

CHAPTER 4

Working with Faults

This chapter describes how to work with fault items:

- [Managing Fault Items, page 4-1](#)
- [Adding Fault Items, page 4-1](#)
- [Viewing Fault Items, page 4-3](#)
- [Editing Fault Items, page 4-4](#)
- [Deleting Fault Items, page 4-4](#)

Managing Fault Items

Faults are device defects and other problems that arise at a location and must be resolved. For example, broken chairs in a conference room, inadequate cooling in the room, missing remote controls, and so on. The Fault Menu tab in the Smart+Connected MS portal allows you to add, edit, and delete the fault messages. The fault items that are added and enabled on the Fault Menu tab are available on the Configurations tab. When added to a configuration, these fault items are available on the IP phones. When an end user selects the required fault item using an IP phone, a case is created in the trouble ticketing system, if the organization has a trouble ticketing system. In the absence of a trouble ticketing system, the solution can send an e-mail to a configured e-mail ID when a fault item is selected on the IP phone. For information on reporting faults, see *Cisco Smart+Connected Meeting Spaces User Guide*.

Adding Fault Items

All fault items that you add using the Faults tab are displayed on the Configurations tab.

To add a fault item, perform the following steps:

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- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
 - Step 2** Click the **Fault Menu** tab.
The Fault Menu List area appears.
 - Step 3** Click **Add**.
The Fault Menu Details area appears.

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- Step 4** In the Menu field, enter the text that must be displayed on the IP phones.
- Step 5** In the Operational Category, Product Category 1, Product Category 2, and Product Category 3 fields, enter the various categories under which the product falls. These are categories to which the product belongs to in the Remedy trouble ticketing system.



Note It is not mandatory to fill in all of the fields provided in the Fault Menu Details area. You can leave some of the fields blank and enter only the data that your trouble ticketing system requires. However, the fields marked with the asterisk symbol are mandatory.

- Step 6** In the Description field, enter the description of the fault item.
- Step 7** In the Manufacturer field, enter the name of the device.
- Step 8** Check the Enabled check box to enable the fault item. Only an enabled fault item is available on the IP phones.
- Step 9** From the Urgency drop-down list, choose the status that should be assigned to the fault item.



Tip If the priority level is minor, choose 4. The default selection is 3-Moderate.

- Step 10** From the Impact drop-down list, choose the impact status that should be assigned to the fault item.



Tip If the impact level is minor, choose 4. The default selection is 3-Moderate.

- Step 11** Enter the product name.



Note The fields mentioned in [Step 5](#) through [Step 11](#) are values used by the Remedy trouble ticketing system.

- Step 12** Enter the asset code, problem code, failure class code, and priority. These are the values used by the Service Insight and Maximo trouble ticketing systems.

- Step 13** Click **Save** to create the fault item.
A new row is added in the Fault Menu List area.



Note The Product Category 1, 2, and 3 should exactly match the categories that are provided in the trouble ticketing system, otherwise, a case is not created in the trouble ticketing system.

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Table 4-1 lists the fields that appear when you create a fault item.

Table 4-1 **Fault Item Fields**

Field(s)	Description
Menu	The text that is displayed on the IP phones.
Operational Category, Product Category 1, Product Category 2, and Product Category 3	These are categories to which the product belongs to, in the Remedy trouble ticketing system. Product Category 1 is the main category to which the product belongs. Product Category 2 and 3 are the subcategories.
Manufacturer	The name of the device in which the problem/issue has occurred.
Description	The text which explains what the fault is.
Enabled	The fault items with an Enabled status are available on the IP phones. The user can raise a case for any available fault item.
Urgency	The priority that should be assigned to the fault item.
Impact	The effect of the fault can be moderate or minor.
Product Name	The name of the device group in which the fault has occurred.
Asset Code, Problem Code, Failure Class Code, Priority	The value used by the Service Insight and Maximo trouble ticketing systems.

Apart from the Add and Save buttons, the following buttons are also available in this page:

- **Delete**—Deletes the fault item in the Fault Menu List area. For more information, see the section “[Deleting Fault Items](#)” section on page 4-4.
- **Move to**—Moves the messages up or down in the Fault Menu List area.
- **Clear**—Removes the changes that are made in the Fault Menu Details area, and enables you to enter data afresh.
- **Cancel**—Closes the Fault Menu Details area without saving the changes that are made.

Viewing Fault Items

To view the fault items in the Fault Menu list area, perform the following steps:

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- Step 1** Log in to the Smart+Connected MS portal.
The home page appears with the Configurations tab selected by default.
- Step 2** Click the **Fault Menu** tab.
The Fault Menu List area appears. The fault item details are displayed as columns:
- Order

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- Menu Item
- Problem Code
- Failure Class Code
- Product Category 1
- Product Category 2
- Product Name
- Status
- Updated By
- Updated On



Note These columns can be sorted in an ascending or descending order. Click any column header to reverse the sorting order.

The Fault Menu List area displays only a certain number of fault items per page. Click the page number shown below the fault items list to see the fault items on the subsequent pages.

Editing Fault Items

To edit a fault item, perform the following steps:

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- Step 1** Log in to the Smart+Connected MS portal.
 - Step 2** Click the **Fault Menu** tab.
The Fault Menu List area appears.
 - Step 3** Choose the fault item that you want to edit by clicking the fault item name.
The Fault Menu Details area appears.
 - Step 4** Make the necessary changes in the Fault Menu Details area.
 - Step 5** Click **Save**.
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Deleting Fault Items

A fault item that is deleted does not appear in the list of fault items that are available for a configuration. The fault item is removed from the configurations to which it is added. It is unavailable for new configurations, and so cannot be listed on the IP phones.

To delete a fault menu item, perform the following steps:

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- Step 1** Log in to the Smart+Connected MS portal.
The home page appears.
 - Step 2** Click the **Fault Menu** tab.

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The fault menu list area appears.

Step 3 Check the check box for the fault item that you want to delete.

Step 4 Click **Delete**.

A confirmation dialog box appears.

Step 5 Click **Yes** to delete the fault item.

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