



Cisco Serial Number to Information API 1.0 User Guide

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Introduction to the Cisco Serial Number to Information API 1.0

Topics

- [Overview](#)
- [Features](#)

Overview

Cisco's customers and partners today use Cisco hosted web applications to gather product information using serial numbers for products either already installed at a customer site or being considered for new purchases. While serial numbers are normally unique within a product family, they are not always unique across all Cisco devices (for example, devices from companies acquired by Cisco). Therefore, it is necessary and required to track both the serial number and the product identifier (PID) to uniquely identify a network device. The Cisco Serial Number to Information API 1.0 assists customers and partners in identifying an orderable PID and coverage status based on a serial number.

Features

The Cisco Serial Number to Information API 1.0 provides the following features:

- Supports RESTful interface
- Supports JSON data format
- Includes web services that return:
 - Contract coverage status for specified serial number(s)
 - Coverage summary for specified serial number(s)
 - Orderable PIDs for specified serial number(s)
 - Owner coverage status for specified serial number(s)

Cisco Serial Number to Information API 1.0 Reference

Topics

- [WADL](#)
- [Methods](#)

WADL

The REST WADL for the Cisco Serial Number to Information API 1.0 is available for download from the [Cisco API Console](#).

Methods

This topic describes the following methods:

- [Get Coverage Status by Serial Number\(s\)](#)
- [Get Coverage Summary by Serial Number\(s\)](#)
- [Get Orderable Product Identifier\(s\) by Serial Number\(s\)](#)
- [Get Owner Coverage Status by Serial Number\(s\)](#)



Note

- Pagination is supported for [Get Coverage Summary by Serial Number\(s\)](#).
 - For information on error codes returned by these methods, see “[Status Codes](#)” on page 17.
-

Get Coverage Status by Serial Number(s)

Returns coverage status for a set of serial numbers.

URI `https://api.cisco.com/product/v1.0/coverage/status/serial_numbers/{sr_no, sr_no, sr_no}`

Request Parameter	Parameter	Required	Type	Length	Description
	<code>sr_no</code>	Yes	string	40	Device serial number or numbers for which to return results. You can enter up to 75 serial numbers (each with a maximum length of 40) separated by commas.

Response Parameters	Parameter	Type	Length	Description
	<code>coverage_end_date</code>	string	10	End date of the coverage for the specified serial number in the following format: MM-DD-YYYY; for example, 01-01-2010.
	<code>is_covered</code>	string	3	Indicates whether the specified serial number is covered by a service contract; one of the following values: YES or NO. If the serial number is covered by a service contract, the value is Yes.
	<code>is_found</code>	string	3	Indicates whether the specified serial number is found in the install base and not covered by a service contract; one of the following values: YES or NO. If the serial number is found in the install base and is not covered by a service contract, the value is Yes. NOTE: This flag has been deprecated and will be removed in SN2INFO API 2.0.
	<code>sr_no</code>	string	40	Serial number of the device.

Sample Request `GET https://api.cisco.com/product/v1.0/coverage/status/serial_numbers/FOC10220LK9`

Sample Response

```
{
  "serial_numbers": [
    {
      "sr_no": "FOC10220LK9",
      "is_covered": "YES",
      "coverage_end_date": "12-31-2014",
      "is_found": "YES"
    }
  ]
}
```


Get Coverage Summary by Serial Number(s)

Returns coverage status, warranty, and product identifier details for a set of serial numbers.

URI https://api.cisco.com/product/v1.0/coverage/summary/serial_numbers/{sr_no, sr_no, sr_no}

Request Parameters

Parameter	Required	Type	Length	Description
<i>page_index</i>	No	integer	2	Index number of the page to return; a maximum of 50 records per page are returned.
<i>sr_no</i>	Yes	string	40	Device serial number or numbers for which to return results. You can enter up to 75 serial numbers (each with a maximum length of 40) separated by commas.

Response Parameters

Parameter	Type	Length	Description
<i>base_pid</i>	string	20	For Future Use Base or manufacturing product identifiers related to the specified serial number.
<i>coverage_end_date</i>	date	10	Last date of coverage for a serial number in the following format: YYYY-MM-DD; for example, 2010-01-01. NOTE: This value might differ from the covered product status.
<i>id</i>	integer	5	Number of the record in the results.
<i>is_covered</i>	string	3	Indicates whether the specified serial number is covered by a service contract; one of the following values: YES or NO. If the serial number is covered by a service contract, the value is Yes.
<i>is_found</i>	string	3	Indicates whether the specified serial number is found in the install base and not covered by a service contract; one of the following values: YES or NO. If the serial number is found in the install base and is not covered by a service contract, the value is Yes. NOTE: This flag has been deprecated and will be removed in SN2INFO API 2.0.
<i>item_description</i>	string	300	Description of the item identified by the <i>orderable_pid</i> value.
<i>item_position</i>	string	1	Specifies whether the item specified by <i>orderable_pid</i> is MAJOR, MINOR, or STANDALONE; one of the following values: <ul style="list-style-type: none"> P = PARENT (MAJOR) C = CHILD (MINOR) S = STANDALONE
<i>item_type</i>	string	100	For Future Use Type of item identified by the <i>orderable_pid</i> value; for example, card or chassis.
<i>last_index</i>	integer	2	Last page number.
<i>orderable_pid</i>	string	20	Orderable product identifiers for the specified serial number; for example, HWIC-4ESW.

Parameter	Type	Length	Description
page_index	integer	2	Current page number.
page_records	integer	2	Number of results per page returned.
parent_sr_no	string	40	Parent serial number. The value of parent_sr_no will be the same as the value for sr_no if the item is a MAJOR item; that is, if item_position = P (Parent) or item_position = S (Stand Alone). The value of parent_sr_no will be different than the value for sr_no if the item is a MINOR item; that is, item_position = C (Child).
pillar_code	string	20	Specifies the contract service line for the item specified by orderable_pid; one of the following values: <ul style="list-style-type: none"> • 1 = TAC Support • 2 = Hardware replacement • 3 = Software Support A single service line can be associated to multiple pillars.
self_link	string	3200	Complete URI of the submitted request
sr_no	string	40	Serial number of the device.
title	string	128	Title of the request.
total_records	integer	2	Total number of records returned.
warranty_end_date	date	10	End date of the warranty for the specified serial number in the following format: YYYY-MM-DD; for example, 2010-01-01.

Sample Request

```
https://api.cisco.com/product/v1.0/coverage/summary/serial_numbers/SAL09232Q0Z,
32964768,FOC0903N5J9,INM07501EC3,SWCAT1239A0CJ?page_index=1
```

Sample Response

```
{
  "pagination_response_record": {
    "last_index": 1,
    "page_index": 1,
    "page_records": 5,
    "self_link": "https://api.cisco.com/product/v1.0/coverage/summary/serial_numbers/
SAL09232Q0Z,32964768,FOC0903N5J9,INM07501EC3,SWCAT1239A0CJ?page_index=1",
    "title": "Get Coverage Summary by Serial Numbers - SN2INFO API",
    "total_records": 5
  },
  "serial_numbers": [
    {
      "base_pid_list": [
        {
          "base_pid": ""
        }
      ],
      "coverage_end_date": "2014-12-31",
      "id": "1",
      "is_covered": "YES",
      "is_found": "YES",
      "orderable_pid_list": [
        {
          "item_description": "Catalyst 6500/Cisco 7600
Supervisor 720 Fabric MSFC3 PFC3BXL",
```

```

        "item_position": "S",
        "item_type": "",
        "orderable_pid": "WS-SUP720-3BXL=",
        "pillar_code": "1,2,3"
    }
],
"parent_sr_no": "SAL09232Q0Z",
"sr_no": "SAL09232Q0Z",
"warranty_end_date": "2007-08-08"
},
{
    "base_pid_list": [
        {
            "base_pid": ""
        }
    ],
    "coverage_end_date": "2013-12-12",
    "id": "2",
    "is_covered": "YES",
    "is_found": "YES",
    "orderable_pid_list": [
        {
            "item_description": "^2-Port Serial WAN Interface Card spare",
            "item_position": "S",
            "item_type": "",
            "orderable_pid": "WIC-2T=",
            "pillar_code": "1,2,3"
        }
    ],
    "parent_sr_no": "32964768",
    "sr_no": "32964768",
    "warranty_end_date": "2005-08-07"
},
{
    "base_pid_list": [
        {
            "base_pid": ""
        }
    ],
    "coverage_end_date": "2015-06-30",
    "id": "3",
    "is_covered": "NO",
    "is_found": "YES",
    "orderable_pid_list": [
        {
            "item_description": "Rel. 8.5.0 SW, Pre-loaded on TCC",
            "item_position": "C",
            "item_type": "",
            "orderable_pid": "SF15454-R8.5.0K9",
            "pillar_code": "1,2,3,5"
        }
    ],
    "parent_sr_no": "CAT1239A0CJ",
    "sr_no": "SWCAT1239A0CJ",
    "warranty_end_date": "2014-01-17"
},
{
    "base_pid_list": [
        {
            "base_pid": ""
        }
    ],
    "coverage_end_date": "",
    "id": "4",

```

```

    "is_covered": "NO",
    "is_found": "YES",
    "orderable_pid_list": [
      {
        "item_description": "802.11a/b/g Cardbus Adapter; FCC Cnfg",
        "item_position": "S",
        "item_type": "",
        "orderable_pid": "AIR-CB21AG-A-K9",
        "pillar_code": ""
      }
    ],
    "parent_sr_no": "FOC0903N5J9",
    "sr_no": "FOC0903N5J9",
    "warranty_end_date": "2015-05-07"
  },
  {
    "base_pid_list": [
      {
        "base_pid": ""
      }
    ],
    "coverage_end_date": "",
    "id": "5",
    "is_covered": "NO",
    "is_found": "YES",
    "orderable_pid_list": [
      {
        "item_description": "7940 IP Phone with one Station User License",
        "item_position": "S",
        "item_type": "",
        "orderable_pid": "CP-7940G-CH1",
        "pillar_code": ""
      }
    ],
    "parent_sr_no": "INM07501EC3",
    "sr_no": "INM07501EC3",
    "warranty_end_date": "2005-05-04"
  }
]
}

```

Get Orderable Product Identifier(s) by Serial Number(s)

Returns the orderable PID for the specified device serial number.

URI

`https://api.cisco.com/product/v1.0/identifiers/orderable/serial_numbers/{sr_no, sr_no, sr_no}`

Request Parameter

Parameter	Required	Type	Length	Description
<code>sr_no</code>	Yes	string	40	Device serial number or numbers for which to return results. You can enter up to 75 serial numbers (each with a maximum length of 40) separated by commas.

Response Parameters

Parameter	Type	Length	Description
<code>orderable_pid</code>	string	20	Orderable product identifier associated with the serial number; for example, HWIC-4ESW.
<code>pillar_code</code>	string	2	Specifies the contract service line for the item specified by <code>orderable_pid</code> ; one of the following values: <ul style="list-style-type: none"> 1 = TAC Support 2 = Hardware replacement 3 = Software Support A single service line can be associated to multiple pillars.
<code>pillar_description</code>	string	50	Description of the pillar code.
<code>sr_no</code>	string	40	Serial number of the device.

Sample Request

GET `https://api.cisco.com/product/v1.0/identifiers/orderable/serial_numbers/FOC10220LK9`

Sample Response

```
{ "serial_numbers": [{
  "sr_no": "FOC10220LK9",
  "orderable_pid_list": [{
    "orderable_pid": "PVDM2-64",
    "pillar_code": "",
    "pillar_description": ""
  }, {
    "orderable_pid": "PVDM2-64",
    "pillar_code": "3",
    "pillar_description": "SOFTWARE SUPPORT"
  }, {
    "orderable_pid": "PVDM2-64",
    "pillar_code": "1",
    "pillar_description": "TAC SUPPORT"
  }, {
    "orderable_pid": "PVDM2-64",
    "pillar_code": "2",
    "pillar_description": "HARDWARE REPLACEMENT"
  }
]}]}
```

Get Owner Coverage Status by Serial Number(s)

Returns owner coverage status information for a set of serial numbers.

URI `https://api.cisco.com/product/v1.0/coverage/owner_status/serial_numbers/{sr_no, sr_no, sr_no}`

Request Parameter	Parameter	Required	Type	Length	Description
	<i>sr_no</i>	Yes	string	40	Device serial number or numbers for which to return results. You can enter up to 75 serial numbers (each with a maximum length of 40) separated by commas.

Response Parameters	Parameter	Type	Length	Description
	<i>coverage_end_date</i>	date	10	End date of the coverage for the specified serial number in the following format: MM-DD-YYYY; for example, 01-01-2010.
	<i>is_covered</i>	string	3	Indicates whether the specified serial number is covered by a service contract; one of the following values: YES or NO. If the serial number is covered by a service contract, the value is Yes.
	<i>is_found</i>	string	3	Indicates whether the specified serial number is found in the install base and not covered by a service contract; one of the following values: YES or NO. If the serial number is found in the install base and is not covered by a service contract, the value is Yes. NOTE: This flag has been deprecated and will be removed in SN2INFO API 2.0.
	<i>sr_no</i>	string	40	Serial number of the device.
	<i>sr_no_owner</i>	string	3	Indicates whether the serial number or numbers are associated to the CCO ID provided. One of the following values: <ul style="list-style-type: none"> • Yes • No

Sample Request

```
GET https://api.cisco.com/product/v1.0/coverage/owner_status/serial_numbers/
FOC0717W107,FOC11517LEX,FOC0737Y43K
```

Sample Response

```
{ "serial_numbers": [
  {
    "sr_no": "FOC0717W107",
    "is_covered": "YES",
    "coverage_end_date": "03-05-2003",
    "is_found": "YES",
    "sr_no_owner": "NO"
  }, {
    "sr_no": "FOC11517LEX",
    "is_covered": "NO",
    "coverage_end_date": "",
    "is_found": "NO",
    "sr_no_owner": "NO"
  }, {
    "sr_no": "FOC0737Y43K",
    "is_covered": "YES",
    "coverage_end_date": "03-21-2003",
    "is_found": "YES",
    "sr_no_owner": "NO"
  }
]}
```


Status Codes and Technical Support

Topics

- [Status Codes](#)
- [Technical Support](#)

Status Codes

This table describes the status codes returned by the Cisco Serial Number to Information API 1.0.

Status Code	Message	Description
200	NO_RECORDS_FOUND	No records found.
200	EXCEEDED_OUTPUT	Server error; too many results.
400	API_MISSING_PARAMETERS	Input parameters are missing.
400	API_INVALID_INPUT	Input parameters are invalid; only one input parameter provided.
400	EXCEEDED_INPUTS	Too many input parameters.
403	API_NOTAUTHORIZED	User not authorized.
500	API_ERROR_01	Internal error occurred.

Technical Support

To obtain technical support or report issues regarding the Cisco Support APIs, please contact our [Smart Service Bureau](#) available from 8 AM to 5 PM local business hours, except holidays.

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E-mail support is available 24 x 7 at: ask-smart-services@cisco.com

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