

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

Contents

[Copyright© 2024 Cisco Systems, Inc. All rights reserved.](#)

[Document Revision History](#)

[Overview](#)

[Procedures](#)

[NOTES](#)

Copyright© 2024 Cisco Systems, Inc. All rights reserved.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL:

<https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Document Revision History

Example

Release	Version	Reason for Change	Date
1.0	1.0	Initial Release	March 26, 2024
2.0	1.1	Content Update	May 21, 2024

Overview

Types of BroadWorks License Requests:

There are two categories of BroadWorks license requests: order fulfillment & noncommercial.

- This document provides guidance on how to request BroadWorks license that are not related to the order fulfillment. e.g. hardware swap, upgrade, pre-order temp, reallocation, etc.

- For licenses related to order fulfillment, please refer to this guide: [link](#)

Accessing SCM: If you are having trouble accessing the SCM forms, please create or update your profile using this link - <https://id.cisco.com/ui/v1.0/profile-ui> and follow the instructions.

You can also 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)

If you're still having trouble creating your credentials, please email bwlicensemanager@cisco.com so we can further assist you.

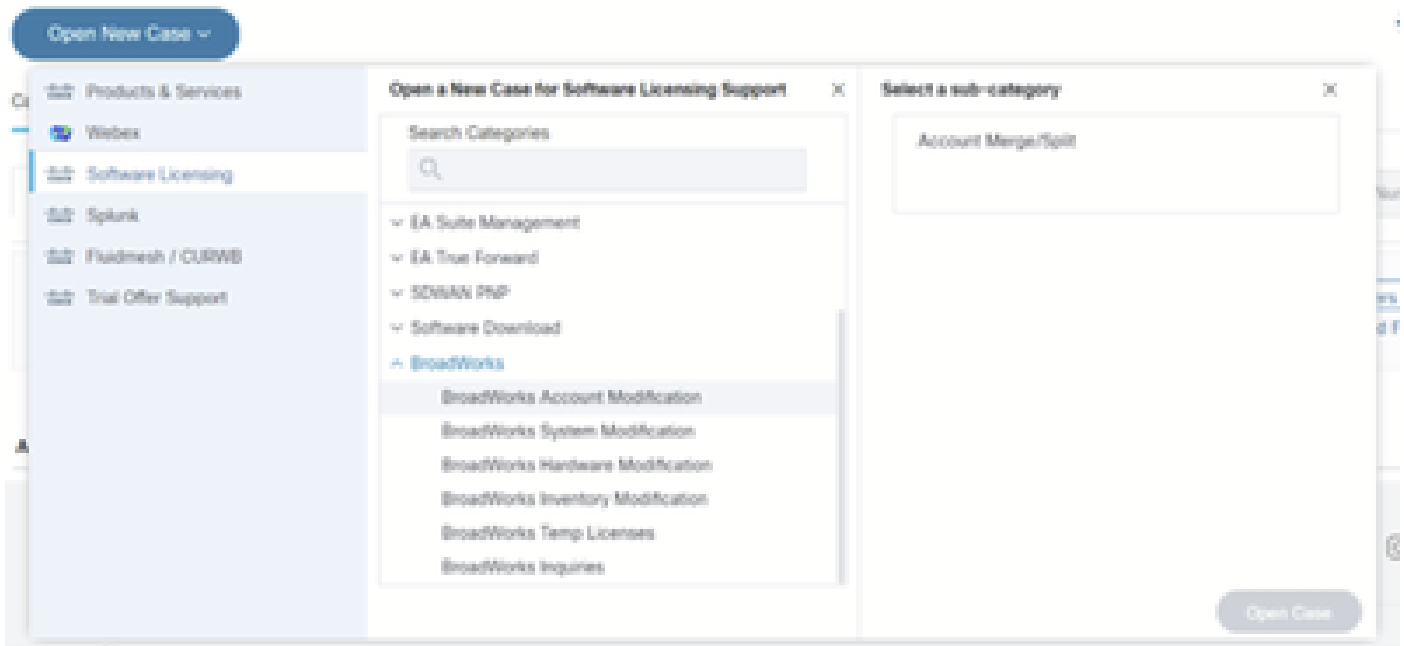
Estimated Fulfillment Time: The typical processing time for BroadWorks licenses is 5-7 business days.

- Delivery timelines are best effort estimates; not guaranteed.
- To avoid delays, please ensure your request is clear, complete, and unambiguous.
- Some requests will require additional time to seek special approvals from other departments such as Finance, Legal, Product, etc.
- Please monitor your license consumption to ensure operational headroom and ample time to secure updated licenses, prior to running out and experiencing blockage when provisioning.

Procedures

Please use the following procedure to request non-sales order BroadWorks license:

1. Log into Cisco's SCM – [Support Case Manager \(SCM\) Portal](#)
2. On the left panel, click "**Open New Case**"
3. Select "**Software Licensing**"
4. On the middle panel, select "**BroadWorks**"
5. Select a BroadWorks Category
6. On the right panel, select an available "**sub-category**"
7. Then select "Open Case"



Sub-category for non-sales order SCM license request and descriptions

Name	Description
Account Merge / Split	Split or merge assets (authorized hardware and/or purchased licenses) between multiple accounts. This will require coordination with your Account Team and Legal.
Add or Remove BroadWorks Systems	Standup or decommission BroadWorks system
Add or Remove Clusters	Standup or decommission clusters on a BroadWorks system
Convert Clusters to ADP	Convert PS & XSP clusters to ADP
Release Changes	Change release to current license files
Add or Remove Servers from a Cluster	Increase or decrease the servers that are authorized in a BroadWorks license file
Hardware Swap	Replace a server with a new server

Convert License-Server Binding from UUID to NFM	Change the way a cluster binds the servers to the license file
NFM Fingerprint Update	Update a V1.0 fingerprint to the more stable V1.1 version
Product Reallocation	Move product inventory between clusters to rebalance the system
Add/Remove Services	Make adjustments to current product inventory configuration that is not tied to an order.
New Preorder Temp	Request a portion of a new order, as temps, to avoid provisioning blockage while the order is being processed
New POC Temp	Test a feature in a Production environment. Most features are already
Extend Existing Temp	Extension of current temp, without any changes other than the expiration date.
General BroadWorks License Questions	We are happy to answer any technical questions regarding license structure and consumption tracking. Any questions regarding adding products should be directed to your Account Team.
Deep Analysis of BroadWorks Product Consumption	The BroadWorks License Team will use current tech-supports to verify your consumption against your product list and identify provisioning anomalies that could be running up your consumption.
SPA Exit Verification	As part of a SPA Exit, we use tech-supports to verify what was consumed during the SPA period.

8. Non-sales order license requests

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

8.1. License Request Summary:

* Put a description of what type of license request you need (ie BroadWorks release change, hardware swapout, extend a temporary license, etc)



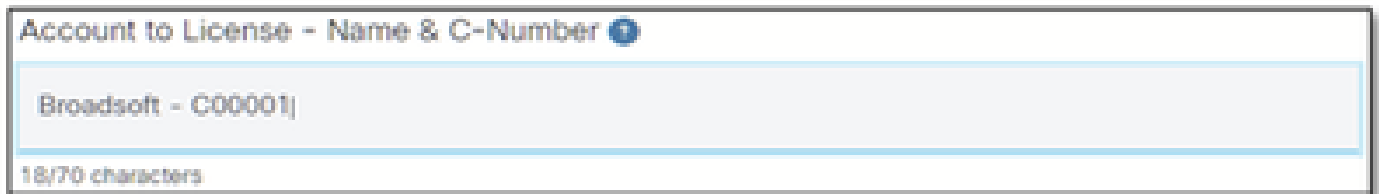
License Request Summary

Upgrade Production System to R25 servers include AS, MS, NS, ADP, D05

6/32000 characters

8.2. Account to License – Account Name (ABC Company) & Account Number

* Customer ID ex. C12345. (See diagram below in the additional tips/guideline section for more details). You can unzip the AS license on your system and see the customer ID number in the upper left corner. This is your account number.



Account to License - Name & C-Number ⓘ

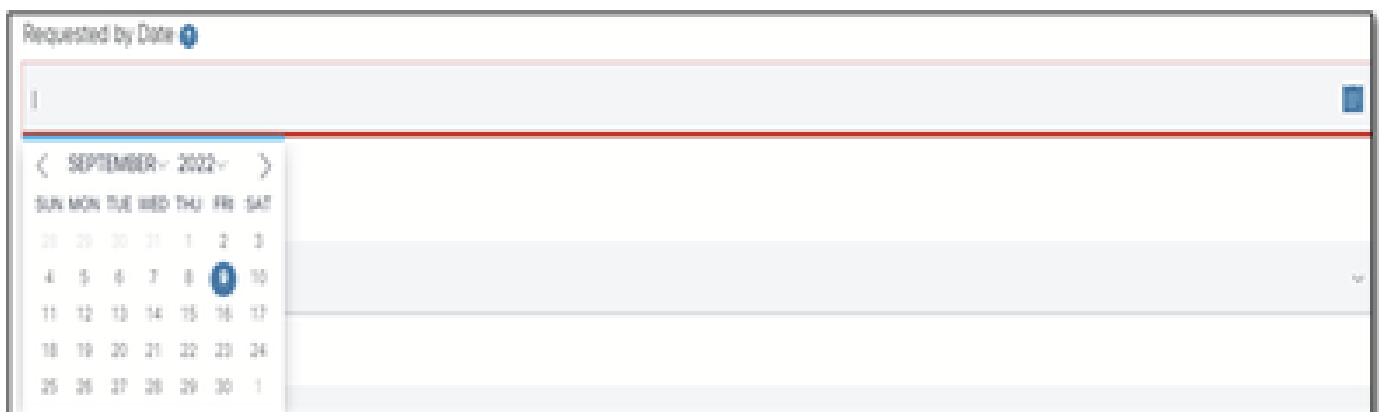
Broadsoft - C00001|

18/70 characters

8.3. Requested by Date:

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

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



Requested by Date ⓘ

|

< SEPTEMBER 2002 >

SUN	MON	TUE	WED	THU	FR	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

8.4. System Type: (i.e. – ABC Lab, ABC Production, or Both)

System Type

Select one

Select one

Production

Lab

Both

8.5. System Name: (i.e. ABC lab, ABC production).

** Specify name of the system if you have more than one lab or production system (i.e. Lab system B, West Production system)*

** If you only have one system and you are unsure of its name, please enter "Production" or "Lab"*

System Name(s)

Production OR Lab

17/140 characters

8.6. Cluster(s) Licenses Needed:

**Please list all of the clusters needed (i.e. BroadSoft system clusters – AS, DBS, MS, NS, PS). If you are unsure of the names, please attach an AS GET and/or Tech Support to the request. To obtain an AS GET run this command: AS_CLI/System/Licensing> get*

To obtain a Tech Support run this command: tech-support

AS - Application Server

MS – Media Server

NS – Network Server

PS – Profile Server, etc.

ADP – Application Delivery Platform

Cluster Licenses Needed

AS; MS; NS; PS; XSP

19/40 characters

8.7. Release Requested: (i.e. R23, R24, R25)

** 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

8.8. License Management Configuration:

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

License Management Configuration ?

Select one

Select one

UUID

NFM

Hybrid

8.9. Current Expiration Date and the New Expiration Date Requested: (Optional)

* *Some temporary requests may 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*

PROD will only be 30 days and cannot be extended)

-*SPA licenses and Subscription licenses are both temporary for a specific amount of time*

Current Expiration Date Requested ?

New Expiration Date Requested ?

8.10. Special Configuration / Request Notes: (Optional)

* Please list any customizations to your system that we need to be aware of. (i.e. account is on a SPA or subscription or IMS system).

Special Configuration / Request Notes (optional) ⓘ

Under SPA terms until 01/01/2099

8.11. Allocation Instructions: (Optional)

* Allocation instructions need to be listed at the “Product” level (i.e. Business Trunks, Premium Enterprise, Standard Enterprise).

*Specify the name of the cluster and quantity of products to allocate.

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

Allocation Instructions (optional) ⓘ

0/1000 characters

8.12. UUID/Fingerprints:

*UUID: 12348746-4RB9-76AW-2B8L-3561FE90N34Q

*NFM Fingerprint: b4z2p893-b682-bmk0-2wa4-cv78946rtc21. To pull the NFM Fingerprint of the server use this command: NFM_CLI/System/Licensing> showFingerPrint

UUID/Fingerprints (optional) ⓘ

0/1000 characters

8.13. License Distribution Email(s):

* Please enter all the recipients’ email addresses only separated by semicolons. (i.e. s.blank@123.com; r.johnson@123.com; a.smith@123.com)

License Distribution (Emails)

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

0/100 characters

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

Telephone Number (optional)

+1 | Ext (optional)

Select country code from dropdown then enter telephone number

8.15. Email Address (*auto-populated. If not, enter manually*): *List email address of person submitting the license request.*

Email Address

joe.smith@cisco.com

19/80 characters

8.16. Hit the “Submit Case” button

NOTES

- The “*Chat Now*” help feature on the SCM page is not currently configured to support BroadWorks license requests.
- Supporting files can be uploaded into a ticket after the case is created.
- Please attach a current tech support or GET from the impacted AS cluster(s) for the related cluster, if available. This will significantly help to prevent ambiguous or incomplete details.
- All correspondence must be done in the ticket.
- After receiving your license, please confirm successful installation so we can close the SR/ticket.
- Some of the *required* data can be found in your current license files. For example, software version, customerID (C-number), system name, cluster name, host array (uuid/nfm nodes) can all be found as shown in the example below:

```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <com.broadsoft.apm.managedservice.BKLicense bkVersion="20.api"
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">
```