How can I find my order, in Cisco License Central (CLC)?

Introduction

This document explains how to find an e-delivery Order in Cisco License Central, so that users can successfully access the order details.

Video

The purpose of this content is to share information for educational and/or informational use. You may choose to watch the video or read the content below-both provide the same material, so feel free to engage with whichever format you prefer.

Prerequisites

Before you start, ensure that you have the following:

- An active Cisco.com account.
- The User should have access to the order in CCW

Steps

Scenario #1: Search for an order that has been personally assigned to you, and / or have received an eDelivery order /Order Based Access(OBA) notification.

Step 1: Go to Cisco Software Central and log in with your cisco.com credentials.

Step 2: Click on “Access CLC” under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Note: If you are a first-time user, click on ‘eDelivery Orders’ to proceed to the portal without a Smart Account, otherwise proceed to Step 4.

Step 4: Navigate to the left menu bar and select Orders, click on Order Downloads.

Step 5: Search for the Sales/Web Order Number, using Search, which is located below the Orders and Download list tabs. The result will be displayed below the Search input.

You can also drill down on the available data using the available Filters.

Scenario #2: Search for an order that has been associated to a Smart Account.

Step 1: Go to Cisco Software Central and log in with your Cisco.com credentials.

Step 2: Click on Access Cisco License Central under the Cisco License Central section.

Step 3: Enter your Smart Account or use the Search function to search for a Smart Account.

Step 4: Navigate to the left menu and select Orders, click on Order Inventory.

Step 5: On the Smart Account assignment status, user can select the relevant Smart Account assignment Donut.

OR User can search for the Order using the Search bar.

Step 6: You can also drill down on the available data using the available Filters.



Note: Internal users should open a case with the Licensing support team to resolve the customer view issue with the orders in License Central. There are no checks in place for internal users with Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting

1. When I search the order, I do not get any results.

Please check if the orders are assigned to an end customer account. If the orders consist of traditional PIDs, please check if the orders are assigned to a cisco.com user profile.

If you experience an issue with this process, that you cannot address, please open a Licensing case at Support Case Manager (SCM) using Software Licensing option.

For feedback on the content of this document, please submit here .

For External Customer / Partner Use Only: These instructions are provided to help customers/partners perform the following action themselves to resolve the issue. If the customer/partner runs into issues following the instructions, please have them open a case with licensing support (https://www.cisco.com/go/scm) to help resolve.