

Serial Number Search and Error Messaging for Contract End Users

Introduction: Understanding the CSCC messaging when searching for serial numbers will help you analyze the output results that you receive from the system. Searching for serial numbers is useful when determining whether a product is covered or uncovered by a service contract. This Tip Sheet will help you to understand the messaging returned from Search CSCC, Contract Advanced Search and Beta Search.

Note: Before referencing this document, ensure that you understand the basic CSCC Search functionality that is detailed within the [CSCC Search Tools Tip Sheet](#). This will help you to better understand the processes detailed within this document.

Searching by Serial Number:

Using Search CSCC, Advanced Search and Beta Search, you can search for information regarding the serial number that you have entered. Depending on your access to the contract which the serial number is associated to and the product purchase information (for uncovered equipment), results will be displayed in CSCC.

Covered Products:

Line Items

Dashboard

Contract Manager

Line Items

General

Contracts

Estimates/Quotes

Administration

Contract Summary Details

Line Items

History

Line Items - Contract #

Found with Specific Site

Action

Select One

GO

|<|<<|

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<input type="checkbox"/>	Product Id	Serial Number	Installed-At Site	Product Label	Product Status	Begin Date	End Date	End of Support	Product Family	PO/MPO
<input type="checkbox"/>	<div><div></div><div>NAC3310-250-K9</div></div>	00000	401212161		ACTIVE	20-Aug-2008	20-Aug-2009		CCA	1329690/1329690

If you are registered properly to the contract containing the covered serial number of interest, your results will be displayed as seen above. You will be directed to the Line Items page of the contract containing the serial number if only one contract exists. If multiple contracts contain that serial number, you will be taken to the Contract Manager screen.

Uncovered Products:

If you have access to view the uncovered serial number of interest, your results will be displayed as seen below. (Access for uncovered products is determined depending on whether or not the Bill To, Ship To, Reseller or End User ID associated to the product purchase matches information found on your list of registered contracts. For this reason, ensuring that you are registered to all your necessary contracts is important.)

Contract Manager

Search CSCC Select Search Category

Beta Search CSCC Select Search Category

Dashboard > Contract Manager

General Contracts Estimates/Quotes Administration

Not Covered By Cisco Service Contract

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	Product ID	Serial 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
◆	WS-X4008=	SN07		Under Warranty	03-May-2006							

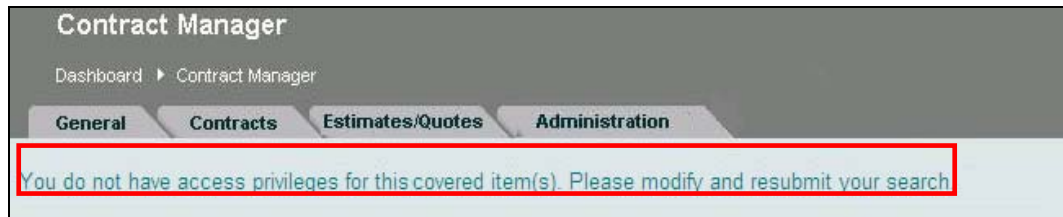
Covered Products with Access Issues

If you do not have access to the covered product for which you are searching on, the message will display as shown below. This message could occur if you have not registered for the necessary contracts.



Uncovered products with Access Issues

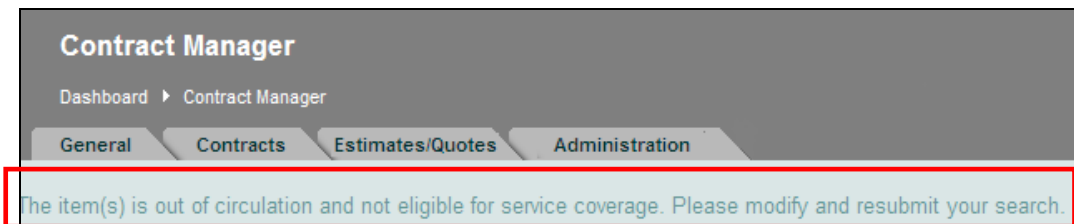
If you do not have access to the uncovered product for which you are searching, the message will display as shown below.



Note: If this message occurs when you should have access to the uncovered equipment, ensure that you are registered for all the necessary contracts.

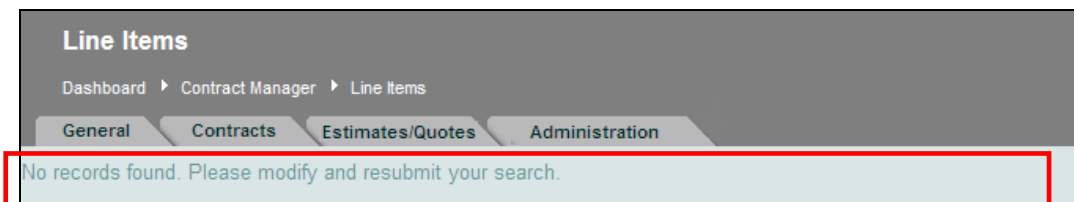
Inactive Products

If you perform a search for a product that is inactive in Install Base ("out of circulation"), the message will display as below. This message means that the equipment is currently at a Cisco depot and should not be covered on any service agreements. If you think this message is incorrect and believe that the serial number you entered is eligible for coverage, please log a case.



No Database Results Found

If no database record is retrieved for the product, the message will display as below. This would occur if you entered an invalid serial number that the system does not recognize. If you believe this is an error, double check your serial number and resubmit your search.



Note: For more information on searching for serial number information using list of serial numbers, reference the Serial Number Information Finder (SNIF) Training below.

Related Links:

Serial Number Information Finder Training (SNIF): [Click Here](#)

CSCC Search Tools Tip Sheet: [Click Here](#)

Requesting Access to Contracts Tip sheet: [Click Here](#)