



CHAPTER 18

Working With SmartCase

SmartCase lets you access Cisco.com from Resource Manager Essentials (RME) to open a Cisco.com case or to query and update an existing case. You can submit, review, and update problems or questions about your Cisco products.

Launching Cisco.com Service Request Tool

SmartCase allows you to Open/Query or Update a case on Cisco.com by launching the Cisco.com Service Request Tool from Resource Manager Essentials.

To launch Cisco.com Service Request Tool:

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- Step 1** Select **Resource Manager Essentials > Tools > SmartCase**.
The Open/Query or Update a Case page appears.
 - Step 2** Click the link provided to launch the Cisco.com Service Request Tool to Open/Query or Update a Case.
The SmartCase.properties file is located at
`NMSROOT\MDC\tomcat\webapps\rme\WEB-INF\classes\com\cisco\nm\rmeng\cctool\scase`
The properties file contains the URL used to launch Cisco.com Service Request Tool. If at any time there is a change in this URL, you must go to the properties file and update the URL.
 - Step 3** Enter your Cisco.com username and password.
You are redirected to the TAC Service Request Tool page.
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