

## Resolving Validation Errors in CSCC

**Objective:** This tip sheet details the basic error resolution functionality in CSCC. This is important to understand when dealing with quotes that have hard-stop errors which will prevent your quote from becoming valid. Only 'Valid' quotes can be ordered in CSCC, so it is critical that you understand how to effectively and efficiently handle errors which may be encountered on your quotes. For more in depth training and an explanation of the CSCC validation process, please reference the [Best Practices for Error Management Tip Sheet](#).

### Steps to Resolve Errors in CSCC:

1. Once you have a quote in 'Invalid' status after CSCC validations have processed, click 'Error Details' in the tertiary menu to view the specific line errors on your quote.
2. Once the Error Details screen appears, ensure you have enabled your error filters by selecting the 'Filters' arrow at the top of the screen. Filters allow you to search for specific errors which eases the error management process. Errors can appear with the following icons associated to each line.



#### **Hard-Stop (Red)**

This error will have to be corrected by editing line details before the order can be processed



#### **Warning (Orange)**

Hard-stop error for partners

Will require a user line edit or Cisco personnel to approve and release the validation



#### **Informational (Yellow)**

Informational messaging only

You can still proceed to order with informational messages on your quote

3. Click the 'Column and Row Display' link within the Filters page to ensure that you have added the proper columns to your view. Ensure that you have 'Error Code' in your visible columns. This will help you group errors of the same code and apply edits to multiple lines at once.
4. Once you have applied your display preferences, close the 'Column and Row Display' pop-up and refresh your browser for the changes to take effect.
5. Use the Error Type filters to search for error any Type 1 errors. These should be handled first because they are the most severe and will ease your error resolution process if handled in the beginning. Type 2 errors should be handled next and Type 3 errors should be handled last.

**Error Filters**

Error Type Select one

Error Severity Select one

Error Code 1-Missing or Bad Fields, Serial  
2-Service Levels, Contracts, S  
3-Coverage Periods, Other

**Line Filters**

Service Level(s)

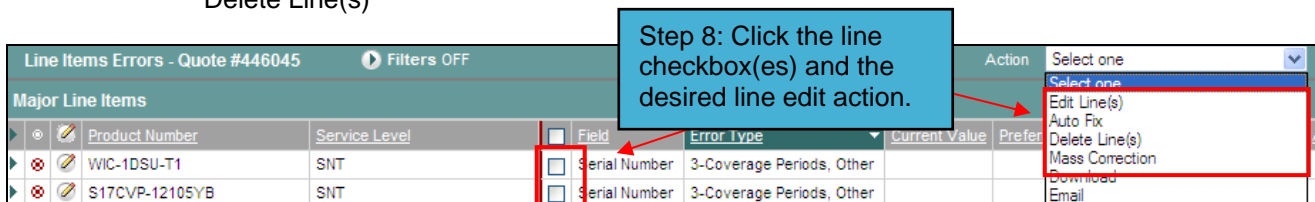
Serial Numbers(s) Separat

Renewal

**Step 5:** Use Error Type filters to search for errors of similar Types. Any Type 1 Errors should be selected first.

To make error resolution easier, please resolve the errors by Error Type (1, 2, 3). Resolve all the error in the first categories before proceeding onto the next ones. For quotes with several pages of errors, filter by Error Type. Refer to [Best Practice For Resolving Errors](#) for further tips

6. Click 'Set Filters' to ensure that your Error Type selections appear in the Major Line Items table at the bottom of your screen.
7. Click the error icon associated to the line errors which display to view the detailed error information and available resolution. Also reference the Error Code field which should have been added to the Major Line Items table to view the specific error codes. (If you have multiple instances of the same error code, you can apply an additional filter using the Error Code name in addition to the Error Type you have already selected. This will return only errors of the same code and type which can be resolved at once for most errors.
8. Once you have filtered for your errors and referenced the error codes, you have multiple ways to resolve the errors which are present on your screen:
  - **Resolve a single error by performing line edits** – Click the line check box associated to the line you want to update and select 'Edit Line' from the Action drop down.
  - **Resolve multiple errors by performing line edits** – Click the line checkboxes associated to the lines you want to update and select 'Edit Line' from the Action drop down.
  - **Resolve multiple errors by selecting 'Mass Correction'**– Click the line checkboxes associated to the lines you want to update and select 'Mass Correction' from the Action drop down. (Note: All lines that are edited using Mass Correction must have the same Error Code.)
  - **Resolve lines using 'Auto-Fix'**- Any lines which have the 'FIX' icon in the 'Auto-Fix' column can be resolved by clicking the 'FIX' icon. This will apply the system suggested value that can be referenced in the corresponding 'Preferred Value' column. If there are multiple lines with the 'FIX' icon, these lines can be checked and you can select, 'Auto-Fix' from the Action drop down. This will apply the suggested value for all selected lines.
  - **Delete an invalid line from the quote**- Lines which have serial number issues or need to be deleted from the quote can be removed by selecting the corresponding checkbox and clicking 'Delete Line(s)'



9. Validate and save your quote after applying edits and resolving errors for single or multiple lines. The validation can be performed either 'Online' or 'Offline', however Offline validations should be processed for quotes with many line errors.
10. Continue the filtering and editing process until you have updated all errors on your quote. Attempt to resolve many errors at once using the functions described above for resolving multiple errors.
11. Once all errors have been resolved and a final validation has been completed, you will be asked to perform 'Full Validations' for your quote to become valid. This is done by selecting to 'Validate and Save' your quote offline.
12. Once your quote has passed 'Full Validations' and is in a 'Valid' status, your quote can be submitted for ordering.

#### Related Links

Best Practices for Error Management Tip Sheet: [Click Here](#)

Validation Guidance Tip Sheet: [Click Here](#)

CSCC Training Website: [www.cisco.com/go/cscctraining](http://www.cisco.com/go/cscctraining)