This new Support Case Manager Quick Reference Guide shows you how to achieve swift issue resolution for common licensing transaction scenarios through convenient digital self-serve options for common transactions and when needed, personalized live assistance for complex issues.
To get started, Log In to Support Case Manager: http://www.cisco.com/go/scm

1. Select Software Licensing.

2. Navigate and select the category most associated with your issue.

3. Choose from the subcategories the task that best fits your needs.
Here you will find several options for the subcategory selected:

4. Select Doc / Video to see a step-by-step document or short video tutorial for your solution.

5. Select ‘Guide Me’ to utilize the in-flow tool steps for your solution.
If you need personalized live assistance for more complex issues, you can ‘Open a Case’.

Be sure to review any guidance and complete the ‘Problem Description’ section.

After completing the remaining fields, click ‘Submit Case’.

Checkout additional insights into the Best Practices for SCM.