Common Quoting Errors and Resolution

This document provides a list and description of the most frequent quoting errors encountered in Cisco Service Contract Center (CSCC) by legacy TANDBERG partners, as well as the steps to resolve them.

For details on a specific error, click on a link below to view the description, cause, steps for resolution, and additional information.

Error Type	Error Code
Invalid Bill To ID	"Bill To ID not found."
Invalid Serial Number	XXCSS_QOT_SN_PRD_NUM_REQD
	XXCSS_QOT_SER_DUP_PRFY_DIF
	XXCSS_QOT_SER_SARA_MATCH
	XXCSS_QOT_SER_NOT_FOUND
Invalid Service Level	SCASL1003
	SCASL1004
	SCSAM1002
Invalid Site	XXCSS_QOT_SITE_MISS
	XXCSS_QOT_INST_SITE_REQD
	SCSAM1001
	SCSAM1006
	SCSAM1007
	SCSAM1008
Invalid Begin Date	SCDAT9002
	SCDAT9001
	SCDAT9018
	SCSER1004
	XXCSS_QOT_SD_MISSING
Invalid End Date	SCDAT9010
	SCDAT9014

Error Message: "Bill To ID not found."

Error Information	Steps for Resolution
Description: The Bill To ID (BID) that you selected was not found. This is a header-level error and affects the whole quote. A valid Bill To ID must be entered in order to proceed with the quote.	1. If you selected the wrong Bill to ID, please reselect a valid one. 2. If you do not know your Bill to ID, check with your administrator for your correct Bill to ID. If you still cannot find your correct Bill to ID or do not have one created, send an email to Customer Service at cs-support@cisco.com to obtain your correct BID or have one created for you.
	Additional Information
	N/A

Error Code: XXCSS_QOT_SN_PRD_NUM_REQD

CSCC Support Article for XXCSS_QOT_SN_PRD_NUM_REQD

Error Information	Steps for Resolution
Description: This line requires a valid serial number and product number before it can be quoted. **Cause:** If you added the line by serial number, a problem with the data may be preventing the product number from being added. If you added the line by product number, it may be a serialized product that requires a valid serial number before it can be quoted. The product number and serial number fields cannot be edited after a line is added.	1. If you added the line by serial number, contact Service Support Center for assistance. 2. If you added the line by product number, you must delete the line and add it again by serial number to fix the error. 3. If adding the product again by serial number does not resolve the error, open a support case.
	Additional Information
	Once a line has been entered, the serial number and product number fields cannot be modified. This is why you must delete the line and add it again with the correct information. To delete a line from a quote, use the 'Delete Line' function from the Action drop-down menu on the Line Items and Pricing or Error Details screen. To add a line, use the 'Add Line' function from the Line Items and Pricing screen.

Error Code: XXCSS_QOT_SER_DUP_PRFY_DIF

CSCC Support Article for XXCSS_QOT_SER_DUP_PRFY_DIF

Error Information	Steps for Resolution
Description: Multiple instances of the serial number entered were found in the Cisco database. **Cause:** This error indicates that a serial number entered was found outside the entered product family for multiple uncovered records in our system. Note that this error can occur when serial numbers are added using the spreadsheet upload process, Import/Export functionality, or the Add Line pop-up from the Line Items and Pricing screen. In all cases, you will need to use the Manage Duplicates pop-up window to resolve the error.	1. Click the red error icon to display the Manage Duplicates pop-up window. This window gives you detailed information on each instance of the serial number. 2. Use this window to select the correct instance of the serial number and revalidate the quote. 3. If the problem persists, open a Support case for assistance.
	Additional Information
	N/A

Error Code: XXCSS_QOT_SER_SARA_MATCH

CSCC Support Article for XXCSS_QOT_SER_SARA_MATCH

Error Information	Steps for Resolution
Description: The serial number entered is not listed on a contract associated with your user ID. However, similar serial numbers were found and are available for review. **Cause:** The line was added by a serial number search and the serial number could not be found in Cisco records.	1. Click the red error icon to display the Manage Duplicates pop-up window. This window gives you detailed information on serial numbers that are similar to the number you entered. 2. If possible, use this window to select the correct serial number and revalidate the quote. 3. If the correct serial number is not available, double-check the number you entered to ensure that it was entered correctly. 4. If not, delete the current line and add a new line using the correct serial number. 5. If none of these options are possible, open a support case.
	Additional Information
	N/A

Error Code: XXCSS_QOT_SER_NOT_FOUND

CSCC Support Article for XXCSS_QOT_SER_NOT_FOUND

Error Information	Steps for Resolution
Description: The serial number entered was not found in the Cisco database and may be invalid.	1. If you entered the serial number manually or by cut-and-paste, ensure that it was entered correctly. 2. If not, delete the current line and add a new line using the correct serial number. 3. If the system pulled the serial number from an existing contract (as occurs when you Extend Service Coverage on a contract), or if you have verified the serial number and the problem persists, open a support case.
	Additional Information
	N/A

Error Code: SCASL1003

CSCC Support Article for SCASL1003

Error Information	Steps for Resolution
Description: The service level chosen is not available for this product. **Cause:** This error indicates that the requested service is not available for the product.	1. Verify that the service level is correct. 2. If not, choose a different service level or use the Preferred Value provided, then revalidate the quote. 3. If this is not possible or does not resolve the issue, open a support case.
	Additional Information
	Before contacting Service Support Center, you can use the Service Availability Matrix (SAM) to confirm that the service level desired is not available for the product being quoted. The SAM tool is available at the following URL: http://tools.cisco.com/apidc/sam/search.do.

Error Code: SCASL1004

[CSCC Support Article](#) for SCASL1004

Error Information	Steps for Resolution
Description: The service level chosen is not available for one or more lines in this configuration. **Cause:** One or more of the minor lines under a major line have invalid service levels.	1. Verify that the service level for the major line is correct. 2. If not, choose a different service level and revalidate the quote. 3. Verify that the service levels for the minor lines are correct and consistent with the major line. 4. If not, choose different service levels then revalidate the quote. 5. If these options are not possible or do not resolve the issue, open a Support case for assistance.
	Additional Information
	To modify a line on a quote, use the 'Edit Line' function from the Action drop-down menu on the Line Items and Pricing or Error Details screen. (See the CSCC Support Articles for details.) Before contacting Service Support Center, you can use the Service Availability Matrix (SAM) to confirm that the service level desired is not available for the product being quoted. The SAM tool is available at the following URL: http://tools.cisco.com/apidc/sam/search.do

Error Code: SCSAM1002

[CSCC Support Article](#) for SCSAM1002

Error Information	Steps for Resolution
Description: The service level chosen is not available at this install site location. **Cause:** The purpose of the validation is to ensure Cisco is selling services it can deliver in the given location. For example, a 2 hour onsite should be available for the given install site.	1. Verify that you have chosen the correct service level and entered the correct install site. 2. If not, correct your entry by creating or searching for a new site ID that is more complete, and revalidate the quote. 3. If you are certain of your entries and the problem persists, open a Support case for assistance.
	Additional Information
	Before contacting Service Support Center, you can use the Cisco Service Availability Matrix (SAM) to confirm that the service level desired is not available for the product being quoted. The SAM tool is available at the following URL: http://tools.cisco.com/apidc/sam/search.do Related Error: SCSAM5002

Error Code: XXCSS_QOT_SITE_MISS

CSCC Support Article for XXCSS_QOT_SITE_MISS

Error Information	Steps for Resolution
Description: Site ID cannot be null. **Cause:** If any of your quote lines are missing an Install Site ID, you will not be able to proceed with the 'Validate' or 'Validate and Save' process. This pre-validation check is in place to ensure that every line on your quote contains the key attributes that are needed to generate pricing and verify service availability before you resolve any other errors which may occur.	1. Ensure that all line(s) have an Install Site ID by selecting the line checkbox(es) which contain this error and using the 'Edit Line' functionality from the Action drop down. This will enable you to apply a Site ID to single or multiple lines. 2. Revalidate your quote. 3. If you have additional errors on your quote due to key missing data, you will not be able to validate your quote until all key fields have been entered. However, you can still save your changes by clicking 'Save'. 4. Open a support case if the problem persists.
	Additional Information
	N/A

Error Code: XXCSS_QOT_INST_SITE_REQD

CSCC Support Article for XXCSS_QOT_INST_SITE_REQD

Error Information	Steps for Resolution
Description: This line requires valid install site information. The install site provided is either UNKNOWN or invalid. **Cause:** The install site that was entered or pulled from the existing contract is either UNKNOWN or was not found in the CSCC database. (Note that some older contracts can contain invalid or incomplete Install Site information.)	1. Verify that you have entered the correct install site. 2. If not, correct your entry by creating or searching for a new site ID 3. Revalidate the quote. 4. If you have entered the correct install site, or if you have corrected your entry and the problem persists, open a support case for assistance.
	Additional Information
	See the CSCC User Guide section, Using Advanced Search, for instructions on searching for Install Sites. For instructions on creating a new Install Site, see the User Guide section, Creating a New Address.

Error Code: SCSAM1001

CSCC Support Article for SCSAM1001

Error Information	Steps for Resolution
Description: The Install Site was not found in the Cisco Service Availability Matrix. **Cause:** The Cisco Service Availability Matrix (http://tools.cisco.com/apidc/sam/search.do) verifies whether a service level is available at a specific install site location. The install site you entered was not found in the Service Availability Matrix and therefore cannot be validated.	1. Verify that you have entered the correct install site. 2. If not, correct your entry by creating or searching for a new site ID that is more complete, and revalidate the quote. 3. If you are certain of your entry and the problem persists, open a support case.
	Additional Information
	Related error code: SCSAM5001

Error Code: SCSAM1006

CSCC Support Article for SCSAM1006

Error Information	Steps for Resolution
Description: The target install site state was not found. **Cause:** Cisco's Service Availability System tracks which services are available for a product in a given location. This error indicates that the state is not found in the Service Availability System.	1. Verify the target install site state. 2. Try correcting the install site. 3. If the state is still not found and you believe the address information to be correct, open a support case for assistance.
	Additional Information
	Related error code: SCSAM5004

Error Code: SCSAM1007

CSCC Support Article for SCSAM1007

Error Information	Steps for Resolution

Description:
The city entered does not match the postal code.
 	
Cause:
Cisco's Service Availability System tracks which services are available for a product in a given location. This error indicates that the city and postal code do not match in the Service Availability System.
	1. Verify if you have the correct city and postal code combination
	2. Verify if the city and postal code combination exists in Service Availability Matrix (SAM). For a more accurate result, use only the city name or just the postal code.
	   a. If the combination is found in the SAM, open a support case to investigate why you are receiving the error.
	   b. If the combination is not found in the SAM but you feel you have the correct address, open a support case for further investigation.
	   c. If the combination is not found in the SAM but there is another city and postal code combination listed, verify if the listed combination can be used. If the existing combination can be used, use CSCC Address Management to search for an existing site ID or create a new install site ID if one is not found. After a site ID is obtained, edit the current site on the quote.

	Additional Information
	Related error code: SCSAM5005

Error Code: SCSAM1008

CSCC Support Article for SCSAM1008

Error Information	Steps for Resolution
Description: The target install site matches multiple locations and cannot be validated. **Cause:** Cisco's Service Availability System tracks which services are available for a product in a given location. This error indicates that multiple locations were found and service availability could not be verified.	1. If you are certain of your entry and the problem persists, open a support case for assistance. Verify the target install site and that a postal code is provided. 2. Try correcting the Install Site. 3. If you believe the address information to be correct, open a support case for assistance.
	Additional Information
	Related error code: SCSAM5006

Error Code: SCDAT9002

CSCC Support Article for SCDAT9002

Error Information	Steps for Resolution
Description: The Coverage Begin Date for new service must be today's date, at the earliest. For premium service levels, the Begin Date for new service must account for up to 30 days lead time. **Cause:** For new service the begin date needs to be in the future. If the quote is ordered today the earliest service could be provided is tomorrow. For some premium service 2 and 4 hours delivery types), our warehouses need time to stock the product to be prepared for immediate delivery. These service levels may require as much as 30 days lead time before service can begin. The validation messages that the begin date needs to be set further in the future in order to provide adequate lead time. It is also possible that the equipment was previously covered but it is so far past the old end date that the system does not recognize it as a renewal.	1. If possible, use the Preferred Value provided. 2. If not, check the service level. 3. If it is a non-premium service level, enter a coverage begin date that is today's date + 1, or later. 4. If it is a premium service level, enter a begin date that accounts for a lead time of up to 30 days from the date you intend to order the quote. 5. If this is not possible or does not resolve the issue, open a support case. **Additional Information** To modify a line on a quote, use the 'Edit Line' function from the Action drop-down menu on the Line Items and Pricing or Error Details screen. See the CSCC User Guide for details. Related Error: SCDAT5012

Error Code: SCDAT9001

CSCC Support Article for SCDAT9001

Error Information	Steps for Resolution
Description: The Coverage Begin Date for new service cannot be more than 90 days in the future. **Cause:** To support Cisco Services Bookings Policy, the begin date of new service cannot be after today's date + 90 days.	1. If possible, use the Preferred Value provided. 2. If this is not possible, open a support case. **Additional Information** To modify a line on a quote, use the 'Edit Line' function from the Action drop-down menu on the Line Items and Pricing or Error Details screen. See the CSCC User Guide for details. Related Error: SCDAT5002

Error Code: SCDAT9018

CSCC Support Article for SCDAT9018

Error Information	Steps for Resolution
Description: Because this is a renewal, the Coverage Begin Date must be the current Coverage End Date + 1.	1. If this is a takeover quote, process the takeover first and revalidate the quote before taking action on this error. 2. If possible, use the Preferred Value provided. 3. If not, enter a Coverage Begin Date that is the current Coverage End Date + 1, or later. 4. If this is not possible or does not resolve the issue, open a support case with Service Support Center.
	Additional Information
	You can modify the Coverage Begin Date using the 'Edit Line' function available on the Action drop-down menu. In addition, you can typically use the Auto-Fix button to fix this error by automatically selecting the Preferred Value. Related Error: SCDAT5008

Error Code: SCSER1004

CSCC Support Article for SCSER1004

Error Information	Steps for Resolution
Description: This product is already covered by a service contract for the dates specified. **Cause:** The serial number for this product is already covered for the coverage period entered. This would typically happen if the item were on two quotes for the same period and one of the quotes was ordered.	1. Search for the serial number using Search CSCC and find the existing contract under which this serial number is covered. 2. If you are attempting to extend coverage for this product, you can do so from the existing contract. 3. If you are attempting to change the service level for this product, enter a Coverage Begin Date that is the existing contract End Date + 1, or later.
	Additional Information
	For information on searching for serial numbers using Search CSCC, see the CSCC Support Articles section, Conducting Basic Search. To modify a line on a quote, use the 'Edit Line' function from the Action drop-down menu on the Line Items and Pricing or Error Details screen. To delete a line from a quote, use the 'Delete Line' function.

Error Code: XXCSS_QOT_SD_MISSING

CSCC Support Article for XXCSS_QOT_SD_MISSING

Error Information	Steps for Resolution
Description: Begin Date cannot be null. **Cause:** If any of your quote lines are missing a Begin Date, you will not be able to proceed with the 'Validate' or 'Validate and Save' process. This pre-validation check is in place to ensure that every line on your quote contains the key attributes that are needed to generate pricing and verify service availability before you resolve any other errors which may occur.	1. Ensure that all line(s) have a service Begin Date by selecting the line checkbox(es) which contain this error and using the 'Edit Line' functionality from the Action drop down. This will enable you to apply a Begin Date to single or multiple lines. 2. Revalidate your quote. 3. If you have additional errors on your quote due to key missing data, you will not be able to validate your quote until all key fields have been entered. However, you can still save your changes by clicking 'Save'. 4. Open a support case if the problem persists.
	Additional Information
	N/A

Error Code: SCDAT9010

CSCC Support Article for SCDAT9010

Error Information	Steps for Resolution
Description: The end date for this service does not meet the standard minimum duration. **Cause:** The standard minimum duration has to be met when ordering SIS98 service for Category A products.	1. Verify the end date. 2. The end date needs to be changed to meet the standard minimum requirements (usually one year). 3. You can edit the end date from the 'Edit Line' pop-up window. 4. Validate again to remove the error. 5. If the error is not resolved, contact Cisco Staff for assistance.
	Additional Information
	Related error code: SCDAT5021

Error Code: SCDAT9014

CSCC Support Article for SCDAT9014

Error Information	Steps for Resolution
Description: The Coverage End Date entered results in a coverage period that exceeds the maximum coverage period allowed for this service level. **Cause:** This error indicates that the maximum duration for this service level has been exceeded.	1. If possible, use the Preferred Value provided. 2. If not, modify the End Date so that it brings the coverage period within the maximum allowed. 3. If this is not possible, open a case with Service Support Center.
	Related Error Codes
	Related error code: SCDAT5010

Additional Information

For a comprehensive list of common errors, reference the Cisco Service Contract Center Error Resolution Guide.

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