

Support Case Manager (SCM) SPA/Perpetual Sales Orders License Request Instructions Guide

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Overview

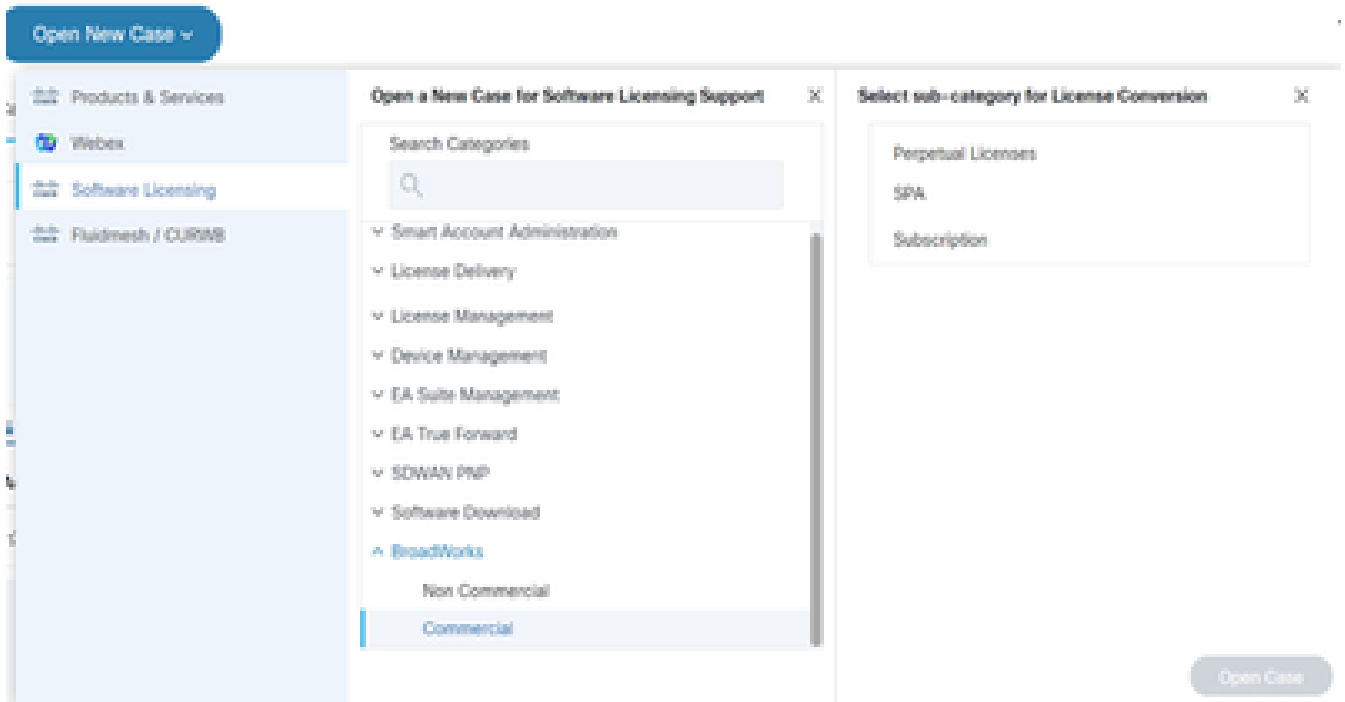
This document covers the procedure on how to raise service requests using Support Case Manager (SCM) for any BroadWorks software licensing request.

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. Go to the right side of the page and select either Perpetual Licenses or SPA
6. Then hit "Open Case"



Open Case

7. Perpetual/SPA Commercial license requests

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

7.1 Account to License – Name & C-Number

Account to License - Name & C-Number ?

Broadsoft - C00001|

18/70 characters

Account to License

7.2 PO Number/DID Number

PO Number ?

PO Number

7.3 System Name(s)

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 Allocation Instructions

Allocation Instructions (optional) 

Allocation Instructions

7.7 Additional Notes

Additional Notes (optional)

Additional Notes

7.8 Current Temps NOT to be Removed

Current Temps NOT to be Removed (optional) ⓘ

Current Temps NOT to be Removed

7.9 License Distribution Email(s)

License Distribution Email(s) ⓘ

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

License Distribution Email(s)

7.10 Telephone Number

Telephone Number (optional)

 +1 ▼	<input type="text" value="4439817552"/>	Ext	<input type="text"/>	(optional)
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Telephone Number

7.11 Email Address

Email Address

Email Address

7.12 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.

```

1 <?xml version="1.0" encoding="UTF-8"?>
2 <com.broadsoft.apm.managedservice.BWLicense bwVersion="20.sp1"
3   | customerId="C12345"
4   | description=""
5   | customerName="[C12345-A967] Account - PROD_AS_CL01 - Thu Jun 09 2022 @ 07:08"
6   | systemName="PROD_01_Business"
7   | clusterName="PROD_AS_CL01"
8   | generatedOnDate="Thu Jun 09 2022 @ 07:08"
9   | groupUserLimit="999999"
10  | numGroupLicense="0"
11  | userLicense="150894"
12  | licenseType="HARD"
13 >
14 <ApplicationServer.ServiceLicense serviceName="AppServerLicenseFile" />
15 <licensedHostIDs>
16   <hostArray>
17     <string value="ABCDEFGH-4D37-22C0-C34F-5AF3FC1C87C4" />
18     <string value="ABCDEFGH-4D73-33D4-C34F-9A7FC3C2A3D4" />
19   </hostArray>
20 </licensedHostIDs>
21 <licensedServicesArray>
22   <com.broadsoft.apm.managedservice.ServiceLicense
23     | level="USER"
24     | quantity="0"
25     | serviceName="Authentication"
26     | servicePack="IBASE">

```

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