

Warranty Data Source Check

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In the Configuration Manager database, under the ES_Warranty3 view, you can confirm what source WIR is using to collect a PC's warranty information. Ideally, you'll want to see most data coming from **Code 1**, which indicates that the warranty end date source is the manufacturer's website.

Data source codes

Code	Definition
1	Manufacturer's website date
2	Cisco detection method used
3	Panasonic detection method used
4	Reserved
5	Only a shipping date is provided; assumes that only a one-year warranty applies
6	Manufactured start date, as collected from the manufacturer's web service, used to calculate the warranty end date; assumes that a 15-month warranty applies
7	Retrieved warranty end date used to calculate the warranty start date and warranty end date is expired
8	Retrieved warranty end date used to calculate the warranty start date and warranty end date is NOT expired
9	Acer / Gateway detection method used
10	Invalid serial number was provided
11	Virtual machine
13	Only a shipping date is provided from Dell; assumes that only a one-year warranty applies
20	Warranty details validated by Recast
21	BIOS date was used as the warranty end date for a known manufacturer
22	BIOS date was used as the warranty end date for an unknown manufacturer
31	Warranty end date for a Microsoft Surface was successfully obtained
45	Avocor Detection method - Leverages BIOS date with 3 years standard warranty added to it
55	Warranty end date for an HP was obtained through our secondary method
100	Registration (first phase) for Microsoft Surfaces and Apple products was successful
100+	System will automatically recheck warranty details