



# Cisco Service Contract Center

## The Next Generation of Service Management

### Serial Number / PAK Number and Instance Number Search Results and Messaging Tip Sheet

**Introduction:** Understanding the messaging when searching for serial numbers / PAK numbers or instance numbers in CSCC will help you analyze the output results that are returned by the system. Searching by serial numbers / PAK numbers or instance numbers is useful when determining whether a product is covered by your organization or uncovered and ready to have service attached. This Tip Sheet will display the different messages returned from Search CSCC, Advanced Search, and Serial Number Information Finder (SNIF), as well as how to view the Product Details. For best results when searching for products, ensure that you are registered to all the necessary contracts that are handled by your organization.

#### **Searching by Serial Number / PAK Number or Instance Number in CSCC:**

Using Search CSCC, Advanced Search, and Serial Number Information Finder (SNIF) you can search for coverage information by serial number / PAK number or instance number. Searching for equipment by their Instance Number is especially helpful when the equipment is non-serialized. The amount of information you are able to view when searching for equipment is dependent on your access to the contract which the serial number / PAK number or instance number is associated to, as well as the item's purchase history for uncovered items. For that reason, being registered to the necessary contracts is very important. On searching for a product using its Serial Number / PAK Number or Instance Number, the search results will display the complete configuration of that line. This applies to searches conducted using Basic Search and Advanced Search. If a major line is searched, the major line along with all its minor lines will be displayed. If a minor line is searched, it will be displayed along with its major line. Other minor lines under that major will not be displayed. A message will be displayed at the bottom of the screen to indicate that the search results include minor lines (as applicable).

**Note:** For more information on contract registration and using the various search tools in CSCC, please reference the [Registering Contracts](#) and [CSCC Search Tools Tip Sheet](#).

#### **Searching for Covered Products:**

If the product you are searching for is covered, you must be registered to the contract the product is on to have full access to view the product details and coverage information. You can see a Partial Entitlement view of the product information (excludes coverage info) if a Bill To ID in your list of registered contracts matches to the unregistered contract Bill To ID the product is covered under.

If you have full access to the covered serial number / PAK number, or instance number of interest, your results will display as shown below (with the contract number included). If only one contract exists for the searched serial number / PAK number or instance number, you will be directed to the contract's Line Items page. If multiple contracts contain the searched serial number / PAK number or instance number, you will be taken to the Contract Manager screen.

**Cisco Service Contract Center**

Welcome Neha Choudhary | September 14, 2010 Advanced Search | Preferences

**Line Items** Search CSCC  Select Search Category   
Beta Search CSCC  Select Search Category

Dashboard > Contract Manager > Line Items

General Contracts Opportunities Estimates/Quotes Administration

Contract Summary Details | **Line Items** | History

**Line Items - Contract # 4141411 Found with Specific Site** Action  Select One

Product Id	Serial Number / PAK Number	Installed-At Site	Product Label	Product Status	Begin Date	End Date	End of Support	PO/MPO	SO/MO
WS-C3560-24PS-S	CAT0000Z0000	100100100		ACTIVE	01-Apr-2008	31-Mar-2011	31-Jul-2015	/	NA/

Products with (M)Minor/Child whose Major/Parent is not covered on this contract.  
 Products with (\*) have already been renewed.  
 Products with (\*\*) have been identified to be excluded from renewal quotes.

Your Search Result(s) include Minor Line Item(s). Please expand the Major Line Item(s) to see result(s).  
 Products with (\*) are covered, but not on your list of registered contracts.

**Caption: Search results for a covered item with full access**

Partial Entitlement means that you have access to view the covered product; however, you are not registered to the corresponding service contract, so no coverage information will display. Partially Entitled items are marked by an asterisk (\*).

**Contract Manager** Search CSCC  Select Search Category   
Beta Search CSCC  Select Search Category

Dashboard > Contract Manager

General Contracts Opportunities

**Not Covered by Cisco Service Contract and/or Covered, but Not on Your List of Registered Contracts** Page(s) 1

Product ID	Serial Number / PAK Number	Warranty End Date	Warranty Status	Last Date of Attach	Product SQ Number	Product PO Number	Bill to Name	Installed-At Site Name	Instance Number	Product Bill To Number	Product Ship To Number
CP-7905G*	INM09090909	05-OCT-2006	Not Under Warranty	01-Jun-2007	44989071	PON00	SERVICES LTD	CITY COUNCIL	22223998	12121212	21212121

Your Search Result(s) include Minor Line Item(s). Please expand the Major Line Item(s) to see result(s).  
 Products with (\*) are covered, but not on your list of registered contracts.

**Caption: Search results for a covered item with partial access (Partial Entitlement)**

If you are not registered to the contract containing the covered serial number / PAK number or instance number of interest and a Bill To ID connection can not be verified by the system, your results will display as shown below:

Dashboard > Contract Manager

General Contracts Opportunities Estimates/Quotes Administration

You do not have access privileges for this covered item(s). Please modify and resubmit your search.

**Caption: Search results for a covered item with no access**

### Searching for Uncovered Products:

When searching for a product that is uncovered, the system must determine whether or not you have access to that item. Therefore, it is important to ensure that you are registered to all the necessary contracts. If the product is uncovered (never been on a contract or recently expired/terminated from a contract), **a customer on your registered contracts** must match **one** of the following records to view the product information:

- Product Bill To Customer

- Product Ship To Customer
- Product End User Customer
- Product Reseller Customer
- The customer of the most recently expired/terminated service contract linked to the product.

If the uncovered product(s) being searched for belong to a contract on an inactive Bill To ID, the system will verify your access to either of the following:

- Other Bill To IDs or contracts for the Customer ID associated with the inactive Bill To ID
- Another Customer ID that rolls up to same Global Ultimate (GU), if you do not have access to the Customer ID associated with the inactive Bill To ID

If you have access to the uncovered serial number / PAK number or instance number of interest, your results will display as shown below:

Product ID	Serial Number / PAK Number	Warranty End Date	Warranty Status	Last Date of Attach	Product SO Number	Product PO Number	Bill to Name	Installed-At Site Name	Instance Number	Product Bill To Number	Product Ship To Number
CISC03640	123456789	17-SEP-1997	Not Under Warranty	01-Nov-2006			SOLUTIONS CORPORATION	LOGISTICS	103789348	4000000	120202020

Products with (\*) are covered, but not on your list of registered contracts.

**Caption: Search results for a recently expired/terminated item with full access**

If you are not registered to the contract containing the uncovered serial number / PAK number or instance number of interest, your results will display as shown below:

You do not have access privileges for this uncovered item(s). Please modify and resubmit your search.

**Caption: Search results for an uncovered item with no access**

### Searching for Serial Numbers / PAK Numbers or Instance Numbers – No Results Found or Inactive i.e. Decommissioned Equipment

If no database record is retrieved for the serial number / PAK number or instance number searched, the following message will display. This occurs if you enter invalid information that the system does not recognize. Double check your information and resubmit your search.

No Records Found. Please modify and resubmit your search.

**Caption: Searching for an invalid item**

When searching for a serial number / PAK number which is inactive or a decommissioned item that is ineligible for service, the following message will display.

The item(s) is out of circulation and not eligible for service coverage. Please modify and resubmit your search.

**Caption: Searching for an inactive or decommissioned item**

**Searching for Multiple Serial Numbers / PAK Numbers or Instance Numbers Using Serial Number Information Finder (SNIF)**

SNIF is a tool within CSCC that can be used to search for detailed information on a list of serial numbers / PAK numbers or instance numbers. SNIF operates through the use of an excel template which is uploaded using the Advanced Search functionality. The screenshot below displays a sample SNIF report.

Request Line Ref Number	Serial Number / PAK Number	Product Number	Input Instance Number	Serial Number Found	Serial Number Scrubbed	Exact Match	Alternate Serial Number	Product Number Found	Alternate Product Number	Multiple Product Match	Covered?	Serial Number/Product Number Match
1												
2	2.1	88806391078		Y	N	Y		N	FIX-515E-R-BUN	N	N	X
3	3.1	88806392182		Y	N	Y		N	FIX-515E-R-BUN			
4	4.1		48PS-S									
5	5.1			22127282	X	X	X	X	X	X	N	X

Search results for a covered or uncovered item with ACCESS

**Caption: Sample SNIF Report (limited columns displayed)**

**Notes:**

- Partially Entitled items (covered with partial access) will not display contract information in the SNIF report results. Only product information will be displayed in the SNIF report for Partially Entitled items.
- An information message is displayed in Exception Reason Description column of the SNIF output report if you search for a line by its Common Language Equipment Identifier (CLEI) number. CLEI numbers are distinctive codes that provide a standard method of identifying Cisco equipment. The CLEI numbers of certain products is sometimes inaccurately displayed as serial numbers in CSCC due to data issues. These CLEI numbers start with the letters 'CN' and can therefore be distinguished from serial numbers. CLEI numbers are searchable, but cannot be used for quoting and renewals.

**Viewing Product Details on Serial Number / PAK Number or Instance Number Results – Warranty and Coverage Details**

After performing a search for a serial number / PAK number or instance number using [Search CSCC](#), you can view the product details including the Warranty Information. To view this information, click the Product Id hyperlink from your serial number / PAK number or instance number search results and the Product Details pop-up window will appear.

**Note:** You can also click the Product Id hyperlink directly within the Contract Line items of an open contract if needed.

- Once you have performed a serial number / PAK number or instance number search, click the Product Id hyperlink to view the product details.

**Caption: Search Results**

- The Product Details will display which includes the Warranty Status of the product and any coverage details for covered products.

Product Details

**Contract**

Contract Number <a href="#">9066666</a>	Contract Bill to Name DATA PTY LTD
Service Level CBNT - COLL 8x5xNBD INT (8X5XNBD)	Contract Bill to ID 185
Contract Status ACTIVE	Contract Bill to Parent Company ID 446
Contract Start Date 19-Apr-2010	Contract Bill to Parent Company Name DATA SERVICES
Contract End Date 18-Apr-2011	

[List of other contracts covering product](#)

**Site**

Installed At Site Name THE COMPANY	Installed At Site Address BOTANY SOUTH WALES AUSTRALIA
Installed At Site ID 403	

**Product**

Product ID AIR-LAP1131AG-N-K9	Serial Number / PAK Number FCW1313V0FB
Covered Product Status ACTIVE	Instance Number 511111111
Product Family AIR110U	Start Date 19-Apr-2010
Product Label	End Date 18-Apr-2011
Product Quantity 1	Termination Date
Product Description 802.11ag LWAPP AP Integrated Antennas Non-FCC Cnfg	Last Date of Support
End User Parent Company ID	
End User Parent Company Name	

[Show Installed Base Configuration](#)

**Warranty**

Warranty Status	SO/MSO 48666666/66666666
Warranty End Date 29-Jan-2011	PO/MPO P474747/66666
Ship Date 29-Oct-2009	Product Bill-To Name SOUTH DATA
Product Ship-To Name SOUTH DATA	Product Bill-To Number 17
Product Ship-To Number 857441	Product Bill-To Address PO BOX 357
Product Ship-To Address BAKE STREET Address BOTANY	Product Bill To Parent Company ID
Product Ship-To Parent Company ID	Product Bill To Parent Company Name
Product Ship-To Parent Company Name	

[Close](#)

**Step 2: View the warranty details or additional Product details if needed.**

**Caption: Product Details Pop-Up Window**

**Related Links:**

- CSCC Search Tools Tip Sheet: [Click Here](#)
- Registering Contracts Tip sheet: [Click Here](#)
- CSCC User Guide: [Click Here](#)
- CSCC Training Website: [Click Here](#)