

# License Delivery & Orders

## Accessing Orders

Users can find and manage their e-delivery orders by logging into Cisco License Central via Cisco Software Central with their Cisco.com credentials. Orders can be searched by Sales or Web Order Number and filtered for easier navigation. Orders associated with Smart Accounts can be viewed by selecting the appropriate Smart and Virtual Accounts.

## Electronic License Delivery (eDelivery)

The default method for license and software delivery is electronic. Users receive an email containing a link to access their licenses and entitlement documentation. This link is not user-specific and can be shared with others who have Cisco.com credentials.

## Order Management Features

Cisco License Central allows users to:

- Download licenses and software electronically.
- Edit account assignments for licenses, devices, services, and subscriptions.
- Share orders via Order Based Access (OBA).
- Release licenses for bulk or single devices.
- Tag devices as “validated” within virtual accounts.

## User Roles and Access

Users with access to one or multiple Smart Accounts can manage licenses accordingly. Those without Smart Account access but with an e-delivery order notification email can access orders in the “Orders” tab without a Smart Account. Roles include Smart Account Admin, User, Viewer, and their Virtual Account counterparts.

## Support and Issue Resolution

Automated workflows and self-help resources are available for licensing issues. Users can open support cases for license delivery or order-related problems through the Support Case Manager.

## Finding Orders in License Central

To find an order within License Central, users must have an active Cisco.com account and access to the order in Cisco Commerce Workspace (CCW). If orders are not found, users should verify order assignment to the correct customer account or user profile and may open a licensing support case if issues persist.

For detailed step-by-step instructions and videos on each topic, please visit the Cisco Licensing Support page under [License Delivery](#).