

Support Case Manager (SCM) Non-Commercial License Request Instructions Guide

Contents

[Overview](#)

[Procedures](#)

[Additional Tips/Guidelines](#)

[Important Notes](#)

[Troubleshooting Guide](#)

Overview

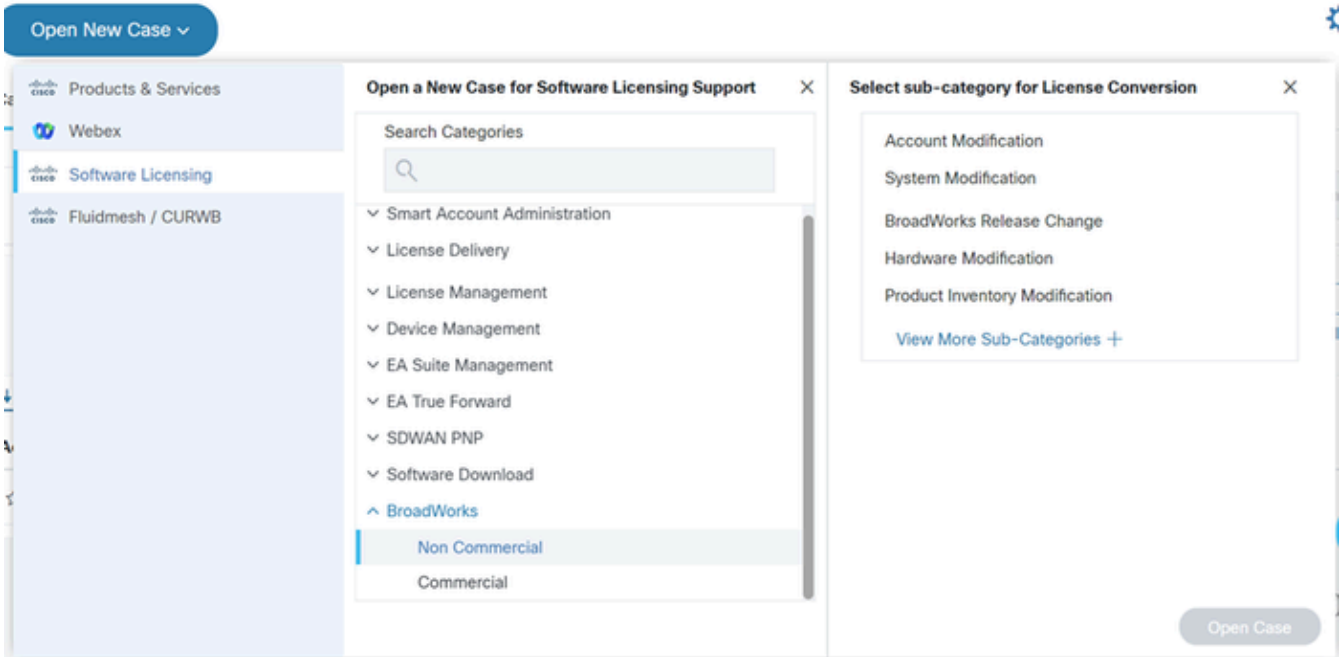
This document covers the procedure on how to raise service requests using Support Case Manager (SCM) for any BroadWorks software licensing request.

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 > Non-Commercial*"
5. Go to the right side of the page and select a sub category for the license request (ie Account Modification, Hardware Modification, and so on)
6. Then select "Open Case"



Open Case

Name	Description
Account Modification	Account merges/splits/transfers
License Inquiry	General licensing asks and does not require any new licenses
Device Activation Server	
Extend Active Temps	Extension of current temps
Hardware Modification	New server or HW swaps
License Modification / Correction	Pack changes
NFM Fingerprint Change	Requires fingerprint version 1.1
Product Inventory Modification	Reallocation or profile modification
<u>BroadWorks</u> Release Change	Specify Lab or Prod (clusters/servers)
System Modification	Changing the configuration of your system (i.e., adding/removing clusters)
Request New Temporary Licenses	Please use for new temps only, if extending your current temps, please us "Extend Active Temps"

Table


7. Non-Commercial licenses requests

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

7.1 License Request Summary:

** Put a description of what type of license request you need (ie BroadWorks release change, hardware*

swapout, extend a temporary license, and so on



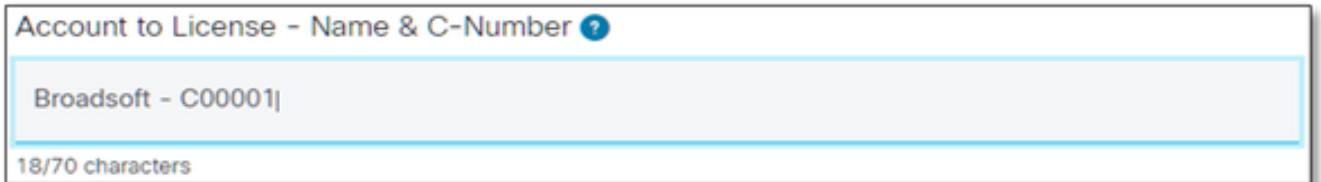
License Request Summary

Describe the issue you are experiencing...

0/25000 characters

License Request Summary

7.2 Account to License – Name & C-Number



Account to License - Name & C-Number ?

Broadsoft - C00001|

18/70 characters

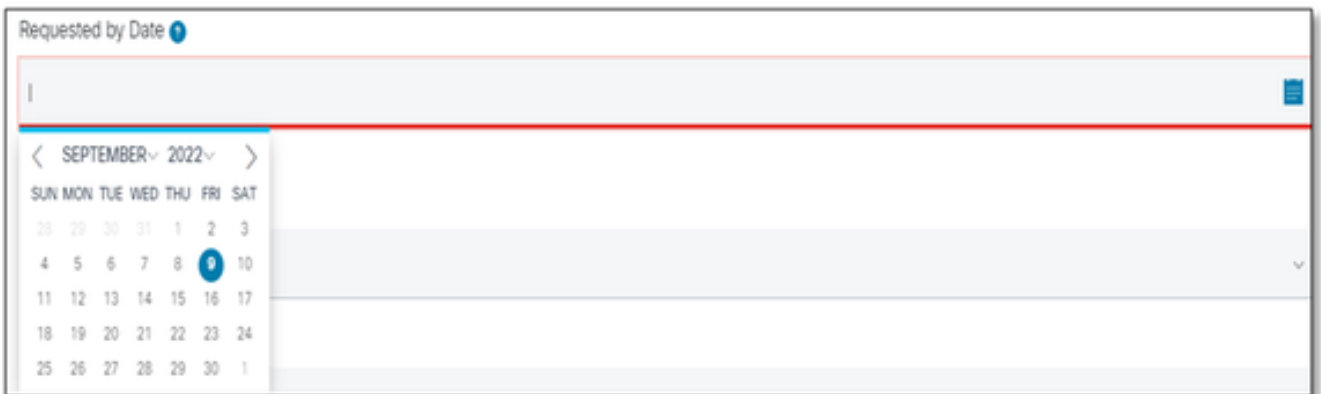
Account to License

7.3 Requested by Date:

* *Most requests are delivered in 5-7 business days.*

* *Please always monitor your consumption to prevent blockage when provisioning.*

* *If an unforeseen issue arises, please give details in the Summary field.*



Requested by Date ?

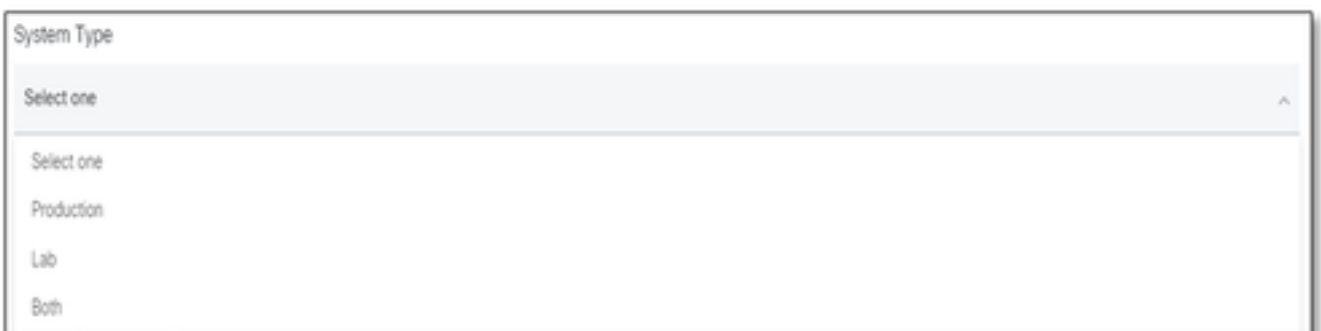
|

< SEPTEMBER 2022 >

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

Requested by Date

7.4 System Type: (that is – Lab, Production, or Both)



System Type

Select one

Select one

Production

Lab

Both

System Type

7.5 System Name

System Name(s) ?

Production OR Lab|

17/140 characters

System Name

7.6 Cluster(s) Licenses Needed

Cluster Licenses Needed ?

AS; MS; NS; PS; XSP|

19/40 characters

Cluster(s) Licenses Needed

7.7 Release Requested

** Please specify by cluster if you require multiple releases on the same system.*

Release(s) Requested ?

All Clusters on R21.sp1
OR
AS on R22.0
rest of clusters will be on R23.0|

Release Requested

7.8 License Management Configuration:

** UUID, NFM-Managed, or a Hybrid (system contains both).*

License Management Configuration

Select one

Select one

UUID

NFM

Hybrid

License Management Configuration

7.9 Current Expiration Date and the New Expiration Date Requested: (Optional)

** Some temporary requests can require internal approval.*

** Typical durations are as follows:*

- Pre-Order – maximum of 30 days

- Trials ~ 60 days

- Load Testing ~ 60 days in Labs / 2 weeks for Production (clone for an AS Lab to AS

PR is 30 days and cannot be extended)

Current Expiration Date (optional) 

New Expiration Date Requested (optional) 

Current Expiration Date and the New Expiration Date Requested

7.10 Special Configuration / Request Notes: (Optional)

** Please list any customizations to your system that we need to be aware of.*

Special Configuration / Request Notes (optional) 

Under SPA terms until 01/01/2099

Special Configuration / Request Notes

7.11 Allocation Instructions: (Optional)

* Allocation instructions need to be listed at the “Product” level.

* Instructions at the SERVICE/PACK level are ambiguous. These can be included in multiple Products.



A screenshot of a form field titled "Allocation Instructions (optional)". The field is a large, empty text area with a light blue background. At the bottom left, it shows "0/1000 characters".

Allocation Instructions

7.12 UUID/Fingerprints



A screenshot of a form field titled "UUID/Fingerprints (optional)". The field is a large, empty text area with a light blue background. At the bottom left, it shows "0/1000 characters".

UUID/Fingerprints

7.13 License Distribution Email(s):

* Please enter all the recipients email addresses only separated by commas or semicolons.



A screenshot of a form field titled "License Distribution Email(s)". Below the title, there is a hint: "Enter email addresses separated by comma or semicolon, eg: name2@cisco.com, name3@cisco.com". The field is a large, empty text area with a light blue background. At the bottom left, it shows "0/1004 characters".

License Distribution Email(s)

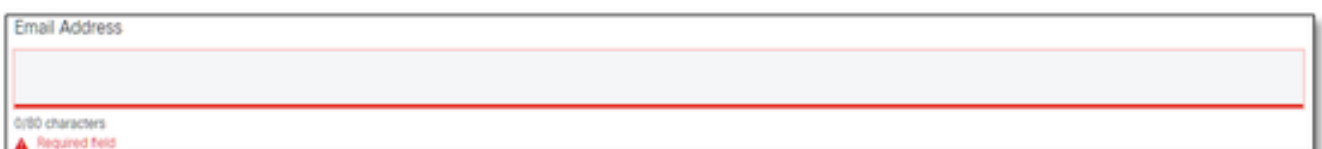
7.14 Telephone Number (auto-populated If not, enter manually): (Optional)



A screenshot of a form field titled "Telephone Number (optional)". It features a dropdown menu for country codes (currently showing "+1" with a US flag) and a text input field for the telephone number. To the right, there is an "Ext" label and another text input field for an extension, marked as "(optional)". Below the input fields, a hint reads: "Select country code from dropdown then enter telephone number".

Telephone Number

7.15 Email Address (auto-populated. If not, enter manually):



A screenshot of a form field titled "Email Address". The field is a single-line text input with a light blue background. At the bottom left, it shows "0/80 characters" and a red triangle icon with the text "Required field".

7.16 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="9999999"
10    numGroupLicense="0"
11    userLicense="150894"
12    licenseType="HARD"
13 >
14 <ApplicationServer.ServiceLicense serviceName="AppsServerLicenseFile" />
15 <licensedHostIDs>
16 <hostArray>
17 <string value="ABCDEFGF-4D37-22C0-C34F-5AF3FC1C87C4"></string>
18 <string value="ABCDEFGF-4D73-33D4-C34F-9A7FC3C2A3D4"></string>
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.