



Licensing Support Case Manager

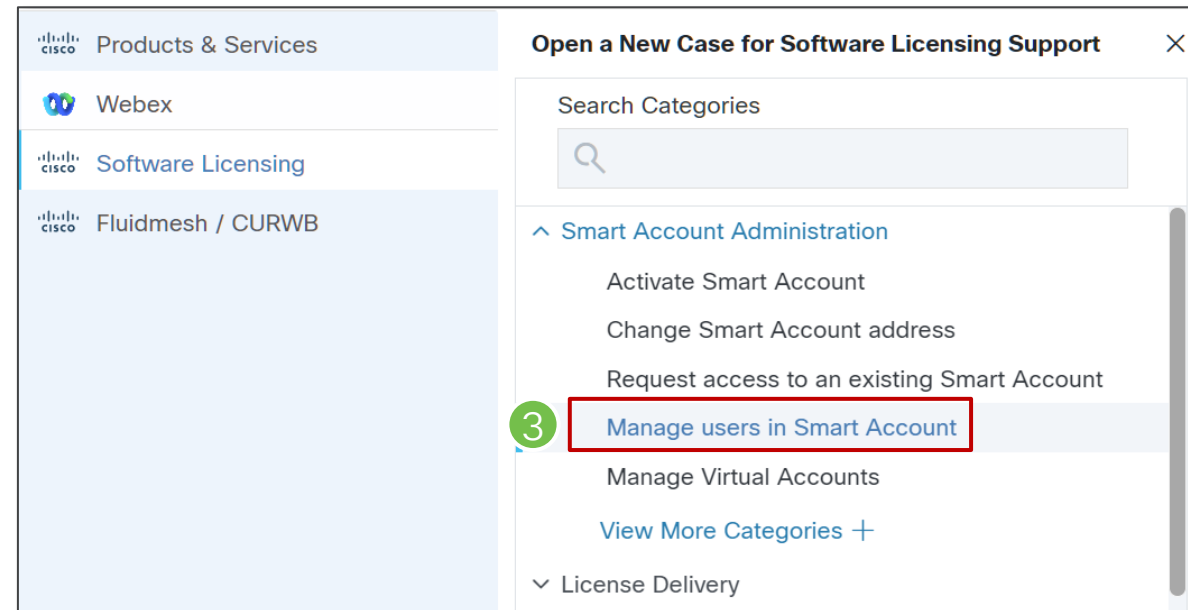
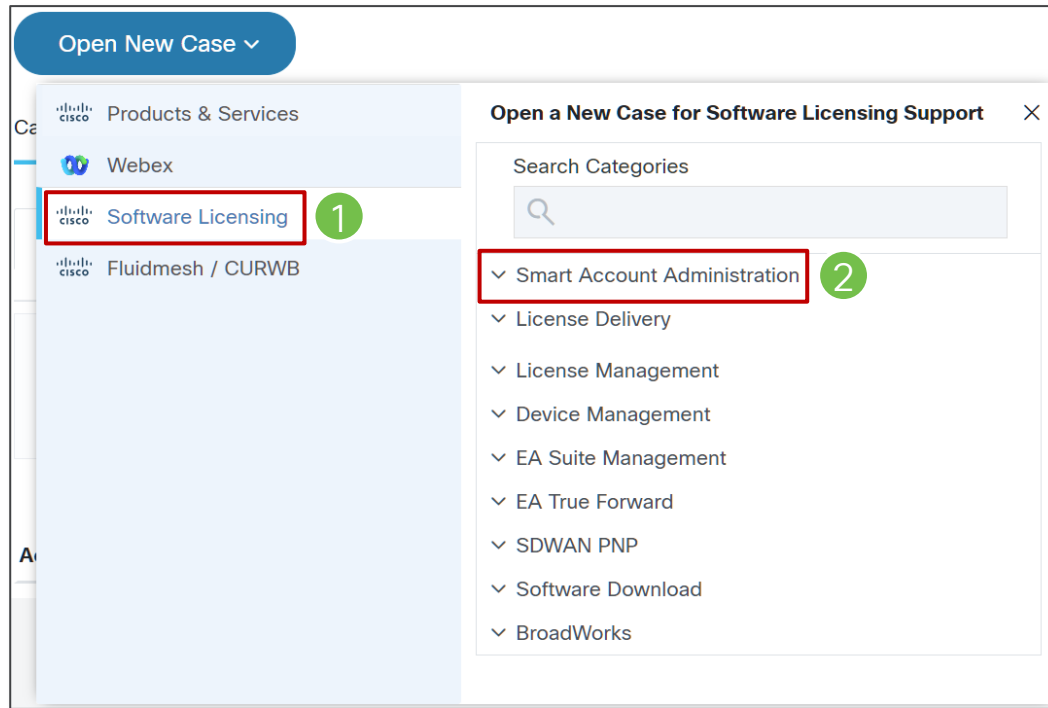
Quick Reference Guide

October 2023

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>

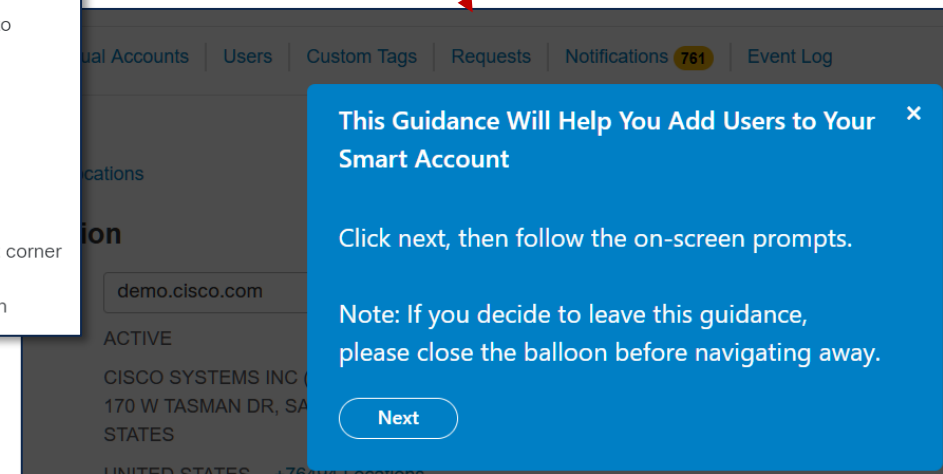
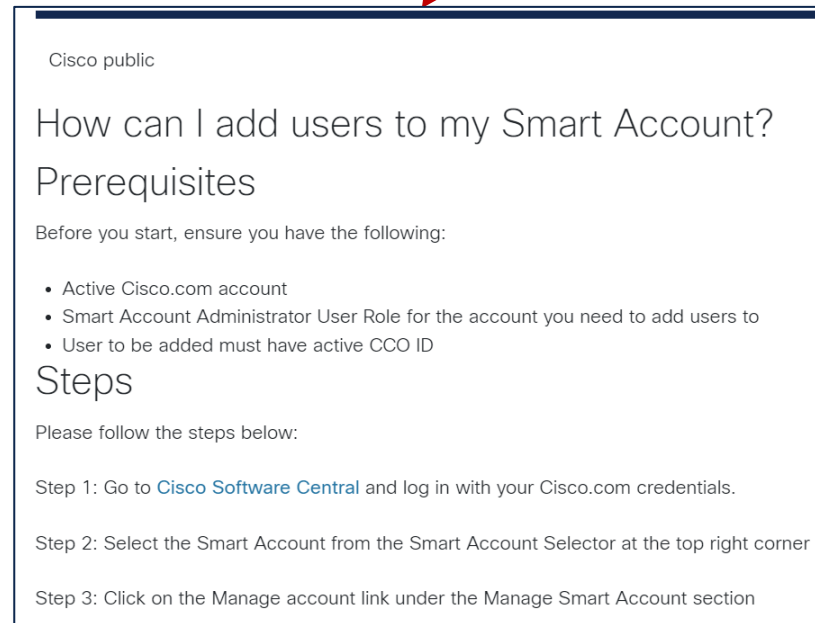
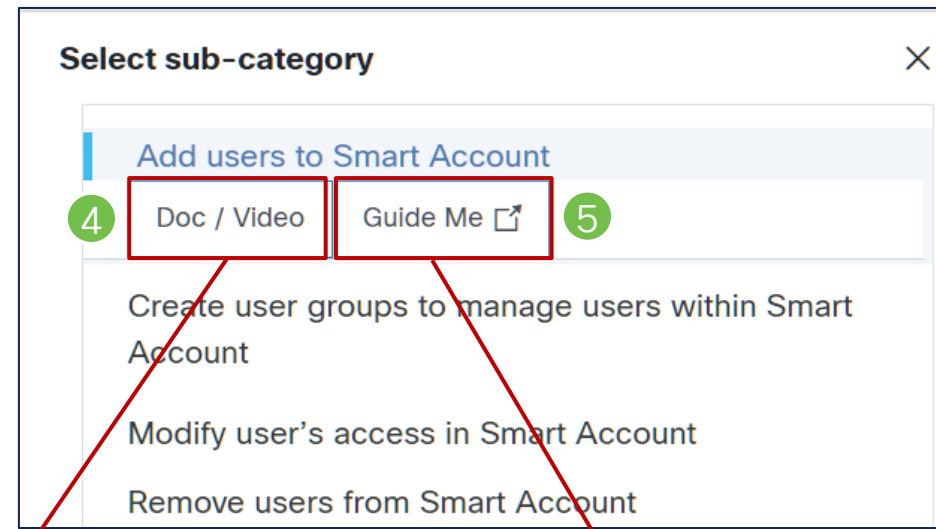
- 1 Select Software Licensing.
- 2 Navigate and select the category most associated with your issue.
- 3 Choose from the subcategories the task that best fits your needs.

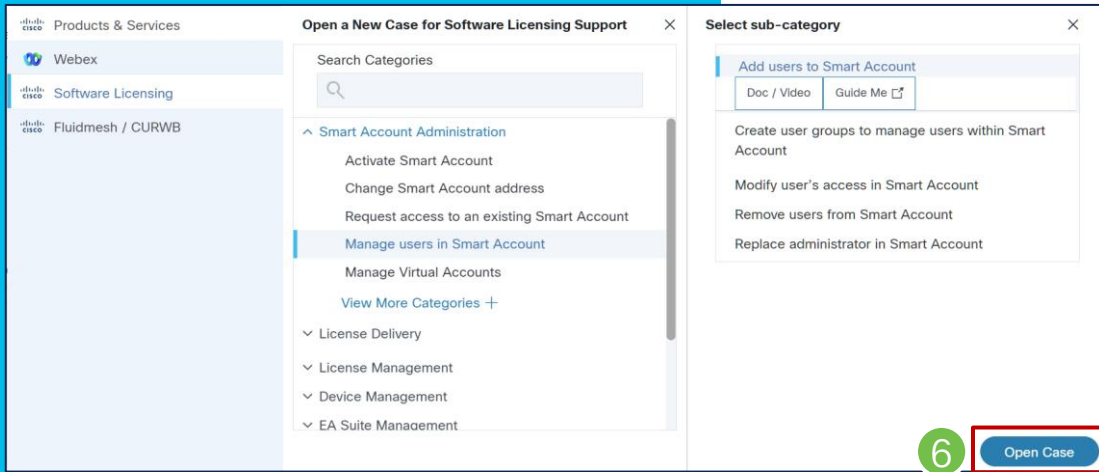


Here you will find several options for the subcategory selected:

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.





6 If you need personalized live assistance for more complex issues, you can ‘Open a Case’.

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

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

Checkout additional insights into the [Best Practices for SCM](#).

Category

Add users to Smart Account [change](#)

Title

0/240 characters

7

Problem Description
 This category is for LICENSING related requests ONLY. For technical issues, please click 'change' above and open a case by using the 'Products & Services' category. Otherwise, please provide the details of your LICENSING request below and include the necessary entitlement information (Sales/Web Order, PAK), Device Details (SN/UDI/MAC, etc.) and Smart Account/Virtual Account (SA/VA).

Describe the issue you are experiencing...

0/32000 characters

Note: Files can be uploaded after case is created.

Smart Account Domain ID (optional)

Telephone Number (optional)

+1 Ext. (optional)

Select country code from dropdown then enter telephone number

Email Address

daattawa@cisco.com

18/80 characters

Contact Preference

Telephone Email Virtual Space via Webex

CC Recipients (optional)

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

0/1024 characters

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Submit Case



The bridge to possible