

# Verifying Install Base Status in CCW

Updated August 2024



This guide walkthroughs navigating CCW to verify whether a serial number is affected by a hold related to the Compliance Inspections Program and how to raise a case. The following instance statuses are in-scope:

- Compliance Flagged-Installed
- Terminated-Scrapped
- Decommissioned

For more information on the Compliance Inspections Program as well as the process, view the [Compliance Inspections Pack](#) and [Frequently Asked Questions](#). For any additional program related questions, [contact us](#).

There are two methods of verifying if a serial number has one of the above instance statuses which are a Single or Multiple Serial Number Search, which are covered below.

## Single Serial Number Search

1. Search the serial number(s) within [Software Services & Subscriptions \(CCW-R\)](#). Ensure the search filter dropdown selected is PAK/Serial Number.
2. Confirm each serial number has a hold applied by:
  - a. hovering over the checkbox to reveal the Compliance Hold Inspections error message;
  - b. clicking Manage Columns and selecting to show the Installed Base Status column;
  - c. clicking the “Line Details” icon beside the returned search result’s Product ID to confirm the “Instance Status” is one of those within scope as stated above.

The instance number will be listed in b) and c) which is required to raise a case within [Customer Service Hub](#) via the Compliance Hold Inspections queue.

### Line Details

Click to automatically scroll to specific details.

[Product Details](#) [Coverage Details](#) [Purchase & Warranty](#)

#### Product Details

Product Number	N77-C7706-B26S2E-R
Product Sub Type	N7700 SERIES
Instance Number	Instance Number
Instance Status	Compliance Flagged-INSTALLED

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## Multiple Serial Number Search

1. Search the serial numbers in [Software Services & Subscriptions \(CCW-R\)](#).  
**Note:** Results may not be displayed for large amounts of serial numbers.
2. Select all lines on all pages via the checkbox, then select Export followed by the “Quoting Ineligible Reason” standard report to download any lines with a quoting error (any status other than Latest-Installed). If the report is blank then the serial numbers do not have any errors and may be available for quoting.
3. Open the report and locate the “Install Base Status” column. If an in-scope status is returned, a case may be created for the corresponding instance number (see Instance Number column) within [Customer Service Hub](#) via the Compliance Hold Inspections queue.

