How can I download software from eDelivery notification, in Cisco License Central (CLC)?

Introduction

This Document outlines the steps for adding and downloading, the software from the eDelivery notification 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 email notification that allows access to the order.



Note: Please DO NOT perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Steps

Step 1: From your email client, access the **“eDelivery Order Notification”** email.

Step 2: Click on the **“Access Order”** link within the “eDelivery Order Notification” email.

Step 3: Log in with your **Cisco.com** credentials.

Step 4: Click on **“Orders".**

Step 5: **Option 1: Order access using Smart Account & Virtual Account**

a. Select the specific Smart Account & Virtual Account to which the order is assigned.

Step 6: **Option 2: Order access using User view**

b. From the "Orders" tab, click on "User view".

Step 7: Select the **Order** you want to download.

c. Click on the **Order Identifier,** if you see the order number you require in the list displayed.

d. Otherwise, **search** for it using the Search input box above the order details.

Step 8: In Orders view, click the **Add** button at the order Level to add to the Download List.

Step 9: At the order line level, click the **Add** button to add that order line to the Download list, or click the check box on multiple lines that you want to download, and then click on the **Add to Download List** button.

Step 10: Click on the **"Download List"** button to access the files for download.

Step 11: Accept the **General Terms,** before proceeding.

Step 12: Click the **"Software"** button.

Step 13: To download the Software, click the "**Download icon"** associated with the order line.

Step 14: You can now access the software, from within the downloaded Zip file.



Note: If you get the message "You have High Encryption Software products in your Cart. You will have to request K9 Form to be eligible to download them. Request K9 Form." you need to request K9 access to be eligible to download them, using the Request K9 Form.

Troubleshooting

If you experience an issue during the process explained in this document, open a case in **Support Case Manager (SCM).**

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.