How can I send an Order Based Notification (OBA) to another person in License Central (LC)?

Introduction

This document describes how to send an e-delivery Order Based Access (OBA) notification in Cisco Licensing Central, so that users can successfully access 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

- User should have access to the order for which the OBA needs to be sent.

- The user to whom the OBA needs to be sent should have an active CCO ID.

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

Steps

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: You have the option to view orders associated to a Smart Account (called Smart Account View) or orders associated with your CCO ID (called User View). You can toggle between Smart Account View and User View, using the right-hand side toggle.

Step 4: For Smart Account View, enter your Smart Account or use the Search function to search for a Smart Account using left menu.

Step 5: For User View, navigate to "Orders" on the left-hand side menu and then toggle to "User View".

Step 6: Search for the Sales/Web Order Number using Search, which you can find below the download list tab, or you can select the required Sales Order from the list of orders displayed.

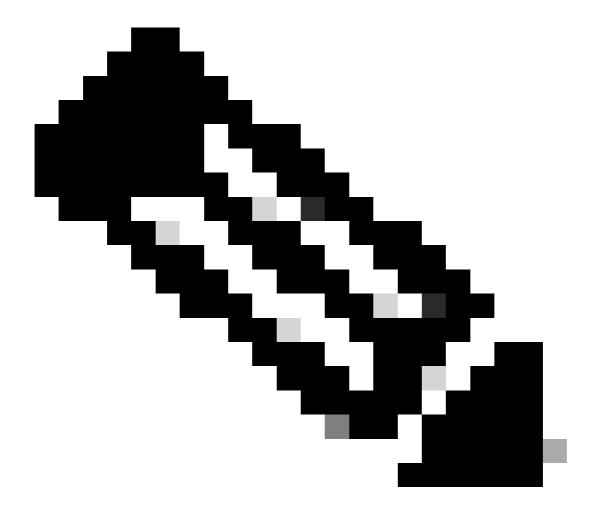**Scenario1: Sending Order-Based Access (OBA) for Single Order Line.**

1. In Order View, If the searched or selected order contains only one order line to send, then click on the order number below the order identifier heading.
2. Select the order line by clicking the check box next to the order number then scroll right.
3. Click on the 3 dots button and then click on Send Order-Based Access.
4. Input the Customer Order number under Access Details & Notification Subject Line.
5. Select the radio button "One email for all order lines".
6. In the Email field, provide the email address or addresses to whom the OBA needs to be sent (use comma to separate multiple email addresses).
7. Click on the "Send" button.
8. Click on the "Back" button to return to the Order page.

Outcome: You will get a pop-up message saying "Sending Order-Based Access" & "Order-Based Access Sent" to confirm the step completion.

Scenario 2: Sending Order-Based Access (OBA) Multiple Order Lines

1. If the searched or selected order, contains multiple order lines to send, then scroll to the right-hand side.
2. Click on the 3 dots button and the click on Send Order-Based Access.
3. Input the Customer Order number under Access Details & Notification Subject Line.
4. Depending on your needs, select the radio button for either "One email containing all order line" or "Separate email for each order line".
5. For each order line you wish to send, enter the email address or addresses to whom the OBA needs to be sent (use comma to separate multiple email addresses).
6. You have the option, for each line, to enter the Customer PO number in the Customer PO field.
7. Click on the 3 dots button you can choose "Copy input to next row" or "copy inputs to all rows"
8. Click on the "Send" button.
9. Click on the "Back" button to return to the Order page.

Outcome: You will get a pop-up message saying "Sending Order-Based Access" & "Order-Based Access Sent" to confirm the step completion.

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

Troubleshooting

If you experience an issue with this process, that you cannot address, please open a Licensing case at [Support Case Manager (SCM)](https://www.cisco.com/go/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.