



# Case Management for Licensing Support

May 2020



# OVERVIEW

This document covers the steps to raise a support case using Support Case Manager (SCM) for Cisco software licensing.

Note, SCM will replace the following mailers -

- [licensing@cisco.com](mailto:licensing@cisco.com)
- [sa-adoption-support@external.cisco.com](mailto:sa-adoption-support@external.cisco.com)
- [mce-support@cisco.com](mailto:mce-support@cisco.com)
- [smartdemorequest@cisco.com](mailto:smartdemorequest@cisco.com)
- [slt-access@cisco.com](mailto:slt-access@cisco.com)
- [swift-slt-access-request@cisco.com](mailto:swift-slt-access-request@cisco.com)
- [cdap-support@cisco.com](mailto:cdap-support@cisco.com)
- [ea-postbooking-support@cisco.com](mailto:ea-postbooking-support@cisco.com)

1. Log in to Support Case Manager (SCM):

<http://www.cisco.com/go/scm>

2. Select a topic that closely aligns to your issue/problem. By hovering over the topic, you can read a brief description.

3. Click Open Case

## Support Case Manager

Create and manage Support cases for



Please be advised that on October 10th, we simplified the status classification. In this document, you can find

OPEN NEW CASE ▾

Products & Services

Webex Meetings

Webex Teams & Webex Calling

Webex Messenger

Software Licensing

Open a New Case for Software Licensing Support

Choose a Category



- ▾ CSSM & LRP ISSUES
- ▾ OTHER LICENSING PORTALS
- ▾ MY CISCO ENTITLEMENTS (MCE)
- ▾ SMART ACCOUNT

OPEN CASE

4. After clicking **Open Case**, you will be asked to complete a questionnaire detailing the nature of the problem.

The **Problem Description** must include detailed explanation of issue.

5. After completing the questionnaire, click **Submit Case**.

*Clicking **Submit Case** will generate a case number. Please refer this case number in all your communication with Cisco.*

Title

0/80 characters

**Problem Description**

Provide a high-level, detailed explanation of issue and necessary entitlement information (Sales/Web Order, PAK), Device Details (SN/UDI/MAC, etc.) and Smart Account (SA/VA)

Describe the issue you are experiencing...

0/32000 characters

Telephone Number (optional)

+1  Ext  (optional)

Select country code from dropdown then enter telephone number

Email Address

18/80 characters

Contact Preference

Telephone  Email

CC Recipients (optional)

Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com

0/1024 characters

Note: Files can be uploaded after case is created.

**SUBMIT CASE**

# Thank You!