Cisco Catalyst 9400 Series Switches

Things to know

Before placing an order, please review the following:

- Cisco Catalyst™ 9400 Series Switches offer structure has three main components: the switch hardware, a network stack perpetual license, and a Cisco Catalyst software term license.
- Cisco Catalyst software term licenses and network stack perpetual licenses are smart product IDs (SKUs). Both licenses are required with a hardware purchase. Network stack licenses are included by default based on the number of supervisors selected during Cisco Commerce (CCW) configuration.
- A Smart Account is mandated during purchase (for more information, please see the Smart Accounts section).
- Available services options are:
  - Solution Support
  - Enhanced Limited Lifetime hardware Warranty (E-LLW)
  - Cisco Smart Net Total Care support
  - Embedded support for Cisco software term license



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Common terminology

- Network Stack: NW
- Cisco Digital Network Architecture: DNA
- Cisco Catalyst software subscription: DNX
- Essentials: -E
- Advantage: -A
- Smart Account: SA
- Smart License: SL

Purpose of this document

This document provides a detailed overview of the ordering process for Cisco Catalyst 9400 Series Switches on CCW.

Hardware and software order overview

Cisco Catalyst 9400 Series Switches can be ordered through Cisco Commerce (CCW) as a Cisco DNA or Catalyst Essentials or Advantage subscription. Both options include switch hardware coupled with Cisco IOS® and the Network Stack software.

What is the difference between the Catalyst and Cisco DNA software subscription for switching?

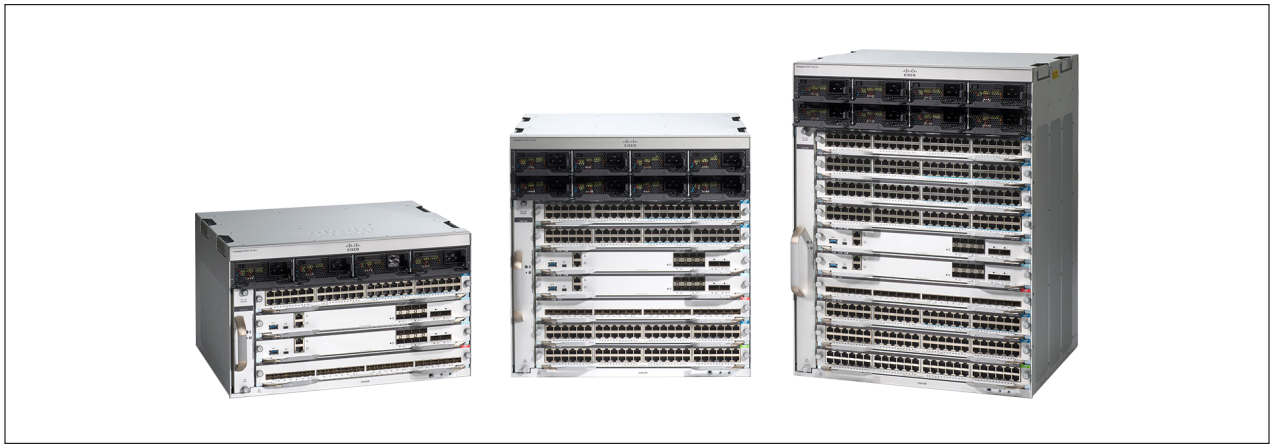
The Catalyst software subscription for switching includes base software and now hardware support for the Essentials and Advantage tiers. This support delivers a four-hour TAC response objective for severity 1 and 2 service requests. In addition, if you opt for the Advantage tier, you also receive ISE licenses (quantity dependent on switch model). Catalyst 9400 series receive 10 endpoint sessions per Catalyst Advantage license.

The Cisco DNA software subscription for switching includes base support for software only, delivering a one-hour TAC response objective for severity 1 and 2 service requests. RMAs are also accessed through the Catalyst warranty program. 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]

[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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Cisco Catalyst software subscription overview

Table 1. Software subscriptions

	Network Essentials	Network Advantage	Catalyst Essentials	Catalyst Advantage
Audience	Entry level with full switching	Entry level with full routing and switching	Entry level to small or midsize looking for base automation and monitoring	Small to midsize looking to upgrade to advanced automation and monitoring
License type	Perpetual license, one-time purchase	Perpetual license, one-time purchase	3/5/7 year term subscription, license portability, hardware and software support	Includes Essentials, 3/5/7 year term subscription, license portability, hardware and software support
Management options	CLI, WebUI	CLI, WebUI	CLI, WebUI, Cisco Catalyst Center	CLI, WebUI, Cisco Catalyst Center

Catalyst software subscription feature matrix

For the latest features, please view the Switching feature matrix.

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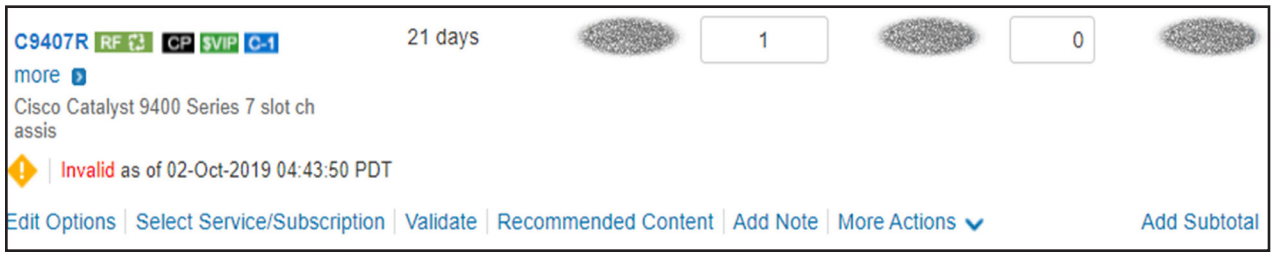
Both a network stack license and Cisco Catalyst software license are mandatory at the time of purchase. Network Advantage is included with the hardware, while a Cisco Catalyst Advantage (-A) term license needs to be selected at the time of order.

To order in CCW, follow these steps:

1. Select the appropriate Cisco Catalyst 9400 Series Switch SKU: C9404R, C9407R, C9410R. A C9407R is used in this step-by-step guide.
2. Choose the preferred consumption model—Cisco DNA Advantage.
3. Choose the Cisco Catalyst software term license (3, 5, or 7 years).
4. Add other components (secondary supervisor, line cards, additional power supplies, power cables, and accessories).

Step-by-step ordering in CCW

Enter the hardware SKU in [Cisco Commerce Workspace](#).



The network stack license is perpetual and included with the hardware by default (it will not be visible in the selection menu) for the respective hardware SKU.

The Cisco ThousandEyes Network and Application Synthetics license is included by default upon the selection of a Cisco Catalyst Advantage option with a 3 year, 5 year or a 7 year subscription. Each Catalyst 9400 Cisco Catalyst Advantage subscription entitles the customer to run the equivalent of one ThousandEyes network or web test every 5 mins from a ThousandEyes enterprise agent (22 units per month), up to a maximum of 110,000 units per month of ThousandEyes test capacity per customer.

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Expand to “View Full Summary” view to view the Cisco ThousandEyes Network and Application Synthetics license (TE-EMBEDDED-T). The TE-EMBEDDED-T is bundled with the Cisco Catalyst Advantage subscription and follow the same term as the Cisco Catalyst subscriptions.

FULL CONFIGURATION SUMMARY C9407R — Global Price List in US Dollars (USD)

Back to Configuration

- Power Calculator to determine the correct power supply. The Power Calculator can be found at https://cpc.cloudapps.cisco.com/cpc/launch.jsp (CE202227)
- Please note that we highly recommend to buy Solution Support with this product. This provides coverage for additional ecosystem for network solutions that include Cisco products with Cisco DNA or Cisco ONE software license subscriptions at http://www.cisco.com/c/en/us/services/technical/solution-support.html. The term of the hardware support contract match the software subscription license term. Deselection of Solution Support will eliminate solution coverage of your Cisco DNA or Cisco ONE software subscriptions . (CE202330)
- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- C9400-SSD-240GB is defaulted under SSD OPTIONS. (CE100033)

SKU	Qty	Estimated Lead Time	Unit List Price (USD)	Extended List Price (USD)	Included
NETWORK LICENSE					
1.1 C9400-NW-A Cisco Catalyst 9400 Network Advantage License	1	21 Days	0.00	0.00	Yes
SOFTWARE SUBSCRIPTION					
1.2 C9400-DNA-A Cisco Catalyst 9400 DNA Advantage Term License	1	21 Days	0.00	0.00	No
1.2.1 C9400-DNA-A-5Y Cisco Catalyst 9400 DNA Advantage - 5 Year License Duration: 60 Month(s)			0.00	0.00	No
1.3 PI-LFAS-T Prime Infrastructure Lifecycle & Assurance Term - Smart Lic More	2	14 Days	0.00	0.00	Yes
1.3.1 PI-LFAS-AP-T-5Y PI Dev Lic for Lifecycle & Assurance Term 5Y Duration: 60 Month(s)			0.00	0.00	No
1.4 TE-EMBEDDED-T Cisco ThousandEyes Enterprise Agent IBN Embedded More	1	14 Days	0.00	0.00	Yes
1.4.1 TE-EMBEDDED-T-5Y ThousandEyes - Enterprise Agents Duration: 60 Month(s)			0.00	0.00	No
1.5 D-DNAS-EXT-S-T Cisco DNA Spaces Extend Term License for Catalyst Switches More	1	21 Days	0.00	0.00	Yes
1.5.1 D-DNAS-EXT-S-5Y Cisco DNA Spaces Extend for Catalyst Switching - 5Year Duration: 60 Month(s)			0.00	0.00	No

The Cisco Spaces Extend license is included by default upon the selection of a Cisco Catalyst Advantage option with a 3 year, 5 year or a 7 year subscription. Each Catalyst 9400 Cisco Catalyst Advantage subscription entitles the customer to run the equivalent of one Spaces gateway and access to IoT device marketplace, Cisco Spaces cloud with included software and support.

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Expand to “View Full Summary” view to view the Cisco Spaces Extend license (**D-DNAS-EXT-S-T**). The **D-DNAS-EXT-S-T** is bundled with the Cisco Catalyst Advantage subscription and follow the same term as the Cisco Catalyst software subscriptions.

FULL CONFIGURATION SUMMARY C9407R — Global Price List in US Dollars (USD)

Back to Configuration

- Power Calculator to determine the correct power supply. The Power Calculator can be found at https://cpc.cloudapps.cisco.com/cpc/launch.jsp (CE202227)
- Please note that we highly recommend to buy Solution Support with this product. This provides coverage for additional ecosystem for network solutions that include Cisco products with Cisco DNA or Cisco ONE software license subscriptions at http://www.cisco.com/c/en/us/services/technical/solution-support.html. The term of the hardware support contract match the software subscription license term. Deselection of Solution Support will eliminate solution coverage of your Cisco DNA or Cisco ONE software subscriptions . (CE202330)
- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- C9400-SSD-240GB is defaulted under SSD OPTIONS. (CE100033)

SKU	Qty	Estimated Lead Time	Unit List Price (USD)	Extended List Price (USD)	Included
NETWORK LICENSE					
1.1 C9400-NW-A Cisco Catalyst 9400 Network Advantage License	1	21 Days	0.00	0.00	Yes
SOFTWARE SUBSCRIPTION					
1.2 C9400-DNA-A Cisco Catalyst 9400 DNA Advantage Term License	1	21 Days	0.00	0.00	No
1.2.1 C9400-DNA-A-5Y Cisco Catalyst 9400 DNA Advantage - 5 Year License Duration: 60 Month(s)			0.00	0.00	No
1.3 PI-LFAS-T Prime Infrastructure Lifecycle & Assurance Term - Smart Lic More	2	14 Days	0.00	0.00	Yes
1.3.1 PI-LFAS-AP-T-5Y PI Dev Lic for Lifecycle & Assurance Term 5Y Duration: 60 Month(s)			0.00	0.00	No
1.4 TE-EMBEDDED-T Cisco ThousandEyes Enterprise Agent IBN Embedded More	1	14 Days	0.00	0.00	Yes
1.4.1 TE-EMBEDDED-T-5Y ThousandEyes - Enterprise Agents Duration: 60 Month(s)			0.00	0.00	No
1.5 D-DNAS-EXT-S-T Cisco Spaces Extend Term License for Catalyst Switches More	1	21 Days	0.00	0.00	Yes
1.5.1 D-DNAS-EXT-S-5Y Cisco Spaces Extend for Catalyst Switching - 5Year Duration: 60 Month(s)			0.00	0.00	No

For Cisco Catalyst Advantage, the term-based Cisco Catalyst license is preselected to the 5-year term by default but can be changed to a 3- or 7-year term. A Cisco Catalyst software term license is mandatory (customers must select one of the term options to complete the configuration).

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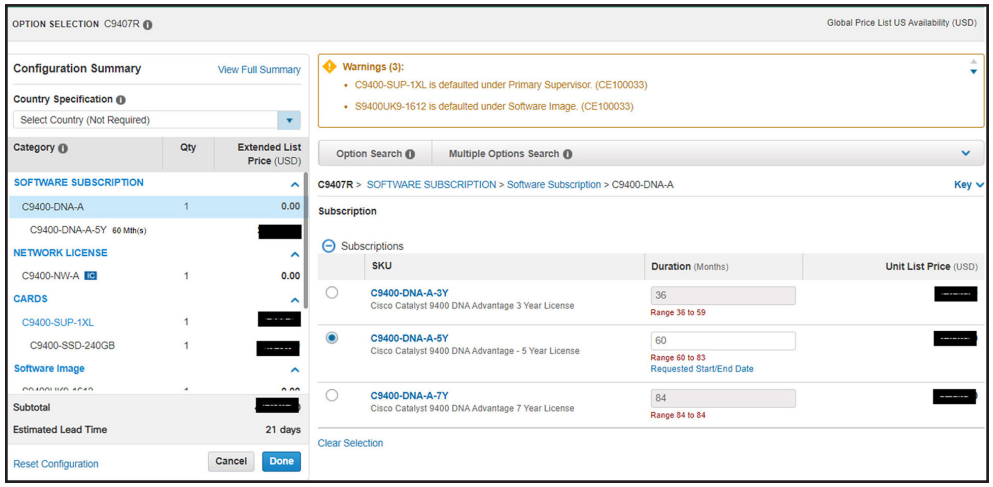
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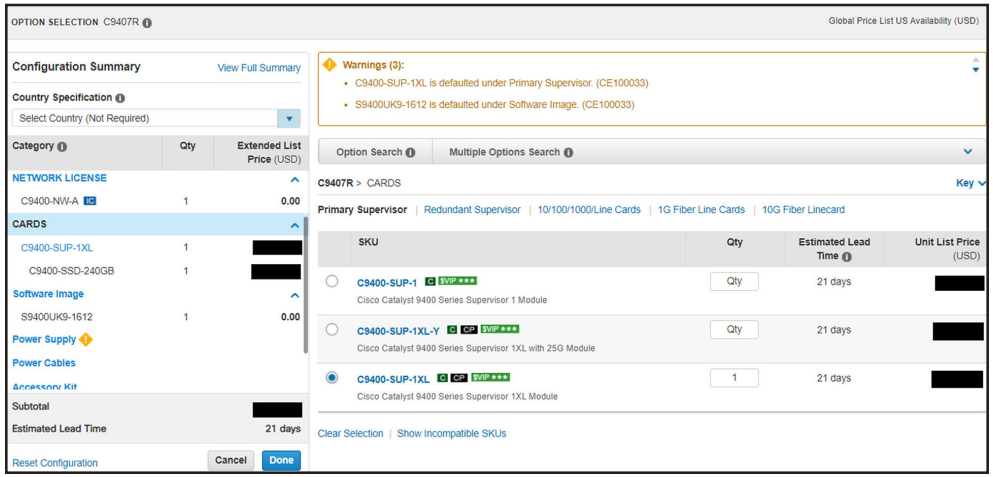
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The primary supervisor selection is mandatory, and the default supervisor is the C9400-SUP-1XL, which provides higher bandwidth of up to 240G per slot for the C9404 chassis and includes Cisco StackWise Virtual by default. This supervisor provides options for 1/10/40G uplink connectivity. The other supervisor options are C9400X-SUP-2/2XL supporting up to 480 Gbps per slot and 100G uplink option, C9400-SUP-1XL-Y with 25G uplink option, and 1/10/40G and C9400-SUP-1, which provides lower bandwidth of 80G per slot and uplink options of 1/10/40G.



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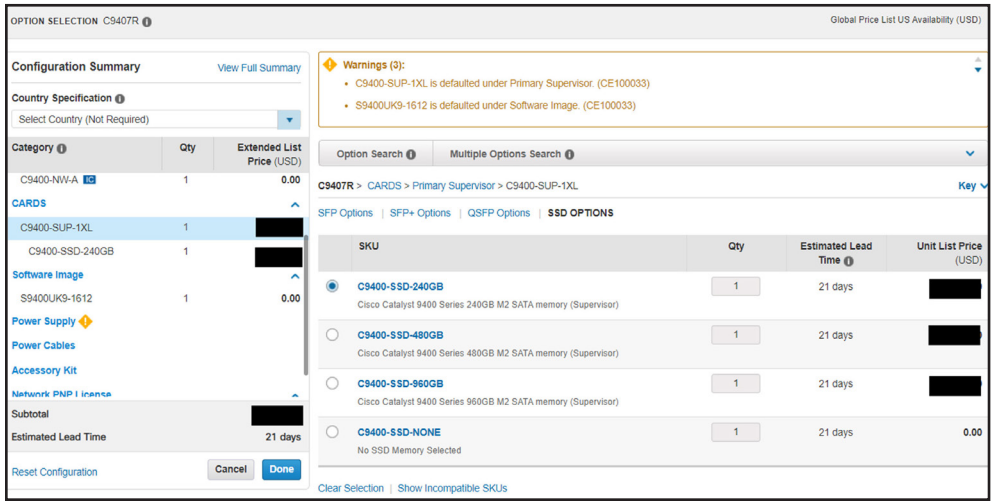
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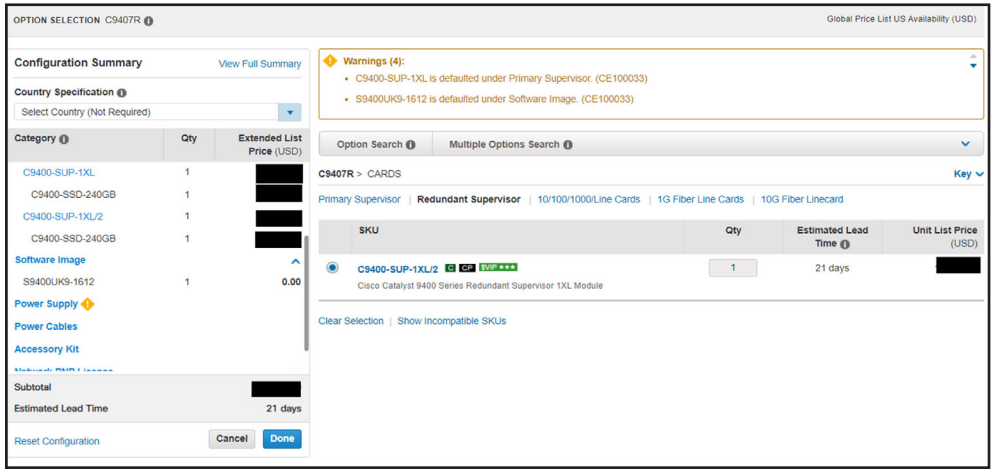
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The supervisor is selected with 240 GB of SSD storage by default. You can choose a different SSD storage size if desired. Please refer to the screen shots below.



An optional secondary supervisor can be selected as part of the configuration.
Note: Applicable only to a la carte and Cisco Catalyst Advantage bundle configurations.



An optional transceiver may be selected for the supervisor uplink ports.

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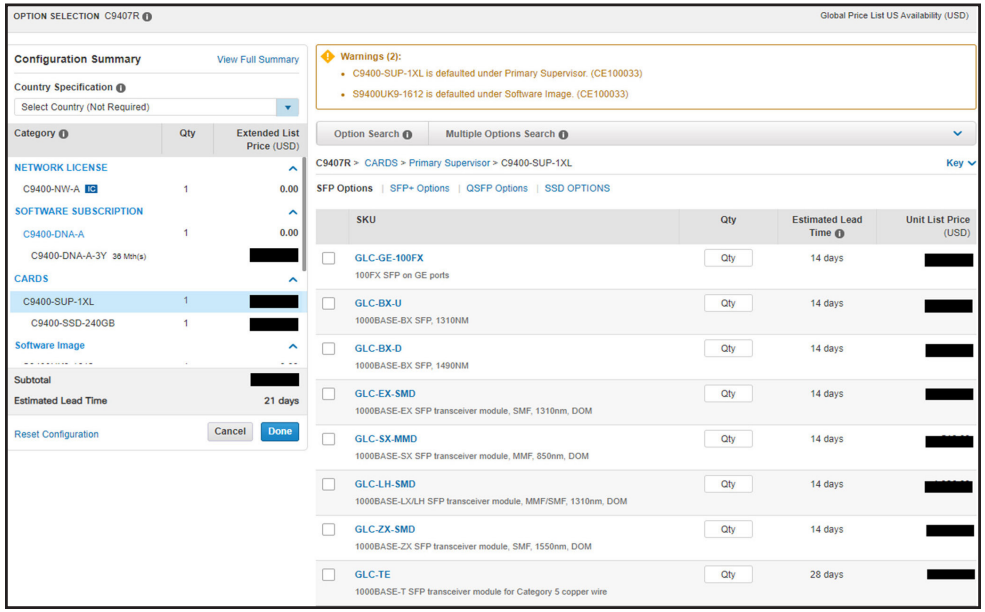
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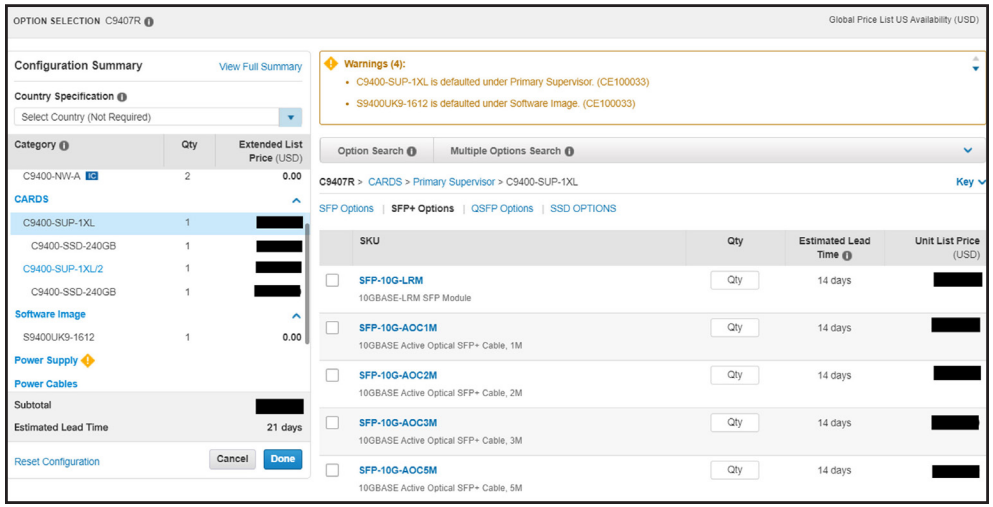
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Optional 1G SFP selection:



Optional 10G SFP+ selection:



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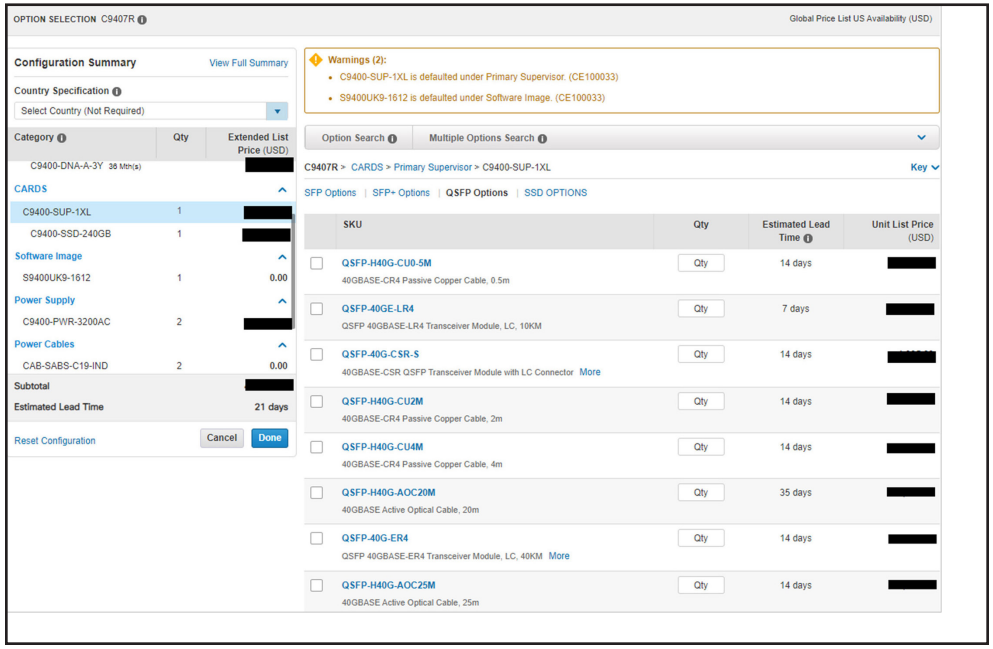
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Optional 40G QSFP selection:



The optional line cards can be selected as part of the configuration. The maximum line card quantity allowed is eight for the C9410R, five for the C9407R, and two for the C9404R chassis variants. Line cards can be selected from copper line cards, 1G fiber line cards, and 10G fiber line card. Copper line cards can be further selected from Multigigabit line cards and 1G line cards with power options of Cisco UPOE+, UPOE, PoE+, or data only.

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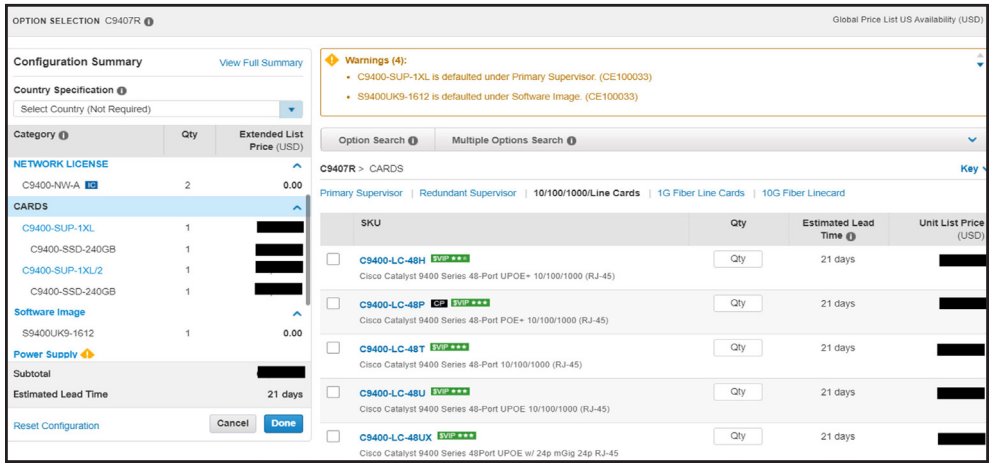
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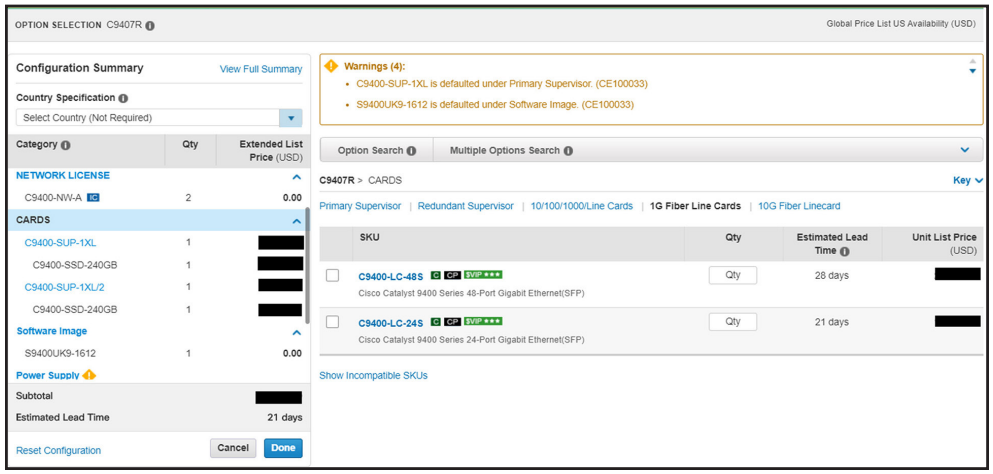
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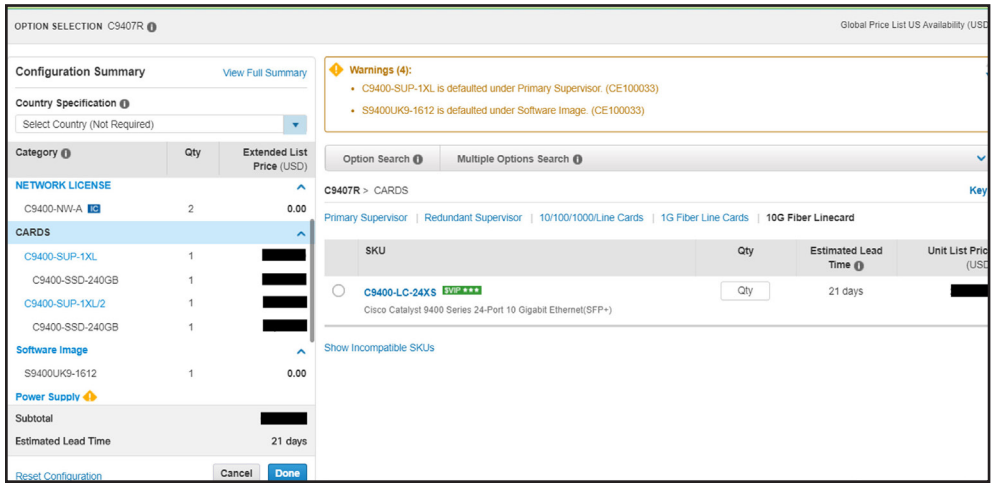
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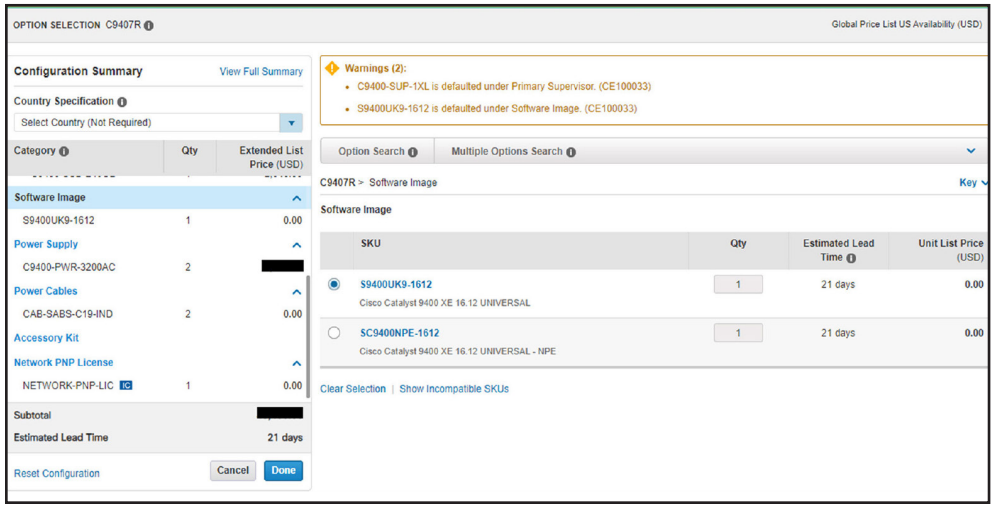
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Software image selection is available as a configurable option. The universal version can be selectedfor all regions where there's no restriction under U.S. export control. The NPE version is for all other regions. Please refer to the U.S. export control applicable for your region.



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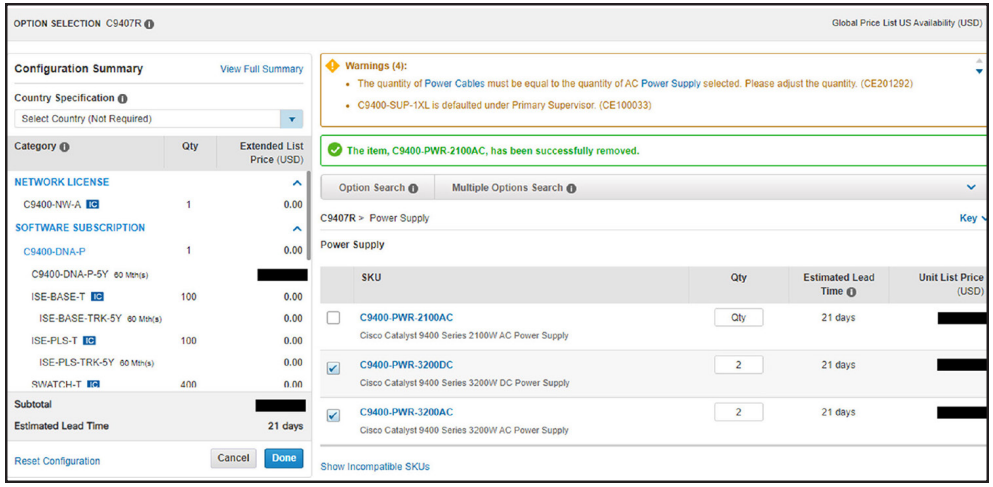
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The next mandatory selection is the power supply. The choices are between 3200AC, 2100AC, and 3200DC power supplies. Power supplies can be mixed in the configuration; for example, two 3200AC and two 3200DC power supplies can be configured together. A maximum of eight power supplies canbe configured for the C9407R and C9410R, and a maximum of four power supplies can be configured for the C9404R chassis.



For every AC power supply configured, a power cable must be selected. Power cables are available for specific regions. There's an option for CAB-OPTOUT to skip the selection of an AC power cable. For DC power supplies, CAB-OPTOUT is mandatory.

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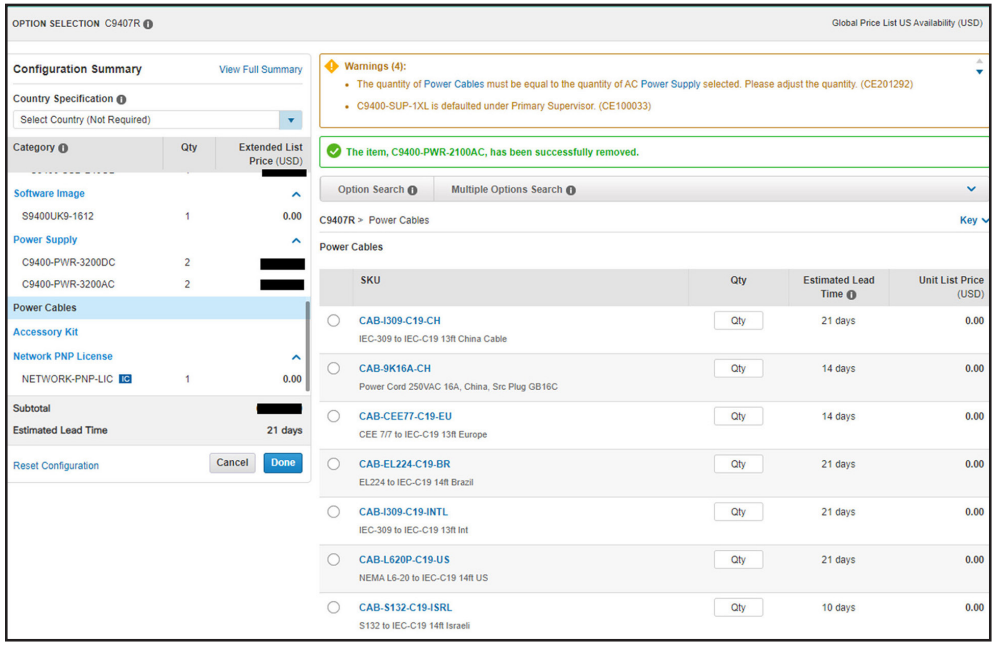
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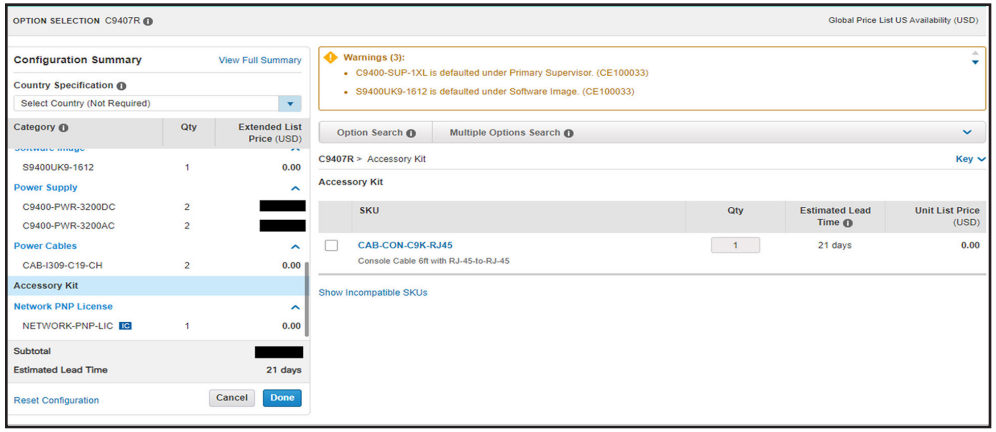
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The optional accessory configuration allows configuring a console cable for the chassis console port for virtual terminal (vty) access.



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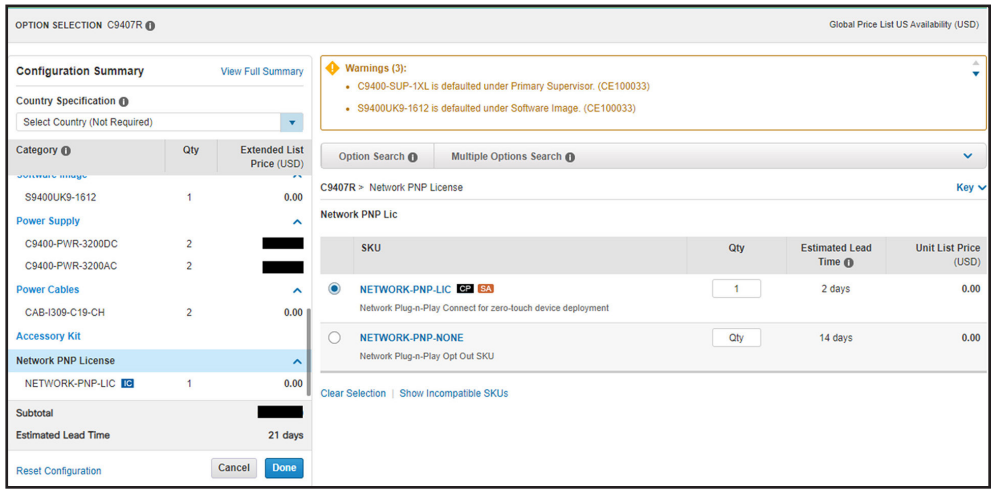
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Finally, a Network Plug and Play (PNP) license can be configured. It is selected by default and offers plug-and-play functionality for the chassis.



How to order Cisco ThousandEyes internet and cloud intelligence with your existing Catalyst 9400 Series switches

Customers with existing Catalyst 9400 Series switches can claim the credits to Cisco ThousandEyes® by following the steps mentioned in this document.

Link to Cisco SSM Activation guide hosted on cisco.com

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How to order Cisco Spaces Indoor IoT Services with your Catalyst 9400 Series switches

Customers ordering new Catalyst 9400 Series switches with Cisco DNA Advantage licensing:

The Cisco Spaces Onboarding team does proactive outreach to customers that order Cisco Catalyst Advantage on eligible 9400 switches. Customers may also contact the Cisco Spaces team to request account activation by following the format below.

Customers with existing Catalyst 9400 Series switches with Cisco DNA Advantage licensing:

Customers should contact the Cisco Spaces team to request account activation. Customers contacting Cisco to activate a Cisco Spaces account should provide the following information to the Cisco Spaces Support and Onboarding team:

- Send email to spaces@cisco.com
- Title the Subject Heading as “Activate Cisco Spaces for Catalyst Switching”
- Provide Company/Account name
  - Smart account domain:
  - Contact name for Account Provisioning
  - Contact email for Account Provisioning
  - Contact phone for Account Provisioning
  - Quantity for activation: # of switches (based on quantity of Cisco Catalyst Advantage ordered)
  - Provide Web Order/Sales #
  - New/Existing Cisco Spaces account

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Default accessories shipped with the switch

Cisco Catalyst 9400 Series Switches ship with the following components and accessories by default:

- Fan trays for each chassis variant: C9404-FAN, C9407-FAN, or C9410-FAN
- Mounting brackets
- Blank plate for line card slots (if applicable)
- Blank plate for power supply slot (if applicable)

Licensing

You have two options for licensing: unified switching licenses or Cisco DNA licenses. The details for each licensing model are captured below:

Unified licensing with the Cisco Networking Subscription

The Cisco Catalyst 9400 Series is eligible for unified licensing through the Cisco Networking Subscription and Cisco Enterprise Agreement.

The Cisco Networking Subscription provides a consistent way to purchase and manage eligible Cisco networking software, hardware support, services, and platform capabilities. It offers customers the flexibility to:

- Align renewal dates with business and budget requirements
- Add licenses to an existing subscription while maintaining a common renewal date
- Upgrade license entitlements during the subscription term or at renewal
- Include both Essentials and Advantage licenses in the same subscription
- Choose cloud-based or on-premises license management and deployment options, where supported

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A new Cisco Networking Subscription with switching licenses has a standard minimum term of 36 months.

There are two unified switching license tiers:

- Cisco Switching Essentials
- Cisco Switching Advantage

Both tiers combine device capabilities with subscription-based management and assurance capabilities. The precise capabilities available depend on the license tier, switch platform, software release, and management platform.

Cisco Switching Essentials includes foundational switching, automation, visibility, health monitoring, software-image management, and provisioning capabilities.

Cisco Switching Advantage includes the Essentials capabilities and adds advanced automation, analytics, segmentation, assurance, security, application visibility, and fabric-management capabilities.

For a complete comparison, see the Cisco Switching Licensing Feature Matrix.

Unified licensing support is available for the following releases: 26.2.1, 17.18.5, and 26.1.3.

Cisco DNA licensing

Cisco DNA subscriptions for the Catalyst 9400 Series are offered in Essentials and Advantage tiers with 3-, 5-, or 7-year terms. The Cisco DNA tier must correspond with the applicable Network Essentials or Network Advantage license.

- **Cisco DNA Essentials** provides foundational automation, management, visibility, and assurance capabilities.
- **Cisco DNA Advantage** adds advanced assurance, analytics, policy-based automation, segmentation, and application-visibility capabilities.

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As part of the Cisco DNA license, the Catalyst 9400 Series supports the following perpetual network license tiers:

- **Network Essentials**
- **Network Advantage**

Network Essentials provides foundational Layer 2 and Layer 3 switching, automation, visibility, and security capabilities. Network Advantage adds advanced routing, segmentation, multicast, scale, and security capabilities.

Introduction to Smart Licensing

Cisco Smart Licensing is a flexible licensing model that provides you with an easier, faster, and more consistent way to purchase and manage software across the Cisco portfolio and across your organization. And it's secure—you control what users can access. With Smart Licensing you get:

- **Easy activation:** Smart Licensing establishes a pool of software licenses that can be used across the entire organization—no more PAKs (product activation keys).
- **Unified management:** My Cisco Entitlements provides a complete view into all of your Cisco products and services in an easy-to-use portal, so you always know what you have and what you are using.
- **License flexibility:** Your software is not node-locked to your hardware, so you can easily use and transfer licenses as needed.

To use Smart Licensing, you must first set up a Smart Account on Cisco Software Central (software.cisco.com).

For a more detailed overview of Cisco licensing, go to cisco.com/go/licensingguide.

Cisco Catalyst 9400 Series Switches run on Cisco IOS XE Release 16.9.2 or later.

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Managing licenses with Smart Accounts

Creating Smart Accounts by using the Cisco Smart Software Manager (SSM) enables you to order devices and licensing packages and also manage your software licenses from a centralized website. You can set up Cisco SSM to receive daily email alerts and to be notified of expiring add-on licenses that you want to renew.

You must order an add-on license in order to purchase a switch. When the license term expires, you can either renew the add-on license to continue using it or deactivate the add-on license and then reload the switch to continue operating with the base license capabilities.

Both the base and add-on licenses are also available for a 90-day evaluation period. An evaluation license is activated temporarily, without purchase. An expired evaluation license cannot be reactivated after reload.

Note: You are not required to deploy Cisco Catalyst Center, just to use one of the above packages.

Smart Licensing

Smart Licensing is a cloud-based license management platform built to simplify the purchase, deployment, and management of Cisco software assets. Entitlements are immediately deposited into a customer's virtual account for use. This eliminates the need to install license files on every device. Products that are Smart License enabled communicate to Cisco to report consumption. The primary location for managing product registration and monitoring Smart License consumption is the Cisco Smart Software Manager. License ownership and consumption are readily available to help customers make better purchase decisions based on consumption or other business needs.

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Cisco Smart Software Manager

Cisco Smart Software Manager enables the management of software licenses. The interface allows customers to activate their product, manage entitlements, and renew and upgrade software. An active Smart Account is required to complete the Smart License registration process.

To learn more about end-to-end Smart Account and Smart License management, visit https://www.cisco.com/c/en/us/buy/smart-accounts/software-manager.html.

Smart Account and Smart License availability

Important information about Smart Account and Smart License availability

- Cisco Catalyst 9400 Series Switch SKUs are smart SKUs. License entitlements will be deposited into the Cisco Smart Software Manager and the Smart Account.
- In addition to viewing entitlements, customers can track license consumption.

A Smart Account is mandatory at the time of the order of a Cisco Catalyst 9400 Series Switch. If a customer does not have a Smart Account set up prior to the purchase, a new Smart Account must be created at the time of purchase.

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Deploying Smart Licenses for Cisco Catalyst 9400 Series Switches

The Cisco Catalyst 9000 switch family comes in different licensing packages in comparison to previous-generation Cisco Catalyst platforms. Smart Licenses are transferable between the same types of devices (for example, from one Cisco Catalyst 9400 Series Switch to another). (See the figure below.)

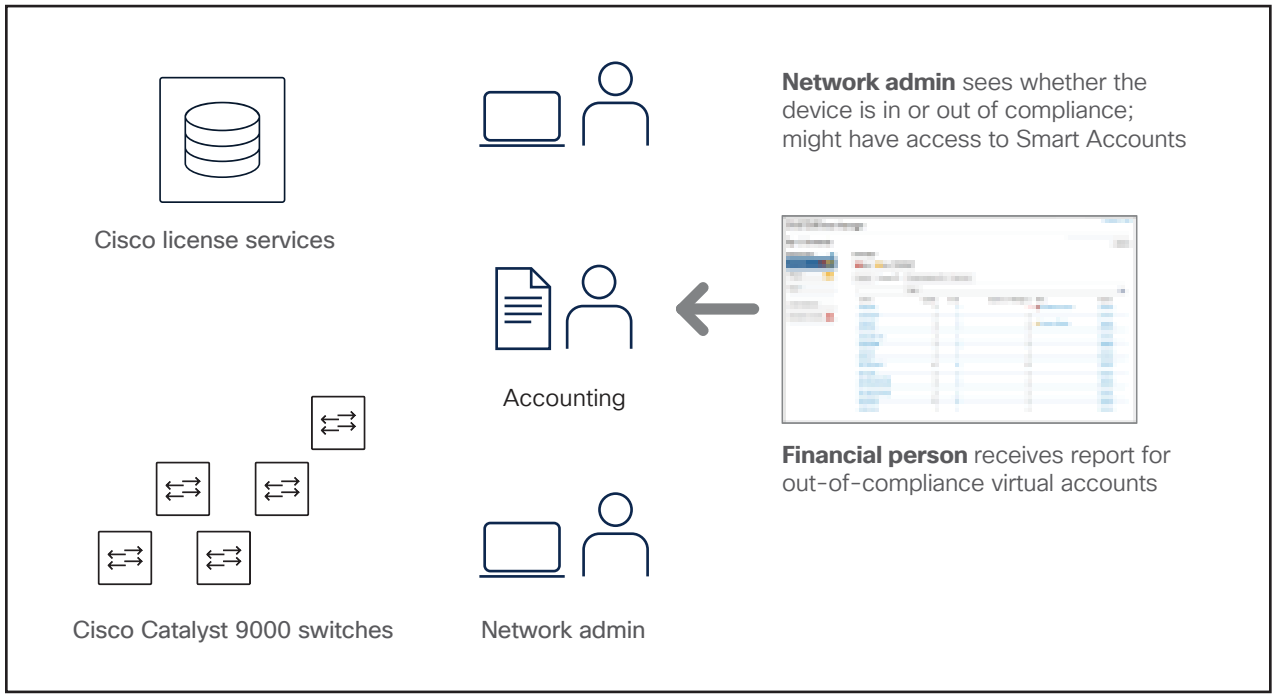


Figure 1. Deploying Smart Licenses

In the deployment model shown in Figure 1, the Smart Account Cisco back end and Cisco Catalyst switches do not have a communication channel to report usage and consumption. They operate as separate entities. The switches must be configured in Right To Use (RTU) mode with the correct license level to enable the purchased feature set. License usage and consumption reporting is performed in Cisco Smart Software Manager.

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Services and warranty

The Solution Support service option is strongly recommended; it provides coverage for a Cisco DNA Essentials and Advantage software licenses. Additional product-level hardware support options are available: Smart Net Total Care support, partner service support, and enhanced limited lifetime hardware warranty. It is strongly recommended that the term of the hardware support contract match the software subscription license term to avoid any service support gaps for the duration of the term.

With a Catalyst Software subscription, base product-level hardware and software support is included.

How does the base product-level support for software and hardware included in the Catalyst Switch software subscription differ from Cisco Smart Net Total Care and Software Support Services?

The base product-level support for software and hardware support included in the Catalyst Switch software subscription delivers the same features and benefits you experience today with Smart Net Total Care and Software Support Basic except as follows:

- **The Cisco TAC response objective** for severity 1 and 2 service requests is:
  - **Four hours**, compared to one hour for Smart Net Total Care and Software Support Basic), and
  - **Next Business Day (NBD)** where commercially available for severity 3 and 4 service requests, compared to one hour for Smart Net Total Care during business hours and next business day outside of business hours, and next business day for Software Support Basic during and outside of business hours).
- Hardware replacements are accessed through the Catalyst warranty program1, compared to a choice of eight RMA service-level options offered through Smart Net Total Care and Software Support Basic.

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What are my support service options if I need faster response objectives for critical issues, more hardware RMA options, and/or higher levels of support than what's included in the Catalyst Switch software subscription?

Because your enterprise network is the cornerstone of your IT and business, we recommend Cisco Success Tracks and CX Cloud, which is the one-stop, unified digital interface to Success Tracks.

Success Tracks is designed to accelerate adoption and maximize value for the security, automation, and assurance capabilities in your Cisco enterprise network. It also fulfills your 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).

Can you tell me more about Success Tracks and CX Cloud?

Success Tracks is a set of comprehensive services accessed through the unified digital platform, CX Cloud. It offers streamlined, personalized access to Cisco experts and customized content that can help you simplify solution adoption, resolve complex issues faster than single product-focused support, and optimize your IT environment through:

- **Expert Resources**: Expert guidance, best practices, and proven methodologies for a successful path to adoption.
- **Trusted Support**: Prescriptive support to detect, prevent, and efficiently solve complex hardware, software, and multi-product, multi-vendor issues through a Cisco primary point of contact who streamlines the support experience across your Cisco enterprise network.
- **Insights and Analytics**: Telemetry and intelligence with analytics that provide proactive and predictive insights and guided recommendations to help you solve problems faster and optimize operations.
- **Contextual Learning**: Digital learning resources, tailored instructor-led training, certification prep and virtual practice labs, designed to expand a workforce's skillset and capacity to achieve business outcomes faster and more efficiently.



Figure 2. CX Cloud

To see how Success Tracks can drive faster adoption and ROI for your Catalyst-based enterprise network, connect with your Cisco representative and request a CX Cloud demo.

Table 2. Suppoprt levels and Success Tracks

		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
	Communities	Cisco Community	Cisco Community	Cisco Community	Cisco and Success Tracsk Community
Expert resources	Success tips				●
	Ask the Experts (1: many interactive webinars)				●

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		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
	Communities	Cisco Community	Cisco Community	Cisco Community	Cisco and Success Tracsk Community
Support	24/7 access to the Cisco TAC for software, hardware, iOS support	Cisco Catalyst sofware only	Cisco Catalyst hardware only	●	●
	Software, PAK, iOS updates	Software	iOS	●	●
	Hardware RMA	Warranty-level	8 options	Warranty-level	8 options
	Service request response objective for Severity 1 and 2 cases	1 hour	1 hour	4 hours	30 minutes
	TAC engineer focused on software OR hardware/iOS	●	●	●	
	TAC engineer focused across software and hardware/iOS and multivendor products				●
	No triage required to open a case				●
	Case prioritization over SNTC, SWSS, included support service requests				●

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		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
	Communities	Cisco Community	Cisco Community	Cisco Community	Cisco and Success Tracsk Community
Insights and analytics	Adoption view			●	
	Assets and license view		Via SNTC portal		●
	Case management		Via SNTC portal		●
	Security advisories, field notices, priority bugs				●
	Rapid problem resolution				●
	Differentiated delivery experience				●
Contextual learning	**E-Learning (on demand courses)**				●

Comparison of Cisco support models for Catalyst Software subscriptions

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Cisco Enhanced Limited Lifetime hardware warranty

Cisco Catalyst 9400 Series Switches come with an Enhanced Limited Lifetime hardware warranty (E-LLW) that includes next-business-day (NBD) delivery of replacement hardware where available and 90 days of 8x5 Cisco Technical Assistance Center (TAC) support.

Ordering information

Table 3 provides ordering information for Cisco Catalyst 9400 Series Switches. Table 4 provides the Catalyst Software SKUs, and Table 5 provides the unified licensing SKUs.

Table 3. Ordering information

Product number	Description
C9404R (=)	Cisco Catalyst 9400 Series 4-slot chassis
C9407R (=)	Cisco Catalyst 9400 Series 7-slot chassis
C9410R (=)	Cisco Catalyst 9400 Series 10-slot chassis
C9400X-SUP-2 (=)	Cisco Catalyst 9400 Series Supervisor 2 Module
C9400X-SUP-2/2	Cisco Catalyst 9400 Series Redundant Supervisor 2 Module
C9400X-SUP-2XL (=)	Cisco Catalyst 9400 Series Supervisor 2XL Module
C9400X-SUP-2XL/2	Cisco Catalyst 9400 Series Redundant Supervisor 2XL Module
C9400-SUP-1 (=)	Cisco Catalyst 9400 Series Supervisor 1 Module

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Product number	Description
C9400-SUP-1/2	Cisco Catalyst 9400 Series Redundant Supervisor 1 Module
C9400-SUP-1XL (=)	Cisco Catalyst 9400 Series Supervisor 1XL Module
C9400-SUP-1XL/2	Cisco Catalyst 9400 Series Redundant Supervisor 1XL Module
C9400-SUP-1XL-Y (=)	Cisco Catalyst 9400 Series Supervisor 1XL-Y with 25G Module
C9400-SUP-1XL-Y/2	Cisco Catalyst 9400 Series Redundant Supervisor 1XL-Y with 25G Module
C9400-SSD-240GB	Cisco Catalyst 9400 Series 240GB M2 SATA memory (Supervisor)
C9400-SSD-480GB	Cisco Catalyst 9400 Series 480GB M2 SATA memory (Supervisor)
C9400-SSD-960GB	Cisco Catalyst 9400 Series 960GB M2 SATA memory (Supervisor)
C9400-LC-24XY	Cisco Catalyst 9400 Series 20-Port 25G (SFP28), 4-Port 10G (SFP+)
C9400-LC-12QC	Cisco Catalyst 9400 Series 12-Port 40G (QSFP+) or 4-Port 100G (QSFP28), 4-Port 40G (QSFP+)
C9400-LC-48U (=)	Cisco Catalyst 9400 Series 48-Port UPOE 10/100/1000 (RJ-45)
C9400-LC-48P (=)	Cisco Catalyst 9400 Series 48-Port PoE+ 10/100/1000 (RJ-45)
C9400-LC-48T (=)	Cisco Catalyst 9400 Series 48-Port 10/100/1000 (RJ-45)
C9400-LC-48TX (=)	Cisco Catalyst 9400 Series 48-Port 10G mGig data (RJ-45)

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Product number	Description
C9400-LC-48UX (=)	Cisco Catalyst 9400 Series 48-Port UPOE w/ 24p mGig 24p RJ-45
C9400-LC-24XS (=)	Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet (SFP+)
C9400-LC-24S (=)	Cisco Catalyst 9400 Series 24-Port 1 Gigabit Ethernet (SFP)
C9400-LC-48S (=)	Cisco Catalyst 9400 Series 48-Port 1 Gigabit Ethernet (SFP)
C9400-LC-48H (=)	Cisco Catalyst 9400 Series 48-Port UPOE+ 10/100/1000 (RJ-45)
C9400-LC-48HN (=)	Cisco Catalyst 9400 Series 48-Port UPOE+ 5 multigigabit (RJ-45)
C9400-LC-48HX (=)	Cisco Catalyst 9400 Series 48-Port UPOE+ 10G multigigabit (RJ-45)
C9400-LC-48XS (=)	Cisco Catalyst 9400 Series 48-Port 10G (SFP+)
C9400-PWR-3200ACT (=)	Cisco Catalyst 9400 Series 3200W Titanium Power Supply
C9400-PWR-3200AC (=)	Cisco Catalyst 9400 Series 3200W AC Power Supply
C9400-PWR-2100AC (=)	Cisco Catalyst 9400 Series 2100W AC Power Supply
C9400-PWR-3200DC (=)	Cisco Catalyst 9400 Series 3200W DC Power Supply
C9400-S-BLANK (=)	Cisco Catalyst 9400 Series Slot Blank Cover
C9400-PWR-BLANK (=)	Cisco Catalyst 9400 Series Power Supply Blank Cover

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Product number	Description
C9410-FAN=	Cisco Catalyst 9400 Series 10-slot chassis Fan Tray
C9407-FAN=	Cisco Catalyst 9400 Series 7-slot chassis Fan Tray
C9404-FAN=	Cisco Catalyst 9400 Series 4-slot chassis Fan Tray
C9410-ACC-KIT=	Cisco Catalyst 9400 Series 10-slot chassis Accessory Kit
C9407-ACC-KIT=	Cisco Catalyst 9400 Series 7-slot chassis Accessory Kit
C9404-ACC-KIT=	Cisco Catalyst 9400 Series 4-slot chassis Accessory Kit
C9404-RACK-19-KIT=	Cisco Catalyst 9400 Series 4-slot chassis Rack Mount
C9407-RACK-19-KIT=	Cisco Catalyst 9400 Series 7-slot chassis Rack Mount
C9410-RACK-19-KIT=	Cisco Catalyst 9400 Series 10-slot chassis Rack Mount
C9400-DNA-E	Cisco Catalyst 9400 Cisco Catalyst Essentials Term License
C9400-DNA-E-3Y	Cisco Catalyst 9400 Cisco Catalyst Essentials 3 Year License
C9400-DNA-E-5Y	Cisco Catalyst 9400 Cisco Catalyst Essentials 5 Year License
C9400-DNA-E-7Y	Cisco Catalyst 9400 Cisco Catalyst Essentials 7 Year License
C9400-DNA-A	Cisco Catalyst 9400 Cisco Catalyst Advantage Term License

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Product number	Description
C9400-DNA-A-3Y	Cisco Catalyst 9400 Cisco Catalyst Advantage 3 Year License
C9400-DNA-A-5Y	Cisco Catalyst 9400 Cisco Catalyst Advantage 5 Year License
C9400-DNA-A-7Y	Cisco Catalyst 9400 Cisco Catalyst Advantage 7 Year License
C9410-SHELF-KIT=	Cisco Catalyst 9400 Series 10-slot chassis Shelf Install Kit
C9407-SHELF-KIT=	Cisco Catalyst 9400 Series 7-slot chassis Shelf Install Kit
C9400-LIC=	Electronic SW License for C9400 Switches
C9400-DNA-E-A	C9400 NW and Cisco Catalyst Essentials to NW and Cisco Catalyst Advantage Upgrade
C9400-DNA-E-A-3	C9400 NW and Cisco Catalyst Essentials and Cisco Catalyst Advantage Upgrade License (3Y)
C9400-DNA-E-A-5	C9400 NW and Cisco Catalyst Essentials and Cisco Catalyst Advantage Upgrade License (5Y)
C9400-DNA-E-A-7	C9400 NW and Cisco Catalyst Essentials and Cisco Catalyst Advantage Upgrade License (7Y)

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Table 4. Cisco Catalyst Software SKUs

SKU	Product Description
C9400-DNX-A-3Y	C9400 Adv Catalyst Software subscription, Chassis, 3 Yr Lic
C9400-DNX-A-5Y	C9400 Adv Catalyst Software subscription, Chassis, 5 Yr Lic
C9400-DNX-A-7Y	C9400 Adv Catalyst Software subscription, Chassis, 7 Yr Lic
C9400-DNX-A-XY	C9400 Adv Catalyst Software subscription, Chassis, 10 Yr Lic
C9400-DNX-E-3Y	C9400 Ess Catalyst Software subscription, Chassis, 3 Yr Lic
C9400-DNX-E-5Y	C9400 Ess Catalyst Software subscription, Chassis, 5 Yr Lic
C9400-DNX-E-7Y	C9400 Ess Catalyst Software subscription, Chassis, 7 Yr Lic

Table 5. Unified licensing SKUs

Cisco Switching Essentials	LIC-CS-AC1-L-E Cisco Switching Essentials License Access Tier 1, Large (48 port) LIC-CS-AC1-M-E Cisco Switching Essentials License Access Tier 1, Medium (up to 24 port)
Cisco Switching Advantage	LIC-CS-AC1-L-A Cisco Switching Advantage License Access Tier 1, Large (48 port) LIC-CS-AC1-M-A Cisco Switching Advantage License Access Tier 1, Medium (up to 24 port)

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Smart Accounts: All you need to know

- Operations exchange: Partner and distributor software training: A comprehensive list of external software training resources and detailed training modules for ordering and license management.
- Smart Account leading practices for customers: A leading practices guide that can help customers decide how to structure their Smart Accounts, including if they need multiple Smart Accounts.
- Smart Account decision tree: A short branching survey that helps partners and customers understand what type of Smart Accounts to create.
- Cisco Smart Accounts on Cisco.com: The primary Cisco.com site for Smart Accounts.
- AMER SW training schedule: List of live software training sessions currently offered.
- Training reservation form: Form to request a live software training session.

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