CHAPTER

3

Managing the Fault Items

This chapter describes how to manage the fault items in the Cisco Smart+Connected Personalized Spaces (Smart+Connected PS) application.

About the Fault Items

The fault items are issues that are encountered by the end-users while using devices available within a workspace. These fault items can be reported using the Cisco IP phone available at the workspace. These fault items are visible in the Cisco IP Phone only after you configure them in the Smart+Connected PS application.

Viewing the Fault Items

To view the existing fault items, perform the following steps:

Step 1 In the Smart+Connected PS home page, click **Admin**.

The Feature Management page appears.

Step 2 Click the **Fault Management** tab.

The Fault Menu List page appears that displays a list of the existing fault items, if available.

Adding the Fault Items

To add the fault items, perform the following steps:

Step 1 In the Smart+Connected PS home page, click **Admin**.

The Feature Management page appears.

Step 2 Click the **Fault Management** tab.

The Fault Menu List page appears. This page displays a list of the existing fault items.

Step 3 Click **Add**.

In the Fault Menu Details area, do the following:

  a. Enter the name of the fault item in the Menu field.

  b. Enter the category of the fault item in the Operational Category field

  c. Enter the category of the fault item in either one or all Product Category fields. The available fields are Product Category1, Product Category2, and Product Category3.

  d. Enter the description of the fault item in the Description field.

  e. Choose the level of urgency for a fault resolution from the Urgency drop-down menu. The available options are minor, moderate, severe, and catastrophic.

  f. Choose the level of impact of the fault from the Impact drop-down list. The available options are minor, moderate, severe, and catastrophic.

  g. Enter the product name in the Product Name field.

  h. Enter the manufacturer name in the Manufacturer field.

  i. Select the **Enabled** check box to confirm if the fault item is enabled or not.

> ✎ **Note** The above fields should be mapped to the BMC Remedy tool.

Step 4 Click **Save**.

The new fault item appears in the Fault Menu List page.

Editing the Fault Items

To edit the existing fault items, perform the following steps:

Step 1 In the Smart+Connected PS home page, click **Admin**.

The Feature Management page appears.

Step 2 Click the **Fault Management** tab.

The Fault Menu List page displays a list of the existing fault items.

Step 3 Select the fault item that you want to edit and click **Edit**.

The Fault Menu details for the selected fault item appear.

Step 4   Modify the fault item details as required, and click **Save**.

The modified fault item details appear in the Fault Menu List page.

Deleting the Fault Items

You cannot delete a fault item that has been assigned to a configuration. If you must, then disassociate the fault item from the configuration and then follow the procedure to delete it.

To delete a fault item, perform the following steps:

Step 1   In the Smart+Connected PS home page, click **Admin**.

The Feature Management page appears.

Step 2   Click the **Fault Management** tab.

The Fault Menu List page displays a list of the existing fault items.

Step 3   Select a fault that you want to delete, and click **Delete**.

A confirmation message requesting you to confirm the deletion appears.

Step 4   Click **OK**.

The deleted fault item is removed from the Fault Menu List.

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