How can I see a list of events transacted against my order, in Cisco License Central (CLC)?

Introduction

This document explains where to see the order transacted events in Cisco License Central, so that users can access the order transacted 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.

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.

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.