



Quick Tips for Using SCC for Indirect Resellers and Distributors (SMS3)

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Welcome to the new Cisco Quick Tips publication. The purpose of Quick Tips is to keep you informed about critical SCC tool issues that you may be experiencing.

REGISTRATION ISSUES

You may be encountering errors when you register a quote in the Registration Wizard.

Issue No.1: After you submit a registration, you may receive an email notifying you that the registration process has failed.

When you research the quote, you discover the following:

- The Serial Number field is blank.
- The contract number shows as "TBD."
- You cannot proceed with registering products because the only available option displayed is to download the quote.

Issue No.2: When you click "Validate Serial Number," the serial number is removed.

Action for Users to Take for Issues 1 and 2

1. Open a case with the Service Support Center and include the following information:
 - Quote number
 - Error message and transaction experience
 - Serial number
2. After the issue is resolved, Cisco will complete the registration process and update you via the Case. No action will be required on the part of the user.

If you need support, please continue to open a case with [Service Support Center](#) the same way you do now.

