



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.

TEMP ID ISSUES

A Temporary identification number is assigned when a new address is created on the quote. Users may be receiving error messages in the following specific situations when they order or register a quote.

Issue No.1: You submit an order and receive the following error message: **As a new reseller address was created for this quote, please wait 5-10 minutes before proceeding to order.**

Action for Users:

1. Wait 12 hours and resubmit the order. This action will not create a duplicate order.
2. If the error still persists, open a case with the Service Support Center and include the following information:
 - o Quote number
 - o Error message
 - o When you last attempted to submit this specific order

Issue No.2: When you use the Registration Wizard to register a pending registration quote, you may experience one of the following issues:

- You see a blank page after clicking the **Install Site** hyperlink
- You receive the following error message when confirming the address:
Error in getting price list of country

Action for Users

1. Open a case and provide the following information:
 - o Quote number
 - o Error message
 - o Registration details
 - a. Address
 - b. Serial number or numbers
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.