How to use RMU to track the upgrade of 2010 devices

Overview

The DER-NSW program requires that all Vintage 2010 devices be upgraded. The work will be conducted by Lenovo technicians. RMU will track the success and failure of each upgrade and allow the TSO to report on successful and failed devices.

The Vintage 2010 Upgrade page in RMU allows you to ‘Check out’ devices prior to handing the device over to the Lenovo technician, and then to ‘Return in’ devices that have been upgraded.

Each school will have varying arrangements with the Lenovo technician. A simplified procedure is detailed in the following diagram:

2010 Resource Upgrade Diagram

TSO ‘Checks out’ a batch of devices and gives to Lenovo technician. In a sense marking them as ‘with the technician’.

Lenovo technician upgrades the device.

TSO ‘Returns’ successful devices as ‘Returning devices that have been upgraded’.

TSO ‘Returns’ unsuccessful devices as ‘Returning devices where the upgrade was unsuccessful’.
How to ‘Check Out’ devices for Upgrade

To access the Vintage 2010 Upgrade page follow the process below:

1. Click the **Vintage 2010 Upgrade** menu item

2. Select the upgrade **action** you will be performing from the list box. (The default is ‘Checking devices out for upgrade’.)

3. Scan or type a barcode. Press enter or ‘Go’ to perform the action.

When the action has completed a message will appear that it has been successful. If the action has already been applied to a device you will be notified by an error message.

**Example success message:**

![Device successfully marked as Out for Upgrade]
How to ‘Return’ devices after Upgrade

To enter ‘Return’ devices follow the process below:

1. Click the Vintage 2010 Upgrade menu item to go to the Vintage 2010 Upgrade page.

2. Determine the type of ‘Return’ using the Vintage 2010 Upgrade Procedure for TSO’s.

   There are two types of ‘Returns’:

   1. Returning devices that have been upgraded.
   2. Returning devices where the upgrade was unsuccessful. ¹

Select the upgrade action you will be performing from the list box.

3. Scan or type a barcode. Press enter or click Go to perform the action.

   When the action has completed a message will appear that it has been successful. If the action has already been applied to a device you will be notified by an error message.

¹ Unless the Lenovo Technician is able to fully upgrade the device the device will be marked as “Unsuccessful Upgrade”. In practice this could mean that the technician was able to only partly complete the upgrade or perhaps wasn’t able to upgrade the device at all.
How to view the progress of the 2010 Upgrade in Device Assignment

To use Device Assignment to view the progress of the 2010 Upgrade follow the process below:

1. Click the **Device Management** menu item. Then click **Device Assignment**.

2. On the Device Assignment page click the **Screen Options** expand button, to show the screen options.

3. In the screen options tick ‘**Show Upgrade Flag**’.

4. Now the ‘**Upgrade**’ list box becomes enabled. You can now select the **Upgrade** criteria to search for.
The search criteria are:

- Not upgraded
- Out for Upgrade
- Upgraded
- Unsuccessfully Upgraded

5. Click **Go** to perform the search.

Your results will be similar to the image below:

The **Upgrade** column will contain codes. The codes relate to the **Upgrade** status.

The codes are:

- U ‘Upgraded’
- O ‘Out for Upgrade’
- X ‘Unsuccessfully Upgraded’
- N ‘Not Upgraded’
How to correct the Upgrade status of a Device

You can use the Update Device popup dialog screen to change the Upgrade status of a single device.

1. Click the Device Management menu item. Then click Device Assignment.

2. On the Device Assignment page enter the Search Criteria to find the device you wish to update. For instance, all Vintage 10 devices that have Build S2.

3. From the results click the device you want to manually update/change the Upgrade Status for:

4. You can change the Upgrade status of the device from the Update Device popup dialog screen.

5. When you have selected the updated Upgrade Status click .

TIP: You can update the Upgrade status for any device from any 'Update Device' popup throughout RMU.