

# How Can I find My Order within My Cisco Entitlements (MCE)?

## Contents

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**For External Customer / Partner Use Only:** These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- An active Cisco.com account.
- The User must have access to the order in CCW

### **Scenario #1: Search an order that you have been personally assigned to and might have received an eDelivery order /Order Based Access(OBA) notification**

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials

Step 2: Click on "Access MCE" under Manage Entitlements section

Step 3: If you are a first time user, click on "Proceed to the portal without a Smart Account", else proceed to Step 3

Step 4: Navigate to "Orders" tab at the top of the page

Step 5: In the Global Search, search with Sales Order Number/Web Order Number, and you find the order you are looking for

### **Scenario #2: Search an order that has been associated to a Smart Account**

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials

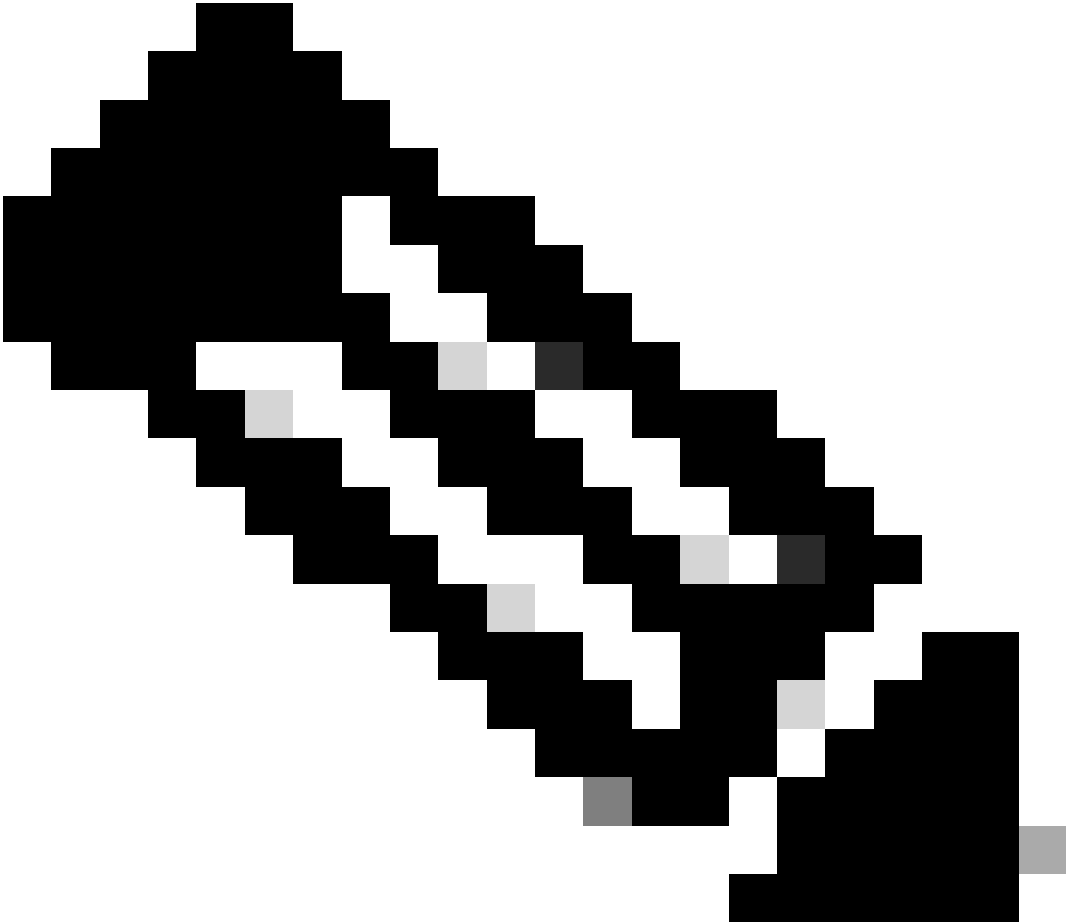
Step 2: Click on "Access MCE" under Manage Entitlements section

Step 3: Navigate to "Orders" tab at the top of the page and then click on "Account View" from "View Orders by" toggle. User can also click on the "User View" from the "View Orders by" toggle to view all the orders assigned to the User through the Order Based Access (OBA) notification.

Step 4: Select the desired Smart Account and Virtual Account from the Smart Account and Virtual Account Selectors at the top right corner

Step 5: In the Global Search, search with Sales Order Number/Web Order Number, and you find the order you are looking for

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

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**Troubleshooting:**

1. When I search the order, I do not get any results. Please check if the orders are assigned to end customer account. If the orders consist of traditional PIDs, please check if the orders are assigned to cisco.com user profile.

If you experience an issue during the assignment of Smart Account, open a case in [Support Case Manager \(SCM\)](#).

For feedback on the content of this document, please submit [here](#).