

Demo/Training for Licensing Portals

LEA Team Onboarding to Ask Licensing

Introduction

We are pleased to announce an enhanced, automated process for requesting licensing training and portal demos, through Ask Licensing.

Previously, customers and partners were required to contact their Cisco Sales representative to initiate these training engagements.

Now, you can submit your requests directly through the Ask Licensing web interface.

Upon submission, your request is automatically routed to the License Enablement and Adoption team, who will contact you to coordinate your session.

Steps

Step 1: Access Ask Licensing:

- Navigate to Ask Licensing via the licensing portals:
 - Cisco License Central (CLC) OR
 - Cisco Smart Software Manager (CSSM).
- Alternatively, access Ask Licensing through:
 - Support Case Manager (SCM) at <http://www.cisco.com/go/scm> OR
 - directly at <https://asklicensing.cisco.com>.

Step 2: The User can use either

- a) In the chat bar at the bottom of the page, simply type in your training request. For example: *"I want training for Smart Accounts"* and Submit.

OR

- b) Click the three-line menu icon next to the search bar and click the Guided Menu.
 1. On the Guided Menu, select ***Demo/Training for Licensing portals***; the system provides an intuitive interface to guide you through selecting the appropriate Training and Demo.

2. User can request Training and Demo for the Supported Licensing Portals by selecting one of the below options:
 - Request for Walkthrough on Cisco License Central
 - Request for Walkthrough on Cisco Smart Software Management
 - Request for Walkthrough on Smart Account Management
 - Request for Walkthrough on Enterprise Agreement Workspace
 - Request for Walkthrough on License Registration Portal
 - Request for Walkthrough on OnPrem license management

Step 3: Open a Training Engagement Case:

- When prompted, open a case using the specialized case creation form.
 - Required fields include username, email ID, region selection, language preference, and other details.
- Users need to tailor the form fields, as needed before submission.

Note: Some fields are auto-focused based on user inputs and Ask Licensing system understanding.

Step Results: Once submitted, your request is automatically routed to the License Enablement and Adoption (LEA) team, who will coordinate your session.

To view your case details at any time, simply click the case number hyperlink, which will direct you to the Support Case Manager (SCM).

Note:

- You can access the Ask Licensing interface via Cisco Licensing portals (such as CLC/CSSM) or through the Support Case Manager (SCM).
- While the core functionality remains consistent, you may notice slight variations in the interface and workflow depending on the Ask Licensing interface you are using.
- For specialized sessions regarding Smart Account and Virtual Account structuring, as well as Licensing Best Practices, please continue to coordinate directly with your Cisco Sales representative

Troubleshooting

If you experience an issue during the process explained in this document, open a case in [Support Case Manager \(SCM\)](#).

For feedback on the content of this document, please submit [here](#).

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve.