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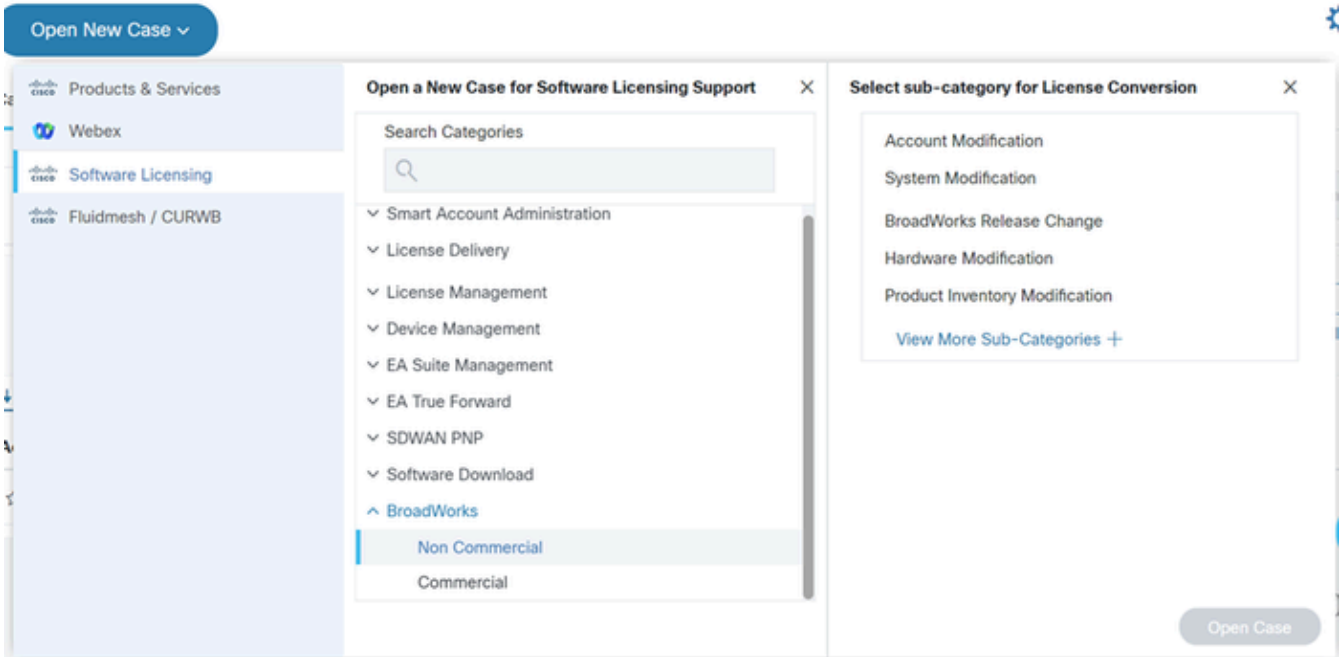
Contents

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 > 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
BroadWorks 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
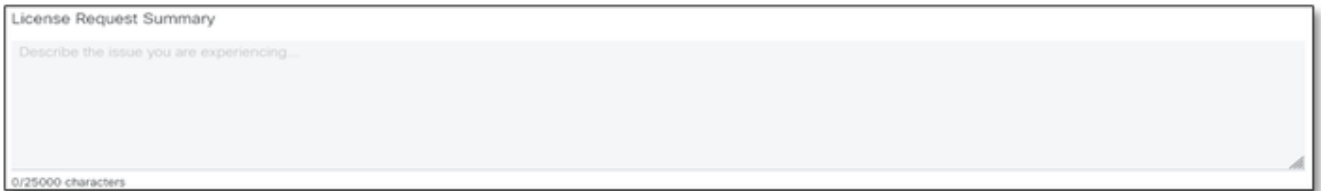
7. Non-Commercial licenses requests

*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

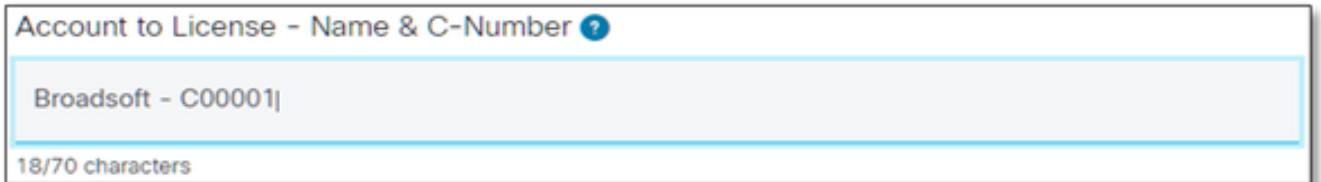*swapout, extend a temporary license, and so on*

License Request Summary

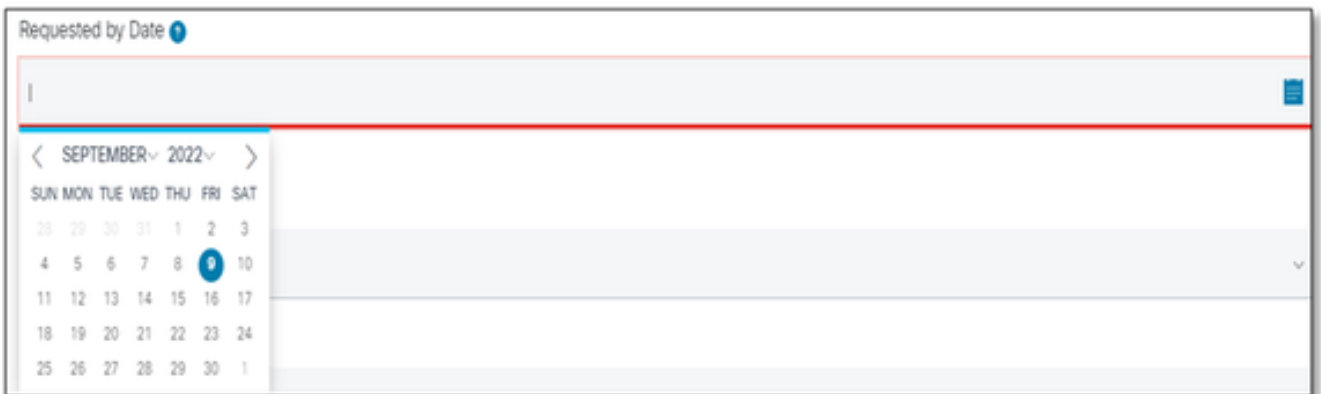## 7.2 Account to License – Name & C-Number

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.
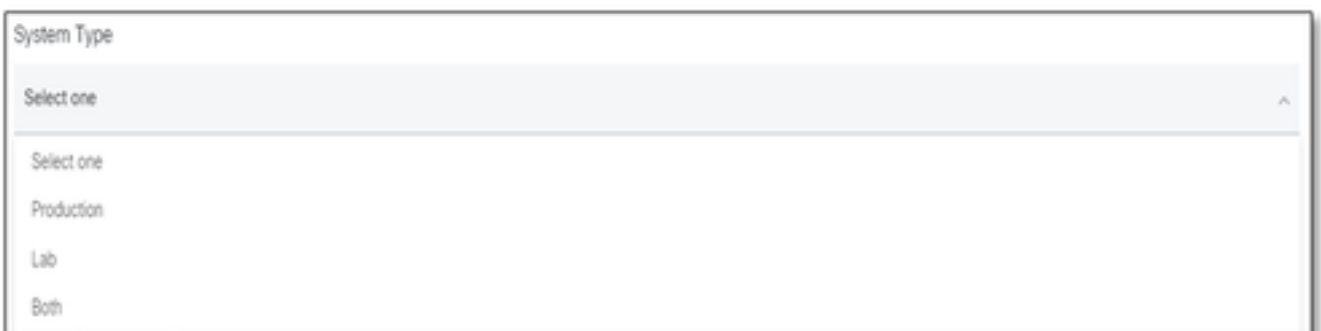

Requested by Date

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

7.5 System Name

7.6 Cluster(s) Licenses Needed

7.7 Release Requested

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

7.8 License Management Configuration:

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

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 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

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.

Allocation Instructions

7.12 UUID/Fingerprints

UUID/Fingerprints

7.13 License Distribution Email(s):

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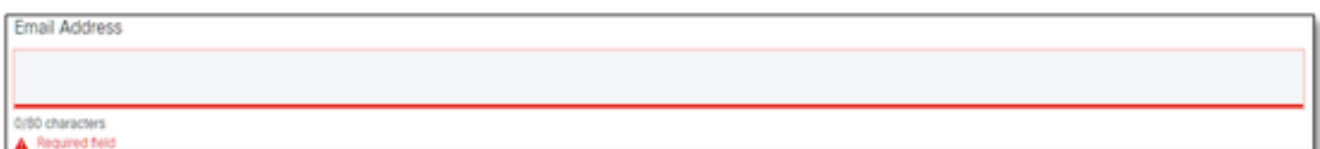

License Distribution Email(s)

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

Telephone Number

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

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="999999"
10       numGroupLicense="0"
11       userLicense="150894"
12       licenseType="HARD"
13   >
14     <ApplicationServer.ServiceLicense serviceName="AppsServerLicenseFile" />
15     <licensedHostIDs>
16       <hostArray>
17         <string value="ABCDEFG-4D37-22C0-C34F-5AF3FC1C87C4"></string>
18         <string value="ABCDEFG-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="1BASE">
```

• 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 <u>after</u> 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.