

manufacturersimports - Feature #4698

Dell Warranty Lookup : Weird result for some HW with extended warranty

12/09/2013 09:17 AM - SphynXz

Status:	New	Start date:	12/09/2013
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			

Description

for some HW, the Dell Warranty WS is giving weird result :

```
<GetAssetInformationResult>
<Asset>
<AssetHeaderData>
<ServiceTag>4ZC9R4J</ServiceTag>
<SystemID>pwe_m610</SystemID>
<Buid>2727</Buid>
<Region>Europe</Region>
<SystemType>PowerEdge</SystemType>
<SystemModel>M610</SystemModel>
<SystemShipDate>2010-05-12T20:00:00-05:00</SystemShipDate>
</AssetHeaderData>
<Entitlements>
<EntitlementData>
<Provider/>
<StartDate>2013-07-04T00:00:00</StartDate>
<EndDate>2013-12-31T00:00:00</EndDate>
<DaysLeft>32</DaysLeft>
<EntitlementType>Active</EntitlementType>
</EntitlementData>
<EntitlementData>
<Provider/>
<StartDate>2013-07-04T00:00:00</StartDate>
<EndDate>2013-12-31T00:00:00</EndDate>
<DaysLeft>32</DaysLeft>
<EntitlementType>Active</EntitlementType>
</EntitlementData>
<EntitlementData>
<Provider/>
<StartDate>2010-05-12T00:00:00</StartDate>
<EndDate>2013-05-13T00:00:00</EndDate>
<DaysLeft>0</DaysLeft>
<EntitlementType>Expired</EntitlementType>
</EntitlementData>
<EntitlementData>
<Provider/>
<StartDate>2010-05-12T00:00:00</StartDate>
<EndDate>2013-05-13T00:00:00</EndDate>
<DaysLeft>0</DaysLeft>
<EntitlementType>Expired</EntitlementType>
</EntitlementData>
```

```
<EntitlementData>  
<Provider/>  
<StartDate>2011-09-22T00:00:00</StartDate>  
<EndDate>2012-09-23T00:00:00</EndDate>  
<DaysLeft>0</DaysLeft>  
<EntitlementType>Expired</EntitlementType>  
</EntitlementData>  
</Entitlements>  
</Asset>  
</GetAssetInformationResult>
```

According to this example, the current version of the plugin will extract "<StartDate>2011-09-22T00:00:00</StartDate>" as to be the Start date of Warranty. Let us discuss to see if it makes more sense to use "<SystemShipDate>2010-05-12T20:00:00-05:00</SystemShipDate>" instead.

For the weird result, Dell seems to answer duplicate warranty information (See the 2 first <EntitlementData> objects in example).

Global proposal:

Start date : Use SystemShipDate?

Warranty duration : What about picking the oldest date within all the <EntitlementData> objects and then calculate from the SystemShipDate?