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

Introduction

This document describes how to send an e-delivery Order Based Access (OBA) notification in Cisco License 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.

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: Navigate to the left Menu bar and select *Orders*, click on *Order Inventory*.

Step 4: Search for the Sales/Web Order Number using the Search bar in the Table View, 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. On the Order Inventory page, 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. Click on the 3 dots under the gear icon and then click on Send Order-Based Access OR select the

order line by clicking the check box next to the order number then navigate to the right and click on Send Order-Based Access.

3. Input the Customer Order number under Access Details & Notification Subject Line. This number will be included in the subject line of the order notification email(s).

4. Select the radio button “One email for all order lines”.

5. 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).

6. Click on the “Send” button.

Outcome: You will get a pop-up message saying “Confirm Order-Based Access” to confirm the step completion. Click Send access.

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

1. If the searched or selected order, contains multiple order lines to send, then navigate to the right-hand side.

2. Click on the 3 dots under the gear icon 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 lines” 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. By clicking 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.

Outcome: You will get a pop-up message saying “Confirm Order-Based Access” to confirm the step completion. Click Send access.



Note:

- Order Fulfilment notifications are sent to all Fulfillment Contacts once the order is fulfilled (ship-confirmed).
- An Action Required notification is sent if order lines are unassigned or Smart Accounts are pending. The email includes links to assign Smart Accounts, view orders, access downloads, and manage email preferences via CLC.
- A standard notification is sent when all lines are assigned to active Smart Accounts.
- 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

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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.

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.