Cisco Catalyst software subscripton for Switching and Cisco DNA software subscription for Wireless



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Cisco Networking overview

Q: What is Cisco Networking?

A: Cisco Networking is an open, programmable architecture that turns business intent into business results. It provides virtualization, automation, analytics, and cloud, integrated in one architecture. It provides the roadmap to a digital-ready network, which is the foundation of your business's digital future. With Cisco Networking you can innovate more quickly, reduce costs, and lower risk with services that are easy to consume.

Q: What are some of the components and innovations of Cisco Networking?

A: Cisco Networking includes:

- Built-in automation to reduce the complexity, cost, time, and effort required to deploy, manage, and maintain networks and services.
- Pervasive analytics to provide insights into network operations, IT infrastructure, and the business.
- Virtualization to run services anywhere, independent of the underlying platform: physical, virtual, on the premises, or in the cloud.
- Open, extensible, and programmable at every layer, integrating Cisco and third-party technology, open APIs, and a developer platform.
- Security innovations to use your network as a powerful security sensor and enforcer.

For an overview of Cisco Networking, including components and innovations, visit https://www.cisco.com/site/us/en/products/networking/index.html.

Q: How do customers consume this architecture?

A: Cisco Networking services are delivered through Cisco DNA Software and Cisco Catalyst software subscriptions: a simple, straightforward approach to consuming high-value solutions with license portability and purchase flexibility. Customers can start their Cisco Networking journey today on our current portfolio with the confidence of knowing that they can adopt network innovations in the future, when it suits their business needs. That's the power of software.

Q: Why is Cisco moving more and more network features and functionality to software?

A: Organizations are digitally transforming to improve customer experience, empower workforce innovation, accelerate innovation, and sharpen creative differentiation. To succeed, organizations must become agile, able to respond quickly and flexibly to market changes and customer demands. Software-based, programmable capability enables this degree of agility. Just as Cisco's customers are themselves becoming more software-centric, they are seeking technology partners to help them. Cisco recognizes this trend and is shifting Cisco's portfolio toward software, offering our customers simpler ways to purchase, deploy, adopt, and upgrade technology innovations. Cisco's software-centric innovation fuels our customers' digital transformations.

Q: What is the difference between Cisco DNA and Cisco Catalyst software subscriptions?

A: At this time, Cisco Catalyst software subscriptions are available only for Switching. The Catalyst software subscription for Switching includes base product-level support for software and now hardware for the Essentials and Advantage tiers. This support delivers a four-hour TAC response objective for severity 1 and 2 service requests for software, hardware, and OS issues. In addition, if you opt for the Advantage tier, you also receive ISE licenses (quantity dependent on switch model).

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The Cisco DNA software subscription for Switching (and Wireless) includes base support for software only, delivering a one-hour TAC response objective for severity 1 and 2 service requests. In addition, the Cisco DNA software subscription does not include ISE licenses.

Note that for both the Cisco DNA and Catalyst software subscriptions for Switching:

- Cisco DNA features and tier levels (Essentials, Advantage) remain the same.
- Hardware replacements are accessed separately through the Catalyst warranty program.[1]

Q: What are the details of the software subscription?

A: Cisco is delivering the new network with innovations such as Cisco Software-Defined Access (SD-Access), Encrypted Traffic Analytics, and Cisco DNA Analytics and Assurance. Cisco DNA Software is available for switching and wireless as a subscription in two tiers: Cisco DNA Essentials and Cisco DNA Advantage. The new Cisco Catalyst software subscription is available for switching only and is also has available in two tiers: Catalyst Essentials and Catalyst Advantage.

Q: What additional benefits do customers experience from subscription-based software licensing?

A: Customers experience these benefits:

- Access to ongoing innovation gives the customer software upgrades and new features at no cost.
- Software license agility means licenses are portable between generations of hardware, eliminating the need to repurchase software when upgrading to new hardware.
- Software suites with 3-, 5-, or 7-year subscription license agreements provide simplicity.
- Support included in the subscription, helping reduce contract complexity.

View infographic.

Cisco DNA Software subscription for wireless

Q: Are there new features or updates to the existing software subscription tiers?

A: Yes. The software subscription tiers have frequent updates and new features. To get the latest list of features, please see the wireless features matrix.

Q: Is a software subscription license mandatory for wireless? What options are available to customers?

A: Any access point connecting to Cisco Catalyst 9800 Series Wireless Controllers and/or Cisco Catalyst Center requires a Cisco DNA Software subscription. Customers also have the option on Wi-Fi 6 (9130-9105) to deploy the Embedded Wireless Controller (EWC), which has no license or fees. When ordering, customers can opt out of Cisco DNA licensing if they plan to use EWC.

[1] Hardware replacements via the Catalyst warranty program provides a best effort next business day response for the United States, Canada, Countries of the European Union, Australia, and New Zealand. Elsewhere, Cisco will ship the advance replacement on the next business day, but actual delivery times might vary depending on customer location. Taxes and duties might apply and must be paid by the recipient of the replacement part.

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Q: What does Cisco DNA flexibility on Wi-Fi 6 mean?

A: Customers will have the option to buy Catalyst 9100 access point hardware and Cisco DNA Software subscription licenses separately. This allows AireOS customers (3504, 5520, and 8540 wireless controllers) with existing perpetual licenses to move to Wi-Fi 6 now and add Catalyst 9800 Series wireless controllers and Cisco DNA Software when they are ready. This also simplifies the process for Cisco DNA Software license portability and spare access points.

Q: What is the licensing strategy for the Aironet active sensor?

A: The Cisco Aironet active sensor requires a Cisco DNA Software subscription at the time of purchase. Customers must purchase a 3-, 5-, or 7-year Cisco DNA Software subscription endpoint license when purchasing an Aironet active sensor.

Q: How are the Aironet Active Sensor Cisco DNA Software licenses different?

A: These are endpoint licenses and entitle the sensors to Cisco DNA Software access and sensor functionality. They are identified with the SKU AIR-Cisco DNA-EP and have 3-, 5-, and 7-year terms available. These licenses are different from the traditional Cisco DNA Software licenses and do not have Essentials and Advantage tiers.

Q: What is the licensing strategy for the Catalyst 9800 Series Wireless Controllers?

A: Any access point connecting to a Catalyst 9800 Series WLC needs Cisco DNA Software. Customers can get Cisco DNA Essentials or Advantage.

Q: Do Wireless Cisco DNA Software licenses provide RTU (right to use) licenses for AireOS controllers?

A: Yes, customers purchasing Cisco DNA Software licenses will receive smart licensing entitlements to use with their AireOS controllers. AIR-DNA-E-T (Essentials) and AIR-DNA-A-T (Advantage) are included in each Cisco DNA Software license for no additional charge.

Q: Are there any offers or promotions available for migrating to Cisco DNA software?

A: Always refer to cisco.com/go/dnapromotions for the latest offers and promotions.

Q: How do customers buy Assurance and the other Cisco Networking innovations?

A: Customers can buy Assurance and other Cisco Networking innovations by purchasing the following:

Hardware:

Wireless controllers: Catalyst 9800 Series (9800-40/80/L/CL), Cisco 3504, 5520, and 8540 with AireOS 8.5+ software

- Catalyst 9100 Access Points
- **Wave 2 access points:** Aironet 2800 and 3800 Series, and the 4800 model
- **Sensors:** Aironet Active Sensor

Software:

Cisco DNA Advantage: Complete policy-based automation, assurance, and location-based services.

Q: How do customers buy SD-Access?

A: Customers can buy Cisco DNA Advantage but will also need to purchase ISE separately.

ISE Plus enables bring-your-own-device functionality, profiling, endpoint protection, and Cisco TrustSec.

ISE can be purchased within the Cisco DNA Expansion Pack. The Cisco DNA Expansion Pack is a flexible way to purchase Cisco ISE, Cisco Spaces, ThousandEyes, Secure Network Analytics (Stealthwatch) and other licenses, appliances, and services to enhance your Cisco Networking solutions.

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Q: What if customers are only looking for basic automation and monitoring?

A: We recognize that not all customers are ready to deploy the SD-Access and Assurance solution. Customers can start with base automation, monitoring, and management by purchasing:

Hardware:

Wireless controllers: Catalyst 9800 Series (9800-40/80/L/CL)

Catalyst 9100 Access Points

- Wave 2 access points: Aironet 2800 and 3800 Series, and the 4800 model
- Sensors: Aironet Active Sensor

Software:

Customers need to purchase Cisco DNA Essentials software to get basic automation and monitoring.

- **Cisco DNA Essentials:** This includes access point licenses, Cisco Prime Lifecycle and Assurance licenses, and Cisco DNA Essentials, which offer basic automation such as Plug-and-Play (PnP), Easy QoS configuration and management, and embedded Cisco Software Support.

Q: If a customer wants to purchase Cisco DNA Advantage, do they have to buy Cisco DNA Essentials also?

A: No. Cisco DNA Advantage includes the features and functions of Cisco DNA Essentials.

Q: If a customer purchases Cisco DNA Essentials or Advantage, do they still need to purchase an access point license?

A: No. Both tiers of the Cisco DNA solution include access point licenses in the packages. An access point license provides centralized configuration, policy, optimization of the wireless network, and innovations such as Identity PSK, Apple Fastlane and Fastlane + support, Cisco CleanAir technology, and flexible radio for access points. It serves as the foundation for other mobility services.

Q: If a customer has Cisco DNA Essentials, how can they upgrade to Cisco DNA Advantage?

A: If customers want to upgrade before their original term is over, they will receive a 50% residual value credit for remaining term when upgrading from Cisco DNA Essentials to Cisco DNA Advantage. If a customer upgrades into an Enterprise Agreement, they will get 100% residual value from Cisco DNA Essentials to Advantage.

Q: If a customer buys Cisco DNA Advantage on their access point as an initial purchase but then decide to renew at the Cisco DNA Essentials level, will they keep their Network Advantage stack?

A: Yes, a customer will be able to keep all the features in the Network Advantage stack if they purchased Cisco DNA Advantage, even if they later decide to downgrade to Cisco DNA Essentials.

Q: Do customers get access point license portability with the new subscription-based licenses?

A: Yes, they get full access point license portability, depending on the SKU they purchase as long as they maintain an active Cisco DNA Essentials or Advantage subscription license, they can use any access point on any WLAN controllers.

Q: Is Cisco Prime included in any of the Cisco DNA licenses for wireless?

A: Yes. Cisco DNA Essentials and Advantage include subscription-based Cisco Prime licenses.

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Q: If a customer wants to use cloud-based Cisco AI Network Analytics features (AI-based baseline issues, network insights and trends), what license tier is needed?

A: Cisco DNA Advantage subscription will provide cloud-based, Cisco AI Network Analytics features. There is no separate license required for cloud-based Cisco AI Network analytics solution.

Q: Is Stealthwatch included in any of the Cisco DNA Licenses for wireless?

A: No. Cisco DNA Essentials and Advantage do not include Stealthwatch licenses. However, customers can purchase Stealthwatch licenses as part of the Cisco DNA Expansion Pack.

Q: What does Cisco Spaces Act offer and how can customers buy it?

A: Cisco Spaces Act leverages digitization toolkits to act on insights into user and asset behavior in the network. It translates the network view of people and assets into business view. Cisco Spaces Act triggers contextual notifications and workflows based on the behavior of people and assets.

Customers can purchase Cisco Spaces Act as an add-on license for a separate price with Cisco DNA Advantage.

To learn more, visit Cisco Spaces.

Q: Is there a process to set a starting date later than the actual buying date? What is the maximum delay that can be allowed?

A: Customers can delay the start by up to 60 days from the time the order leaves the demand fulfillment center (usually within a day of placing the order).

Q: If a customer stops paying for their subscription-based software licenses, does the network stop working?

A: No, the WLAN controllers and access points will continue to function. Customers must renew their subscription-based licenses to continue to get access to innovation and software support.

Q: If a customer does not renew their Cisco DNA license at time of expiration, can they purchase Software Support Service (SWSS) for their Network Essentials license to continue getting support on their APs?

A: For continued entitlement to SWSS, you must renew your Cisco DNA license. Whether or not you choose to renew your license, if you require support for your AP devices, a separate hardware support service contract is required. We recommend Cisco Success Tracks. This service is purpose-built to accelerate adoption and optimization for your Cisco Networking features and capabilities. Success Tracks combines streamlined, solution-level support across software, hardware, and providers (including eight RMA options, as fast as two hours); case prioritization; a 30-minute TAC response objective for Severity 1 and 2 service requests; and Expert Resources, Insights and Analytics, and Learning as a packaged offer delivered through the Cisco CX Cloud unified digital platform.

Q: What happens to Cisco DNA software when the WLAN reaches end of support?

A: The WLAN hardware will continue to function. You may continue to use the last version of Cisco DNA that supports the WLAN to control/ manage it. Cisco DNA and the WLAN have a different lifecycle that is independent of each other.

Q: How are the existing Cisco ONE Foundation and Cisco ONE Advanced products different from Cisco DNA Essentials and Advantage?

A: Cisco ONE Foundation and Cisco ONE Advanced were a perpetual license solution suite offered on WLAN controllers. Cisco DNA Essentials and Advantage are a subscription-based license solution suite offered on WLAN controllers and Aironet access points with embedded software support.

Customers can consume Cisco Catalyst Center capabilities only through new subscription-based licenses.

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Q: What does an existing Cisco ONE perpetual customer get as part of the ongoing Cisco DNA innovation?

A: Cisco ONE customers with active SWSS will automatically receive the Cisco DNA innovation at SWSS renewal. Customers with Cisco ONE Foundation will receive Cisco DNA Essentials. Customers with Cisco ONE Advanced will receive Cisco DNA Advantage.

Q: What if customers want to enable all Cisco DNA use cases with SD-Access and Assurance and they already have ISE Plus?

A: They could buy Cisco DNA Advantage with Catalyst 9100 and Wave 2 access points and 9800 controllers.

Q: Are Cisco Catalyst 9100 Access Point licenses portable?

A: Active wireless Cisco DNA licenses are portable across Cisco Catalyst wireless controllers.

Q: Are Cisco Catalyst 9100 Cisco DNA Software licenses Enterprise Agreement (EA) eligible?

A: Yes. Catalyst wireless Cisco DNA Advantage SKUs can be added as part of Enterprise Agreement. In case of migration to an EA, customers may receive credits for the unused term remaining on the wireless Cisco DNA Software license.

For customers who have an access point license tied to legacy wireless LAN controllers, and if they are interested in Assurance and SD-Access, they can buy Cisco DNA Advantage with credits based on existing perpetual licenses and get free AP-license portability while retaining the perpetuity of that access point license.

Q: What type of support do customers receive as part of the Cisco DNA Software?

A: An active Cisco DNA Software license entitles you to Cisco Software Support Service (SWSS) for access points. To be entitled for Return Materials Authorization (RMA) for access point hardware, you will need a separate hardware support service contract. We recommend Cisco Success Tracks, as this service is purpose-built to accelerate adoption and optimization for your Cisco Networking features and capabilities. Success Tracks combines streamlined, solution-level support across software, hardware, and providers (including eight RMA options, as fast as two hours); case prioritization; a 30-minute TAC response objective for Severity 1 and 2 service requests; and Expert Resources, Insights and Analytics, and Learning as a packaged offer delivered through the Cisco CX Cloud unified digital platform.

Cisco cloud-managed access points

Q: Which Catalyst access points are currently supported for cloud management?

A: The Cisco Catalyst 9166, 9164, and 9162 Series Access Points are currently supported for cloud management.

Q: What are the licensing requirements to use cloud management?

A: For cloud management, customers need to buy appropriate Meraki licenses based on requirements. There are two types of licenses: Enterprise and Advanced license. Existing Cisco DNA Software customers will have access to a promotion that enables them to trial Meraki dashboard. Refer to the details below.

Q: How do I convert my access point and licensing from Meraki to Cisco DNA Software?

A: A trade-in model will be available for customers to get credit that can be used to buy Cisco DNA Software licenses.

Q: How do I get support if I have an issue after converting to cloud management?

A: Once the device is converted for cloud management, customers should contact Meraki Support. A valid license will be needed for support to be available.

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Q: How will licensing work when converting?

A: Cisco DNA to Meraki conversion will require an active Cisco DNA Software subscription and support contract for the AP. Customers will receive an equivalent Meraki license for the remaining term of the Cisco DNA Software subscription. Meraki to Cisco DNA conversion will require a debook/rebook with a new Cisco DNA license purchase required. Cisco DNA Essentials customers receive Meraki Enterprise, Cisco DNA Advantage and Premier customers receive Meraki Advanced Security. EA customers can use value shift in EA 3.0 to convert Cisco DNA entitlements to Meraki.

Cisco Catalyst software subscription for Switching

Q: What features are part of the Cisco Catalyst software subscription for Switching?

A: The software product include the following:

- Catalyst Advantage delivers policy-based automation with SD-Access, monitoring, and a full Cisco DNA Assurance solution with Cisco ThousandEyes Network and Application Synthetics. Using ThousandEyes together with Cisco DNA Assurance gives you a truly holistic view of network performance, along with AI/ML-driven insights to make problem resolution quick and easy. Cisco Spaces entitlement for Smart Buildings (See and Extend) is included for Cisco Catalyst 9300 and 9400 Series Switches. ISE is also included, quantity depending on switch model.
- Catalyst Essentials delivers base automation, monitoring, and management. With this solution, customers can enable basic automation and monitoring. Cisco DNA Essentials is not available with Catalyst 9600 Series switches.
- Both tiers include base product-level support for software and hardware. This support delivers a four-hour TAC response objective for severity 1 and 2 software, hardware, and OS issues.

Note: Because the network is the cornerstone your IT environment, Cisco can best help you accelerate adoption and optimization for your Cisco network security, automation, and assurance capabilities with Success Tracks. This service delivers a combination streamlined, solution-level support across software, hardware, and providers (including eight RMA options, as fast as two hours); case prioritization; a 30-minute TAC response objective for Severity 1 and 2 service requests; and Expert Resources, Insights and Analytics, and Learning as a packaged offer delivered through the Cisco CX Cloud unified digital platform.

To get a full list of features, please see the switching feature matrix.

To learn more, visit Success Tracks on Cisco.com and request a demo of CX Cloud.

- CDC service page
- CX Cloud demo

Q: Is a software subscription mandatory with the Cisco Catalyst 9000 switching family? What options are available to customers?

A: Yes, customers must buy software as a subscription along with the Cisco Catalyst 9000. To enable all Cisco Networking capabilities, customers will require Catalyst Advantage, which is packed with powerful solutions such as SD-Access, Assurance, and Encrypted Traffic Analytics.

Q: How do customers buy SD-Access and the other networking solutions?

A: Customers can buy SD-Access and other innovations by purchasing the following:

Hardware:

Cisco Catalyst 9000 Switches (9200, 9300, 9400, 9500, and 9600). The hardware ships with Network Advantage, which includes full Layer 3 routing functionality (equivalent to IP Services), segmentation, and network resiliency. You could also get it on current-generation switches such as 3650, 3850, 4500X, 4500E, 6807, 6840, and 6880.

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Software:

Customers can buy Cisco Catalyst Advantage

Q: Are the networking capabilities available on the Cisco Catalyst 9200 Series switches the same as on Catalyst 9300, 9400, 9500, and 9600 Series switches?

A: The Cisco Catalyst 9200 Series is an entry level enterprise-class access family of switches that extend the power of intent-based networking to a broader scale of deployments. The same Cisco Catalyst software subscription offers (Catalyst Essentials and Advantage) apply to the Catalyst 9200 Series to deliver capabilities such as SD-Access, Assurance, and extraordinary security. ISE licenses are not included for Catalyst 9200 switches.

However in keeping with the Catalyst 9200 Series' ideal suitability for entry level deployments, the implementation specifics of some capabilities vary from the Catalyst 9300, 9400, 9500, and 9600 Series. Examples:

- Assurance on the Catalyst 9200 Series for fabric, network, and client levels is extended to assurance at the application level on the Catalyst 9300 Series and above.
- Advanced security on the Catalyst 9200 Series employs MACsec 128-bit encryption whereas this is extended to MACsec 256-bit on the Catalyst 9300 Series and above.
- ERSPAN, Third-party application hosting, Cisco DNA Service for Bonjour and MPLS features are supported on the Catalyst 9300 Series and above.

Q: What if customers are only looking for basic automation and monitoring?

A: We recognize that not all customers are ready to deploy the SD-Access solution. Customers can start with base automation and management by purchasing:

Hardware:

Cisco Catalyst 9000 Switches. The hardware ships with Network Essentials, which include Layer 2 switch capability, routed access, and QoS visibility into traffic with sample NetFlow.

Software:

You could buy Cisco Catalyst Essentials, which offers basic automation such as PnP, Easy QoS configuration and management. Cisco DNA Essentials is not available with the Catalyst 9600 Switch.

Q: I want to buy IP Base functions for my Cisco Catalyst 9000 switch. Which Catalyst software package offers that?

A: LAN Base, IP Base, and IP Services are being replaced with:

- Network Essentials = LAN Base.
- Network Advantage = IP Base and IP Services.

Q: What happens if the customer doesn't want to buy the subscription-based license?

A: A software license for the Cisco Catalyst 9000 switches is only available through the subscription model. On previous generation switches, subscriptions are not mandatory.

Q: If a customer does not renew their software subscription, does their network stop working?

A: No, the switch will continue to function with all Network Stack features intact. Cisco Catalyst 9000 switches are covered with an extended limited lifetime warranty (https://www.cisco.com/c/en/us/products/collateral/switches/catalyst-9000/bulletin-c25-740149.html), and will receive software updates tied to the box, including major, minor and maintenance releases. However, customers must renew their Cisco Catalyst software subscription to continue to receiving support and access to all features, innovations and capabilities included in the subscription stack.

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Q: If a customer buys Catalyst Advantage on their switch as an initial purchase but then decide to renew at the Catalyst Essentials level, will they keep their Network Advantage stack?

A: Yes, a customer will be able to keep all the features in the Network Advantage stack if they purchased Catalyst Advantage, even if they later decide to downgrade to Catalyst Essentials.

Q: What happens to Catalyst software when the switch reaches end of support?

A: The switch hardware will continue to function. You may continue to use the last version of Catalyst software that supports the switch. Catalyst software and the switch have different lifecycle that is independent of each other.

Q: Is there an option for customers to buy a Cisco Catalyst 9000 only with base OS, then add a subscription later?

A: No. You need to attach a software subscription, Catalyst Advantage, or Catalyst Essentials.

Q: Can you get only a perpetual software license for a Cisco Catalyst 9000 switch?

A: The software license for the Cisco Catalyst 9000 switches is available only through the subscription model.

Q: Do customers have a choice of 1-year subscription?

A: At this point Cisco is offering only 3-, 5-, and 7-year subscriptions. A 1-year subscription is an option at renewal.

Q: How can a customer get SD-Access support on Cisco Catalyst 3000, 4000, and 6000 Series Switches?

A: SD-Access support on the Cisco Catalyst 3000, 4000, and 6000 requires the following:

- Minimum IP Base package for the switch. This enables customers to 3 user virtual networks for SD-Access. With the IP Services package, the restriction of 3 user virtual networks is removed, and all VRFs supported on the platform are available for SD-Access.
- Catalyst Advantage subscription.

Q: What support do customers get with the Cisco Catalyst software subscription for Switching?

A: When purchasing the Cisco Catalyst software subscription for Switching Essentials or Advantage tier, you are automatically entitled to base product-level support for software and hardware support included in the subscription, helping you streamline purchasing, management, entitlement, and renewals for software licenses and support. This base support includes:

- 24x7 access to the Cisco Technical Assistance Center (TAC) for support across software and hardware: Cisco Catalyst Switching software, Catalyst 9000 Switches, and the OS
- Software and OS updates
- Access to My Cisco Entitlements and Support Case Manager for a view of assets, licenses, and support cases.
- A four-hour TAC response objective for severity 1 and 2 service requests.
- A Next Business Day (NBD) TAC response objective for severity 3 and 4 service requests.

Note: Hardware replacements are accessed separately through Catalyst 9000 Extended Lifetime Warranty (E-LLW).

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Q: What if my customers needs faster TAC response objectives for critical issues, more hardware replacement options, and/or higher levels of support than what's included in the Catalyst Switch software subscription?

A: Because your customers' enterprise networks are the cornerstone of their IT and business, we recommend Cisco Success Tracks. This service is designed to accelerate adoption and maximize value for the security, automation, and assurance capabilities in their Cisco enterprise network. It also fulfills their need for faster response objectives (30 minutes for severity 1 and 2 service requests) and all of Cisco's RMA options (eight, as fast as two hours).

Switching migration and license portability

Q: What does an existing Cisco ONE perpetual customer get as part of the ongoing Cisco DNA innovation?

A: Cisco ONE customers with active SWSS will automatically receive the Cisco DNA innovation at SWSS renewal. Customers with Cisco ONE Foundation will receive Cisco DNA Essentials. Customers with Cisco ONE Advanced will receive Cisco DNA Advantage.

Q: What are Cisco ONE customers on existing Cisco Catalyst purchases entitled to as part of portability when they refresh to Cisco Catalyst 9000?

A: Customers with active SWSS are entitled to a portability credit for their OS at the time of refresh. Credit value would be equal to the value of Network stack on Catalyst 9000 Switches. The credit is determined by the number of ports (or supervisors for modular switches like Cat 4500E) on the existing C1 switch that the customer purchased. Other C1 Foundation licenses such as Prime, Energy Management, ISE Base can be ported to Catalyst 9000 Switches and unused Software Support can be converted to credit in the new purchase.

Q: Can the "portability" credit be applied when customers migrate from a switch to a later switch in that series: for example, 35xx to 37xx?

A: No, the portability credit can only be applied for migrations to Cisco Catalyst 9000 switches from the 3000, 4000, 6000, and 7000. Portability within current-gen platforms would follow the license portability rules as outlined in www.cisco.com/c/en/us/products/collateral/software/one-software/tiering-guide-cisco-one.html.

Q: What if a customer has Catalyst 3000 or 4000 Series switches, but no Cisco ONE and wants to add Cisco DNA Essentials or Advantage for a subscription?

A: They can buy Cisco DNA Essentials or Advantage as a new purchase. They are not entitled to get it for free, as they don't have Cisco ONE.

Q: Several customers believe that when their subscription expires, a Catalyst 9000 switch will not work. Can you confirm if Layer 2/ Layer 3 services will work if the license has expired?

A: Yes, the switch will continue to function; however, the customers will not be entitled to receive updates/upgrades for the functionality in the Cisco DNA stack. Customers must renew their subscription to continue to get access to the Cisco DNA innovation. Layer 2/Layer 3 services will continue working, and customers are entitled to receive updates/upgrades for this functionality, as they are tied with the perpetual network OS: Network Advantage or Network Essentials.

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Cisco Meraki cloud monitoring on Catalyst 9000 switches

Q: What is Meraki cloud monitoring?

A: Cisco Meraki dashboard **cloud monitoring** can see the switch parameters, configuration, and monitor alerts and device health; however, it cannot alter the switch configurations. Cloud monitoring offers network, device, client, and traffic visibility. This visibility includes port utilization, throughput, power usage, and status of the switch to simplify troubleshooting.

Q: What models can be used for cloud monitoring?

A: Cloud monitoring can be performed on Cisco Catalyst 9200, 9300, and 9500 models that are not currently managed by Cisco Catalyst Center.

Q: What are the licensing requirements for using cloud monitoring with Cisco Catalyst 9000 switches?

A: For all current Catalyst 9200, 9300, and 9500 customers, the minimum requirement is a Cisco Catalyst Essentials and Advantage license. However, traffic analytics is available only with a Cisco DNA Advantage license.

Q: Where can I learn more?

A: For more information, see the Meraki switch data sheet. For more information on the architecture, see Meraki Cloud Architecture - Cisco Meraki.

Cisco Smart Licensing

Q: What is Smart Licensing?

A: Cisco Smart Licensing is a flexible, cloud-based software licensing model from Cisco that simplifies the activation, management, and tracking of software licenses across an organization. It replaces traditional license keys and Product Activation Keys (PAKs) with a centralized, automated system.

Q: What are the benefits of Smart Licenses?

A: With Smart Licensing you get:

Easy Activation: Licenses are pooled in a Smart Account and can be used across multiple devices within the organization without needing individual license keys or PAKs.

- Unified Management, Improved Visibility and Reporting: Cisco License Central provides a centralized portal to view, manage, and track all Cisco software licenses and entitlements in one place. The platform offers integrated views of purchased licenses versus deployed usage, helping with compliance and better purchasing decisions.
- License Flexibility: Licenses are not node-locked to specific devices; they can be shared, transferred, or pooled across devices and virtual accounts within the organization.
- Automated Processes: Smart Licensing automates many manual licensing tasks such as registration, activation, and reporting.
- Smart Licensing supports various deployment options including direct cloud access, on-premises license servers, and offline/manual license reservation for environments with strict security requirements.
- To use Smart Licensing, organizations must create a Smart Account in Cisco License Central. Devices register with this account using registration tokens, enabling automatic license tracking and management.
- Smart Licensing provides a more streamlined, secure, and flexible approach to Cisco software license management compared to traditional licensing methods, which were device-specific and required manual license key management

Q: Where can I learn more?

A: Cisco License Central (CLC) provides a complete view into all your Cisco products and services in an easy-to-use portal, so you always know what you have and what you are using.

To use Smart Licensing, you must first set up a Smart Account in Cisco License Central.

For a more detailed overview on Cisco licensing, visit the Licensing Hub.

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Cisco Enterprise Agreement

Cisco DNA Advantage for switching and wireless can be added to an Enterprise Agreement (EA).

- There is a $100,000K minimum Total Contract Value (TCV) for Cisco Networking.
- 3- or 5-year term.
- Cisco Enterprise Agreement True Forward benefits apply.
- Ability to co-term with an existing EA.

Learn more at https://www.cisco.com/c/en/us/buy/enterprise-agreement/networking.html?ccid=cc002777.

Q: What value do I get through a Cisco Enterprise Agreement?

A: Cisco EA enables accelerated value realization. Some of the key value-additions are:

- **Easy to buy:** Three simple and flat-rate pricing tiers, financial predictability, upfront or annual payment terms, a cross-platform buying platform, unique value within each enrollment, True Forward, Fixed Pricing, simplified installation base assessment, ability to upgrade tiers, and payable at True Forward.
- **Easy to consume:** True Forward (no retroactive billing), access to new software capabilities, on demand deployment, flexibility of bandwidth growth within a tier without additional cost.
- **Easy to manage:** Know where you stand with an EA workspace, co-termination of software subscriptions, and service-level assurance.

Q: Which type of customers should consider EA?

A: All customers should consider EA as it provides added value. Customers who are looking for the following should consider EA:

- **Standardization:** Cross-architecture standardization.
- **Full coverage:** 100-percent organization coverage.
- **Ease of management:** Centralized license management, co-termination, and procurement.
- **Predictability:** Predictable budget and pricing.
- **Relationship:** Strategic multiyear relationship.
- **Maximum value:** Ready for the Cisco Networking journey, best value for the money.

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