

Verifying Install Base Status in CCW

Updated March 2024

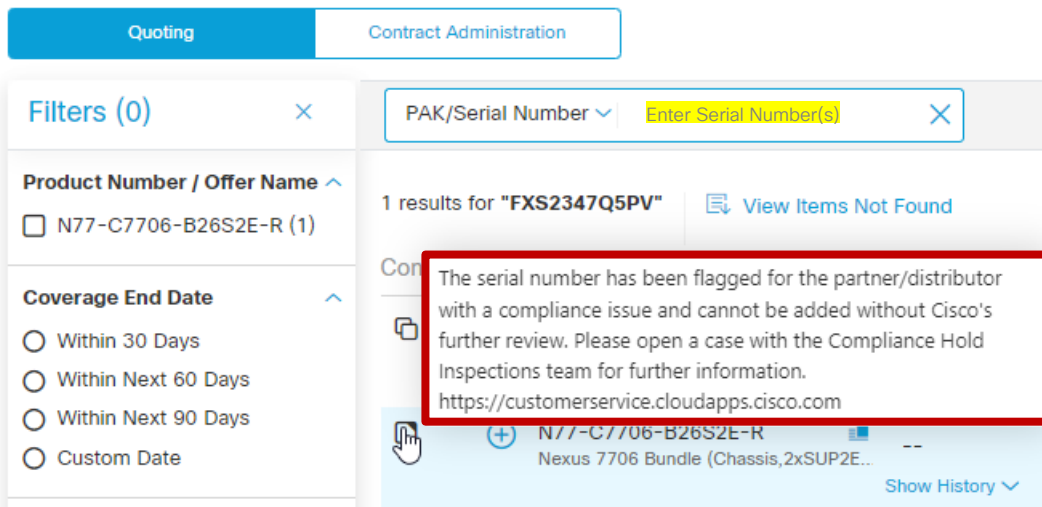
This guide walkthroughs navigating CCW to verify whether a serial number is affected by a hold related to the Compliance Inspections Program prior to requesting a case. The following instance statuses are in-scope:

- Compliance Flagged-Installed
- Terminated-Scrapped
- Decommissioned

Single Serial Number Search

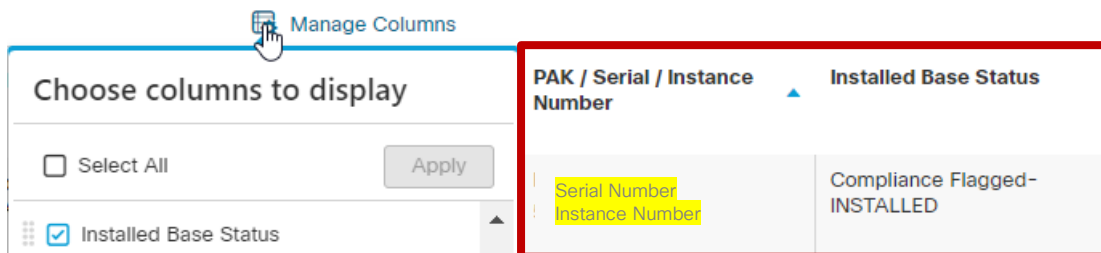
1. Search the serial number(s) within [Software Services & Subscriptions \(CCW-R\)](#). Ensure the search filter selected is PAK/Serial Number.
2. Confirm each serial number has a hold applied:
 - a. Hover over the checkbox to reveal the Compliance Hold Inspections error message.

Subscription and Service Renewals



The screenshot shows the 'Subscription and Service Renewals' section with tabs for 'Quoting' and 'Contract Administration'. A search filter 'PAK/Serial Number' is applied with the search term 'Enter Serial Number(s)'. The results show '1 results for "FXS2347Q5PV"'. A red box highlights an error message: 'The serial number has been flagged for the partner/distributor with a compliance issue and cannot be added without Cisco's further review. Please open a case with the Compliance Hold Inspections team for further information. https://customerservice.cloudapps.cisco.com'. Below the message, a table entry for 'N77-C7706-B26S2E-R' is visible.

- b. Click Manage Columns and select to show Installed Base Status.



The screenshot shows the 'Manage Columns' dialog box with the title 'Choose columns to display'. There is a 'Select All' checkbox and an 'Apply' button. The 'Installed Base Status' checkbox is checked. A red box highlights the table columns: 'PAK / Serial / Instance Number' and 'Installed Base Status'. The table content shows 'Serial Number' and 'Instance Number' in the first column, and 'Compliance Flagged-INSTALLED' in the second column.

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- Click 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.

Line Details

Click to automatically scroll to specific details.

Product Details Coverage Details Purchase & Warranty

Product Details

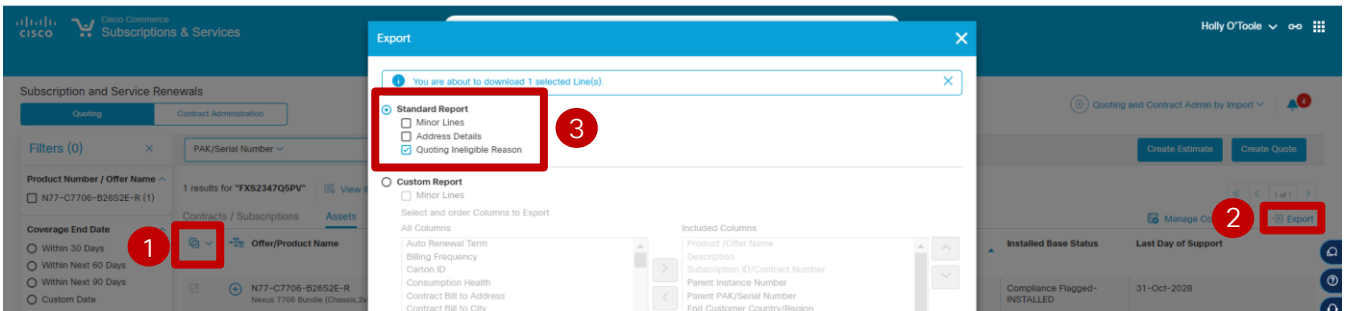
Product Number
N77-C7706-B26S2E-R

Product Sub Type
N7700 SERIES

Instance Number
Instance Number
Instance Status
Compliance Flagged-
INSTALLED

Multiple Serial Number Search

- Search the serial numbers in [Software Services & Subscriptions \(CCW-R\)](#).
Note: Results may not be displayed for large amounts of serial numbers.
- 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.
- 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 within [Customer Service Hub](#) via the Compliance Hold Inspections queue.



The screenshot shows the Cisco Commerce Subscriptions & Services interface. On the left, a search filter for 'PAK/Serial Number' is applied to 'FX52347QSPV', resulting in one product: 'N77-C7706-B26S2E-R'. A red box with a '1' highlights the search filter. In the center, an 'Export' dialog box is open, showing a 'Standard Report' section with 'Quoting Ineligible Reason' selected. A red box with a '3' highlights this selection. On the right, the report table is visible, showing columns for 'Installed Base Status' and 'Last Day of Support'. A red box with a '2' highlights the 'Export' button in the report header.

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