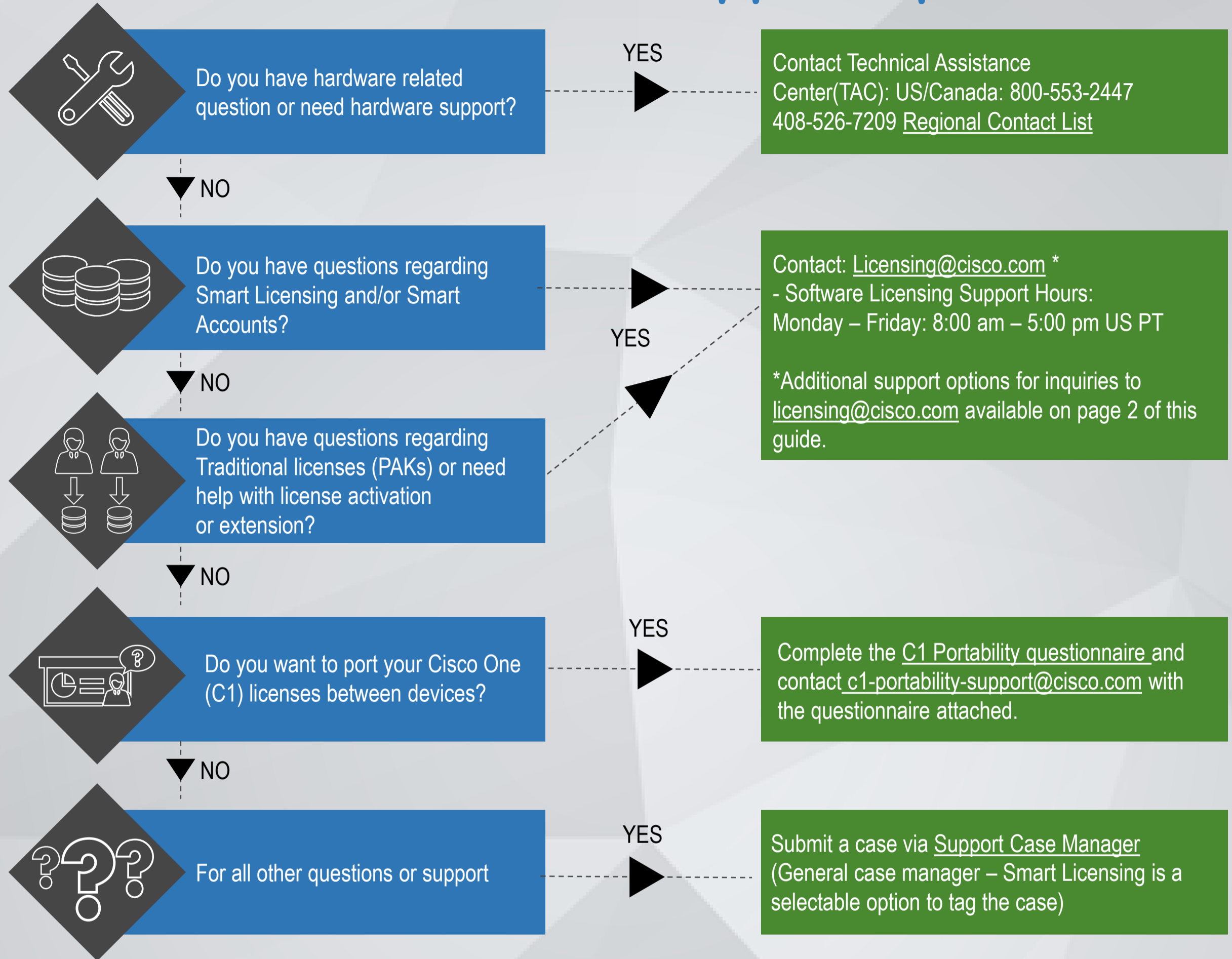


# Software Questions and Support Options



# Software Questions and Support Options

## Additional Support for Global Licensing Operations (GLO)

Contact: [Licensing@cisco.com](mailto:Licensing@cisco.com)  
- Software Licensing Support Hours:  
Monday – Friday: 8:00 am – 5:00 pm US PT

NO



Was GLO able to answer your question or solve your issue?

YES

Great! Refer back to this guide for future questions and issues.

NO



Ask GLO to escalate your issue to Software Supply Chain Operations (SWSC). Was SWSC able to solve your issue?

YES

Great! Refer back to this guide for future questions and issues.

NO



Contact the TAC Support team by phone and request to speak to the TAC Duty Manager. Contact details for TAC can be found [HERE](#).