Case Management for Licensing Support

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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
- sa-adoption-support@external.cisco.com
- mce-support@cisco.com
- smartdemorequest@cisco.com
- slt-access@cisco.com
- swift-slt-access-request@cisco.com
- cdap-support@cisco.com
- 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
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.

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.
Thank You!