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:

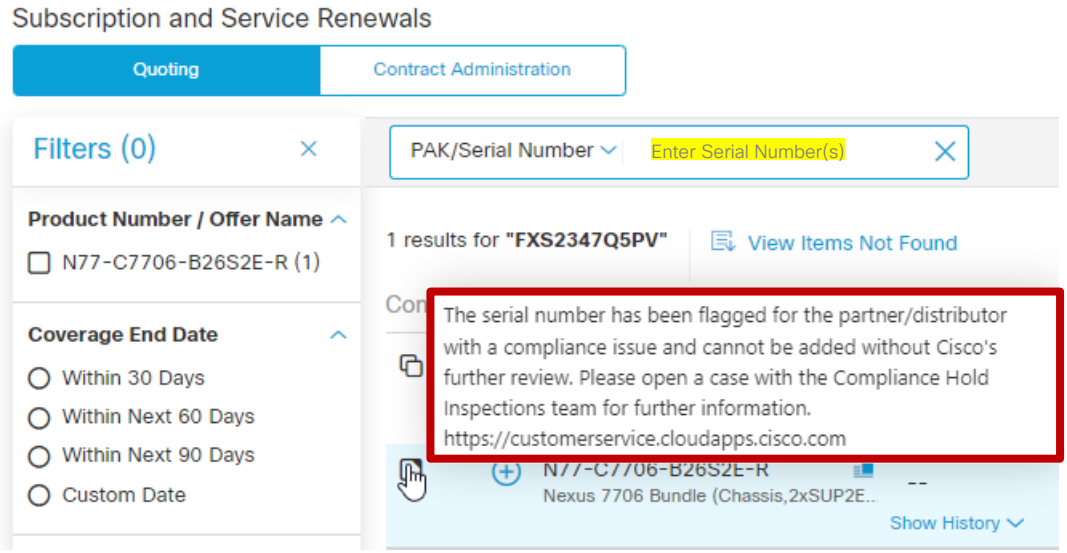
- Compliance Flagged-Installed
- Terminated-Scrapped
- Decommissioned

Single Serial Number Search

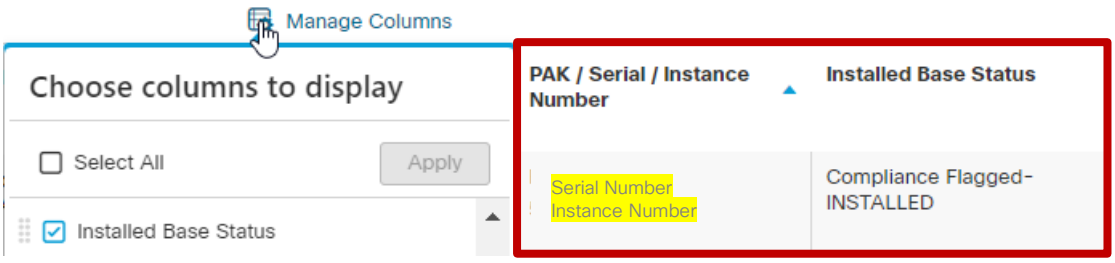
1. Search the serial number(s) within Software Services & Subscriptions (CCW-R). Ensure the search filter selected is PAK/Serial Number.

2. Confirm each serial number has a hold applied:

    a. Hover over the checkbox to reveal the Compliance Hold Inspections error message.



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



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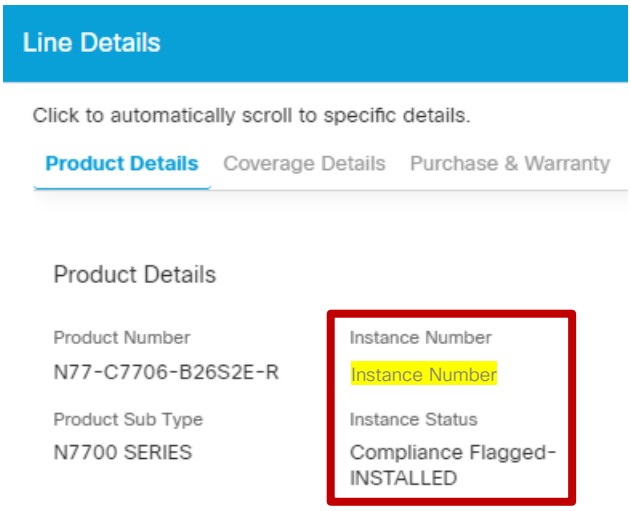
c. Click the “Line Details” icon beside the returned search result’s Product ID to confirm the “Instance Status” is one of those within scope as stated above.

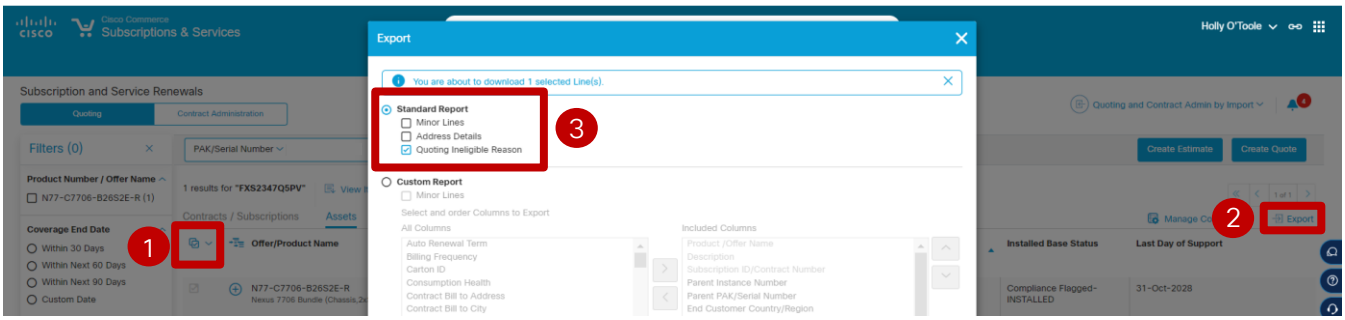


Multiple Serial Number Search

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 within Customer Service Hub via the Compliance Hold Inspections queue.



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