How can I view my order lifecycle from booking to provisioning, in Cisco License Central (CLC)?

Introduction

This document provides an overview of the process for viewing the lifecycle of an order from booking to provisioning in Cisco License Central (CLC).

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:

- Active cisco.com account
- Active smart account in CLC
- CCOID access level 1 or 2

Steps

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 bar and select *Orders*, click on *Order Inventory*.

Step 5: There are three cards under the *Order Inventory* page.

a. The *Smart Account assignment status* card shows the assignment status of your orders. Use the check boxes to filter between Unassigned, Partially assigned, and Assigned orders.

b. The *Provisioning status* card shows the status of the license provisioning of your orders as Not complete, Partially complete, Complete, or Not tracked.



Note: SaaS orders are not tracked in CLC and would need to be accessed through Cisco Commerce Workspace (CCW) to view the status.

---

c. The *Alerts and notifications* card shows a set of alerts for required user action filtered by attributes such as export blocked, recent orders ready for Smart Account Assignment, and partner branded service order lines.

Step 6: Use the Search bar to search for specific orders or use the drop down menu to the left of the Search bar. The table would have column attributes like Order identifier, Smart Account assignment status, Smart Account name, and Provisioning status.

Step 7: The Filter option lets the user filter orders by using Select or Deselect for the specific attribute.



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 a Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting

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