



# CHAPTER 19

## Working With Contract Connection

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Cisco Contract Connection lets you verify which of your Cisco IOS devices are covered by a service contract. Contract Connection (CC) uses Inventory Manager, Cisco.com, and Cisco's internal contract tracking service, Contract Agent, to provide the status of your service coverage.

You must have a Cisco.com account to use CC and CC lists all contracts applicable to you.

You can select any of the contracts to get the contract details for the IOS devices belonging to that particular contract in your network.

## Accessing and Using Contract Connection

Contract Connection application allows you to see the status of service contracts of all IOS devices in your network.

To launch Contract Connection:

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- Step 1** Select **Resource Manager Essentials > Reports > Report Generator**.  
The Report Generator page appears.
- Step 2** Select **Contract Connection** from the drop-down list box on the left.
- Step 3** Select **Report Based on Contract** from the drop-down list box on the right.  
The Cisco.com and Proxy Server Credentials Profile dialog box appears as a pop-up.
- Step 4** Enter your Cisco.com username and password in the Cisco.com and Proxy Server Credentials Profile dialog box.
- You must have valid Cisco.com account credentials to generate Contract Connection reports.
  - You are also prompted to enter ProxyUsername and ProxyPassword if a Proxy Server hostname/IP and port are configured in:  
**Common Services > Security > Cisco.com Connection Management Proxy Server Setup**
  - After providing the credential information click **OK**.
  - A dialog box appears within the Contract Connection Reports page.

Cisco.com account credentials from **Common Services > Security > Cisco.com Connection Management > Cisco.com User Account Setup** and proxy username/password credentials from **Common Services > Security > Cisco.com Connection Management Proxy Server Setup** will not be used hence forth.

**Step 5** Enter the name of the device in the Device Names field and click **Select**.

If you enter more than one name, separate the names by commas.

Or

Select the required device from the list tree.

- To see only the devices that you have selected, click **Selection**.
- To see all the devices, click **All**.

**Step 6** Select the required contract from the Select Contracts list and click **Finish**.

The Summary Report page appears with a Summary of submitted devices and the Device Type Summary Report for the selected contract.

If you want to revert to the default values in the Contract Connection Reports dialog box, click **Reset**.

Task	System Administrator	Network Administrator	Network Operator	Approver	Help Desk
Define/Edit/Delete Contract based on Device Report jobs	Yes	Yes	Yes	Yes	No
View Report Output	Yes	Yes	Yes	Yes	Yes
Set Application level Job Control Policies	Yes	Yes	No	No	No

## Getting Device Type Summary Report and Contract Status Detailed Report

The Device Type Summary Report and Contract Status Detailed Report list all the Cisco IOS devices information found on your network. These reports also display any information on the Cisco IOS devices in the Contract Agent.

### Device Type Summary Report

The Device Type Summary Report displays the following information:

Field	Description
Product Family	Displays the following: <ul style="list-style-type: none"> <li>• Product family of the device.</li> <li>• None — Devices that do not belong to Cisco Product Family.</li> <li>• Total — Number of devices managed by Resource Manager Essentials.</li> </ul>
Devices on Network	Number of devices managed by Resource Manager Essentials. This also includes devices that do not have a Cisco Contract but are covered by other contracts.
Devices on Contract Total	Number of devices in the contract that you had selected. This also includes devices that are not managed by Resource Manager Essentials.

Field	Description
Devices on Contract Active	Number of active devices in the contract that you selected.
Devices on Contract Expired	Number of expired devices in the contract that you selected.
Devices Matched on Contract Total	Number of devices whose Serial Number in the Resource Manager Essentials inventory, match with the corresponding Serial Number in Cisco support database (Service Contract Center).
Devices Matched on Contract Active	Number of active devices that match in the contract that you selected.
Devices Matched on Contract Expired	Number of expired devices that match in the contract that you selected.
No Serial Number	Number of devices that do not have Serial Numbers. These are devices that do not have both the Electronic Serial Number and the Managed Serial Number.

To view Device Type Summary Report:

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- Step 1** Select **Resource Manager Essentials > Reports > Report Generator**.  
The Report Generator page appears.
- Step 2** Select **Contract Connection** from the drop-down list box on the left.
- Step 3** Select **Report Based on Contract** from the drop-down list box on the right.  
The Cisco.com and Proxy Server Credentials Profile dialog box appears as a pop-up.
- Step 4** Enter your Cisco.com username and password in the Cisco.com and Proxy Server Credentials Profile dialog box.
- You must have valid Cisco.com account credentials to generate Contract Connection reports.
  - You are also prompted to enter ProxyUsername and ProxyPassword if a Proxy Server hostname/IP and port are configured in **Common Services > Security > Cisco.com Connection Management Proxy Server Setup**
- Step 5** Enter the credential information and click **OK**.  
A dialog box appears within the Contract Connection Reports page.  
Cisco.com account credentials from **Common Services > Security > Cisco.com Connection Management > Cisco.com User Account Setup** and proxy username/password credentials from **Common Services > Security > Cisco.com Connection Management Proxy Server Setup** will not be used henceforth.
- Step 6** Enter the name of the device in the Device Names field and click **Select**.  
If you enter more than one name; separate the names by commas.  
Or  
Select the required device from the list tree.
- To see only the devices that you have selected, click **Selection**.
  - To see all the devices, click **All**.
- Step 7** Select the required contract from the Select Contracts list and click **Finish**.  
The Summary Report page appears with a Summary of submitted devices and the Device Type Summary Report for the selected contract.

The Summary displays:

- Total number of submitted devices.
- Number of devices successfully processed by Cisco.com Contract Connection system.
- Devices not processed because of insufficient inventory data, such as vendor type or serial number.

If you want to revert to the default values in the Contract Connection Reports dialog box, click **Reset**.

The following buttons are available in the Summary Report page:

Button	Description
Export to File (Icon)	Exports the report in either PDF or CSV format.
Print (Icon)	Generates a format of the report that you can print.

## Contract Status Detailed Report

The Contract Status Detailed Report gives details about a specific device. You can view the following information in the Contract Status Detailed Report page.

Field	Description
Contract Status	Support status for the device. This is determined by a device serial number in the Resource Manager Essentials inventory that matches the serial number in the Cisco support database. The Contract Status can be A=> active, E=> expired or N=> no contract.
Device Type	Cisco-specific device class description.
Device Name	Assigned host name.
Electronic Serial No	Serial number that you set using CLI when you enter the device into the network.
Managed Serial No	Serial number that is in the Resource Manager Essentials inventory database.
Shipment Serial No	Serial number embedded on the chassis hardware.
Contract No	Cisco support contract identification number.
Contract Type	Cisco support contract code.
Cisco Part No	Cisco part number for the device.
Begin Date	Start date of the Cisco support contract for the device. This indicates whether the Contract Status is active or expired.
End Date	End date of the Cisco support contract for the device. This indicates whether the Contract Status is active or expired.
Sales Order	Original device shipment sales identification number.
Ship Date	Date device left Cisco to be delivered to customer.

To view Contract Status Detailed Report:

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- Step 1** Select **Resource Manager Essentials > Reports > Report Generator**.  
The Report Generator page appears.
- Step 2** Select **Contract Connection** from the drop-down list box on the left.
- Step 3** Select **Report Based on Contract** from the drop-down list box on the right.  
The Cisco.com Profile dialog box appears as a pop-up.
- Step 4** Enter your Cisco.com username and password in the Cisco.com and Proxy Server Credentials Profile dialog box.
- You must have valid Cisco.com account credentials to generate Contract Connection reports.
  - You are also prompted to enter ProxyUsername and ProxyPassword if a Proxy Server hostname/IP and port are configured in:  
**Common Services > Security > Cisco.com Connection Management Proxy Server Setup**
- Step 5** Enter the credential information and click **OK**.  
A dialog box appears within the Contract Connection Reports page.  
Cisco.com account credentials from **Common Services > Security > Cisco.com Connection Management > Cisco.com User Account Setup** and proxy username/password credentials from **Common Services > Security > Cisco.com Connection Management Proxy Server Setup** will not be used henceforth.
- Step 6** Enter the name of the device in the Device Names field and click **Select**.  
If you enter more than one name; separate the names by commas.  
Or  
Select the required device from the list tree.
- To see only the devices that you have selected, click **Selection**.
  - To see all the devices, click **All**.
- Step 7** Select the required contract from the Select Contracts list and click **Finish**.  
The Summary Report page appears with a Summary of submitted devices and the Device Type Summary Report for the selected contract.  
The Summary displays:
- Total number of submitted devices.
  - Number of devices successfully processed by Cisco.com Contract Connection system.
  - Devices not processed because of insufficient inventory data, such as vendor type or serial number.
- If you want to revert to the default values in the Contract Connection Reports dialog box, click **Reset**.
- Step 8** Click the Product Family name under Product Family in the Device Type Summary Report.  
The Contract Status Detailed Report page appears.
- Click **None** to get similar information for devices that do not belong to Cisco Product Family.
  - Click **Total** to get the number of devices managed by RME.
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The following buttons are available on the Contract Status Detailed Report page:

Button	Description
Export to File (Icon)	Exports the report in either PDF or CSV format.
Print (Icon)	Generates a format of the report that you can print.

**Note**

If the Contract Status Detailed Report page shows no records, press F5 to refresh the page and get the results.

## Scheduling Jobs

You can schedule report generation using the Schedule Job option. The job schedule can be Immediate, Once, Weekly or Monthly.

- If you want an Immediate report select the Immediate option.
- If you want reports Once, Weekly or Monthly, specify the time and date on which you want to enable the report collection job.

After the job runs, the status appears in the Job Browser according to the work order.

The generated report is archived separately. The Job Purge Policy is the same as for other reports. For more details on Job Purge Policy, see the topic [Purging Reports Jobs and Archived Reports](#) in the [Generating Reports](#) section.

To schedule a job:

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- Step 1** Select **Resource Manager Essentials > Reports > Report Generator**.  
The Report Generator page appears.
- Step 2** Select **Contract Connection** from the drop-down list box on the left.
- Step 3** Select **Report Based on Contract** from the drop-down list box on the right.  
The Cisco.com Profile dialog box appears as a pop-up.
- Step 4** Enter your Cisco.com username and password in the Cisco.com and Proxy Server Credentials Profile dialog box.
- You must have valid Cisco.com account credentials to generate Contract Connection reports.
  - You are also prompted to enter ProxyUsername and ProxyPassword if a Proxy Server hostname/IP and port are configured in:  
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- Step 5** Enter the credential information and click **OK**.  
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Cisco.com account credentials from **Common Services > Security > Cisco.com Connection Management > Cisco.com User Account Setup** and proxy username/password credentials from **Common Services > Security > Cisco.com Connection Management Proxy Server Setup** will not be used henceforth.

**Step 6** Enter the name of the device in the Device Names field and click **Select**.

You can enter more than one name; separate the names by commas.

Or

Select the required device from the list tree.

- To see only the devices that you have selected, click **Selection**.
- To see all the devices, click **All**.

**Step 7** Select the required contract from the Select Contracts list.

**Step 8** Select the frequency of job scheduling - Immediate, Once, Weekly or Monthly from the Run Type drop down list box.

The date and time are enabled only if you have selected an option other than Immediate in the Run Type field.

**Step 9** Click on the calendar icon and select the start date.

**Step 10** Select the hours and minutes from the drop-down lists.

**Step 11** Enter a description for the job you are scheduling in the Job Description field.

This is a mandatory field, if you have selected Immediate, Once, Weekly or Monthly from the Run Type drop-down list box.

**Step 12** Enter your E-mail ID in the E-mail field if you want to be notified when a job is executed.

The mail informs you whether the job was executed successfully or was a failure. You can enter multiple E-mail IDs, separated by commas.

**Step 13** Click **Finish**.

A message appears confirming the creation of the job with the Job ID. This message also informs you how you can view the job status from **Reports > Report Jobs**. For example, Job 1018 was created successfully. Go to Reports > Report Jobs to view the status of the job.

**Step 14** Click **OK**.

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## Viewing Job Status

To view the status of a job:

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**Step 1** Select **RME > Reports > Report Jobs**.

A window appears in the Report Job Browser page. It displays:

- Job ID
- Job Type
- Report Type
- Status
- Description

- Owner
- Schedule Type

Refresh (Icon)	Click this icon to refresh the Report Job Browser.
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You can filter by All, Job ID, Job Type, Report Type, Status, Description, Owner, and Schedule Type. To do this, select the required criteria in the Filter By drop-down list box. Then, select the required report in the drop-down list box. Click **Filter**.

To view Job Details, click on a job number under Job ID.

The Contract Connection Report pop-up window appears with the Job Details.

It contains the Job ID number and status, Job Summary and a Refresh button.

Job Summary displays your E-mail ID or IDs if you had entered it while scheduling the job, Selected Devices, Report Publish Location, Report Name, Selected Contract and the date and time the job was created. Click **OK**.

**Step 2** Select the required job in Contract Connection in the Report Job Browser page. You can view the output of successful jobs only.

**Step 3** Click **Show output**.

The Summary Report page appears with the Summary of submitted devices and the Device Type Summary Report.

- If you want to stop a scheduled or running job or jobs, select the job and click **Stop** in the Report Job Browser page.
- If the job is a one-time job, a message appears informing you that you are about to delete report jobs. Click **OK**.

A message appears `Successfully stopped the selected job(s)`. Click **OK**.

- If the job is a periodic one, the Period Job Cancel Confirmation dialog box appears after you have clicked **OK** in the dialog box.

This message informs you that you are about to delete report jobs. It prompts you to confirm whether you want to cancel only this instance or all future instances, as well.

**Step 4** Select the option you want and click **OK**.

A message appears `Successfully stopped the selected job(s)`.

**Step 5** Click **OK**.

If you want to delete a job, click **Delete** in the Job Browser page.

A message appears informing you that you are about to delete report jobs and no instance will be scheduled in the future. Click **OK**.

A message appears with the job IDs informing you that you have successfully deleted the jobs, for example, `Job(s) [1018] deleted successfully`. Click **OK**.

# Archiving and Viewing Generated Reports

By default, Contract Connection application archives all generated report for later use, except for Immediate Run Type reports.

For details, see the topic [Viewing Archived Reports](#) in the [Generating Reports](#) section.

