





For Users of SCC for Indirect Resellers and Distributors

Cisco External

Cisco continues to update the SCC environment in order to enhance your service experience. This Progress Report provides current information regarding issues that apply to the SCC application, including those we are currently researching, the status and actions for users if they experience these issues.

Progress Report Table		
Issue Summary	Resolution Status – Oct 22, 2008	Actions for Users
<p>Temporary IDs:</p> <ul style="list-style-type: none"> After the order is submitted, you receive an error message about a “new reseller address.” When you register a pending registration quote, you see a blank page after clicking Install Site OR you receive an error message about “getting price list of country.” 	<ul style="list-style-type: none"> A fix was deployed at the end of September which should help to reduce the occurrence of these issues. If you have opened a case regarding these issues, you will be notified by the Support Team to resubmit the order. A long-term solution is under investigation with a fix anticipated in the next several weeks. 	<p>Double click icon for detail:</p>  <p>Quick Tips Temp ID</p>
<p>Temporary IDs:</p> <ul style="list-style-type: none"> Quote Failure – Duplicate Address: -Quotes are failing conversion due to multiple counties being retrieved at time of quote conversion. If the user creates a new address at the time of quote creation rather than selecting from the existing address list, the system assigns a temporary ID to the transaction. The system does not convert that temporary ID to a permanent ID at the time of quote conversion. This is creating duplicate entries and not populating the contract correctly. 	<ul style="list-style-type: none"> A fix was deployed in October which has resolved this particular Temp ID issue. 	N/A
<p>Registration:</p> <ul style="list-style-type: none"> After submitting a registration, you receive an email notifying you that the registration process has failed. When you click “Validate Serial Number,” the serial number is removed. 	<ul style="list-style-type: none"> A fix was deployed at the end of September which should significantly reduce the occurrence of these issues. The root cause analysis is under investigation. Updates will continue to be provided. 	<p>Double click icon for detail:</p>  <p>Quick Tips Registration</p>
<p>Quote Conversion Failure:</p> <ul style="list-style-type: none"> When you submit an order you receive an email notification that the submission failed. You submit an order but do not receive an order confirmation or notification that the submission failed. 	<ul style="list-style-type: none"> The Cisco team is focused on resolving all cases and reducing the incidence of new cases. A fix was implemented in late September and we are monitoring the progress. 	<p>Double click icon for detail:</p>  <p>Quick Tips QCF</p>
<p>System Timeout:</p> <ul style="list-style-type: none"> Your workflow may be interrupted multiple times each day due to frequent system timeouts. This timeout causes you to have to login to the system multiple times. 	<ul style="list-style-type: none"> An interim fix that was deployed in September has caused a significant reduction in system timeout issues. A long term fix is under investigation. Updates will be provided. 	<p>Double click icon for detail:</p>  <p>Quick Tips - System Timeout</p>

SMS3 Progress Report

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Progress Report Table		
Issue Summary	Resolution Status – Oct 22, 2008	Actions for Users
Currency: <ul style="list-style-type: none"> Quotes are defaulting to U.S. dollars which prevents resellers from creating quotes and pricing for non-U.S. transactions. 	<ul style="list-style-type: none"> A fix was deployed in October to resolve this issue. 	N/A
Large Renewal Quotes: <ul style="list-style-type: none"> Quotes that are larger than 5,000 lines cannot be created. 	<ul style="list-style-type: none"> The functionality that enables the user to create large quotes off-line has been restored. A fix was deployed in September to resolve this issue. 	N/A
Customers do not Receive Credit: <ul style="list-style-type: none"> The system is not including multi-year discounts when calculating multi-year quotes. This is causing the quote to fail and results in a credit shortage for the customer. 	<ul style="list-style-type: none"> A fix was deployed in September to resolve this issue. 	N/A
Distributors do not Receive Refunds: <ul style="list-style-type: none"> Distributors are not receiving email confirmations confirming RMA refund requests. Customer Service is not receiving the email to initiate the RMA refund. 	<ul style="list-style-type: none"> A fix was deployed in September to resolve this issue. 	N/A