AG-A-K9																			
27	QCS1507C1CX	C3K-PWR-265WAC																			
28	FGL1450S4QX	AIR-CAP3502I-C-K9																			
29	FTX182178PX	AIR-CAP3702I-A-K9																			
30	FTX1822S1LZ	AIR-CAP2702I-A-K9																			
31	FTX182178PW	AIR-CAP3702I-A-K9																			
32	FGL1450S4QU	AIR-CAP3502I-C-K9																			
33	FTX182178PY	AIR-CAP3702I-A-K9																			
34	FCW1447L097	AIR-CT5508-12-K9																			
35	FTX1123E0BG																				
36	DCA1734X0A9	PWR-4450-AC																			
37	FTX1510900M																				
38	FTX1510900M																				
39	FOC1549X2JA	WS-C3750G-24TS-S1U																			
40	NWG152508KW	N20-FANS																			

Navigation tabs: About the Report, Summary, All Contracts, Expiring Contracts, Inventory by Product, Inventory by Sites, Covered, Not Covered, Expiring Device Coverages, Last Day of Support, Equipment List, Glossary, Partner Playbook



IOS Management

[Installed Base Refresh](#)[Uncovered to Covered](#)[Site ID Cleanup](#)[Security Threat Analysis](#)[Alerts, Analysis & Remediation](#)[Contract Consolidation](#)[Technology Assessments](#)[Smart Call Home](#)[IOS Management](#)

IOS Management

What it is:

Manage software IOS versions (gather IOS version data, analyze data and ensure most current IOS version)

Why is it important:

Help ensure your customers are using the most up-to-date and current software versions for their products for supportability and security.

- Software EOL mitigation
- Software consolidation
- Upgraded software stability



- Customer decision to stay/remain on a given SW release (stability)
- Smart Net Total Care (SNTC) must be deployed
- CBR Access (preferably Admin) (or) customer provide reports
- Intimate knowledge of customers network topology

IOS Management Play

Step-by-Step Instructions

What it is: Manage software IOS versions (gather IOS version data, analyze data and avoid using EoL SW Versions)



Benefit: Help ensure your customers are using supported software versions for their products.



- ✓ Enhance services opportunities
- ✓ Increase sales
- ✓ Expand revenue
- ✓ Demonstrate expertise
- ✓ Deepen customer relationships
- ✓ Strengthen customer loyalty

Step 1: Log into the Smart Services Connection Portal, Under Actions, select Schedule Task

The screenshot displays the Smart Services Connection portal interface. On the left, a blue sidebar contains navigation options: Smart Net Total Care, CUSTOMER: CISCO SYSTEMS INC F..., INVENTORY AND SEGMENT: All Inventory and Seg..., Application Settings, My Reports, Useful Links, Actions (with a dropdown arrow), Schedule Task (highlighted with a red box), Dashboards (+ >), Library (with a dropdown arrow), Administration >, Alerts >, Architecture Assessments >, Contracts >, Incidents >, Inventory >, and Inventory Insight >. The main header area includes the Cisco logo, the text 'Smart Services Connection', the user name 'Larissa Santos', and a 'Have a question?' dropdown. The central content area features a calendar view for 'Aug 16 - Aug 22, 2016'. The 'Schedule Task' button is highlighted with a red box. The calendar grid shows a yellow background for the days from Tuesday, August 16, to Monday, August 22, 2016, with time slots ranging from 12 am to 9 am.

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards + >

Library

Administration >

Alerts >

Architecture Assessments >

Contracts >

Incidents >

Inventory >

Inventory Insight >

Smart Services Connection

Larissa Santos

Have a question?

Schedule Task

Aug 16 - Aug 22, 2016 Today

Day Week Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 2, 3 & 4: Select “Product Alerts Report” from the drop down.
Select “Proceed”, then “Run Now”.

The screenshot illustrates the steps to generate a report in the IOS Management interface. It features several key elements:

- Event Selection:** A dropdown menu labeled "Please select event type:" with "Product Alerts Report" selected. A red box highlights the "Proceed" button below it.
- Schedule Report Dialog:** A dialog box titled "Schedule Report(s): Contracts Management Report" with a "Help" icon. It contains a "Name and Description" section with fields for "Report Name" (Contracts Management Report_larsanto_147138) and "Description(Optional)". Below this is a "Default Setting" section with fields for "Customer" (CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY), "Inventory / Segment" (All Inventory), "Recurrence" (Once, Immediately), "Format" (XLS), and "Notify Me" (By Email and Notification). At the bottom, there are "Close", "Run Now", and "Next" buttons. A red box highlights the "Run Now" button.
- Information Message:** A message box titled "Information" with a close icon. The text reads: "Request for Contracts Management Report has been submitted successfully . Click on 'My Reports' link in the left navigation to view / download the generated report." A red box highlights the "OK" button at the bottom.

Red numbers 2, 3, and 4 are overlaid on the image to indicate the sequence of steps: 2 points to the event type dropdown, 3 points to the "Run Now" button, and 4 points to the "OK" button in the information message.

Step 5: Select “My Reports”

Smart Net Total Care

CUSTOMER:
CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT:
All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Library

Administration

Alerts

Architecture Assessments

Contracts

Incidents

Inventory

Inventory Insight



Smart Services Connection

Larissa Santos



Have a question?

Schedule Task

+ Schedule Task

Aug 16 - Aug 22, 2016

Today

Day

Week

Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 6: Select the blue hyperlinked file “XLSX” for the Product Alerts Report

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: 2 SELECTED

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Admin

Alert Management

Contract Management

Inventory Management

Smart Net Total Care

My Reports (2)

Export

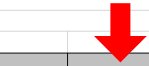
Report Name	Download	Inventory	Segment	Status	Requested	Generated	CI
<input type="checkbox"/> Contracts Management Repor...	XLSX	Demo_SanJose_HQ , Demo_Richardson_DC		Success	Feb 21, 2017 03:00	Feb 21, 2017 03:01	CISC
<input type="checkbox"/> Product Alerts Report_jbalder...	XLSX	Demo_SanJose_HQ , Demo_Richardson_DC		Success	Feb 21, 2017 03:01	Feb 21, 2017 03:01	CISC

Step 7: Go to the “SoftwareAlerts” Tab to identify the Milestones of the SW Versions running on customer’s network devices. EoL date helps you identify devices requiring SW Upgrade

Alert ID	Alert Description	Alert Definition URL	EOL Date	EOE Date	EOS Date	Host Name	IP Address	Device Type	Product Family	Product ID	
ENTITLED COMPANY : CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY											
INVENTORY : Demo_Richardson_DC,Demo_SanJose_HQ											
SEGMENT NAME : ALL											
Report Name : Product Alerts Report											
REPORT GENERATED DATE : 2017-FEB-20 23:01:24											
349	Cisco IOS Software Release 12.2(50)SE f	http://www.cisco.com/en/US/prod/c	2018-JUN-30	2014-JUN-20	2013-JUN-20	SPG-SC-SJC-10-2960G	172.21.34.132	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960G-48TC-L	WS-C
349	Cisco IOS Software Release 12.2(50)SE f	http://www.cisco.com/en/US/prod/c	2018-JUN-30	2014-JUN-20	2013-JUN-20	SPG-SC-SJC-10-2960G	172.21.34.132	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960G-48TC-L	WS-C
512	Cisco IOS Software Release 12.2(55)SE f	http://www.cisco.com/c/en/us/prod	2019-SEP-30	2016-OCT-29	2014-SEP-29	SPG-SC-SJC-10-2960S	172.21.34.134	SWITCH	Cisco Catalyst 2960-S Series Switches	WS-C2960S-48FPS-L	WS-C
512	Cisco IOS Software Release 12.2(55)SE f	http://www.cisco.com/c/en/us/prod	2019-SEP-30	2016-OCT-29	2014-SEP-29	SPG-SC-SJC-10-2960S	172.21.34.134	SWITCH	Cisco Catalyst 2960-S Series Switches	WS-C2960S-48FPS-L	WS-C
209	Cisco IOS Software Release 12.4	http://www.cisco.com/en/US/prod/c	2016-JAN-31	2012-JAN-12	2011-JAN-12	SPG-SH-SJC-11-1841	172.21.34.162	ROUTER	Cisco 1800 Series Integrated Services	CISCO1841	CISCO
209	Cisco IOS Software Release 12.4	http://www.cisco.com/en/US/prod/c	2016-JAN-31	2012-JAN-12	2011-JAN-12	SPG-SH-SJC-11-1841	172.21.34.162	ROUTER	Cisco 1800 Series Integrated Services	CISCO1841	CISCO
302	Cisco IOS Software Release 15.2(3)T	http://www.cisco.com/en/US/prod/c	2017-OCT-31	2013-MAY-03	2012-OCT-31	SPG-SH-SJC-11-1941	172.21.34.161	ROUTER	Cisco 1900 Series Integrated Services	CISCO1941/K9	CISCO
302	Cisco IOS Software Release 15.2(3)T	http://www.cisco.com/en/US/prod/c	2017-OCT-31	2013-MAY-03	2012-OCT-31	SPG-SH-SJC-11-1941	172.21.34.161	ROUTER	Cisco 1900 Series Integrated Services	CISCO1941/K9	CISCO
302	Cisco IOS Software Release 15.2(3)T	http://www.cisco.com/en/US/prod/c	2017-OCT-31	2013-MAY-03	2012-OCT-31	SPG-SH-SJC-11-2901	172.21.34.160	ROUTER	Cisco 2900 Series Integrated Services	CISCO2901/K9	CISCO
302	Cisco IOS Software Release 15.2(3)T	http://www.cisco.com/en/US/prod/c	2017-OCT-31	2013-MAY-03	2012-OCT-31	SPG-SH-SJC-11-2901	172.21.34.160	ROUTER	Cisco 2900 Series Integrated Services	CISCO2901/K9	CISCO
258	Cisco IOS Software Release 15.2(1)T	http://www.cisco.com/en/US/prod/c	2017-JAN-31	2013-JAN-29	2012-JAN-30	SPG-SH-SJC-11-2911	172.21.34.159	ROUTER	Cisco 2900 Series Integrated Services	CISCO2911/K9	CISCO
258	Cisco IOS Software Release 15.2(1)T	http://www.cisco.com/en/US/prod/c	2017-JAN-31	2013-JAN-29	2012-JAN-30	SPG-SH-SJC-11-2911	172.21.34.159	ROUTER	Cisco 2900 Series Integrated Services	CISCO2911/K9	CISCO
302	Cisco IOS Software Release 15.2(3)T	http://www.cisco.com/en/US/prod/c	2017-OCT-31	2013-MAY-03	2012-OCT-31	SPG-SH-SJC-11-2951	172.21.34.158	ROUTER	Cisco 2900 Series Integrated Services	CISCO2951/K9	CISCO
302	Cisco IOS Software Release 15.2(3)T	http://www.cisco.com/en/US/prod/c	2017-OCT-31	2013-MAY-03	2012-OCT-31	SPG-SH-SJC-11-2951	172.21.34.158	ROUTER	Cisco 2900 Series Integrated Services	CISCO2951/K9	CISCO
512	Cisco IOS Software Release 12.2(55)SE f	http://www.cisco.com/c/en/us/prod	2019-SEP-30	2016-OCT-29	2014-SEP-29	SPG-SH-SJC-11-2960G	172.21.34.155	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960G-48TC-L	WS-C
512	Cisco IOS Software Release 12.2(55)SE f	http://www.cisco.com/c/en/us/prod	2019-SEP-30	2016-OCT-29	2014-SEP-29	SPG-SH-SJC-11-2960G	172.21.34.155	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960G-48TC-L	WS-C
349	Cisco IOS Software Release 12.2(50)SE f	http://www.cisco.com/en/US/prod/c	2018-JUN-30	2014-JUN-20	2013-JUN-20	SPG-SH-SJC-11-2960PD	172.21.34.167	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960PD-8TT-L	WS-C
349	Cisco IOS Software Release 12.2(50)SE f	http://www.cisco.com/en/US/prod/c	2018-JUN-30	2014-JUN-20	2013-JUN-20	SPG-SH-SJC-11-2960PD	172.21.34.167	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960PD-8TT-L	WS-C
349	Cisco IOS Software Release 12.2(50)SE f	http://www.cisco.com/en/US/prod/c	2018-JUN-30	2014-JUN-20	2013-JUN-20	SPG-SH-SJC-11-2960PoE	172.21.34.156	SWITCH	Cisco Catalyst 2960 Series Switches	WS-C2960-24PC-L	WS-C
512	Cisco IOS Software Release 12.2(55)SE f	http://www.cisco.com/c/en/us/prod	2019-SEP-30	2016-OCT-29	2014-SEP-29	SPG-SH-SJC-11-3750G	172.21.34.154	SWITCH	Cisco Catalyst 3750 Series Switches	WS-C3750G-24T-S	WS-C
330	Cisco IOS Software Release 15.1(4)M	http://www.cisco.com/en/US/prod/c	2018-MAR-31	2014-APR-01	2013-APR-01	SPG-SH-SJC-11-3925	172.21.34.157	ROUTER	Cisco 3900 Series Integrated Services	CISCO3925/K9	CISCO
330	Cisco IOS Software Release 15.1(4)M	http://www.cisco.com/en/US/prod/c	2018-MAR-31	2014-APR-01	2013-APR-01	SPG-SH-SJC-11-3925	172.21.34.157	ROUTER	Cisco 3900 Series Integrated Services	CISCO3925/K9	CISCO
224	Cisco IOS Software Release 12.2(33)SXH	http://www.cisco.com/en/US/prod/c	2016-MAR-31	2012-MAR-20	2011-MAR-21	SPG-SH-SJC-11-6504E	172.21.34.145	SWITCH	Cisco Catalyst 6500 Series Switches	WS-C6504-E	WS-C
224	Cisco IOS Software Release 12.2(33)SXH	http://www.cisco.com/en/US/prod/c	2016-MAR-31	2012-MAR-20	2011-MAR-21	SPG-SH-SJC-11-6504E	172.21.34.145	SWITCH	Cisco Catalyst 6500 Series Switches	WS-C6504-E	WS-C

Step 8: Filter past dates on “EoL Date” column to identify the Devices running an already EoL (unsupported) SW Release

Alert ID	Alert Description	Alert Definition URL	EOL Date	EOE Date	EOS Date	Host Name	IP Address	Device Type	Product Family	Product ID	
ENTITLED COMPANY : CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY											
INVENTORY : Demo_Richardson_DC,Demo_SanJose_HQ											
SEGMENT NAME : ALL											
Report Name : Product Alerts Report											
REPORT GENERATED DATE : 2017-FEB-20 23:01:24											
36	177	Cisco IOS Software Releases 12.4(20)T a http://www.cisco.com/en/US/prod/c	2014-DEC-31	2010-DEC-30	2009-DEC-30	SPG-SH-SJC-11-SR520	172.21.34.166	ROUTER	Cisco SR 500 Series Secure Routers	SR520-FE-K9	SR52
37	177	Cisco IOS Software Releases 12.4(20)T a http://www.cisco.com/en/US/prod/c	2014-DEC-31	2010-DEC-30	2009-DEC-30	SPG-SH-SJC-11-SR520	172.21.34.166	ROUTER	Cisco SR 500 Series Secure Routers	SR520-FE-K9	SR52
42	176	Cisco IOS Software Releases 12.4(2)T, 1: http://www.cisco.com/en/US/prod/c	2014-JUN-30	2010-JUL-01	2009-JUL-01	TSPM-SJ-P1C1GW1	172.21.34.67	POWER	Cisco AS5300 Series Universal Gatewa	AS5350XM	AS53
79	176	Cisco IOS Software Releases 12.4(2)T, 1: http://www.cisco.com/en/US/prod/c	2014-JUN-30	2010-JUL-01	2009-JUL-01	TSPM-SJ-SNTC-GW1	172.21.34.29	POWER	Cisco AS5300 Series Universal Gatewa	AS5350XM	AS53
80	176	Cisco IOS Software Releases 12.4(2)T, 1: http://www.cisco.com/en/US/prod/c	2014-JUN-30	2010-JUL-01	2009-JUL-01	TSPM-SJ-SNTC-GW2	172.21.34.30	ROUTER	Cisco IAD2400 Series Integrated Acces	IAD2430-24FXS	IAD24



Devices Requiring SW Upgrade

Pergunta 4

• Qual “play” permite que o cliente tenha acesso às notificações de fim de vida de Software?

- A. Smart Call Home
- B. Uncovered to Covered
- C. IOS Management



Alerta de Análise e Remediação – Field Notice e PSIRT

Field Notices and PSIRT - Alerts, Analysis & Remediation

What it is:

Provides analysis and/or remediation of product alerts, software alerts and field notices.

Why is it important:

Operating with aging, end of life products or products with known bugs and issues poses a risk to network integrity and uptime. Help your customers identify and refresh aging products and resolve product issues.

- Enhance services revenue
- Identify end of life products/refresh opportunities and revenue
- Decrease customer network vulnerability
- Support customers' network uptime and business continuity
- Customer visibility to product issues



- Third party competitive infiltration
- Smart Net Total Care (SNTC) must be deployed
- CBR Access (CBR admin preferred) (or customer provide reports)
- Qualified Network Engineer (security)
- Technical knowledge of the customers network topology

Alerts Analysis & Remediation - Field Notice & PSIRT

Step-by-Step Instructions

What it is:



Provides analysis and/or remediation of product alerts, software alerts and field notices

Benefit:



Operating with aging, end of life products or products with known bugs and issues poses a risk to network integrity and uptime. Help your customers identify risks and resolve network known issues.

- ✓ Enhance services opportunities
- ✓ Increase sales
- ✓ Expand revenue
- ✓ Demonstrate expertise
- ✓ Deepen customer relationships
- ✓ Strengthen customer loyalty

Alerts Analysis & Recommendation Step-by-Step Instructions

Step 1: Log into the Smart Services Connection Portal, Under Actions, select Schedule Task

The screenshot displays the Smart Services Connection portal interface. On the left, a blue sidebar contains navigation options: Smart Net Total Care, CUSTOMER: CISCO SYSTEMS INC F..., INVENTORY AND SEGMENT: All Inventory and Seg..., Application Settings, My Reports, Useful Links, Actions (with a dropdown arrow), Dashboards (+ >), and Library (with a dropdown arrow). The 'Actions' dropdown menu is open, and the 'Schedule Task' option is highlighted with a red rectangular box. The main content area shows the Cisco logo and 'Smart Services Connection' text. On the right, there is a user profile for Larissa Santos, a notification bell with a red '16' badge, and a 'Have a question?' dropdown. Below the navigation, a calendar view is shown for the week of August 16-22, 2016. The 'Schedule Task' button is highlighted in green. The calendar grid has a yellow background for the days from Tuesday, August 16, to Monday, August 22.

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards + >

Library

Administration >

Alerts >

Architecture Assessments >

Contracts >

Incidents >

Inventory >

Inventory Insight >

Smart Services Connection

Larissa Santos

Have a question?

Schedule Task

Aug 16 - Aug 22, 2016 Today

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 2, 3 & 4: Select “Product Alerts Report” from the drop down.
Select “Proceed”, then “Run Now”.

The screenshot illustrates the steps for scheduling a report. A dropdown menu labeled 'Please select event type:' shows 'Product Alerts Report' selected. A red '2' is placed above this dropdown. Below it, a 'Proceed' button is highlighted with a red box. To the right, a 'Schedule Report(s): Contracts Management Report' dialog box is open. A red '3' is placed above this dialog. The dialog contains fields for 'Report Name' (Contracts Management Report_larsanto_147138) and 'Description(Optional)'. It also shows default settings for Customer, Inventory, Segment, Recurrence, Format (XLS), and Notify Me (By Email and Notification). A red '4' is placed to the right of the dialog. At the bottom of the dialog, a 'Run Now' button is highlighted with a red box. Below the dialog, an 'Information' dialog box is shown with the message: 'Request for Contracts Management Report has been submitted successfully . Click on 'My Reports' link in the left navigation to view / download the generated report.' The 'OK' button in this dialog is highlighted with a red box.

Step 5: Select “My Reports”

Smart Net Total Care

CUSTOMER:
CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT:
All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Library

Administration

Alerts

Architecture Assessments

Contracts

Incidents

Inventory

Inventory Insight



Smart Services Connection

Larissa Santos



Have a question?

Schedule Task

+ Schedule Task

Aug 16 - Aug 22, 2016

Today

Day

Week

Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

Step 6: Select the blue hyperlinked file “XLSX” for the Product Alerts Report

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: 2 SELECTED

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Admin

Alert Management

Contract Management

Inventory Management

Smart Net Total Care

My Reports (2)

Export

Report Name	Download	Inventory	Segment	Status	Requested	Generated	CI
<input type="checkbox"/> Contracts Management Repor...	XLSX	Demo_SanJose_HQ , Demo_Richardson_DC		Success	Feb 21, 2017 03:00	Feb 21, 2017 03:01	CISC
<input type="checkbox"/> Product Alerts Report_jbalder...	XLSX	Demo_SanJose_HQ , Demo_Richardson_DC		Success	Feb 21, 2017 03:01	Feb 21, 2017 03:01	CISC

Step 7: Drill Down on the “PsirtAlerts” and “FieldNoticeAlerts” Tabs to identify potential issues on customer’s network. Identify specific Devices Vulnerable to Issues

A	B	C	D	E	G	H	I	K	L	M
1	ENTITLED COMPANY : CISCO SYSTEMS INC FOR US INTERNAL DEMO EVAL ONLY									
2	INVENTORY : Demo_Richardson_DC,Demo_SanJose_HQ									
3	SEGMENT NAME : ALL									
4	Report Name : Product Alerts Report									
5	REPORT GENERATED DATE : 2017-FEB-20 23:01:24									
6										

Alert ID	Vulnerability	Alert Description	Alert Definition URL	First Published Date	Host Name	IP Address	Item Type	Product Family	Product ID	Alert I	
90	565	Vulnerable	Multiple Vulnerabilities in ntpd (April 2015) Affecting Cisco IOS Software	http://tools.cisco.com/se	2015-APR-08	SPG-SC-SJC-10-3750	172.21.34.133	CHASSIS	Cisco Catalyst 3750-X Series Switc	WS-C3750X-48PF-S	WS-C3750X
91	544	Vulnerable	Cisco IOS Software TCP Packet Memory Leak Vulnerability	http://tools.cisco.com/se	2015-MAR-25	SPG-SC-SJC-10-3750	172.21.34.133	CHASSIS	Cisco Catalyst 3750-X Series Switc	WS-C3750X-48PF-S	WS-C3750X
92	544	Vulnerable	Cisco IOS Software TCP Packet Memory Leak Vulnerability	http://tools.cisco.com/se	2015-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
93	131	Potentially Vulnerable	Multiple Cisco Products Vulnerable to DNS Cache Poisoning	http://www.cisco.com/er	2008-JUL-08	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
94	544	Vulnerable	Cisco IOS Software TCP Packet Memory Leak Vulnerability	http://tools.cisco.com/se	2015-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
95	242	Potentially Vulnerable	Cisco IOS Software Internet Group Management Protocol	http://tools.cisco.com/se	2010-SEP-22	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
96	165	Potentially Vulnerable	Cisco IOS Software Multiple Features IP Sockets Vulnerability	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
97	164	Potentially Vulnerable	Cisco IOS Software Secure Copy Privilege Escalation Vulnerability	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
98	166	Potentially Vulnerable	Cisco IOS Software Mobile IP and Mobile IPv6 Vulnerability	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
99	345	Potentially Vulnerable	Cisco IOS Software Network Address Translation Vulnerability	http://tools.cisco.com/se	2013-MAR-27	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
100	131	Potentially Vulnerable	Multiple Cisco Products Vulnerable to DNS Cache Poisoning	http://www.cisco.com/er	2008-JUL-08	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
101	171	Potentially Vulnerable	Cisco IOS Software WebVPN and SSLVPN Vulnerabilities	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
102	165	Potentially Vulnerable	Cisco IOS Software Multiple Features IP Sockets Vulnerability	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
103	171	Potentially Vulnerable	Cisco IOS Software WebVPN and SSLVPN Vulnerabilities	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
104	472	Potentially Vulnerable	Cisco IOS Software Network Address Translation Vulnerability	http://tools.cisco.com/se	2014-MAR-26	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
105	125	Vulnerable	Cisco IOS Secure Shell Denial of Service Vulnerability	http://www.cisco.com/er	2008-MAY-21	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
106	168	Potentially Vulnerable	Cisco IOS Software Multiple Features Crafted UDP Packet	http://tools.cisco.com/se	2009-MAR-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
107	404	Potentially Vulnerable	Cisco IOS Software IPv6 Virtual Fragmentation Reassembly	http://tools.cisco.com/se	2013-SEP-25	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
108	557	Potentially Vulnerable	Cisco IOS Software TFTP Server Denial of Service Vulnerability	http://tools.cisco.com/se	2015-JUL-22	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
109	314	Potentially Vulnerable	Cisco IOS Software Network Address Translation Vulnerability	http://tools.cisco.com/se	2011-SEP-28	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
110	355	Potentially Vulnerable	Cisco IOS Software DHCP Version 6 Server Denial of Service	http://tools.cisco.com/se	2012-SEP-26	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
111	314	Potentially Vulnerable	Cisco IOS Software Network Address Translation Vulnerability	http://tools.cisco.com/se	2011-SEP-28	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
112	159	Potentially Vulnerable	Cisco VLAN Trunking Protocol Vulnerability	http://tools.cisco.com/se	2008-NOV-05	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841
113	323	Potentially Vulnerable	Cisco IOS Software Multicast Source Discovery Protocol Vulnerability	http://tools.cisco.com/se	2012-MAR-28	SPG-SH-SJC-11-1841	172.21.34.162	CHASSIS	Cisco 1800 Series Integrated Servi	CISCO1841	CISCO1841

AlertsSummary	HardwareAlerts	SoftwareAlerts	FieldNoticeAlerts	PsirtAlerts	TooltipSummary					
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Step 8: Open Cisco's bulletin for the specific Alert, Read & Analyze to determine if the vulnerability is impacting the customers network.

The screenshot shows the Cisco Field Notice page for "Field Notice: FN - 63743 - Catalyst 6500 - Might Fail to Boot Up After a Software Upgrade or Power Cycle – Fix on Failure". The page includes a navigation bar with "Products & Services", "Support", "How to Buy", "Training & Events", "Partners", and "Employees". The main content area features a "NOTICE" section with a disclaimer, a "Revision History" table, and a "Products Affected" table. On the right side, there is a "Was this Document Helpful?" section with "Yes" and "No" buttons, a "Feedback" link, and a "Let Us Help" section with links to "Open a Support Case" and "Cisco Service Contract". Below that is a "Campus Wired LAN Design Guide" section with a "Get Design Guide" button and a "Related Support Community Discussions" section with a link to a discussion about Catalyst 6500E Series Supervisor Engine 2T 10 GE Line Car.

Worldwide [change] | Welcome, Larissa Santos | Account | Log Out | My Cisco

Products & Services | Support | How to Buy | Training & Events | Partners | Employees | Search

Support > ... > Troubleshoot and Alerts > Field Notices >

Field Notice: FN - 63743 - Catalyst 6500 - Might Fail to Boot Up After a Software Upgrade or Power Cycle – Fix on Failure

Updated: Nov 10, 2015 | Document ID: FN63743

Print

NOTICE:

THIS FIELD NOTICE IS PROVIDED ON AN "AS IS" BASIS AND DOES NOT IMPLY ANY KIND OF GUARANTEE OR WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY. YOUR USE OF THE INFORMATION ON THE FIELD NOTICE OR MATERIALS LINKED FROM THE FIELD NOTICE IS AT YOUR OWN RISK. CISCO RESERVES THE RIGHT TO CHANGE OR UPDATE THIS FIELD NOTICE AT ANY TIME.

Revision History

Revision	Date	Comment
1.8	10-NOV-2015	Updated the Workaround/Solution Section
1.7	10-FEB-2015	Updated the Workaround/Solution Section
1.6	08-DEC-2014	Updated the Workaround/Solution Section
1.5	02-OCT-2014	Updated the Workaround/Solution Section
1.4	16-SEP-2014	Updated the Workaround/Solution Section
1.3	23-JUL-2014	Updated the Workaround/Solution Section
1.2	13-JUN-2014	Fixed Workaround/Solution Section
1.1	31-MAR-2014	Fixed Products Affected and Workaround/Solution Sections
1.0	03-MAR-2014	Initial Public Release

Products Affected

Products Affected
WS-SUP720
WS-X6716-10G-3C
WS-X6716-10G-3CXL
WS-X6716-10T-3CXL
VS-F6K-PFC3C

Was this Document Helpful?

Yes No Feedback

Let Us Help

[Open a Support Case](#)
(Requires a [Cisco Service Contract](#))

Campus Wired LAN Design Guide
Optimize your network with a validated design.

[Get Design Guide](#)

Related Support Community Discussions

- [Fica a minha dúvida, e o 6513-E????](#)
<http://www.cisco.com/c/en/us/products/switches/catalyst-6500-series-switches/eos-eol-notice-listing.html> Cisco announces the end-of-sale-dates for the Cisco Catalyst 6500E Series Supervisor Engine 2T 10 GE Line Car
Last Reply 1 year ago
in [Routing & Switching](#)
- [Cisco Catalyst 6500 Series Switches-](#)

Provide a Remediation Plan & Position Consultancy / Advanced Services





Limpeza dos Dados da Base Instalada

[Installed Base Refresh](#)[Uncovered to Covered](#)[Site ID Cleanup](#)[Security Threat Analysis](#)[Alerts, Analysis & Remediation](#)[Contract Consolidation](#)[Technology Assessments](#)[Smart Call Home](#)[IOS Management](#)

Installed Base Site ID Cleanup

What it is:

Obtain information to reconcile customer installed base location data discrepancies/errors

Why is it important:

Help your customers maintain the Current Installation Addresses of their network in order to enable contract SLAs compliance and proper RMAs sourcing.

- Help customers obtain accurate data for informed decision making on products and coverage
- Enhance new services opportunities and revenue
- Data integrity (limited/no access to accurate or complete visibility)



- Multi-user contracts - customer may have multiple contracts with other partners (no visibility)
- Master Site List
- Secure repository for data sharing
- Smart Net Total Care (SNTC) must be deployed
- CBR Access (or) customer provide reports
- Access to CSCC
- LOA (optional but recommended)

Installed Base Site ID Cleanup

Step-by-Step Instructions

What it is:



Obtain information to reconcile customer installed base location (Site IDs / Installed-at Addresses) data discrepancies/errors

Benefit:



Help your customers maintain the Current Installation Addresses of their network in order to enable contract SLAs compliance and proper RMAs sourcing.

- ✓ Enhance services opportunities
- ✓ Increase sales
- ✓ Expand revenue
- ✓ Demonstrate expertise
- ✓ Deepen customer relationships
- ✓ Strengthen customer loyalty

Step 2, 3 & 4: Select “Contracts Management Report” from the drop down. Select “Proceed”, then “Run Now”.

The screenshot shows a multi-step process for scheduling a report. At the top left, a dialog box prompts the user to 'Please select event type:' with a dropdown menu currently set to 'Contracts Management Report'. A red number '2' is placed above this dropdown. Below the dropdown are two buttons: 'Proceed' (highlighted with a red box) and 'Cancel'. To the right, a larger window titled 'Schedule Report(s): Contracts Management Report' is open. A red number '3' is placed above this window. Inside this window, the 'Name and Description' section is active, showing a 'Report Name' of 'Contracts Management Report_larsanto_147138'. At the bottom of this window, there are three buttons: 'Close', 'Run Now' (highlighted with a red box and a red arrow pointing to it), and 'Next'. A red number '4' is placed to the right of this window. In the bottom right corner, an 'Information' dialog box is displayed, containing the text: 'Request for Contracts Management Report has been submitted successfully . Click on 'My Reports' link in the left navigation to view / download the generated report.' The 'OK' button at the bottom of this dialog is highlighted with a red box.

Step 5: Select “My Reports”

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards

Library

- Administration
- Alerts
- Architecture Assessments
- Contracts
- Incidents
- Inventory
- Inventory Insight

Smart Services Connection

Larissa Santos

Have a question?

Schedule Task

Aug 16 - Aug 22, 2016

Today

Day Week Month

2016	Tue, Aug 16	Wed, Aug 17	Thu, Aug 18	Fri, Aug 19	Sat, Aug 20	Sun, Aug 21	Mon, Aug 22
12 am							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							

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Step 6: Select the blue hyperlinked file “XLSX”

Smart Net Total Care

CUSTOMER: CISCO SYSTEMS INC F...
INVENTORY AND SEGMENT: All Inventory and Seg...

Application Settings

My Reports

Useful Links

Actions

Schedule Task

Dashboards + >

Library

Administration >

Alerts >

Architecture Assessments >

Contracts >

Incidents >

Inventory >

Inventory Insight >

Smart Services Connection

Larissa Santos

Have a question?

My Reports (1)

Export

Report Name	Download	Inventory	Segment	Status	Requested	Generated	Customer
<input type="checkbox"/> Contracts Management Report_larsanto_147138...	XLSX	All Inventory	All Segments	Success	Aug 16, 2016 12:40	Aug 16, 2016 12:45	CISCO SYSTEMS INC FOR ...

Installed Base Site ID Cleanup Step-by-Step Instructions

Step 7: Select the "Equipment List" tab and get the CSCC Registered Site ID and Installation Addresses of customer's Devices and identify gaps

A3

	A	B	C	I	AA	AB	AC	AD	AE	AH	AI
1	Equipment List										
2	The Equipment List tab shows all successfully processed and recognized equipments										
3											
4	ID	Hostname	IP Address	Serial Number	Installed-At Site ID	Installed-At Site Name	Installed-At Address Line 1	Installed-At City	Installed-At State	Installed-At Country	Warranty Type
6	1	SPG-SJ-N5548-2	172.21.35.104	ART1526X0HP	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-1YR-LTD-HW
7	2	TSPM-SJ-DIST1	172.21.34.1	FNS14162EED	809605	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	Not Available
8	3	TSPM-SJ-PSS6120-A	172.21.35.6	NWG1525087V	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	Not Available
9	4	TSPM-SJ-PSS6120-A	172.21.35.6	DTM16020031	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-3YR-HW-90D-SW
10	5	SPG-SJ-N5548-2	172.21.35.104	SSI15310LGA	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-1YR-LTD-HW
11	6	TSPM-SJ-P1C1R12	172.21.34.95	DCA1734X0A9	820270140	CISCO SYSTEMS INC	255 West Tasman Drive	San Jose	CA	US	WARR-90-DAY-LTD-HW
12	7	TSPM-SJ-P1C1AP1	172.21.34.98	FTX1123E0BG	400926094	CA-SJ-J	255 W TASMAN DR	SAN JOSE	CA	US	WARR-90-DAY-LTD-HW
13	8	SPG-SJ-N5548-1	172.21.35.103	ART1531X0UG	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-1YR-LTD-HW
14	9	TSPM-SJ-SNTC-R2	172.21.34.22	FOX1433GZ9B	404800369	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	WARR-90-DAY-LTD-HW
15	10	SPG-SJ-N5548-1	172.21.35.103	ART1531X0W6	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-1YR-LTD-HW
16	11	TSPM-SJ-P1C1GW1	172.21.34.67	JAE151002QY	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-90-DAY-LTD-HW
17	12	TSPM-SJ-PSS6120-A	172.21.35.6	QCI1536448G	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-3YR-HW-90D-SW
18	13	TSPM-SJ-P1C1R5	172.21.34.76	FTX1536448G	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-90-DAY-LTD-HW
19	14	TSPM-SJ-P1C1SW9	172.21.34.104	FOC1734X0A9	820270140	CISCO SYSTEMS INC	255 West Tasman Drive	San Jose	CA	US	WARR-ELTD-LIFE-HW
20	15	TSPM-SJ-SC-ISR3945-1	172.21.34.129	FGL1536448G	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-90-DAY-LTD-HW
21	16	spg-aus-dcn-fabricB-1	10.88.80.74	AMS15420313	400956836	TX-AUSTIN 06	9500 AMBERGLEN BLVD	AUSTIN	TX	US	WARR-1YR-LTD-HW
22	17	SPG-SJ-SJC-3-ASR1002X-1	172.21.34.52	ART1536448G	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	WARR-90-DAY-LTD-HW
23	18	SPG-SC-SJ-10-3750X-A	172.21.34.131	DTN1533LOTP	404800369	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	WARR-ELTD-LIFE-HW
24	19	TSPM-SJ-SNTC-R7	172.21.34.27	FOC111451NS	809605	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	WARR-90-DAY-SW-TS
25	20	TSPM-SJ-PSS6120-A	172.21.35.6	NWG1516063T	21261705	CISCO UK	11 NEW SQUARE PARK	FELTHAM		GB	Not Available
26	21	spg-aus-dcn-fabricA-1	10.88.80.73	AMS15420313	400956836	TX-AUSTIN 06	9500 AMBERGLEN BLVD	AUSTIN	TX	US	WARR-1YR-LTD-HW
27	22	TSPM-SJ-P1C1SW4	172.21.34.83	FOC141123VP	131897931	CISCO SYSTEMS	1 SENTRAL	KUALA LUMPUR	KUALA LUMPUR	MY	WARR-ELTD-LIFE-HW
28	23	SPG-SH-SJC-11-888EF	172.21.34.164	FGL154522C1	404800369	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	WARR-90-DAY-LTD-HW
29	24	SPG-SC-SJC-10-1002	172.21.34.122	ART1322U040	2317699	C3 UNKNOWN CIBER COMP	C3 CIBER ADDRESS	SAN JOSE	CA	US	WARR-90-DAY-LTD-HW
30	25	SPG-SC-SJ-10-3750X-A	172.21.34.131	FD015412067	404800369	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	WARR-ELTD-LIFE-HW
31	26	SPG-SJ-SJC-11-888EF	172.21.34.164	FGL154522C1	404800369	CISCO SYSTEMS INC FOR US	225 WEST TASMAN DRIVE	SAN JOSE	CA	US	WARR-90-DAY-LTD-HW

Reconcile this information with the actual installation addresses provided by customer

Summary All Contracts Expiring Contracts Inventory by Product Inventory by Sites Covered Not Covered Expiring Device Coverages Last Day of Support **Equipment List**

Instructions

Step 8: If required, open a case with the Service Contract Support to trigger any Site ID / Installation Address update

1. [My Cisco Workspace](#) (Use Customer Service Central module)
2. Click on the **Open a Case** tab
3. On the Open a Case tab, Click **Please Select** button
 - I. Category 1: Select **Manage a Service Contract**
 - II. Category 2: Select **Edit Service Contract**
 - III. Category 3: Select appropriately based issue
4. Click **Continue**
5. Information required to Create the Case:
 - I. **Describe the Issue in as much detail as possible:** Enter Company Name, Describe in as much details the issue and what type of help you need
 - II. **Subject: SNTC Issue <theater> <Company> <Type of Issue>**
 - III. If possible, include Request Contact, name, email and phone number
6. Click **Submit**



Marketplace Brazil

André Capellari

Responsável pelo Marketplace Brazil

Novembro - 2017

Campanha de Renovação de Serviços Cisco

- Aumentar o booking de serviços e incrementar o rebate. \$\$\$
- Para a Cisco é muito importante que seus clientes estejam protegidos, é por isso que a renovação de serviços tem muita relevância.
- Esta iniciativa tem como principal objetivo a renovação de contratos próximos a expirar, isto devido ao impacto que uma falha pode ter nos sistemas de nossos clientes.
- A finalidade desta campanha vai além de somente comunicar as oportunidades, também busca apoiar todo o processo de renovação.
- Bases instaladas - On time, expired, never covered.
- Caso possuam o coletor SNTC instalado, o Marketplace irá auxiliar a criação de leads para serviços e produtos.



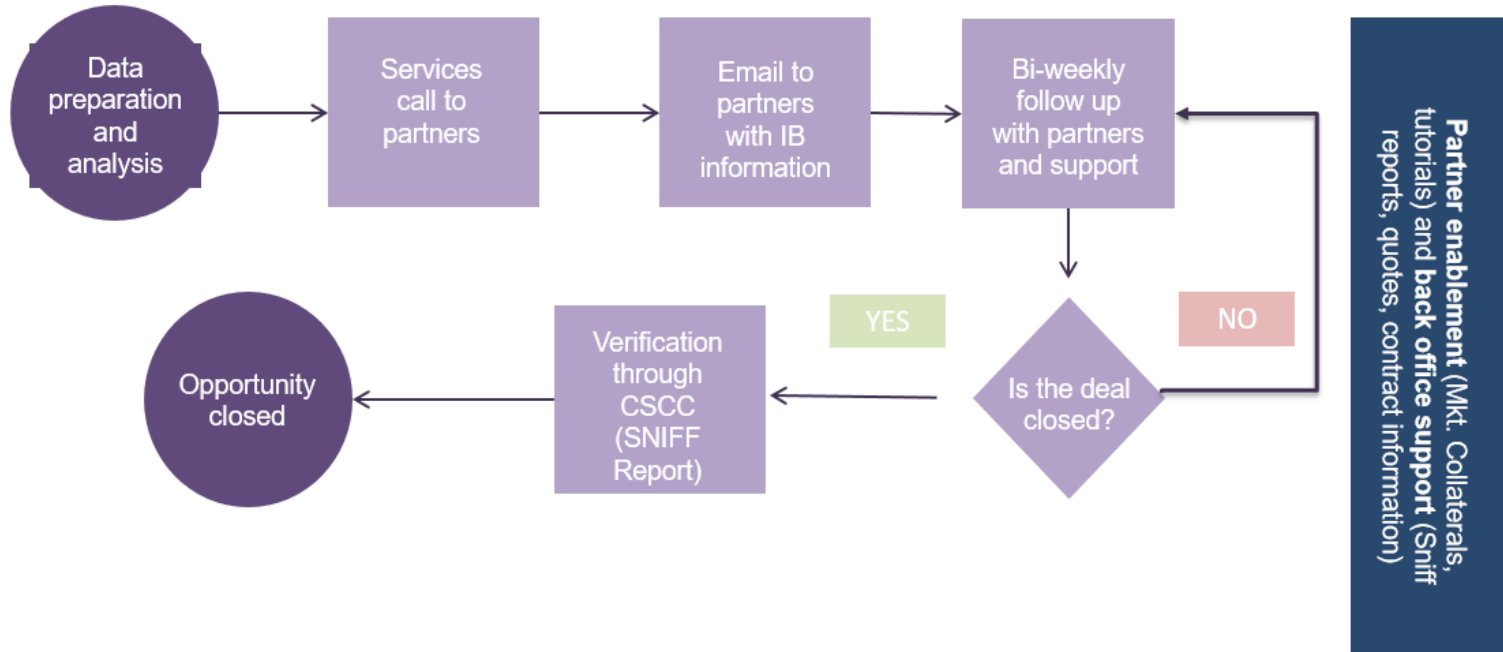
Agência Apsis/MDM



- ✓ Responsável pela interação com os parceiros.
- ✓ Mais de 10 anos trabalhando em conjunto com a Cisco em toda Latam.
- ✓ Contrato de confidencialidade firmado.
- ✓ Experiência em serviços Cisco.
- ✓ Todas as ações são acompanhadas por funcionários Cisco.
- ✓ Controle quinzenal de todas as oportunidades.



Processo de Renovação de serviços



Benefícios da Campanha



- Notificação de contratos próximos a expirar e expirados.
- Validação da cobertura de contratos e seriais.
- Suporte ao parceiro em seu processo de renovação com a Distribuição.
- Solicitação de bases instaladas (para solicitar a base instalada de um cliente específico, é necessário um e-mail de autorização vindo do cliente).
- Atualizações e informações de serviços.

Call to action

1. Após receber as informações de contratos expirados e próximos a expirar, o parceiro deve apresentar as informações aos seus clientes e informa-los sobre os riscos sobre o seu negócio caso uma falha ocorra e não exista um contrato de manutenção ativo para seus equipamentos.
2. Recebendo o OK do cliente, o próximo passo é solicitar ao distribuidor de sua preferência cotação de serviço da base estabelecida.
3. Apresentar proposta ao cliente.
4. Fechar o negócio.



- ❖ A CISCO irá apoiar todo o processo de renovação, back office support e follow ups das oportunidades.

Digital Campaigns and Promotions



Estimado Parceiro,

Queremos anunciar que já está disponível a promoção 3x2 para Smartnet Total Care.

Participam os deals comerciais menores que US\$100K valor net (já com desconto aplicado) e será válida até 29 de julho de 2017.

Aproveitem para renovar ou contratar novos serviços.

Obs.: Para descontos e preços finais, entre em contato com o distribuidor de sua preferência. Não participam desta promoção os SKUs de serviço para UCS e SWSS.

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Estimados Parceiros,

Aproveitem para cumprimentá-los e convidá-los a participar da campanha de renovação de serviços Cisco. Esta iniciativa tem como principal objetivo a renovação de contratos próximos a expirar, isto devido ao impacto que uma falha pode ter nos sistemas dos nossos clientes.

Como sabem, o custo e impacto gerado no negócio por uma falha no sistema cresce exponencialmente conforme vão passando os minutos, por essa razão é muito importante que nossos clientes tenham um contrato de suporte de acordo com a criticidade das operações suportadas. Abaixo, vocês poderão conferir algumas informações que serão úteis para avaliar o impacto que uma queda de sistema pode ocasionar ao negócio e argumentos que poderão utilizar com os seus clientes para tomar as decisões.

VENDAS	PRODUTIVIDADE
 <p>Falta de acesso = Algumas vendas não se concretizam.</p>	 <p>Empresas administradas através de um centro de dados tem sua operação limitada.</p>
INFORMAÇÃO	SATISFAÇÃO
 <p>Perda de informação. Uma em cada dez empresas pequenas (2-20 empregados) estão propensas a perda de dados.</p>	 <p>Menos vendas = Menos vendas = Clientes insatisfeitos.</p>

Faça suas
perguntas agora!



- Use o painel de P&R/ Q&A para enviar sua pergunta e nossos especialistas irão responder

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Para preencher a pesquisa de satisfação, aguarde um momento e a pesquisa aparecerá automaticamente ao fechar o browser da sessão.



Obrigada por seu tempo!

Por favor responda a pesquisa.

