



CISCO CSPC Common Services Platform Collector User Guide

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Introduction to CSPC

The Cisco Common Service Platform Collector (CSPC) is an SNMP-based tool that discovers and collects information from the Cisco devices installed on your network. The CSPC software provides an extensive collection mechanism to gather various aspects of customer device data. Information gathered by the collector is used by several Cisco Service offers, such as Smart Net Total Care, Partner Support Service, and Business Critical Services. The data is used to provide inventory reports, product alerts, configuration best practices, technical service coverage, lifecycle information, and many other detailed reports and analytics for both the hardware and operating system (OS) software.

This document provides information about how to download, install and configure a new CSPC collector on a virtual machine that is running ESXi 6.5 or higher.

If you are using the ISO image for the CSPC, please refer to the CSPC ISO Image Installation Guide for instructions.

In order to configure a CSPC and ensure a successful setup, a workflow wizard which simplifies the CSPC configuration is included with the CSPC 2.9 and later releases. You should know the SNMP credentials that are set up on your devices.

This document will walk you through the steps for a basic first time CSPC setup.

Prerequisites

Register to the required services:

- How to register SNTC Service
- To register for PSS portal access, please click to open a new mail, copy the below and provide the requested details.

Please open a case to assign a Super Admin for my Company. (please submit the information below.)

- Partner Company Name:
- Partner Location:

- Super Admin Name:
- Super Admin Cisco.com ID:
- Super Admin Email:
- Technical Contact Phone Number:
- Technical Contact Cisco.com ID:
- Technical Contact Email:
- Technical Contact Phone Number:
- Existing PSS contract number:

CSPC Supported Browsers

- Firefox version 109
- Internet Explorer (IE) version 11
- Chrome 112

Note: Allocate 2-4 hours for the installation, depending on your network size. The algorithm runs only once to optimize storage and reduces the time required in future upgrades. The system will automatically reboot after installing the patch.

Virtual Platform Requirements

This section provides information about the virtual platform requirements. This guide does not provide directions on how to install the different virtual platforms.

As of CSPC 2.9 release, there is a single configurable OVA image that supports multiple configurations. Below are listed the minimum system requirements for the collector images that run on a ESXi 6.5 or higher virtual platform:

Table 1: VM Specification for SNTC/PSS Customer

Specification	Small	Medium	Large
vCore count	4	8	12
RAM	4 GB	8 GB	16 GB
HDD (GB)	250	500	1000
Number of Devices	Up to 10,000	20K or less	40K or less

A minimum of one virtual NIC is needed for all configurations. The number of NICs required is dependent upon the network topology

Table 2: VM Specification for BCS Customer

Specification	Medium CSPC	Large CSPC
Number of Devices	<10,000	Up to 40,000
Physical Core Count (Cores)	4	6
Core to vCore Count	2	2
vCore Count (Cores)	8	12
RAM (GB)	8 GB	16 GB
Hard Disk Space	500 GB	1 TB

Important Note

On Installation: If 2.10 startup job(/etc/rc.d/rc.local) is running for more than 20 mins then try pressing Alt+F1 through Alt+F6 to shift to alternate virtual terminals and you may see one of them waiting for with the admin password prompt. (if so, enter password)

```
[ OK ] Started SYSU: none.
      Starting Cleanup of Temporary Directories...
[ OK ] Started Cleanup of Temporary Directories.
[ *** ] A start job is running for /etc/rc.d/rc.local Compatibility (15min 38s / no li it
```

Download the Virtual Machine Image

After ensuring that your virtual environment can provide the needed resources, the next step is to download the CSPC collector image. The most recent software image can be obtained from the download center. To access the CSPC collector image, perform the following steps:

- Go to the following URL: CSPC Image Download Center
- Login with your CCO Credential if requested.
- Select the required image and click Download. Accept the Terms and Conditions to start the image download.
- Deploy this image to your environment.

Configure Appliance IP Address

After the OVA has been installed, you are prompted to enter an IP Address for the collector. Choose one of the three options:

```
Please select from the below options:

1. IPv4 Configuration
2. IPv6 Configuration
3. Go to Command Line (Shell)

Enter your choice :
```

Configure IPv4 address

1. . Select 1 to configure IPv4 address
2. Select any one option
 - a. Select 1 to fetch IP address automatically.

```

Initializing Please wait...

Please select from the below options:

1. Get IPv4 Address automatically (Use DHCP)
2. Enter IPv4 Address manually (Static IP Address)
3. Main Menu

Enter your choice : 1

Configuring your CSPC appliance...

Success!

Press [Enter] key to exit.

```

- b. Select 2 to enter a static IP Address for your appliance. Enter the Net Mask and Default Gateway.

```

Initializing Please wait...

Please select from the below options:

1. Get IPv4 Address automatically (Use DHCP)
2. Enter IPv4 Address manually (Static IP Address)
3. Main Menu

Enter your choice : 2

Enter IP Address : 10.127.182.190
Enter Net Mask : 255.255.255.0
Enter Default Gateway : 10.127.182.1_

```

3. Select 3 to go back to main menu

```

CSPC210_LatestBuild13_200

IPv4 Configured Successfully.
Choose option 1 to Reconfigure IPv4, Choose option 2 to Configure IPv6 or choose option 3 to go to C
ommand line.
Please use below URL to login to CSP Collector
IPv4 URL : https://[redacted]8081

***Tip: Note the URL***

Please enter your choice from the below options to configure the appliance :

1. IPv4 Configuration
2. IPv6 Configuration
3. Go to Command Line (Shell)

Enter your choice :

```

Choose option 1 to reconfigure IPv4 address, choose option 2 to reconfigure IPv6 address or choose option 3 to go to command line.

After selecting option 3, ssl certificate will be generated during installation instead of static certificates.

Configure IPv6 Address

1. Select 2 to configure IPv6 address
2. Select any one option:
 - a. Select 1 to fetch IP address automatically.

```
Please select from the below options:

1. Get IPv6 Address automatically (Use DHCP)
2. Enter IPv6 Address manually (Static IP Address)
3. Main Menu

Enter your choice : 1

Configuring your CSPC appliance...

Success!
Press [Enter] key to continue_
```

- b. Select 2 to enter the IP Address manually.

```
Please select from the below options:

1. Get IPv6 Address automatically (Use DHCP)
2. Enter IPv6 Address manually (Static IP Address)
3. Main Menu

Enter your choice : 2

Enter IPv6 Address : 2001:428:54FF:4::156:24
Enter IPv6 Default Gateway : 2001:428:54FF:4::156:1

Configuring your CSPC appliance...

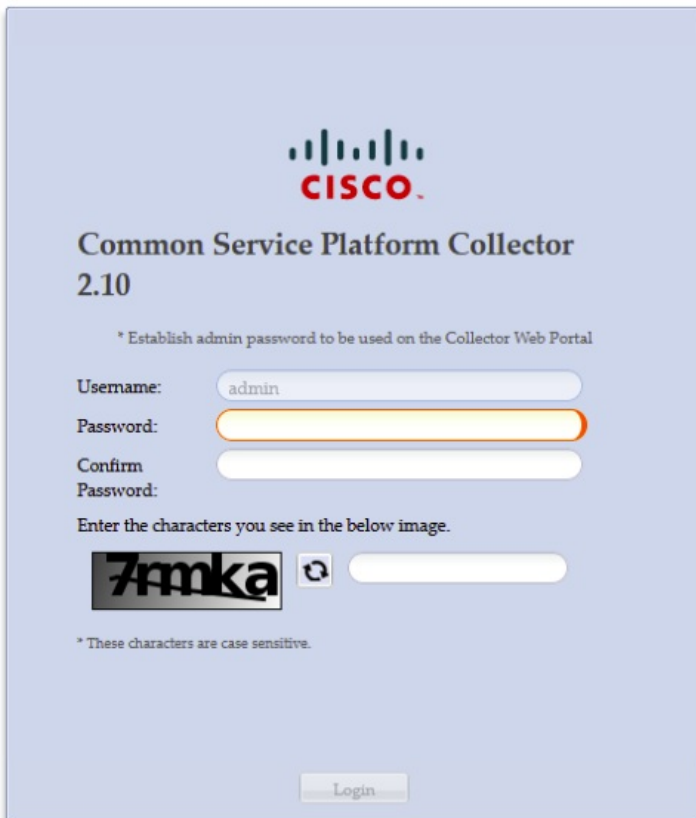
Success!
Press [Enter] key to continue
```


3. Select option 3 to go to the Command Line (Shell) if you would like to use CLI commands to configure the collector IP address instead of using the installation wizard. Refer to Configure CSPC appliance via CLI for instructions.

Setup the Software Appliance for the First Time

Open the browser and enter the URL displayed at the bottom of the last screen in the previous step using the following URL format: <https://<cspc-server-ip>:8001/>.

The first time you log in, the installation wizard will prompt you to establish an admin password.




Common Service Platform Collector
2.10

* Establish admin password to be used on the Collector Web Portal

Username:
 Password:
 Confirm Password:
 Enter the characters you see in the below image.

* These characters are case sensitive.

- Enter an admin password and confirm it



note Passwords must be at least (8) characters long and must contain

- At least one lowercase letter (a, b, c, d...z)
- At least one Uppercase letter (A, B, C, D...Z)
- At least one number (0, 1, 2, 3...9)
- At least one special characters – ,@#\$%^&*()_+|~-=\`{}[]:”;’<>?,/).
- Enter the characters shown in the grey captcha box. Click Login.



note This will create a new admin password which will be used to access the collector UI via browser.



note Record the admin password!

- You will be prompted to login again. Enter the credentials you just created, and the captcha characters. Click Login.
- Select and answer the password reset questions when prompted and click OK.

First login requires user to answer password recovery questionnaire and provide a new password

Password Reset Questions

* Question 1: Car I wished I owned?

* Answer 1: Favorite game or sport to play?

* Question 2: Favorite pizza topping?

* Answer 2: Favorite radio station (number on the dial - ...)

* Question 3: First vehicle I drove?

* Answer 3: Most memorable day?

My parents wedding anniversary date?

Name of your first boss?

What is the name of the first school you atten...

What is the name of your first pet?

What is your favorite or lucky number?

What was your favorite toy when you were a...

Who is a famous personality you would most...

- Read and accept the Cisco Systems – End User License Agreement. The Install screen for the collector is displayed.

Configure CSPC using the Wizard

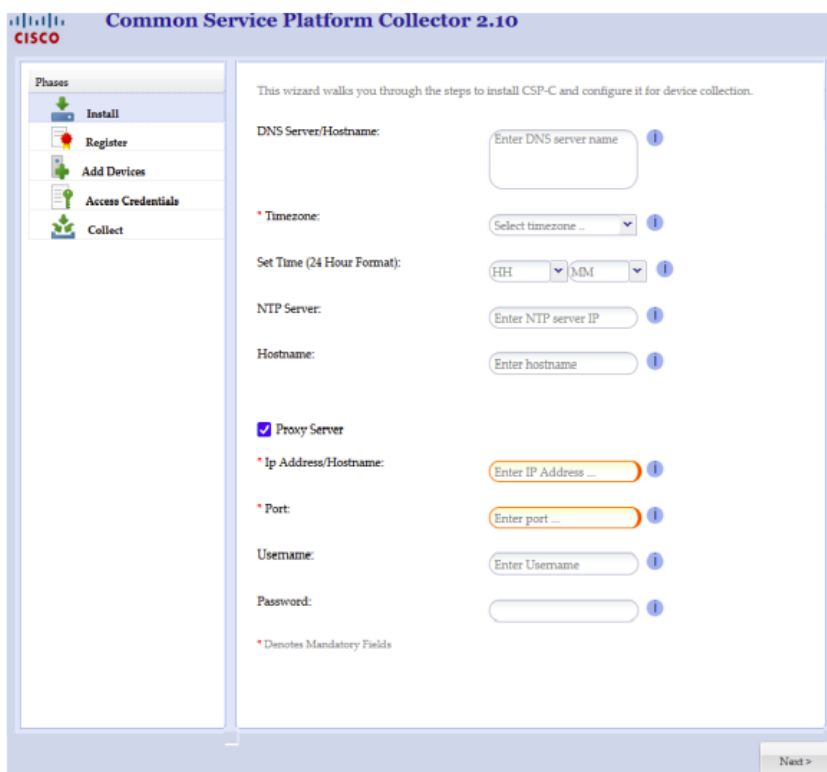
In this section, you will see how to use the workflow provided by the wizard to configure the CSPC to collect device information.

Install

The Install and Register screens appear only the first time you log into the CSPC. The red asterisk * indicates a required field.



note Do not skip these first two configuration steps because they do not appear with subsequent logins to the wizard.



CISCO Common Service Platform Collector 2.10

Phases: **Install**, Register, Add Devices, Access Credentials, Collect

This wizard walks you through the steps to install CSP-C and configure it for device collection.

DNS Server/Hostname:

* Timezone:

Set Time (24 Hour Format):

NTP Server:

Hostname:

☒ Proxy Server

* Ip Address/Hostname:


* Port:


Username:

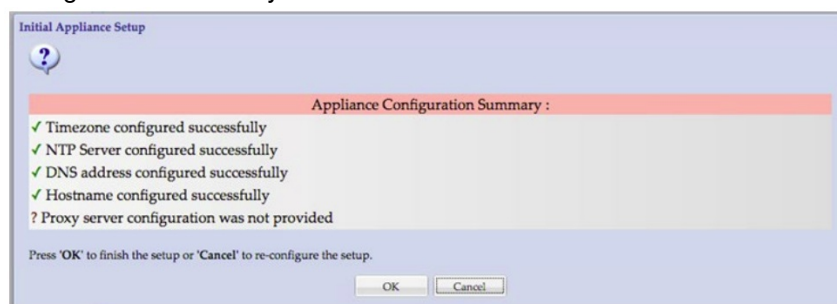
Password:

* Denotes Mandatory Fields

Next >

 **note** Enter time in 24-hour format and always ensure the date and time of the collector appliance is accurate with respect to the installed location time zone or else the appliance might be at risk to fail communicating with Cisco

 **note** Proxy server is optional. It will take up to 30 seconds to finish installing the collector followed by a configuration summary.



Initial Appliance Setup

Appliance Configuration Summary :

- ✓ Timezone configured successfully
- ✓ NTP Server configured successfully
- ✓ DNS address configured successfully
- ✓ Hostname configured successfully
- ? Proxy server configuration was not provided


Press 'OK' to finish the setup or 'Cancel' to re-configure the setup.

OK Cancel

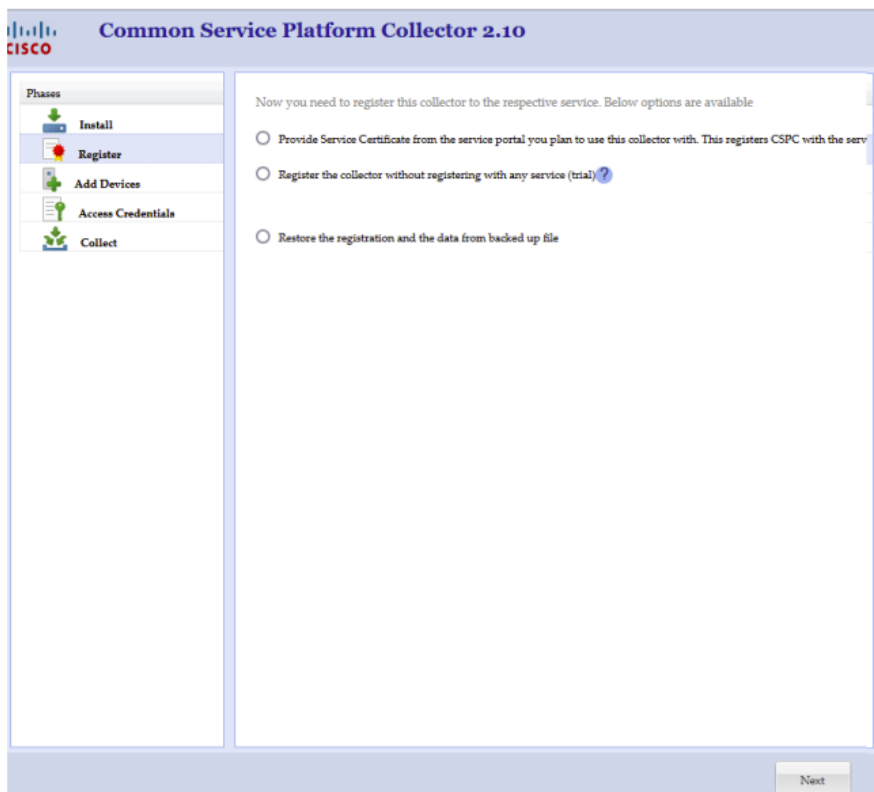
- Review the Initial Appliance Setup, and click OK to finish the setup or click Cancel to go back to the – Install step and make any necessary corrections.

Register

It is a leading practice to register the collector to a service such as Partner Support Service or Smart Net Total Care during the initial software installation. You should have generated and saved a Registration Certificate file from the specific service portal. In the Register screen of the wizard you will apply the registration certificate to the collector.

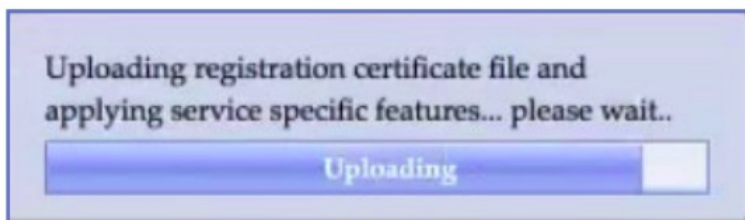
 **note** If you skip this configuration step and choose to register the collector without registering with a

service, you will need to follow the registration upgrade instructions in the CSPC User Guide in order to be able to upload collected data to Cisco. The Register screen does not appear with subsequent logins to the wizard.



note You must be connected to the Internet in order to register the collector to Cisco.

- Select the first option, Provide Service Certificate from the service portal you plan to use this collector with, to register the CSPC to the Service.
- Browse to the Service Certificate file you downloaded earlier.
- Click Next at the bottom of the screen to continue with registration.



- This takes several minutes, wait till the wizard uploads the registration certificate file and applies service specific rules package and components. Click OK when the successful upload message is displayed.

Add Devices

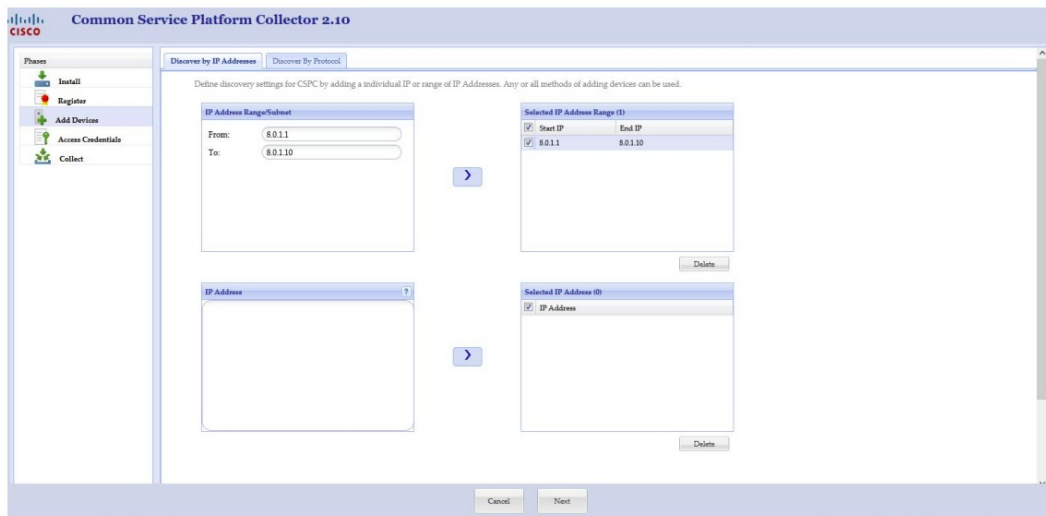
In order to discover network devices and collect device data, you must enter the device credentials. In this section, you will see the process of configuring the CSPC Collector to discover by IP Address or by Protocol from the Add Devices screens.

The IP addresses that are referenced should be as tight or as restrictive as possible, while allowing coverage for all required devices.

- The two lists specify which IPs the CSPC may use for collector operations such as discoveries or data collection.

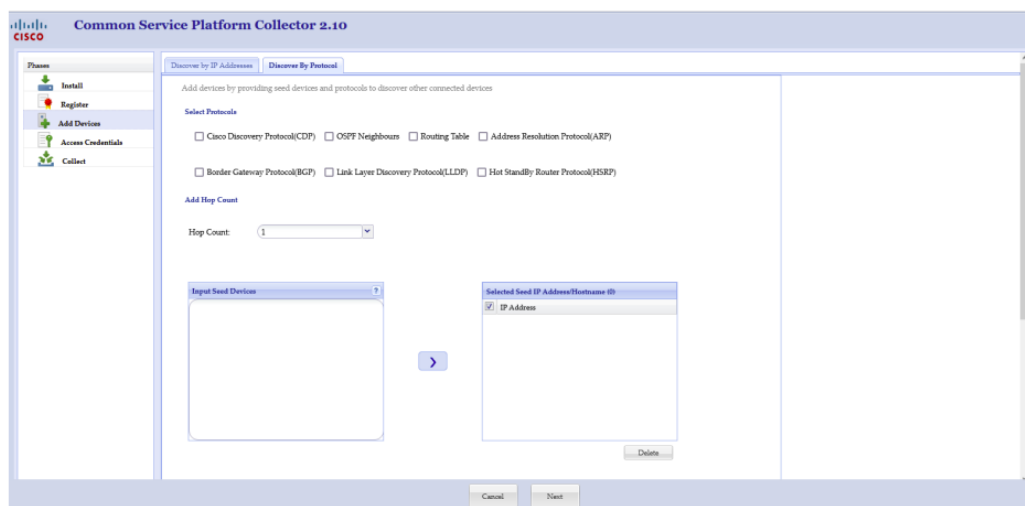
- Specific IPs can be provided or wildcards can be used to replace octets of an IP to create a range.
- If an IP or range of IPs is not included in these fields, the CSPC will not communicate with a device that has such an IP.
- Entering *.*.* will allow CSPC to use the credential with any IP. For example: 172.16.*.* would only allow the credentials to be used for devices in the 172.16.0.0/16 subnet.

As your network changes, you can return to the CSPC installation wizard and modify the list of devices



You can add devices by entering a specific IP address or an IP address range. Use > to add your entries to the selected IP Address or selected IP Address Range lists.

- Click the Discover by Protocol tab if you have seed devices or want to discover other connected devices using protocols. Discovering devices by protocol will take longer than Discover by IP Address.
- Select the required Protocol(s), HOP Count, and Seed IP Address. Use > to add the devices to the selected Seed IP Address list.
- When done specifying devices, click Next



Access Credentials

Collector operation requires that you enter the CSPC device credentials in order to discover network devices and collect device data. The setup of device credentials in CSPC is used for two purposes:

- SNMP credentials are used for the initial discovery of the devices, and for data collection.

- In addition to SNMP, the remaining credentials (Telnet or SSH) are used for data collection from the discovered devices.

You can return to the wizard workflow to make changes to the Access Credentials as your network changes.

- You can add credential using one of following and click Next:
- If you select SNMPV1/V2 enter Credential Name, and Read String. Use > to add the credential to the Selected Credentials list.
- If you select SNMPV3 enter Credential Name, User Name, Auth Algorithm, Password, Privacy Algorithm, and Password. Use > to add the credential to the Selected Credentials list

Collect

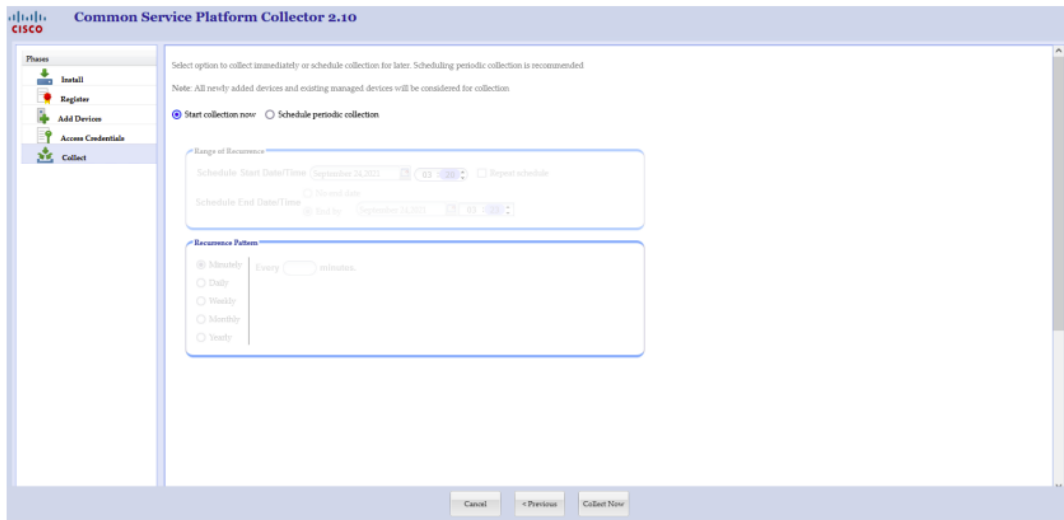
The final step of installing a CSPC Collector is to complete the process of discovering devices, collecting device information and uploading the inventory to the Cisco Data Center. From the CSPC wizard Collect screen, two options are available for device discovery, inventory collection and upload.

- Start the discovery, collection, and upload on demand right now.
- Create a collection schedule that recurs on a periodic basis.

Scheduling periodic collections is a leading practice. Select Start Collection now and click Collect Now to start

collection instantly or click Schedule Periodic Collection and click Schedule to collect at a later time. You can schedule Start and End Date/Time or select the Recurrence pattern as Minutely, Daily, Weekly, Monthly, or Yearly as shown in figure below.

It is recommended to schedule once a week.



Port Usage Information

Connection to the list of Cisco servers (IP's and ports) in the below table is needed for the collector to communicate with them. In addition, the CCO login credentials that is registered and associated to the service contract is also needed. The CSPC uses SSL for uploading to the Cisco Data Center. ACL's on your firewall might need to be configured to allow the CSPC to upload successfully. The CSPC collector supports on demand and automatic upgrades.

Note: By default, the auto-update feature is disabled. You should enable the auto-update feature to reduce the maintenance time of the collector.

Host Name	IP Address	Port
concsoweb- prd.cisco.com	72.163.7.113	HTTPS (TCP/443) outbound
sso.cisco.com	173.37.144.208	HTTPS (TCP/443) outbound

Note : If customer is registered with smart service account (such as SNTC, PSS, or SC) and want to install CPSC 2.8.1.4 or upgrading to 2.8.1.5 or 2.8.1.6 then, follow below steps to check connectivity is properly configured for uploading data to Cisco backend.

Execute below command as root user

```
grep nettools /opt/ConcsoTgw/tail-end-gateway-decoupled/conf/csof_config.xml
```

If above command returns the output then, follow below steps to configure connectivity as default to upload data to Cisco backend

```
sed -i 's/a;N;$lba;s/file/#file/1' /opt/ConcsoTgw/tail-end-gatewaydecoupled/bin/run.sh
sed -i 's/nettools-upload.cisco.com/72.163.7.113/g' /opt/ConcsoTgw/tail-end-gatewaydecoupled/conf/csof_config.xml
service concsotgw restart
```

Access CSPC User Interface

In this section, you will see how to access the CSPC, following the above initial set-up.. Access the CSPC in a browser window by completing the following steps:

- Enter into the browser the IP Address of your collector using the following URL format: `https://<cspc-server-ip>:8001/`



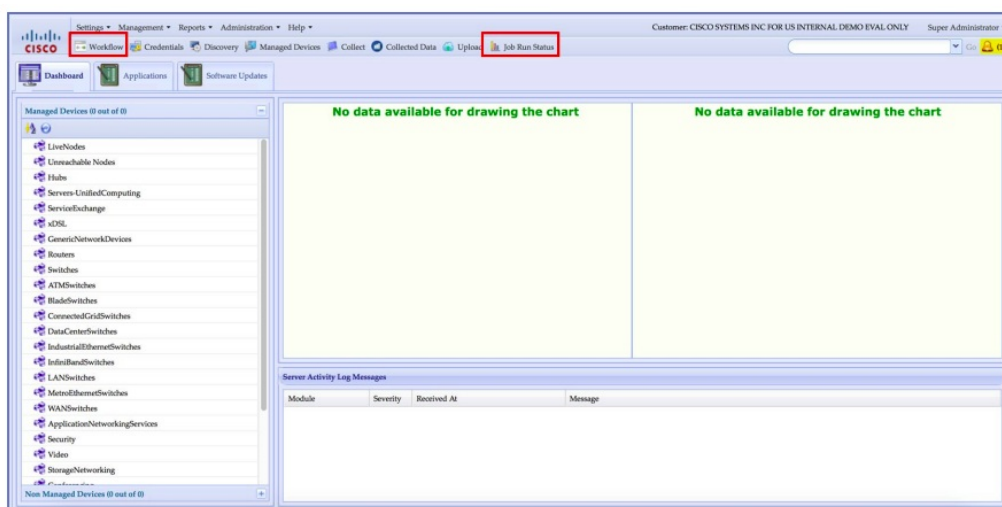
The image shows the login interface for the Cisco Common Service Platform Collector 2.10. At the top is the Cisco logo. Below it, the title "Common Service Platform Collector 2.10" is displayed. A note states: "* Establish admin password to be used on the Collector Web Portal". The login form includes fields for "Username:" (with "admin" entered), "Password:", "Confirm Password:", and a CAPTCHA challenge. The CAPTCHA image shows the text "7mka" with a refresh button. A note below the CAPTCHA says: "* These characters are case sensitive." At the bottom is a "Login" button.

- Enter the username, password and the text in the image, Click Login.

After all software is loaded, the CSPC graphical user interface (GUI) appears. From here you have access to all collector functions. Our CSPC User Guide provides details.

Update Devices, Credentials and Collection Settings

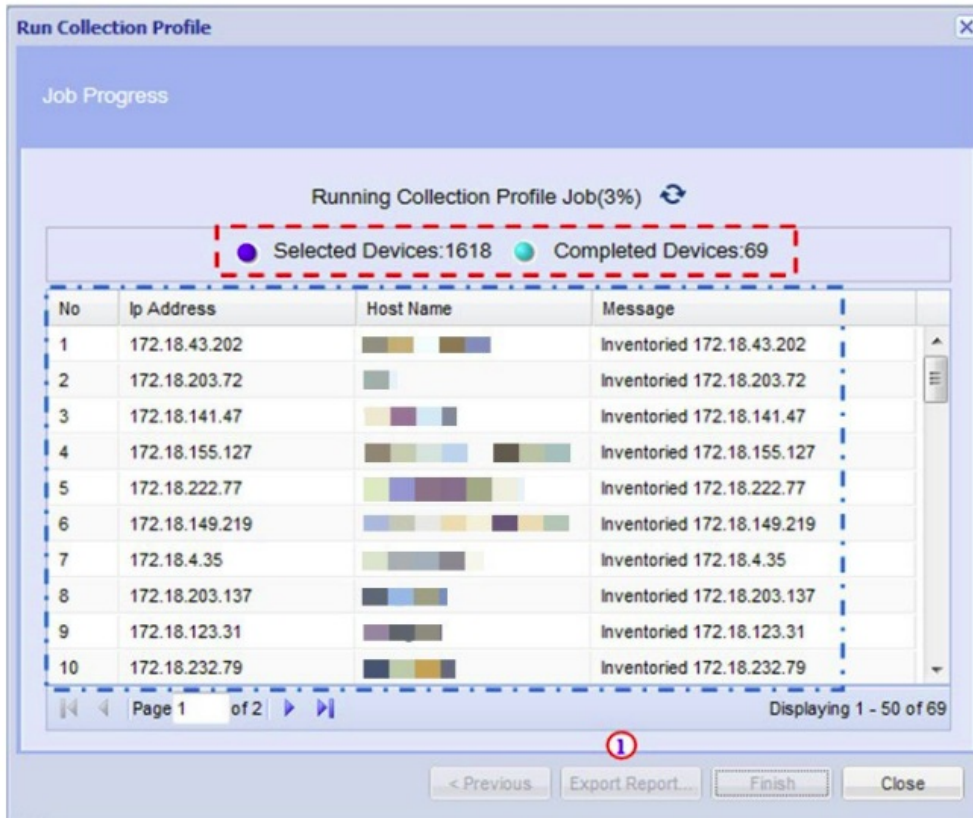
Click the Workflow button in the toolbar to open the installation wizard to apply updates and changes to devices, credentials and collection settings.



View Status of Discovery, Collection and Uploads

You can view status of collector jobs, click the Job Run Status button in the toolbar to view the results of

discovery, collection and upload.



The details of the data collection are filled in. A summary is above and the details are below.

- You can review the collection report after the process has finished,, click Export Report.
- Click Close when you are finished. The job will continue to Collection run in the background

Once you have registered the collector with a service certificate, when the collection job completes, inventory will run, then the upload will automatically be sent to the Cisco Data Center. It may take up to 24 hours before your pload will be processed and available in the portal.

After the initial upload is processed, you can view device details in the portal: <https://services.cisco.com>
Subsequent uploads can be viewed by going to the service's portal.

- For SNTC select Library > Administration > Upload Processing
- For PSS select Library > Inventory > Inventory Collection

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Documents / Resources

	<p>CISCO CSPC Common Services Platform Collector [pdf] User Guide</p> <p>CSPC, CSPC Common Services Platform Collector, Common Services Platform Collector, Services Platform Collector, Platform Collector, Collector</p>
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References

-  [Cisco.com Login Page](#)
-  [Common Services Platform Collector \(CSPC\) - End-User Guides - Cisco](#)
-  [Support for Smart Net Total Care \(SNTC\) - Cisco](#)
- [User Manual](#)

Manuals+.