Manage Your SCC Subscription: Expiration and Grace Period Notifications

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Introduction

This document describes how subscriptions are handled when a Security Cloud Control (SCC) Product subscription expires and are in grace period.

Background Information

Subscriptions do not deactivate immediately on the subscription end date. All SCC products get a grace period from commerce and SCC platform, extending service of the product by 30 days.

The timeline is as follows:

1. **Day 0:** Subscription End Date
2. **Days 1–15:** Cisco Commerce Grace Period
3. **Day 16:** Commerce Grace Expires, PIAM/SCC receives suspension signal, SCC Platform Grace begins
4. **Days 16–30:** SCC Platform Grace Period (full access maintained)
5. **Day 31:** Platform Grace Expires, Service suspended / entitlements revoked

Notifcations Received

Email notifications are received:

- On expiry date (day 1)
- 16 days after expiry date when SCC platform grace period kicks in (day 16)
- Every 3 days until day 30 (day 19,22,25,28. 4 emails)
- 30 days after expiry (day 31)

Product subscription status can be checked from the SCC dashboard.

Trials

Trial notification are handled differently because are managed via the Secure Trials Console. Key differences are:

- Trials do not get grace period - Trials end on the end date
- Notification emails are sent before the trial ends

Trials get email notifications:

- 7 days before sub expires (day -7)
- 1 day before sub expires (day -1)

External Resource

Grace period provided the SCC platform are documented here.