Cisco IOS XE Software Update Program for Cisco Industrial Ethernet Switches

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Covered products

The Cisco IOS® XE Software Update Program (“Program”) applies to the following Cisco® Catalyst® Industrial Ethernet switches:

- Cisco Catalyst IE3100 Rugged Series
- Cisco Catalyst IE3100 Heavy Duty Series
- Cisco Catalyst IE3200 Rugged Series
- Cisco Catalyst IE3300 Rugged Series
- Cisco Catalyst IE3400 Rugged Series
- Cisco Catalyst IE3400 Heavy Duty Series
- Cisco IE3500 Rugged Series
- Cisco IE3500 Heavy Duty Series
- Cisco Catalyst IE9300 Rugged Series

Program summary

The Program provides Software updates to customers at no additional charge. It is designed to complement the existing 5-year limited hardware warranty offered with all Cisco Catalyst Industrial Ethernet switches. Cisco Catalyst Industrial Ethernet switches support a perpetual license (either Network Essentials [default] or Network Advantage) for operating system software, which is embedded on the hardware and provides essential switch capabilities and other functions (“Network Stack Software”).

Cisco Catalyst Industrial Ethernet switches also support additional feature-based perpetual licenses (such as MRP Ring Client and MRP Ring Manager).

In addition to feature-based perpetual licenses, Cisco Catalyst Industrial Ethernet switches also support an add-on, term-based subscription license (Cisco DNA Essentials or Cisco DNA Advantage) for Cisco DNA features such as automation, assurance, management capabilities, and more. For additional details on the features, please refer to the product data sheet.

The table below provides a summary of the technical services, warranty, and software updates that are available to customers that purchase Cisco Catalyst Industrial Ethernet switches. The Program is described in the Program Details section that follows the table.

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Table 1. Summary of available service features

Service features	Cisco IOS XE Software Update Program for Cisco Catalyst IE Switches	5-year limited hardware warranty	Cisco Smart Net Total Care®	Solution Support (includes Smart Net Total Care)
Cisco 24x7 product-level technical support			●	●
24-hour access to Cisco online resources			●	●
Software updates	●		●	●
Hardware replacement (10 business days)		●*		
Hardware replacement (2- and 4-hour, next calendar day, next business day)			●	●
Smart capabilities			●	●
Primary point of contact with architecture expertise, centralizing support across a multivendor/product solution				●
Priority case handling and response				●
Coordination of Cisco and Solution Support Alliance Partner product support teams				●
Accountability for case management and resolution for multivendor and Cisco issues				●

* For up to 5 years post product ship date.

Program details

This Program allows customers using a valid Cisco.com ID to receive the following at no additional cost:

- **Free updates:**
  - Free maintenance updates are available to the End User for up to 1 year after announced end of sale. These updates maintain the compliance of the Software with published specifications, release notes, and industrywide compliance.
  - Free vulnerability and security updates to the Software are available to the End User for up to 3 years after announced end of sale.
  - No support contract is required to obtain these Software updates.

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- **Free major releases and minor releases:**
  - The End User may obtain free major release and minor release updates within the license level that the End User has purchased (Cisco DNA Advantage or Essentials, Network Advantage or Essentials). For example, if the End User has a Network Advantage license, the End User may obtain – for free – major and minor releases that Cisco makes available for the components within Cisco Network Advantage.
  - These major and minor releases will be offered for both the Network Stack and Cisco DNA Software stack (if the customer has an active Cisco DNA subscription).
  - No support contract is required to obtain these releases.
- **Upgrades of Cisco DNA software subscription licenses:**

  The End User may upgrade from Cisco DNA Essentials to Cisco DNA Advantage software for an additional fee. If the customer chooses to upgrade a Cisco DNA software subscription license, it does not lead to a corresponding upgrade of the Network Stack Software license.
- **Upgrade of Network Licenses:**

  The End User may upgrade from Network Essentials to Network Advantage software license for an additional fee. Refer to the product datasheet for more information on the PID required to upgrade from Network Essentials to Network Advantage license level.
- All Software (including updates and upgrades to the Software) is available on Cisco's Software Download Center tool located at https://software.cisco.com/download/navigator.html, and is subject to the terms and conditions of Cisco's General Terms and any supplemental terms (collectively "GENERAL TERMS"), located at https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html.
- Unless otherwise defined, capitalized terminology shall have the same meaning as in the GENERAL TERMS or Cisco's End of Life Policy.
- For the avoidance of doubt and for other than the express modifications made above, all Software (including updates and upgrades) referred to above is governed by Cisco's End of Life Policy as published at https://www.cisco.com/c/en/us/products/eos-eol-policy.html.

Learn more

This Program is subject to change without notice.

More information about Cisco Smart Net Total Care and Cisco Solution Support is located here:

https://www.cisco.com/go/solutionsupport

https://www.cisco.com/go/smartnet

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Definitions

“**Feature Set Upgrade**” means a separately licensed and priced Software release that contains an enhanced configuration.

“**Maintenance Release**” means an incremental Software release that provides maintenance fixes and may provide additional Software functions. Cisco designates a Maintenance Release as a change in the digits to the right of the tenths or hundredths digit of the Software version number [x.x.(x) or x.x.x.(x)].

“**Major Release**” means a release of Software that provides additional Software functions. Cisco designates a Major Release as a change in the ones digit of the Software version number [(x).x.x].

“**Minor Release**” means an incremental release of Software that provides maintenance fixes and additional Software functions. Cisco designates a Minor Release as a change in the tenths digit of the Software version number [x.(x).x].

“**Software**” means the software programs provided by Cisco, including any copies, Updates, Upgrades, modifications, enhancements, and any derivative works thereof.

“**Update**” means Cisco Software Maintenance Releases, Minor Releases, and Major Releases containing the same configuration or feature set as originally acquired, unless the Customer has upgraded the applicable Hardware or Software to a configuration or feature set other than what was originally acquired, and the applicable license fee for that upgrade has been paid.

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