Support Case Manager (SCM) Subscription Sales Orders License Request Instructions Guide.

Contents

Overview

This document covers the procedure on how to raise service requests using Support Case Manager (SCM) for any BroadWorks software licensing request.

SLA's: The typical SLA for a license request is 5-7 business days. The SLA period can be longer if approvals are needed from Finance and Legal. The SLA time can often be reduced depending on the number of requests in queue. The more detailed the information and the clearer the request reduces the SLA timeframe as well.

Procedures

Please use these procedures on how to enter case tickets using SCM:

- 1. Enter your credentials by logging in to http://www.cisco.com/go/scm
- 2. On the left panel, click 'Open New Case'
- 3. Select "Software Licensing"
- 4. On the right panel, select "BroadWorks > Commercial (aka Sales Order)
- 5. Then select "Subscription"
- 6. Then select "Open Case"

Image: Products & Services Image: Products & Services & Services Image: Products & Services &	Open New Case V				
Webex Search Categories Perpensal Licenses Image: Software Licensing Image: Commercial SA Image: Fluidmenh / CURMB Image: Software Commercial SA Image: Fluidmenh / CURMB Image: Software Commercial Sates Commercial Image: Fluidmenh / CURMB Image: Software Commercial Sates Commercial Image: Fluidmenh / CURMB Image: Software Commercial Sates Commercial	the Products & Services	Open a New Case for Software Licensing Support	х	Select sub-category for License Conversion	×
Image: Software Licensing Image: Software Licensing SPA Image: Fluidsmesh / CURRWS Image: Software Development Subscription Image: License Management Image: Develop Management Software Dovelopment Image: Dovelop Management Image: Dovelop Management Software Dovelopment Image: Dovelop Management Image: Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management Software Dovelop Management Software Dovelop Management Image: Dovelop Management	😗 Webex	Search Categories		Perpetual Licenses	
** Fluidmesh / CURNN® Smart Account Administration Loanse Dalway Loanse Management Device Management SA Suite Management SA Suite Management SOWAN PRP Software Download BroadWorks Non Commercial 	11 Software Licensing	Q,		SPA.	
	101 Fluidmesh / CURMB	 Smart Account Administration License Delivery License Management Device Management EA Suite Management EA True Forward SOWAN PMP Software Download BroadWorks Non Commercial 		Subscription	



7. Subscription sales order license requests

* Most fields are self-explanatory and/or have help bubbles on each section.

7.1 Account to License - Name and C-Number



Account to License

7.2 PO Number/DID Number

PO Number 👔

PO Number

7.3 System Name(s)



System Name(s)

7.4 Release(s) Requested

Release(s) Requested ()

Release(s) Requested

7.5 License Management Configuration

£,

License Management Configuration ()

Select one

License Management Configuration

7.6 Additional Notes

Additional Notes (optional)

Additional Notes

7.7 License Distribution Email(s)



7.8 Telephone Number

Telephone Number (optional) Image: Problem Number Telephone Number 7.9 Email Address Email Address

Email Address

7.10 Hit the "submit case" button

Additional Tips/Guidelines

• Under your existing BW license files, please use them as a reference in filling out the form.



• Providing concise and accurate information significantly helps to prevent delays.

Important Notes

- The "Chat Now" help is not currently configured to support BroadWorks license requests.
- Supporting files can be uploaded immediately after the case is created.
- For any modifications, please attach a current tech support or GET from the impacted AS cluster(s).
 - Also, attaching a GET or Tech Support(s) significantly helps to prevent ambiguous or incomplete details.
- All correspondence must be done in the ticket.
 - After receiving your license, please confirm it is installed correctly so we know your cluster(s) are in good shape and we can close the SR/ticket.

Troubleshooting Guide

If this is your first time using the SCM, you might not have access and your profile may not be defined yet.

Please create your profile by following these steps:

- 1. Click this link <u>https://id.cisco.com/ui/v1.0/profile-ui</u> and follow the instructions to enter and manage your profile. Or,
- 2. You can get a phone support using this link <u>https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html</u> (US support number is 1 800 553 2447).
- 3. If you're still having trouble creating your credentials, please email <u>bwlicensemanager@cisco.com</u> so we can further assist you.