

## Assuring Optimal Product Performance with Cisco Active Advisor

### June 30, 2015

**Q. Does it work with UCS currently?**

A. Not presently, we are continuously adding support for new devices. You can view the list of devices that we support here:

<https://help.ciscoactiveadvisor.com/solution/articles/5000010200-what-products-are-supported->

**Q. Can you provide the site address?**

A. [www.ciscoactiveadvisor.com](http://www.ciscoactiveadvisor.com)

**Q. How is this different from Smart Net Total Care?**

A. Seemingly Smart Net Total Care provides similar information but there are significant differences between Active Advisor and Smart Net total Care. You can find more information here:

<https://help.ciscoactiveadvisor.com/support/solutions/articles/5000010>

Essentially, SNTC is designed for very large networks with frequent changes, need for constant support, and those of companies with a large IT budget. For companies that operate leaner, and are smaller, Active Advisor is a good fit.

Visit: <https://help.ciscoactiveadvisor.com/solution/articles/5000010198-is-this-really-free->

**Q. How do we deal with administrators that leave the business? And their access?**

A. If this is a concern, we would recommend creating a cisco.com account that can be shared, you can then change the password as and when needed.

**Q. I do have setup this for ASA 5505 and I do have active service contract for this device but still it show me on website that device warranty is expired in 2012**

A. The warranty and service contract are separate entries. It is possible that you are not entitled to view the contract which will require that you raise a case with cisco support to access contract details. The site will show if the device is currently

**Q. Does the tool also analyze for security vulnerabilities and best practices?**

A. Currently we do not have a Best Practices for security vulnerabilities but may add it in the future. The switching best practice does very minor security checking.

**Q. <https://help.ciscoactiveadvisor.com/support/solutions/articles/5000010> does not work.**

A. Sorry the link was truncated.

<https://help.ciscoactiveadvisor.com/support/solutions/articles/5000010200-what-products-are-supported->

**Q. The tool also inventories non-Cisco as well as Cisco devices?**

A. No. We are considering adding discovery support for third-party devices in the future; however information on these would be limited to basic device information with no life cycle milestones reached.

**Q. Can multiple accounts access the same info? Instead of having multiple techs scanning the same devices?**

A. At this time we do not share devices between two users (they each have to scan them in) but it has been requested before.

<https://help.ciscoactiveadvisor.com/solution/articles/5000512261-can-i-share-access-to-my-scanned-devices-to-other-users>

**Q. Once I scan my devices and register under view devices is each device automatically updated or do I have to refresh and rescan device?**

**A.** We create a snapshot of the devices and assume they stay the same until you re-scan them. We will automatically keep checking for lifecycle information for you.

**Q. If CDP Discovery is enabled, does it only discovery CDP-capable devices or will it still discovery all devices?**

**A.** Scanner will discover all supported Cisco devices. If you enable CDP, any devices that scanner connects to that support CDP will be queried to find other devices to connect to (using telnet/SSH/http/https). CDP is not used directly by the scanner  
Please view <https://help.ciscoactiveadvisor.com/solution/articles/5000010215-does-the-scanner-support-the-cisco-discovery-protocol-cdp->

**Q. How does the scanning work with phones, for example, on a separate vlan?**

**A.** Phones are typically discovered from the router/switch providing service to those phones. Otherwise, you would need to scan the IP range for each VLAN you are interested in. We do not support directly scanning phones at this time we can only detect them by seeing them in CDP tables.

**Q. Does this application tie into CISCO TAC?**

**A.** At the moment it does not. You are not required a Smart Net contract to use Cisco Active Advisor.

**Q. If I want to update my existing devices, is there a "refresh", or do I have to rescan the network like I did in the original scan?**

**A.** You would need to rescan the devices to refresh the data if you have changed elements related to those devices. Active Advisor will continue to look for and will send advisories based on the known features in use that were present during your last scan.

**Q. How do you specify credentials to use if exec and enable secrets are different?**

**A.** You make an entry with a blank user name with the enable password. The following link provides more information:

<https://help.ciscoactiveadvisor.com/support/solutions/articles/5000010209-why-is-the-scanner-not-able-to-log-into-my-devices->

**Q. If I am having problems with the application, should I open a TAC case, or is there another method?**

**A.** You can reach out directly to this team by using the "Help and FAQ" link at the bottom of the page. From this page you can open a support ticket specifically for Active Advisor.

**Q. Can CDP detect serial numbers or how would it pull SN from phones - or not is it not possible at this point?**

**A.** For supported phones, the serial# will typically be found from the router/switch that is providing service to the phone.

**Q. So, if multiple users are associated with the various Cisco support contracts the company has, each user would have to run the report separately or is there a way to have multiple usernames under one scan?**

**A.** There currently is not a way to share a scan on the portal among different user ids.

**Q. Would this be a benefit for Meraki APs? Or are they still "third party" in this regard?**

Meraki APs are currently not supported - the following links shows supported devices.  
<https://help.ciscoactiveadvisor.com/solution/articles/5000010200-what-products-are-supported->

**Q. Is the network collector (scan) a customer hosted device with the reports cloud based?**

**A.** The network scan is performed by a bit of Java code which is downloaded from the website within the browser. Reporting is managed in the cloud.

**Q. Does the tool have a history of previous configurations or do previous configs get overwritten when a device is rescanned and uploaded?**

**A.** We do not keep a history of previous configurations. When you generate a report (i.e. a switching best practice report, and in the near future our new wireless best practices report), that report is fixed. If you rescan the device you generate a new report and can compare with the previous report.

**Q. What is the goal of Cisco Active Advisor? With alert contacts in place, can it be treated as web-based NIDS?**

**A.** Active Advisor provides advisories about the Cisco devices on your network, end-of-sales/life milestones, contextual PSIRTS based features that you have enabled, and warranty information on your devices.

If you are referring to network intrusion detection, this is not a function of Cisco Active Advisor. Since devices must be scanned manually, intrusion detection is not something for which the product would be useful (you'd have to keep rescanning the network to detect changes / intrusions).

**Q. The next steps up in terms of features would be the SmartNetTotal Care or Cisco Prime?**

**A.** SmartNet Total Care is well positioned to deal with larger networks that require continuous scanning. Cisco Prime is a full featured network management tool.

**Q. How do you rescan your network? Do you have to re-enter all the info again?**

**A.** You would typically re-scan the network as you did originally after updating hardware. Updates to contracts / warranty / end of life (etc.) are automatically updated for you in the cloud without needing a rescan.

**Q. What level of login privileges are required for Active Advisor?**

**A.** Typically full privilege is advised. Although the scanner may operate with lesser privilege levels, full access is typically required for full functionality (L15).

**Q. Enabling HTTPS is not an option in my environment. Any plans to support devices which only support SSH for access?**

**A.** HTTP, HTTPS, telnet, and SSH are supported generally by scanner for accessing devices. Please also see <https://help.ciscoactiveadvisor.com/solution/articles/5000438878-what-are-some-known-issues-and-limitations-of-the-active-advisor-scanner-> for current caveats, such as if you have ACLs blocking the HTTPS port.

**Q. Is Java 8 update 45 ok?? I'm having issues.**

**A.** It should be fine, however, it can be problematic sometimes getting Java to work. Let me find you the support link relevant in this case. You can always also contact our support team for help (link at bottom of the [www.ciscoactiveadvisor.com](http://www.ciscoactiveadvisor.com) page).

<https://help.ciscoactiveadvisor.com/support/solutions/articles/5000438892-how-do-i-ensure-java-is-allowed-to-run-on-windows-and-apple-os-x->

<https://help.ciscoactiveadvisor.com/support/solutions/articles/5000010212-scanner-shows-a-message-that-it-could-not-load-properly-what-is-going-on->

**Q. What port(s) does Cisco Active Advisor scan on?**

**A.** We scan and try http, https, ssh and telnet.

**Q. In the switching health are there specific switch models that will be detected as "core"? Or can they be manually assigned?**

**A.** We currently support the 6800 devices for core and distribution and then a larger list for access devices. Only supported devices will be populated in the sections.