

#### Cisco Device Coverage Checker User Guide

Version 1.1 October 5<sup>th</sup>, 2015

CCDE, CCENT, CCSI, Cisco Eos, Cisco Explorer, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Nurse Connect, Cisco Pulse, Cisco SensorBase, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco TrustSec, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flipshare (Design), Flip Ultra, Flip Video, Flip Video (Design), Instant Broadband, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Capital, Cisco Capital (Design), Cisco:Financed (Stylized), Cisco Store, Flip Gift Card, and One Million Acts of Green are service marks; and Access Registrar, Aironet, AllTouch, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IoS, Cisco Lumin, Cisco Nexus, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Continuum, EtherFast, EtherSwitch, Event Center, Explorer, Follow Me Browsing, GainMaker, iLYNX, IOS, iPhone, IronPort, the IronPort logo, Laser Link, LightStream, Linksys, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, PCNow, PIX, PowerKEY, PowerPanels, PowerTV, PowerTV (Design), PowerVu, Prisma, ProConnect, ROSA, SenderBase, SMARTnet, Spectrum Expert, StackWise, WebEx, and the WebEx logo are registered trademarks of Cisco and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1002R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco Device Coverage Checker User Guide © 2015 Cisco Systems, Inc. All rights reserved

#### CONTENTS

#### **Getting Started with Cisco Device Coverage Checker**

About the Cisco Device Coverage Checker

**System Requirements** 

Accessing the Device Coverage Checker Tool

**Submitting Comments and Questions** 

#### **Checking the Contract Status of Your Device**

**Guest-Level Access** 

Customer-Level and Partner-Level Access

#### **Frequently Asked Questions**

How can I access the Device Coverage Checker tool?

Who can access the Device Coverage Checker tool?

What data is required as input?

How is contract status determined?

How long are the results valid?

Why do I see only the Covered status field?

What if no coverage status is indicated?

What if no Product information is shown?

How can I see additional details (such as contract expiry date)?

How can I view or modify contracts associated with my account?

How do I add contract coverage for my device?

## Getting Started with Cisco Device Coverage Checker

#### **About the Cisco Device Coverage Checker**

The Cisco Device Coverage Checker tool allows you to determine the current contract status of your Cisco devices. After entering valid serial numbers, the coverage status of each item is checked. Devices found to be covered by an active service contract are indicated by a checkmark icon ( ) in the left hand column.

You must have a valid Cisco.com account to use Cisco Device Coverage Checker. If you do not have a valid Cisco.com account, you can register on the Cisco.com Registration page.

If you are registered at the Customer or Partner level, additional device details are displayed if available. If the device type is identified from service contract records, additional product information is displayed. For devices listed on your active contracts, the contract and warranty details and expiry dates are also displayed.

## **System Requirements**

You must meet the following system requirements to use the Device Coverage Checker:

- · Operating System:
  - Microsoft Windows
  - Apple Mac
- Browser:
  - Microsoft Internet Explorer version 11 (and later)
  - Mozilla Firefox version 35 (and later)
  - Google Chrome version 40 (and later)
  - Apple Safari version 8 (and later)

### **Accessing the Device Coverage Checker Tool**

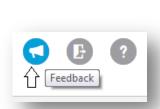
To access the Device Coverage Checker tool, click the **Device Coverage Checker** link on the Cisco Tools & Resources page.

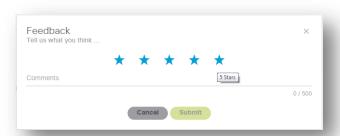


You must have a valid Cisco.com account to use Device Coverage Checker. If you do not have a valid Cisco.com account, you can register on the Cisco.com Registration page.

## **Submitting Comments and Questions**

To submit comments and questions regarding the Device Coverage Checker tool, use the Feedback link located on the upper right side of the tool page. You can also Rate the tool from 1 to 5 stars:





For concerns regarding the contract and coverage status of your Cisco devices, contact your authorized Partner or Reseller or contact Cisco for assistance with contract management.

To access Help documentation, please use the link on upper right of the tool page:



# **Logging Out**

To Log Out, please use the link on upper right of the tool page:



# **Checking the Contract Status of Your Device**

Before you use the Device Coverage Checker, ensure that you have a valid Cisco.com account. If you do not have a valid Cisco.com account, you must register on the Cisco.com Registration page. Once you register, complete the procedure associated with your access level: Guest-Level Access or Customer-Level and Partner-Level Access.

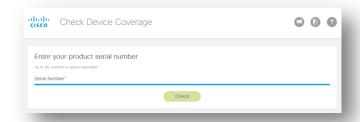


Customers and partners with a service contract can leverage advanced features such as additional information (product and coverage) and bulk input of serial numbers.

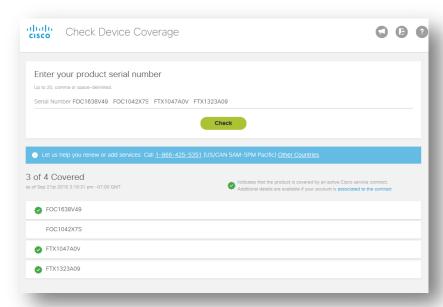
#### **Guest-Level Access**

If you are registered at the Guest level, complete these steps to check the contract status of up to 20 devices:

1. Access the Device Coverage Checker as described in Accessing the Device Coverage Checker Tool.



2. Enter up to 20 serial numbers separated by a comma or a space in the field provided, and click the **Check** button.



Results are displayed in a table format of up to 20 devices. Devices found to be covered by an active service contract are indicated by a checkmark icon () in the left hand column.

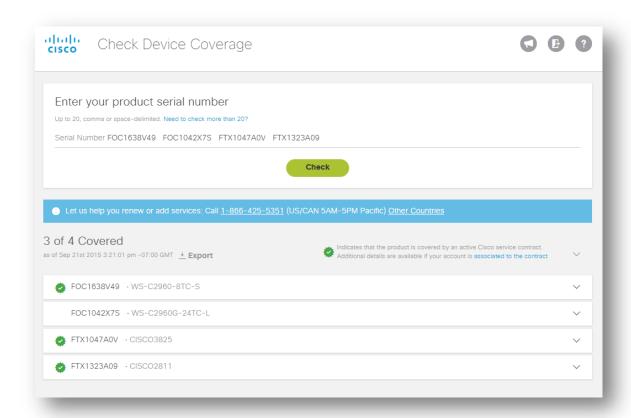


Results are valid only for the time that the check was performed (as indicated by the date/timestamp located under the results heading).

#### **Customer-Level and Partner-Level Access**

If you are registered at the Customer or Partner level, complete these steps to check the contract status of your device or devices:

- 1. Access the Device Coverage Checker as described in Accessing the Device Coverage Checker Tool.
- 2. Choose one of the following options to submit your device serial number or numbers: To check up to 20 Cisco devices, enter a comma-delimited or space-delimited list of serial numbers in the field provided, and click the **Check** button.



Results are displayed in a table format of up to 20 devices. Devices found to be covered by an active service contract are indicated by a checkmark icon ( in the Covered column.

To check more than 20 Cisco devices, complete these steps to use the Bulk input method:

**a.** Prepare an input file containing up to 1,000 serial numbers separated by a comma, space, or newline.



Supported file formats are CSV and TXT only; XLS is not supported. The file can contain up to 1,000 serial numbers separated by a comma, space, or newline. Do not include column headings.

b. Click the Need to check more than 20? link.

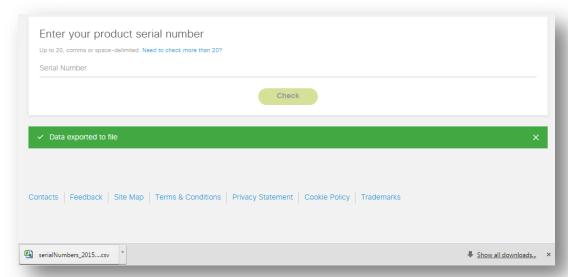
The Serial Number Upload dialog window appears.



- c. Click the Upload area or drag and drop your input file to the Upload area.
- **d.** The filename is shown in the input box:



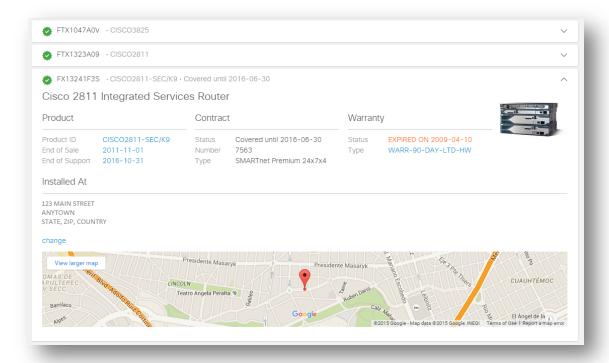
- e. Click Upload.
- f. The results will be exported to a file and downloaded via your browser:





Results are valid only for the time that the check was performed (as indicated by a date/timestamp located under the results heading or in the exported filename).

- **3.** To display additional information, such as the End-of-Sale and End-of-Support dates (if applicable) and details of the Warranty Terms, click the arrow icon to expand the row.
- **4.** If the device is listed on a contract associated with your Cisco.com profile, the following details of the contract coverage are also available to you: Contract Type, Contract Number, Service Expiry date of the device's service coverage, terms of the product warranty, Installation address. (If installation address needs to be updated, please click the "change" link to request the change).



- 5. To access the product support page on the Cisco.com website, click the Product ID link for a device.
- **6.** To view details of contracts associated with your account, click the **associated to the contract** link located above the results table.
- 7. To download a spreadsheet of the results, click the **Export** button

  The Data exported confirmation message is displayed:



The file is saved to the Downloads folder on your local computer.

- On Windows, the file is saved to C:\Users\<username>\Downloads.
- On Mac, the file is saved to /Users/Home/Downloads.

# **Frequently Asked Questions**

#### **Topics**

- How can I access the Device Coverage Checker tool?
- Who can access the Device Coverage Checker tool?
- What data is required as input?
- How is contract status determined?
- How long are the results valid?
- Why do I see only the Covered status field?
- What if no coverage status is indicated?
- What if no Product information is shown?
- How can I see additional details (such as contract expiry date)?
- · How can I view or modify contracts associated with my account?
- How do I add contract coverage for my device?

## How can I access the Device Coverage Checker tool?

To access the Device Coverage Checker tool, click the **Device Coverage Checker** link on the Cisco Tools & Resources page.

## Who can access the Device Coverage Checker tool?

Anyone with a valid Cisco.com account can access the Device Coverage Checker tool, but only Customers and Partners with a service contract can leverage advanced features, including additional product and coverage information, bulk input of serial numbers, and export of results. If you do not have a valid Cisco.com account, you can register on the Cisco.com Registration page.

## What data is required as input?

Valid Cisco device serial numbers are required as input. You can enter a comma-delimited or space-delimited list of up to 20 serial numbers in the field provided. If you are a Customer and Partner, you can use the bulk input method to submit up to 1,000 device serial numbers.

#### How is contract status determined?

The serial numbers are checked in the Cisco Service Contract database to identify their current status. If the serial number is listed on a currently active service contract with a line item expiry date that has not passed, the coverage is considered Active. In that case, the device is identified (with a green check mark) as Covered. Any other condition (for example, the device coverage or the contract has expired or the serial number is not found in Cisco's contract database) results in no Coverage indicator.

### How long are the results valid?

The coverage check results are valid only for the time that the check was performed; this time is indicated by a date/timestamp on the results display.

#### Why do I see only the Covered status field?

Guest users can view only basic coverage status for the serial numbers submitted. To view additional details, you must register as a Customer or Partner.

#### What if no coverage status is indicated?

If the device coverage or the contract has expired or the serial number is not found in Cisco's contract database, no Coverage indicator is shown.

#### What if no Product information is shown?

If the serial number is not found in Cisco's contract database, no product information can be shown. The serial number might be valid; however, if it has never been placed under a Cisco service contract, it may not be found in the contract database.

# How can I see additional details (such as contract expiry date)?

If you enter serial numbers for devices listed on your active contracts, the Contract and Warranty details and Expiry Dates are displayed. These details are available only to users who are associated with the devices.

# How can I view or modify contracts associated with my account?

To view the contracts associated to your profile, access your Cisco Account Profile at the following URL:

https://tools.cisco.com/RPFA/profile/list\_csm\_contracts.do

If you want to associate a service contract to your Cisco.com profile, access your Cisco Account Profile using the following URL:

https://tools.cisco.com/RPFA/profile/edit\_entitlement.do



You can view details of the contracts associated to your Cisco.com account by clicking the **associated** to the contract link located beneath the results table on the Device Coverage Checker tool page.

### How do I add contract coverage for my device?

Cisco Services can be ordered directly or through our global network of certified partners. If you currently have Partner-supplied service, please contact their representative for adding or renewing coverage.

To speak directly with Cisco to renew or add services, call 1-866-425-5351 (US/CAN 5am - 5pm Pacific).

For contact details in Other Countries, visit the Contact Cisco page.