CI tool
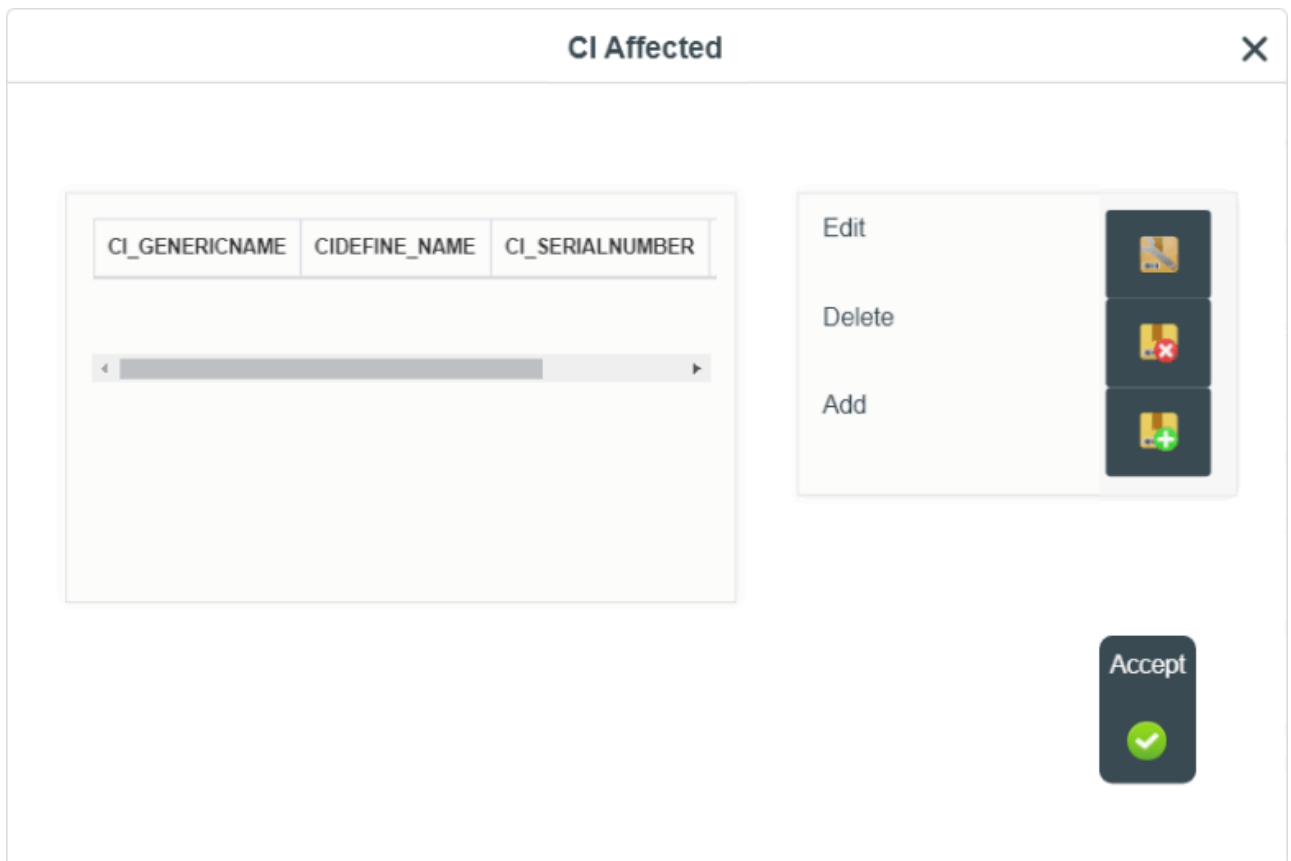
- Add CIs to the case
- Edit/Delete CIs related to the case

Add CIs to the case

1. Click on the **CI Affected** or **CI** button[1], to open the *CI Affected* window:

2. To add CIs to the case, click **Add** button, the search window will open.
   - Search CIs by criteria such as: *CI Name, Brand, CI Type, etc.*
   - Or select from the complete list of CIs:

CI Affected ✕

○ Show All   ◉ Filter by all   ○ Filter by columns

DEV

Search 🔍

5 ⌄   Ir   **1**   2   3   …   21

ID CMDB CI	CI Genérico Nombre	ID CMDB Marca	Marca	ID CMDB CI Defi	CI Definición Nombre
95	Router 01	12	CISCO	2	DEVICE
96	Router 02	12	CISCO	2	DEVICE
101	PC 099	6	DELL	2	DEVICE
102	PC 098	6	DELL	2	DEVICE
103	PC 097	6	DELL	2	DEVICE

◄   ►

Use selected record 🔍

Select a record and click on the button **Use selected record**.

Edit/Delete CIs related to the case

- Select the CI in the grid and click on the Edit button, a window will open to edit the description of the relationship between the CI and the case.

- Select the CI from the grid and click on the Delete button, the relationship between the CI and the case will be deleted, but not the CI itself.

[1)](){.anchor}
from the case management console

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Last update: **2021/07/05 23:24**