In License Central, how can I see a list of events transacted against my order?

Contents

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.

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.
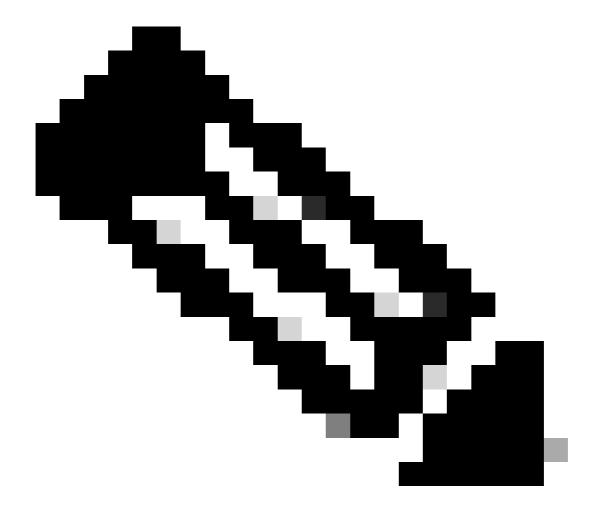
Prerequisites

Before you start, ensure that you have the following:

- An Active Cisco.com account

- User should have access to the order.

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: Navigate to the "Orders" tab, at the left-hand side of the page.

Step 4: Search for the Sales/Web Order Number using Search, which is located below the Orders and Download list tabs or select the Sales Order from the list of orders displayed.

Step 5: From the selected order, choose the order from the list of orders and click on the order number.

Step 6: The resulting screen will display 3 tabs, Order details, Event log and Download history, below the Order Identifier.

Step 7: Clicking on Event log shows the list of events for this order.

Step 8: You can sort the results using the icon beside the Heading name.

Step 9: You can re-order columns by dragging the Heading name, left or right.

Step 10. Click on the "Back" button to return to the Order Details page.

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 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 Software Licensing option.

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