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Cisco Smart Net Total Care Service
CSV File Import Capability

(Updated October 16, 2017)

This documentation is an overview of the CSV file import capability available in the Cisco Smart Net Total Care™ portal. It provides information that can help you understand when and how to use CSV file import.

CSV File Import Overview

The CSV file import capability provides Smart Net Total Care customers with the ability to import device data through a file uploaded from the portal. You will see the imported data in the portal reports along with any collected data.

File import can be used as the only source of device information if you do not want to implement a collector. It can also be used as a supplement to the collected inventory. It gives you the opportunity to add devices which are in your network but cannot be collected for various reasons, such as secure devices which are not accessible by the collector because they are behind a firewall, or local spare devices not powered-on or not connected to the network.

Using CSV File Import

Prerequisites

The prerequisites for using the file import feature are:

- Only your Smart Net Total Care customer administrator can import the CSV file through the portal. However, all users will be able to see the imported devices and imported details in the portal and reports.

- There must be a registered Entitled Company (EC) for your company.

- The user must create a new inventory, or select a single inventory for the import when adding the file information to an existing collection.

Creating the CSV File

The first step is to create a CSV file that conforms to the required format:

To create the CSV file:

1. Login to the portal and select Administration > File Import from the left navigation panel.
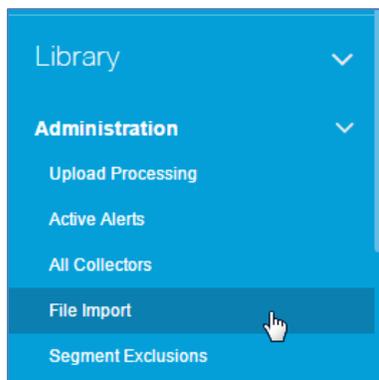
2. The File Import window appears

3. In the Import Type field, select CSV File Import.

4. Download the sample CSV file by clicking on the link.

5. The parameters contained in the sample CSV file and the maximum character limit for each parameter are listed in Table 1.

CSV Parameter	Max Character Limit	Mandatory/Optional	Purpose
Hostname	255 Char (including spaces)	Mandatory	Used for chassis and card association
IP Address	64 Char (including spaces)	Mandatory	Used for chassis and card association. Used by Delta report to identify IP changes
Serial Number	50 Char (including spaces)	Mandatory	Used for contract validation
Product ID	255 Char (including spaces)	Mandatory	Used for contract validation
MAC Address	50 Char (including spaces)	Optional (required for IP phones to be categorized as "Phone")	Used to obtain serial number for IP phones
sysLocation	255 Char (including spaces)	Optional	Used in the Inventory report to populate "SNMP Location"
Software Type	50 Char (including spaces)	Optional (required for PSIRT alert and software alert report)	Used for PSIRT alert and software alert report
Software Version	50 Char (including spaces)	Optional (required for software alert report)	Used for software alert report

Table 1 – CSV file import format

6. Fill in the data for the parameters contained in the sample file. Data must be provided in the same order with the column headers preserved. If you are adding chassis and their modules, the chassis should be the first entry with the modules listed after the chassis.

IMPORTANT: Make sure you delete column I and the second row before you save the information as a CSV file.

7. Save the file as a csv file.

The following is an example of how the file might look when populated with device information.

	A	B	C	D	E	F	G	H	I
1	Hostname	IPAddress	SerialNumber	ProductID	MACAddress	sysLocation	SoftwareType	SoftwareVersion	
2	host1	1.1.1.1	ABCDEF	CISCO7609=	111.111.111		CatOS	8.4(4)	
3	host1	1.1.1.1	A12345	WS-F6K-MSFC2	222.222.222				
4	host2	3.3.3.3	B12345	WS-X6148A-RJ-45=	222.222.223				
5	host3	4.4.4.4	C12345	CISCO7401ASR-CP		Products O2 @ Park Royal	IOS	12.3(13)	
6									
7									

Note:

- All data, whether imported or uploaded, provides incremental data for Smart Net Total Care. When you upload a CSV file the devices in the file are added to those already existing in the system.

- The CSV file name should be meaningful to assist you with tracking and versioning the imported information.

- If the parameter value you want to enter contains a comma (,) insert a forward slash (/) before the comma. For example, if the parameter value is 12.2(33), fc2 enter the parameter as 12.2(33)/, fc2

Where to get information for mandatory fields

The best way to get the information you need for the CSV file is from an asset management system or configuration management database (CMDB). If your company uses an asset management system or CMDB, you may be able to export the data from that system to reduce some manual data entry activity. For Cisco devices, the product ID (PID) is usually the equivalent of the model number.

If you do not have these systems, you can get the information from sales records that have the serial number and PID. Other options include leveraging SNMP or CLI commands to obtain the information if the device is online. Table 2 lists the OID that can used to run a MIB walk to obtain IP, hostname, serial number, and PID for many IOS platforms. You can also leverage IOS commands such as "show inventory" to obtain the serial number and PID.

CSV Parameter	Object Name	OID
Host Name	hostName	1.3.6.1.4.1.9.2.1.3
IP Address	IpAdEntAddr	1.3.6.1.2.1.4.20.1.1
Serial Number	entPhysicalSerialNum	1.3.6.1.2.1.47.1.1.1.1.11
Product ID	entPhysicalModelName	1.3.6.1.2.1.47.1.1.1.1.13

Table 2 – OID Table

If you cannot obtain the information from the above options, you will have to physically inspect the label. In this situation, you should make sure to identify the right labels for serial number and PID. For cards, you will have to open the unit to locate the labels.

If the devices are "spares" or are not powered on, follow the tips below:

- Create a hostname that would be useful for tracking. You should follow a naming convention you are already using, and append something such as –spare1, –spare2.

- Create an IP address that is not currently in use. The IP address does not need to be routable.

- While creating the hostname and IP address, it is important to ensure:

  - Each chassis has a unique IP address that it can be tracked in the Delta report.

  - A chassis and its associated cards have the same IP address/hostname so they can be correlated in the reports

- Serial Number and PID can be obtained from:

  - The Cisco Serial Number Information Finder (SNIF) tool to obtain the PID if the serial number is already known and you have access to the Cisco Service Contract Center (CSCC).

  - Sales records that have serial number and model number/PID.

  - Shipping boxes or container labels.

  - Physical labels on the device.
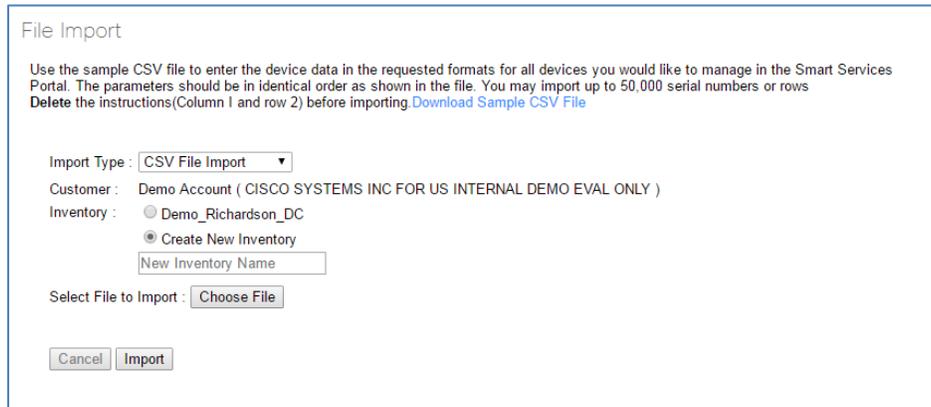
Importing the Device File

Once you have created the CSV file, your customer administrator can import the file through the Smart Net Total Care portal.

Login to the portal and select Administration > File Import. The File Import window appears. Verify the Customer company name. You have two options for where the new data will reside. You can:

1. Create a new inventory for the CSV file upload information

2. Add the devices to an existing inventory

If you are creating a new Inventory:

- In the Import Type field, select CSV File Import.

- Select Create New Inventory if you are uploading data to the Smart Net Total Care system for the first time, or if you want to add the data to an existing system as a new inventory.
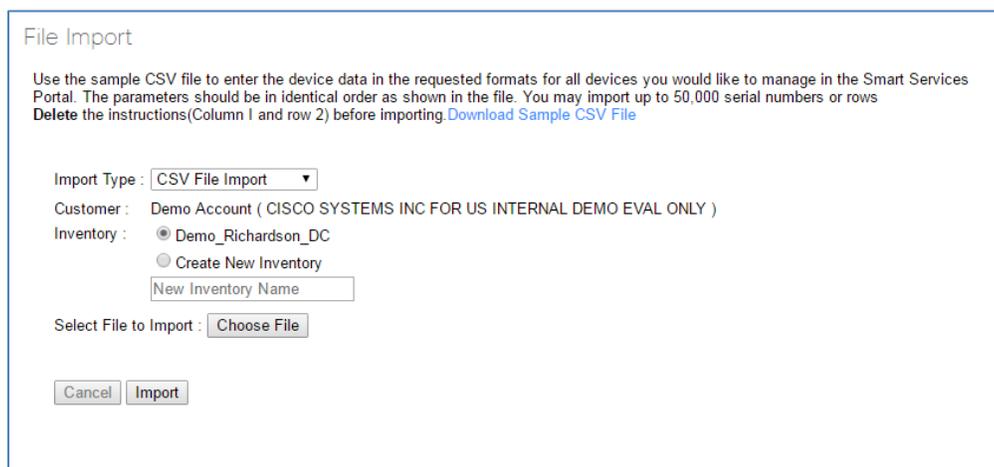

- Enter a name for the inventory in the field provided.

- Click Choose File to select the CSV file you created previously.

- Click Import.

If you are adding imported data to an existing Inventory:

- In the Import Type field, select *CSV File Import*.

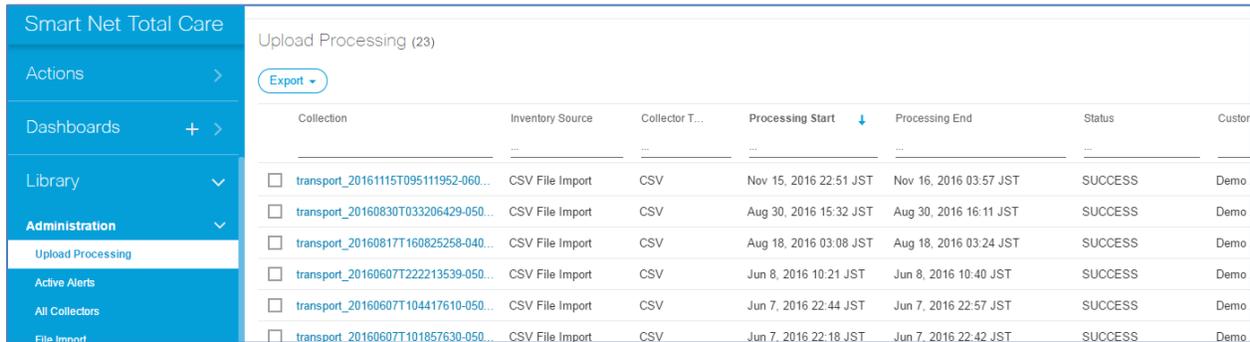- Select the inventory from the inventory choices displayed

- Click Choose File to select the CSV file you created previously.

- Click Import.

Note: If you are adding the file import to an existing inventory:
- Concurrent CSV imports for the same EC and inventory are not allowed. You cannot perform multiple imports from different browsers at the same time for the same entitled company and inventory. Only the first import will be accepted and for the other import attempts, the portal will display an error message.
- Concurrent file imports will work for the same EC but a different inventory.

Viewing Import Status

Import status can be viewed by selecting Administration > Upload Processing. Look for items with CSV file import as the Inventory Source and with the file name you submitted in the Collection Name field.

After the status shows SUCCESS, you and the other users in your company will see the imported devices reflected in reports.

Note: File imports go into the same queue as collector uploads thus the timing for completion can vary.

Viewing Reports for the Imported Devices

If you have a mix of imported and collected devices and want to know which devices in your reports were collected and which were imported, you can use filtering to find them:

- The Inventory Management dashboard contains an "Equipment Inventory Source" dashlet that shows the number of devices gathered from a CSV file import and from a collector upload. You can drill down to get a complete list of either type.
- In the All Equipment report, imported devices will display a value of CSV File Import in the "Inventory Source" column and Imported in the "Collected & Non-Collected Devices" column.
- In the Custom Inventory report, the "Imported File" field will have an entry indicating the data came from a file import.

Note: When you drill down to the equipment Details tabs, hardware, software, and configuration details will not be displayed for imported devices.

Frequently Asked Questions

Q: Why does my CSV file get rejected during the import process?

A: The import file is rejected at the time of import if any of the following criteria is not met. Check the error message displayed in the portal to resolve file format issues.

- The number, name, or order of the headers is not the same as presented in the sample file
- File name extension is not .csv
- The mandatory parameters are missing for one or more lines
- The maximum character limit for any parameter is exceeded for one or more lines
- The maximum limit of imported rows, which is 50,000, is exceeded
- A completely blank file (no data; only headers) has been entered

Q: Can the import file contain some rows with only mandatory fields and some other rows with mandatory and optional fields within the same CSV file?

A: Yes.

Q: What will happen during the file import if not all the fields are populated?

A: There are four mandatory fields: Hostname, IP Address, Serial Number, and Product ID. If mandatory fields are missing for one or more lines, the file will be rejected with an error message indicating which line or lines had an error. Only the first 100 error lines will be shown in the error message.

Q: Can I import non-Cisco devices?

A: We do not recommend importing third-party devices.

Q: Can I import files into separate inventories?

A: Yes. You can import files into separate inventories.

Q: What is the tolerance for typos in the import file? What if the software type is entered incorrectly?

A: The four mandatory fields and the field length for all entries are checked. If the software type is not entered correctly, the alerts matching will be impacted. For all other fields, the reports will display whatever text was entered.

Q: When a CSV file is created and uploaded, will the imported information be validated?

A: Yes. The serial number and PID for the imported device will be checked by the validation service, just like a collected device. Hostname and IP address are not validated.

Q: What happens if the PID is entered incorrectly?

A: The serial number and PID will be checked by the validation service just like a collected device. If the serial number and PID cannot be validated, the item will be displayed in the Inventory Insight reports.

Q: Can the file import capability be used instead of collection and upload?

A: Yes. The file import capability can be used as the sole source of device detail information. The resulting reports in the portal will only be as complete and as accurate at the last data you manually import. To get the best results make sure you fully populate all the fields with the most up-to-date information you have.

Additional Resources

Refer to these resources for additional details about the Smart Net Total Care file import capability:

Customer How-to Videos

10/17

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