



Maintaining Your Inventory Information

As a network administrator you need to perform maintenance to keep your inventory information updated.

What You Need—Prerequisites

In this scenario, you will use these applications:

- Contract Connection
- Inventory

No prerequisites are required.

For a complete description of the required tasks, refer to the online help.

How To Do It—Procedures

To perform maintenance tasks:

- Check the Contract Status on Network Devices
- Update Device Serial Numbers

The purpose of this scenario is to show you how you can use specific applications to perform these tasks. This will help you understand how to use the applications to perform similar tasks in your network.

Check the Contract Status on Network Devices

- Step 1** Select **Resource Manager Essentials > Contract Connection > Check Contract Status**. The CCO Login dialog box appears.
- Step 2** Enter your CCO username and password, then click **Next**.
The Select Contracts dialog box appears. If you do not see any contracts, you might not have the privileges required for Contract Agent access. Visit [Cisco Service Contract Center](#) and check your contract details.
- Step 3** Complete the Select Contracts dialog box:
- Press **Ctrl** and click the left mouse button to select individual contracts or use **Shift-Click** to select a range of contracts.
 - To select devices click **Next**. The Select Devices dialog box appears. Select the devices, click **Next**.
 - If you do not want to select specific contracts or devices, click **Finish** to select all contracts.
The Transfer Data to Contract Agent dialog box appears.
- Step 4** Click **Finish** to transfer the device details from your Essentials database to the Contract Agent on CCO.
The Device Type Summary Report appears.
- Step 5** Save the report using the **Save As** tab or CSV format option.
- Step 6** Click **Close**.
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Update Device Serial Numbers

The electronic serial number (number embedded in the software on the device) rarely matches the shipment serial number (serial number on the device at the time of shipment from Cisco) known to the Contract Agent. To update device serial numbers:

- Step 1** Review a recent Device Type Summary report. Follow the “Check the Contract Status on Network Devices” procedure.

- Step 2** Using the report, highlight the devices that do not have their managed serial numbers. This is the number from the Essentials inventory database that the Contract Agent matches with the shipment serial number in their database.
- Step 3** Retrieve the serial number for each device and enter it on your hard copy report.
- Step 4** Select **Resource Manager Essentials > Administration > Inventory > Change Device Attributes** and manually enter each serial number into the Essentials inventory. For detailed procedures on changing device attributes, refer to the online help.

Where You Should End Up—Verification

After you perform maintenance tasks:

- Verify the Contract Status on Network Devices
- Verify Device Serial Numbers Are Updated

Verify the Contract Status on Network Devices

If the report shows that you need to update any of your contracts, contact your Cisco representative.

Verify Device Serial Numbers Are Updated

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- Step 1** Select **Resource Manager Essentials > Contract Connection > Check Contract Status** to rerun the Device Type Summary Report.
- Step 2** Review the device serial numbers you just added to make sure they are accurate.
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■ Where You Should End Up—Verification