

支持案例管理器(SCM) SPA/永久销售订单许可证请求说明指南。

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概述

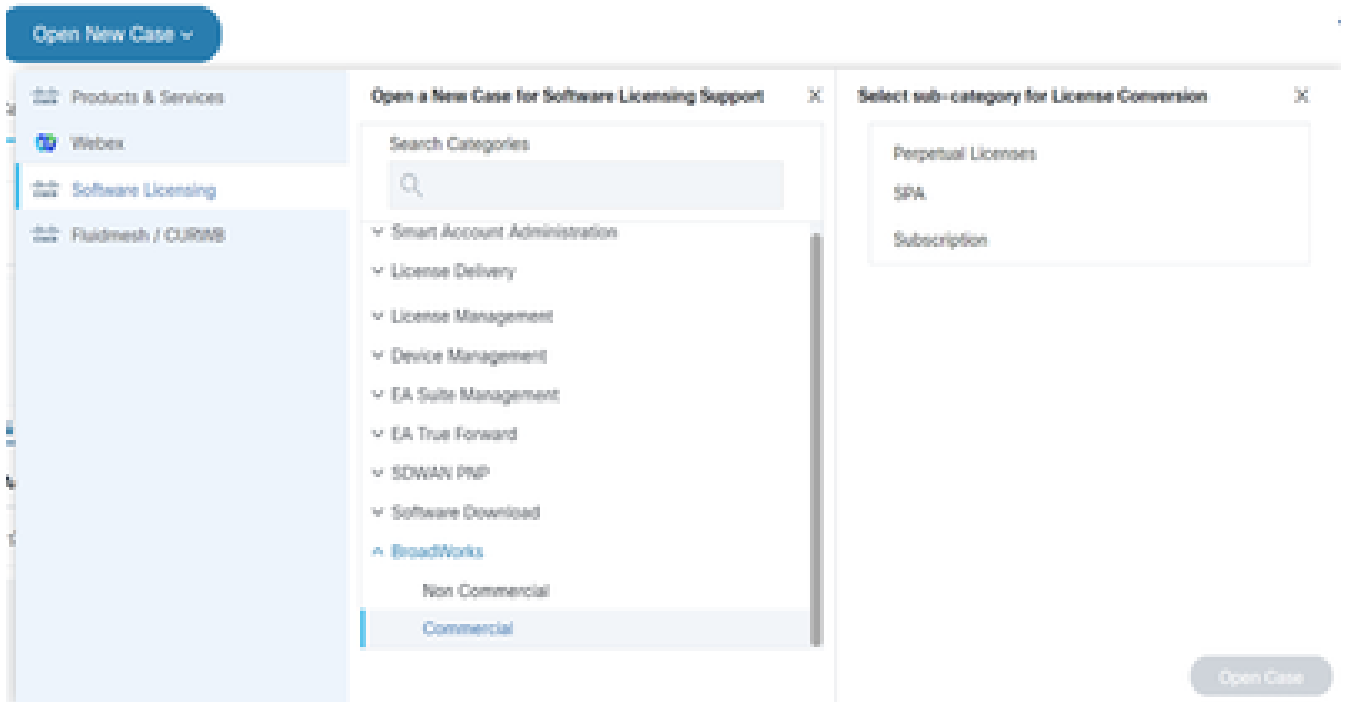
本文档介绍如何针对任何BroadWorks软件许可请求使用支持案例管理器(SCM)提出服务请求。

SLA：许可证请求的典型SLA为5-7个工作日。如果需要获得财务和法律部门的批准，则SLA期限可能会更长。根据队列中的请求数量，SLA时间通常可以缩短。信息越详细，请求越清晰，SLA时间范围也越短。

程序

请按照以下步骤了解如何使用SCM输入案例单：

1. 通过登录至- <http://www.cisco.com/go/scm>输入您的凭证
2. 在左侧面板上，点击“Open New Case”
3. 选择“软件许可”
4. 在右侧面板中，选择“BroadWorks >商业（也称为销售订单）”
5. 转到页面右侧，选择永久许可证或SPA
6. 然后点击“打开案例”



打开案例

7. 永久/SPA商业许可请求

* 大多数字段不作任何说明，并且/或者在每个部分具有帮助气泡。

7.1 帐户至许可证-名称和C编号

Account to License - Name & C-Number ⓘ

Broadsoft - C00001|

18/70 characters

要许可的帐户

7.2 采购订单编号/DID编号

PO Number ⓘ

采购订单编号

7.3 系统名称

System Name(s)

系统名称


7.4 请求的版本

Release(s) Requested

请求的版本

7.5 许可证管理配置

License Management Configuration

Select one 

许可证管理配置

7.6 分配说明

Allocation Instructions (optional)

分配说明

7.7 附加说明

Additional Notes (optional)

其他说明

7.8无法删除的当前温度

Current Temps NOT to be Removed (optional) ⓘ

不删除当前模板

7.9许可证分发电子邮件

License Distribution Email(s) ⓘ

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

许可证分发电子邮件

7.10电话号码

Telephone Number (optional)

| | | | | |
|--|------------|-----|----------------------|------------|
|  +1 ▾ | 4439817552 | Ext | <input type="text"/> | (optional) |
|--|------------|-----|----------------------|------------|

电话号码

7.11 电子邮件地址

Email Address

7.12按“Submit Case”（提交问题）按钮

其他提示/指南

- 请根据您现有的BW许可证文件，在填写表格时作为参考。

```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <com.broadsoft.apm.managedservice.BWLicense bwVersion="20.sp1"
3   |>
4   |   <customerid="C12345"
5   |   |>
6   |   |   <description=""
7   |   |   |>
8   |   |   |   <customerName="[C12345-A967] Account - PROD_AS_CL01 - Thu Jun 09 2022 @ 07:08"
9   |   |   |   |>
10  |   |   |   |   <systemName="PROD_01_Business"
11  |   |   |   |   |>
12  |   |   |   |   |   <clusterName="PROD_AS_CL01"
13  |   |   |   |   |   |>
14  |   |   |   |   |   |   <generatedOnDate="Thu Jun 09 2022 @ 07:08"
15  |   |   |   |   |   |   |>
16  |   |   |   |   |   |   |   <groupUserLimit="999999"
17  |   |   |   |   |   |   |   |>
18  |   |   |   |   |   |   |   |   <numGroupLicense="0"
19  |   |   |   |   |   |   |   |   |>
20  |   |   |   |   |   |   |   |   |   <userLicense="150894"
21  |   |   |   |   |   |   |   |   |   |>
22  |   |   |   |   |   |   |   |   |   |   <licenseType="HARD"
23  |   |   |   |   |   |   |   |   |   |   |>
24  |   |   |   |   |   |   |   |   |   |   |   |>
25  |   |   |   |   |   |   |   |   |   |   |   |   |>
26  |   |   |   |   |   |   |   |   |   |   |   |   |   |>
27  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
28  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
29  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
30  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
31  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
32  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
33  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
34  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
35  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
36  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
37  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
38  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
39  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
40  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
41  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
42  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
43  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
44  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
45  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
46  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
47  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
48  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
49  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
50  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
51  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
52  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
53  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
54  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
55  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
56  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
57  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
58  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
59  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
60  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
61  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
62  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
63  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
64  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
65  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
66  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
67  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
68  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
69  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
70  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
71  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
72  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
73  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
74  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
75  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
76  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
77  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
78  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
79  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
80  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
81  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
82  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
83  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
84  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
85  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
86  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
87  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
88  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
89  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
90  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
91  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
92  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
93  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
94  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
95  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
96  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
97  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
98  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
99  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
100 |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |>
```

- 提供简明准确的信息有助于防止延迟。

重要说明

- “立即聊天”帮助当前未配置为支持BroadWorks许可证请求。
- 支持文件可在问题创建后立即上传。
- 如有任何修改，请附加受影响的AS集群的当前技术支持或GET。
 - 此外，配售GET或技术支持可显著帮助防止不明确或不完整的详细信息。

- 所有通信都必须在票证上完成。
 - 收到您的许可证后，请确认其安装正确，这样我们就可以知道您的集群状况良好，我们可以关闭SR/故障单。

故障排除指南

如果这是您第一次使用SCM，您可能没有访问权限，并且您的配置文件可能尚未定义。

请按照以下步骤创建您的简档：

1. 单击此链接- <https://id.cisco.com/ui/v1.0/profile-ui>，然后按照说明输入和管理您的配置文件。
或者，
2. 您可以使用此链接获得电话支持- <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html> (美国支持号码为1 800 553 2447) 。
3. 如果您在创建凭证时仍遇到问题，请发送电子邮件至bwlicensemanager@cisco.com，以便我们为您提供进一步帮助。

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