Submit a BroadWorks License Request

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Introduction

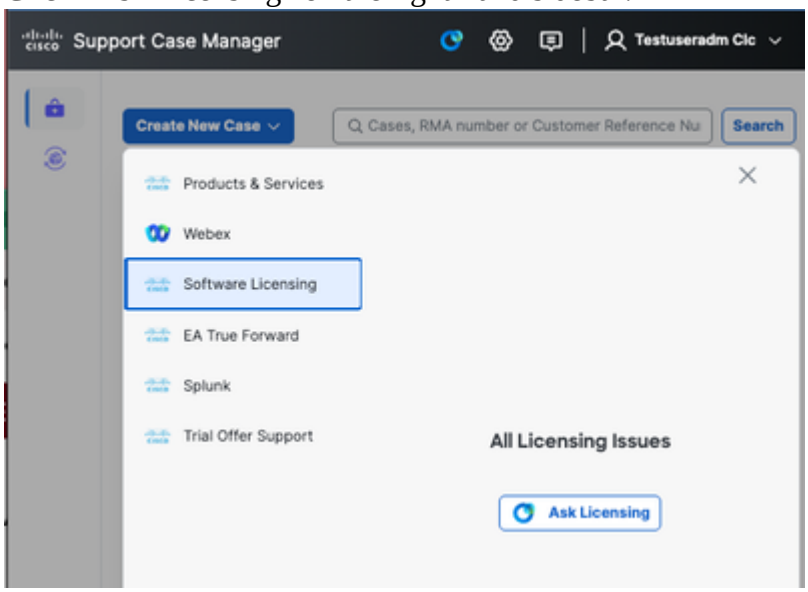
This document describes how to submit a BroadWorks license request using the Cisco Support Case Manager (SCM) Portal.

Request using the Cisco Support Case Manager (SCM) Portal

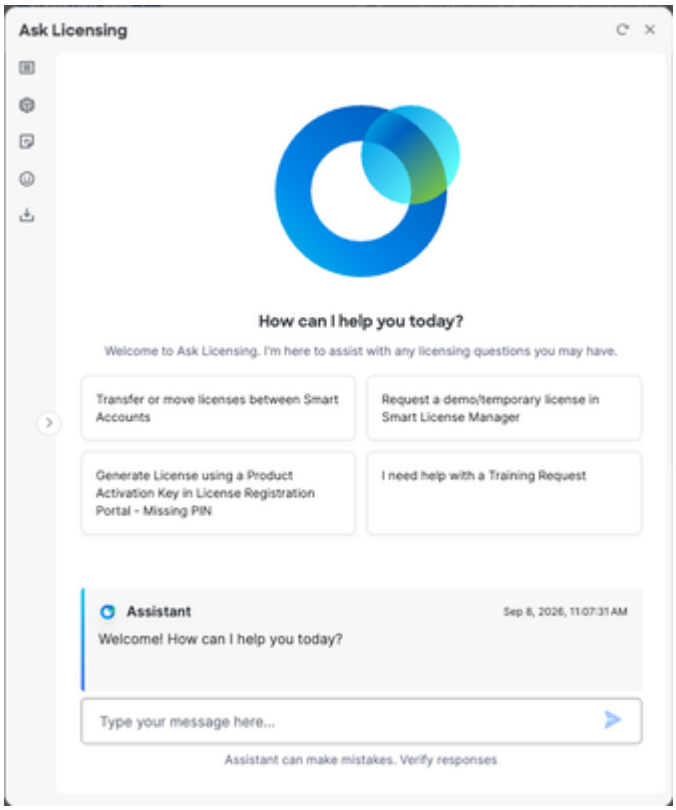
1. **Log In**

   Sign into Cisco SCM Portal.

2. **Start a Case**
   1. Click “Create New Case” on the upper left side.
   2. Click “Software Licensing” on the left-hand sidebar.
   3. Click “Ask Licensing” on the right-hand sidebar.



3. **Specify BroadWorks**
   1. Ignore the four displayed license buttons, as these are not required for this process.
   2. Type **BroadWorks** directly into the message box at the bottom of the screen.
   3. Click the **blue arrow** to submit your entry.

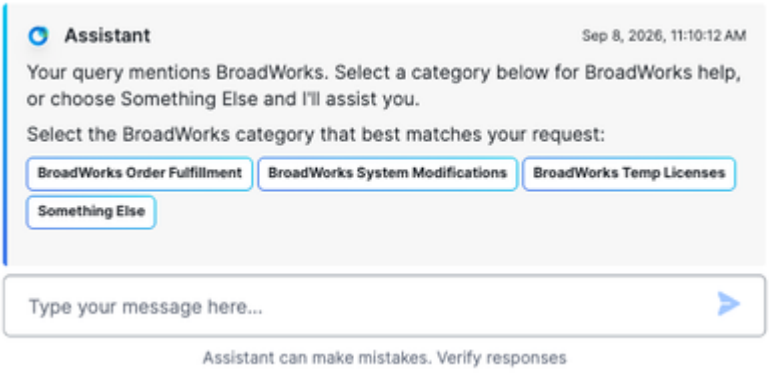


4. **Choose the Category**

   There are 15 BroadWorks license options organized into three main categories. Refer to this table to identify the correct category for your request and select it.

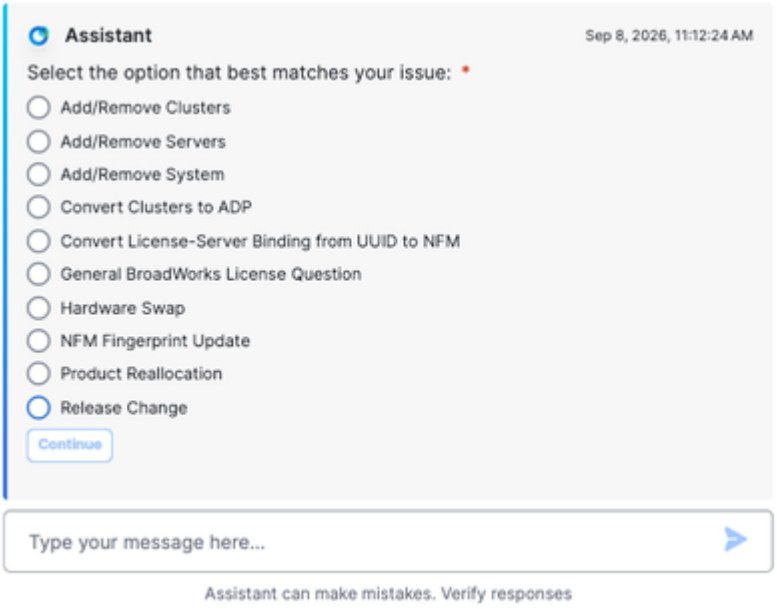
Category	Subcategory	Notes
Order Fulfillment	Perpetual Order	Non-subscription orders.
	New Subscription Deployment	Can require WBS connection for usage reporting and the decommissioning of EOL services (such as BTBC).
	Subscription Renewal	
Temporary Licenses	New Preorder Temp	
	Extend Existing Temp	Provide reason for extension. If expiring due to end of term, contact your Account Team for a new order. Requires additional approval time.
System Modifications	Hardware Swap	AS and MS clusters can require a Certificate of Removal.
	NFM Fingerprint Update	Provide V1.1 version of fingerprints.
	Release Change	Specify the license release (such as R26), not the software release
	Convert Clusters to ADP	XSP and PS clusters are converted to ADP on R25+
	Convert License-Server Binding from UUID to NFM	Certificate of removal could be required.
	Product Reallocation	Specify clusters and Products. Only Products can be moved; Packs cannot.
	Add/Remove Servers	
	Add/Remove Clusters	

Category	Subcategory	Notes
	Add/Remove System	
	General BroadWorks License Question	Specific to license files. Contact your Account Team for Capacity or TAC for Installation instructions.



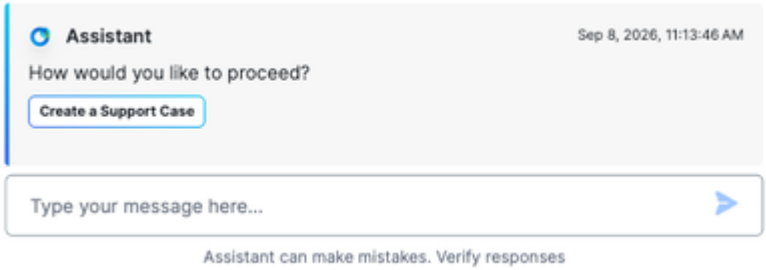
5. **Choose the Subcategory**

   Select the subcategory that best matches your needs and click **Continue**.

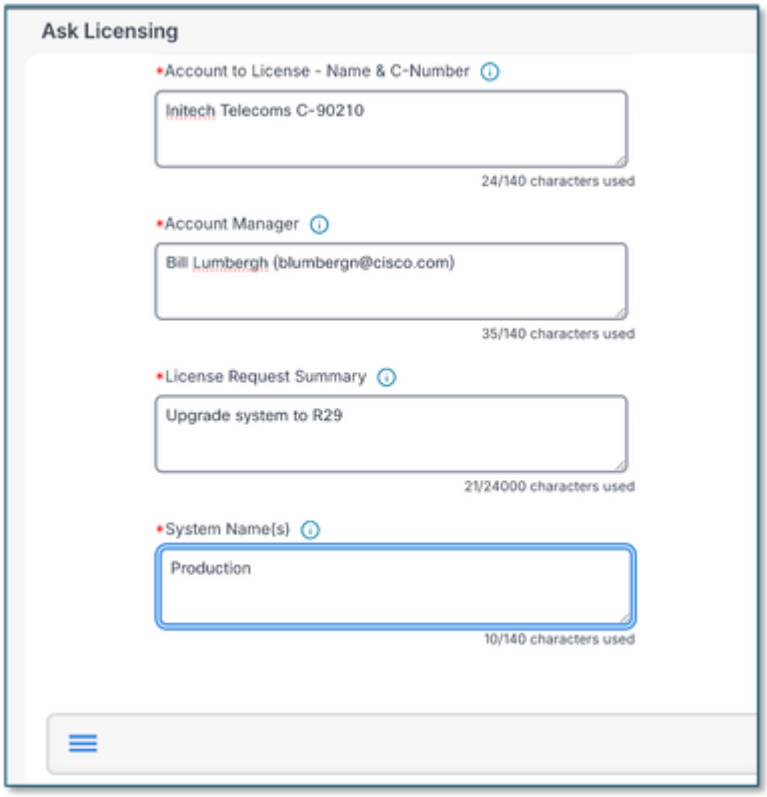


6. **Confirm Case Type**

   If you are prompted to confirm your choice, select **Create a Support Case**. As this is the only option currently available for BroadWorks, simply select it to proceed.



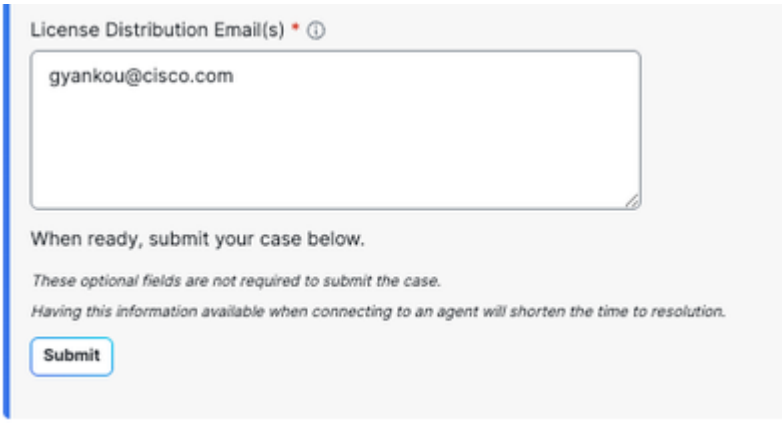
7. **Fill in the form**



- Fields marked with a red asterisk (*) are required.
- Hover over the blue info icon (i) for field-specific guidance.

8. **Submit Your Request**

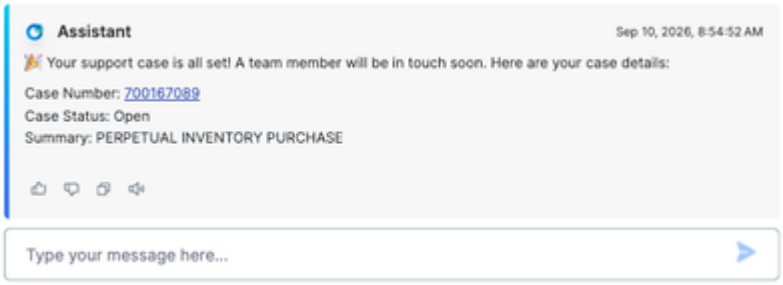
   Click **Submit** at the bottom of the form to generate your case.



   Important note on response times: You could see a message stating that "having information available when connecting to an agent can shorten the time to resolution." This refers to ensuring your case details are complete, which helps the assigned agent resolve your request more efficiently. BroadWorks Licensing does not offer live chat; all communication is handled directly through your case record.

9. **Confirmation and Case Access**

   Once your case is submitted, you receive a confirmation containing a link to your case number. Click this link to open the request in the SCM, where you can add additional notes or upload files—such as tech-support reports—as needed.



Additional Notes and Tips

- **Processing Times**: Typical fulfillment takes 5–7 business days. This is an estimate, not a guarantee. Some requests can require additional time for cross-departmental approvals (such as Finance, Legal, or Product).
- **Avoid Delays**: ensure your request is clear, complete, and unambiguous.
- **Proactive Monitoring**: Monitor your license consumption to maintain operational headroom. Submit requests well in advance to avoid operational blockages and maintenance window scheduling challenges.
- **Emergency Procedures**: The BroadWorks licensing team operates Monday–Friday, 8:00 AM – 5:00 PM EST. If an emergency impacts your live production system:
  - Open an SCM BroadWorks license ticket with all relevant details.
  - Open a critical TAC case and reference your SCM ticket number to expedite the request.
- **Accessing SCM**
  - If you encounter issues accessing SCM, create or update your profile via Cisco Profile Manager.
  - For phone support, visit Cisco Worldwide Contacts (US support number is 1 800 553 2447).
- **Communication**
  - All correspondence must occur within the ticket.
  - When emailing, include your case number at the start of the email subject line and CC attach@cisco.com to ensure the email is added to the ticket.
  - The SCM “Chat Now” feature is not configured to support BroadWorks license requests.
- **Finding Required Data**

  Some of the required data can be found in your current license files. Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<com.broadsoft.apm.managedservice.BWLicense bWVersion="25.0" <-- software version
    customerId="C00001" <-- customer ID (C-number)
    description=""
    customerName="[C00001-A30431] BroadSoft - PROD - gyankou - Tue May 13 2025 @ 14:47"
    systemName="PROD - gyankou" <-- system name
    systemType="production" <-- system type
    clusterName="AS_CL04" <-- cluster type
    clusterId="30431" <-- cluster ID
    generatedOnDate="Tue May 13 2025 @ 14:47"
    expirationDate="07/16/2026" <-- expiration date
    groupUserLimit="999999"
    numGroupLicense="0"
    userLicense="200"
    licenseType="HARD"
>
  <ApplicationServer.ServiceLicense serviceName="AppsServerLicenseFile" />
  <licensedHostIDs>
    <hostArray> <-- this section shows the UUIDs or nfm-node IDs
      <string value="A56A4180-65AA-42AA-A945-5AA21AAA0531"></string>
      <string value="A56A4180-65AA-42AA-A945-5AA21AAA053C"></string>
    </hostArray>
  </licensedHostIDs>
  <licensedServicesArray>
    <com.broadsoft.apm.managedservice.ServiceLicense
      level="USER"
```

- **Documentation:** Providing complete, clear information—including tech-support files or GET outputs from your AS cluster—is the best way to prevent delays. You can upload these directly to your case once it is created.
- **Post-License Confirmation:**
    - Once BroadWorks licenses are delivered, the case status is updated to “close pending.” If we do not receive any feedback, we automatically close the case after a few days.
    - After a case is closed, a new ticket is necessary for any additional license change requests.

By keeping these tips in mind, you help ensure your request is handled as efficiently as possible.