

# GSD. General – How To Update CMDB Configuration Item (CI)

**Article ID:** KB0039344

**Created:** 2025-01-28 08:53:43

**Updated:** 2025-01-28 12:47:10

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/5e325c48c38a1a100acd3300150131e3',

'value': '5e325c48c38a1a100acd3300150131e3'}

General Information:

Possible symptoms/errors:

CMDB CI Update

Alternative names of the system:

N/A

**IMPORTANT NOTICE:**

For existing CIs, unique identifier is mandatory (e.g., name, serial number).

Solution:

Pre-requisite:

Next Steps:

Launch the IT Service Portal>Select Service Catalog then go to Can We Help You?Select the Catalog Item CMDB UpdateComplete the request, attach the template then Submit

Note: For existing CIs, unique identifier is mandatory (e.g., name, serial number).

Assignment Group:

Int\_WW\_Configuration-Managers\_TLS\_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A