



Cisco Service Contract Center

The Next Generation of Service Management

Serial Number / PAK 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 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 for your organization.

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 Serial Number Information Finder (SNIF), 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:

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.

For all product/SN searches, the Line Details page in CSCC displays only Major and Standalone lines. If you see the right arrow (▶) ahead of the product line, it means that line is a major line and you can click the right arrow to display all minor lines associated with the major line, as needed. The Line Details page will only display the first 25 Major and Standalone lines. You can page more as needed.

Line Items

Dashboard > Contract Manager > Line Items

General Contracts Opportunities Estimates/Quotes Administration

Contract Summary Details | Line Items | History

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

Product ID Serial Number Installed At Site Product Label Product Status Begin Date End Date End of Support Product Family Actions

▶ AC3310-250-K9 00000 401212181 ACTIVE 20-Aug-2008 20-Aug-2009 CCA 1329690/1329690

Click right arrow to view minor lines.

Click to advance through additional pages.

Uncovered Products:

When searching for a product that is uncovered (never been on a contract or recently expired/terminated from a contract), the system must determine whether or not you have access to that item. (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.) If you have access to view the uncovered serial number of interest, your results will be displayed as seen below.

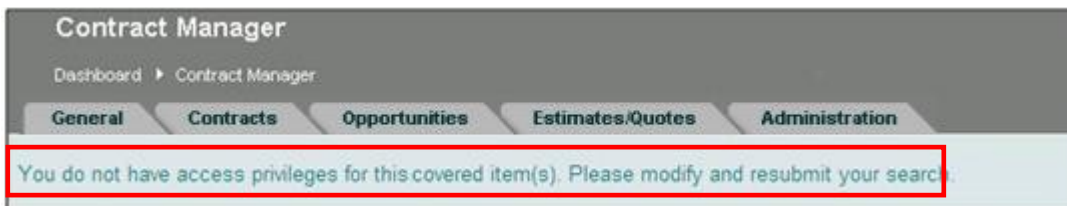


The screenshot shows the 'Contract Manager' interface with a search bar at the top. Below the search bar, there are tabs for 'General', 'Contracts', 'Opportunities', 'Estimates/Quotes', and 'Administration'. The 'Contracts' tab is selected. A red box highlights the text 'Not Covered By Cisco Service Contract'. Below this, a table displays product information.

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							

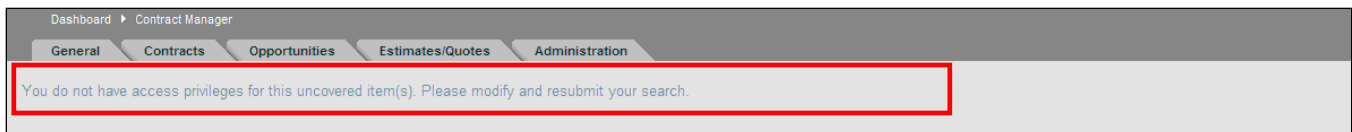
Covered Products with Access Issues

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.

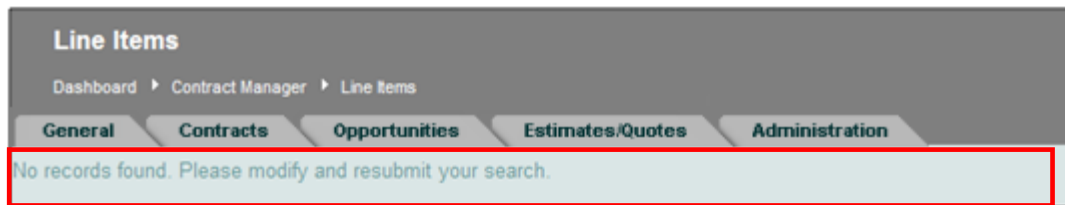
Inactive Products

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](#)