



## CHAPTER 7

# Inventory Tools

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You can use tools like CiscoView, Mini-RMON, SmartCase.

For details on Inventory tools see:

- [CiscoView](#)
- [CiscoView Mini-RMON Manager](#)
- SmartCase. See, [Working With SmartCase](#) for more information.

## Working With SmartCase

SmartCase lets you access Cisco.com 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.

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 **Inventory > 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.
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