Cisco Catalyst 9600 Series Switches

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Things to know

Before placing an order, please review the following:

- The Cisco Catalyst™ 9600 Series offer structure has three main components: the switch hardware, a Network stack perpetual license, and choice between a Cisco Catalyst Software Subscription or Cisco DNA Software subscription.
- The software subscriptions and the Network Stack perpetual licenses are smart product IDs (SKUs). The subscription, which comes with a perpetual license, is required with a hardware purchase.
- A Smart Account is mandated during purchase (for more information, please see the Smart Accounts section).
- Available service options:
  - Solution support
  - Enhanced Limited Lifetime Warranty (E-LLW)
  - Smart Net Total Care support (SNTC)
  - Success Tracks (Cisco CX)
  - Included base product-level support (Catalyst Software Subscription)

Common terminology

- Network Stack: NW
- Cisco Digital Network Architecture Subscription: -DNA
- Cisco Catalyst Software Subscription: -DNX
- Advantage: -A
- Smart Account: SA
- Smart License: SL

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Purpose of this document

This document provides a detailed overview of the ordering process for Cisco Catalyst 9600 Series switches on Cisco Commerce (CCW).

Hardware and software order overview

Cisco Catalyst 9600 Series switches can be ordered through CCW as a Cisco Catalyst or DNA Advantage subscription. Both options include switch hardware coupled with Cisco IOS XE and the Network Stack software.

What is the difference between the Cisco Catalyst and Cisco DNA Software subscription for Switching?

For Catalyst 9600 Series, the Catalyst Software Subscription for Switching includes base software and hardware support for the Advantage tiers. This support delivers a TAC service for severity 1 and 2 service requests. In addition, with the Advantage tier, you also receive ISE licenses (quantity dependent on switch model). Catalyst 9600 Series receive 40 endpoint sessions per Catalyst Advantage license.

Table 1. Cisco ISE licenses included with Advantage term licenses

Eligible product families*	Cisco Catalyst 9600 Series	Cisco Catalyst 9500 Series	Cisco Catalyst 9400 Series	Cisco Catalyst 9300 Series
ISE quantity per Advantage license	40 endpoint sessions for ISE	10 endpoint sessions for ISE	40 endpoint sessions for ISE	10 endpoint sessions for ISE

The Cisco DNA Software subscription for Switching includes base support for software only (not hardware), 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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Software licenses

Table 2. License matrix

	Cisco Catalyst Software Subscription new	Cisco DNA subscription	Network Advantage
Packages[1]	3-, 5-, or 7-year terms	3-, 5-, or 7-year terms	Perpetual
Tiers	Advantage	Advantage	Advantage
Portability[2]	✓	✓	✓
Management options	Catalyst Center	Catalyst Center	CLI, Web UI
Included support	Base product-level support for Hardware, Software and OS	Software support (SWSS)	×
Included[3] **add-ons: Common ISE policy, Cisco Spaces**	×	×	×
Included ISE endpoint licenses	40	×	×

[1] For all new orders, subscription licenses are mandatory and must be of the same tier as network licenses.

[2] Portability within the same Catalyst 9000 series of hardware.

[3] Only available with Advantage tier.

Catalyst Software Subscription feature matrix

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

How to order a Cisco Catalyst 9600 Series switch

Both a network stack license and Catalyst Software Subscription or Cisco DNA subscription are mandatory at the time of purchase. Network Advantage is included with the hardware, while a Catalyst Software Subscription or Cisco DNA Advantage term license needs to be selected at the time of order.

To order in Cisco Commerce Workspace, follow these steps:

1. Select the appropriate Cisco Catalyst 9600 Series switch SKU—for example, C9606R.
2. Choose the preferred consumption model—Cisco DNA Advantage.
3. Choose the Cisco DNA term license (3, 5, or 7 years).
4. Add other components (secondary supervisor, line cards, additional power supplies, power cables and accessories).

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Step-by-step ordering in Cisco Commerce Workspace

Enter the hardware SKU in Cisco Commerce Workspace (CCW).

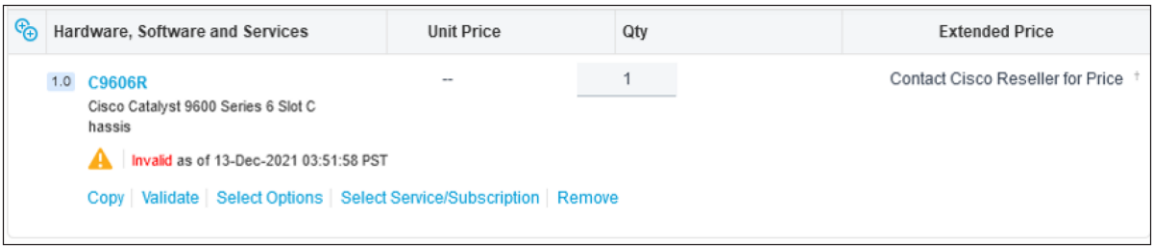
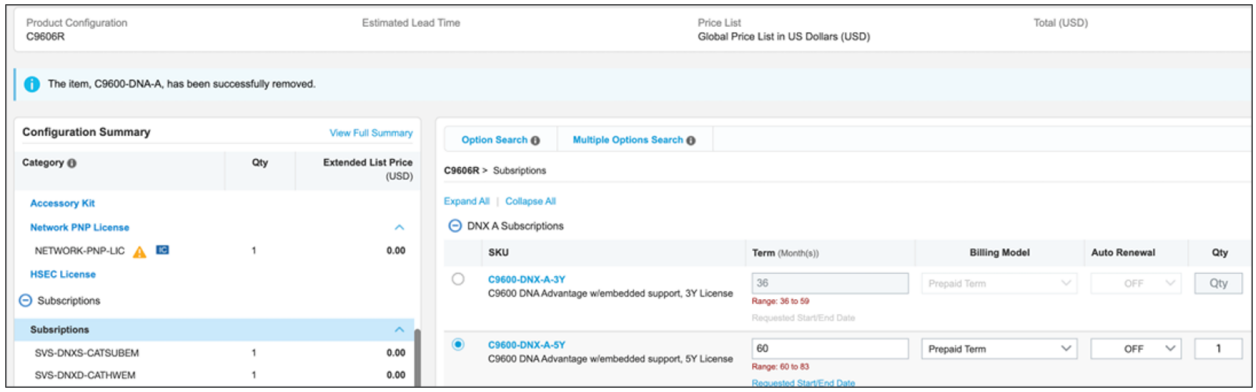


Figure 1.
Selecting Catalyst 9600 C9606R chassis in CCW

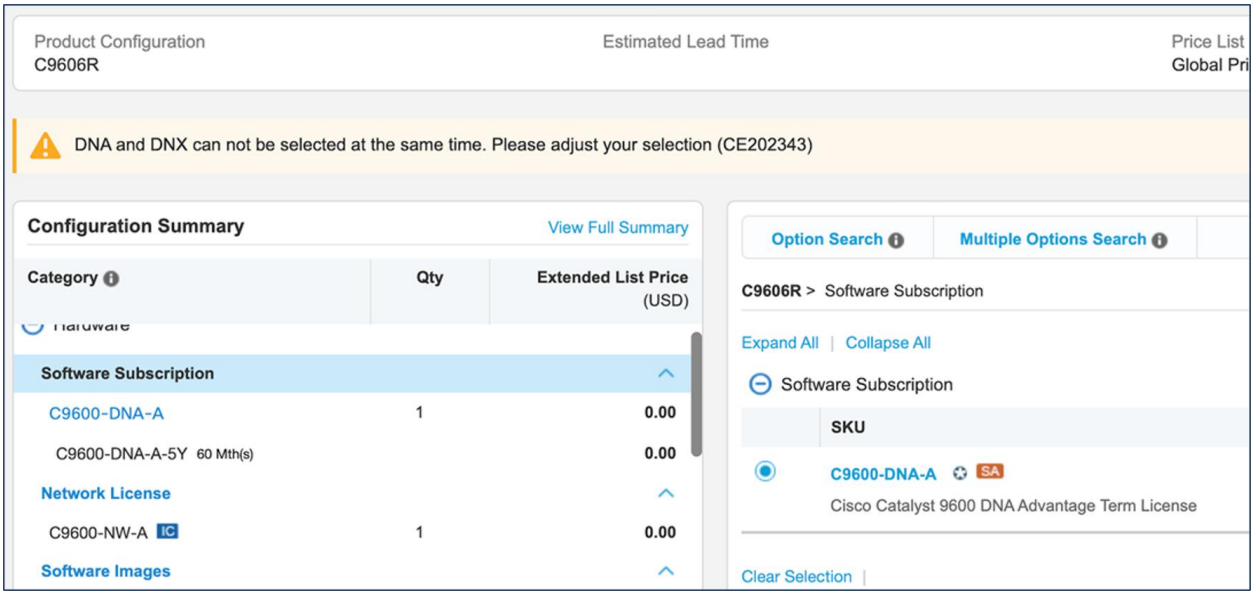
The network stack license is perpetual and included with the hardware by default (it will not be visible in the selection menu) for the respective hardware SKU.

A Cisco Catalyst or Cisco DNA Advantage Software subscription option is available for selection and is mandatory. Customers are encouraged to purchase the Cisco Catalyst Software Subscription option to enable advanced Cisco Networking solutions. Base product-level support for Hardware, Software and OS.

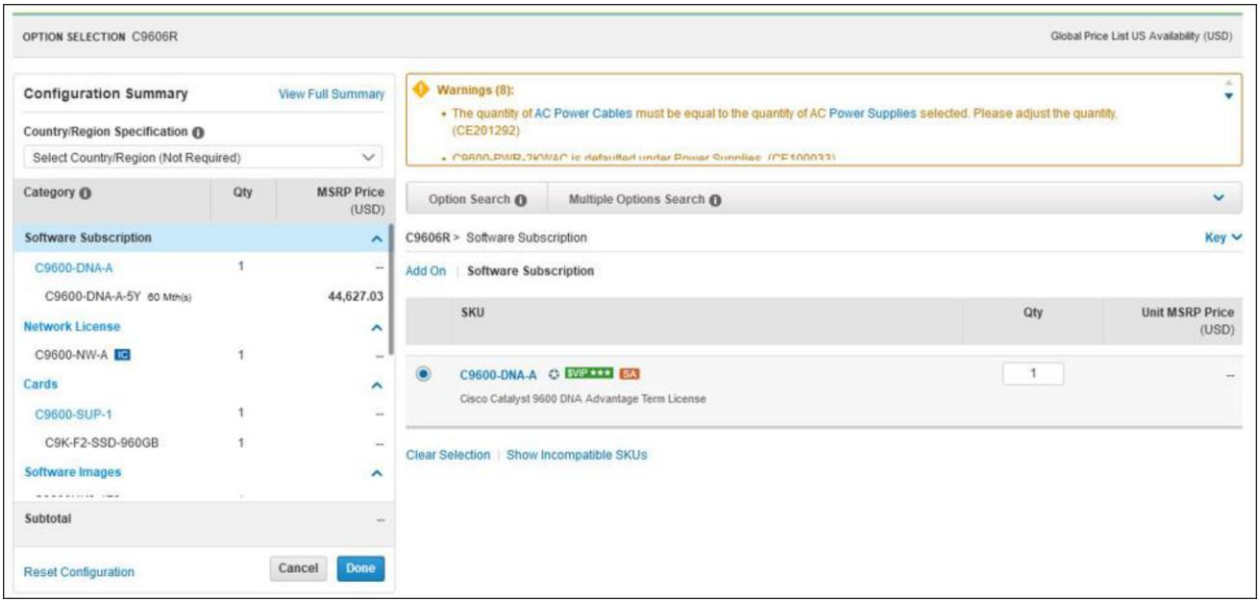


For Cisco Software Subscription (preferred), the term-based Cisco DNA license can be a 3, 5 or 7 year term. A Cisco Software Subscription term is mandatory (customers must select one of the term options to complete the configuration).

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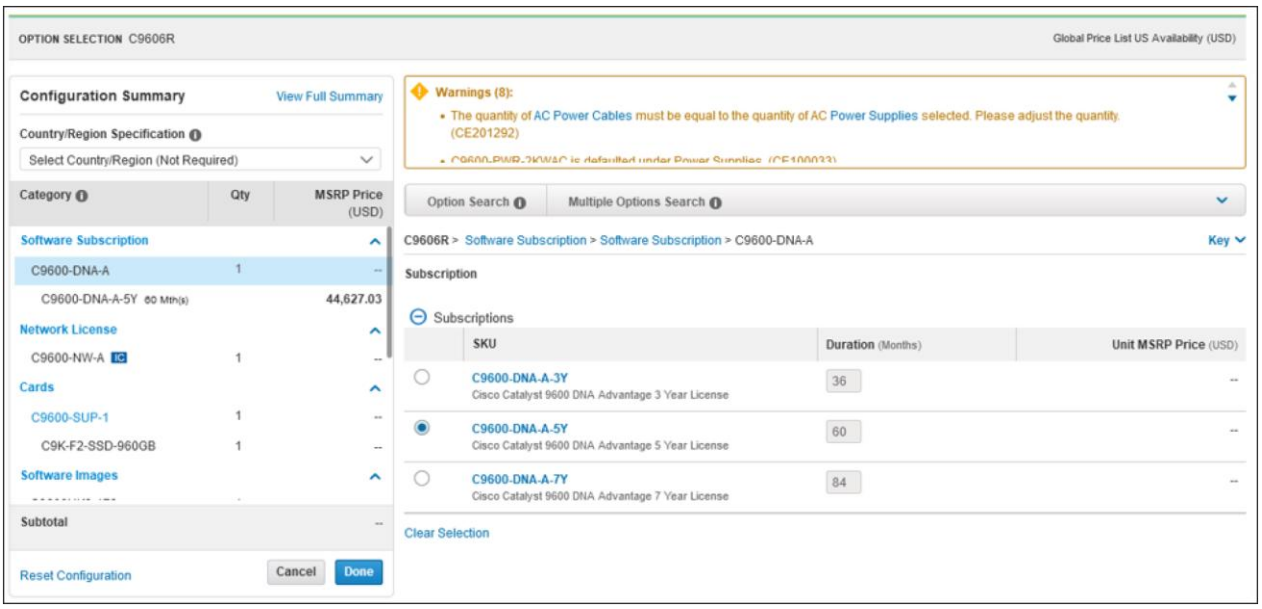


Note: Cisco DNA Subscription must be deselected by using “Clear Section”, when ordering Cisco Software Subscription.

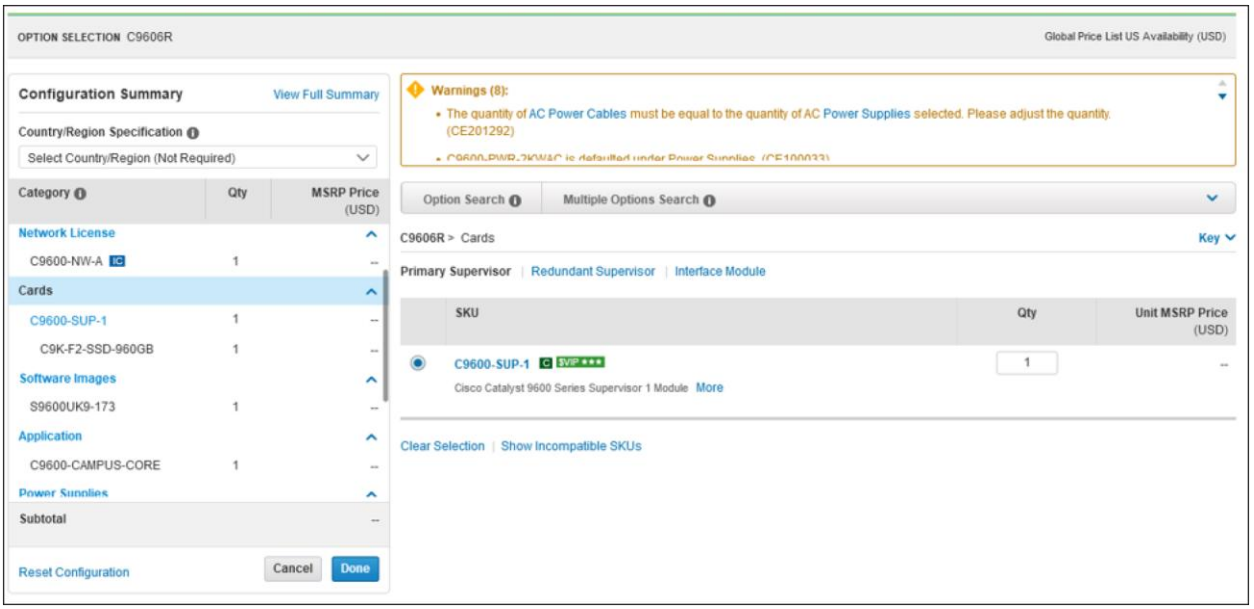


For Cisco DNA Advantage, the term-based Cisco DNA license is preselected to the 5 year term by default but can be changed to a 3 or 7 year term. A Cisco DNA Software term license is mandatory (customers must select one of the term options to complete the configuration).

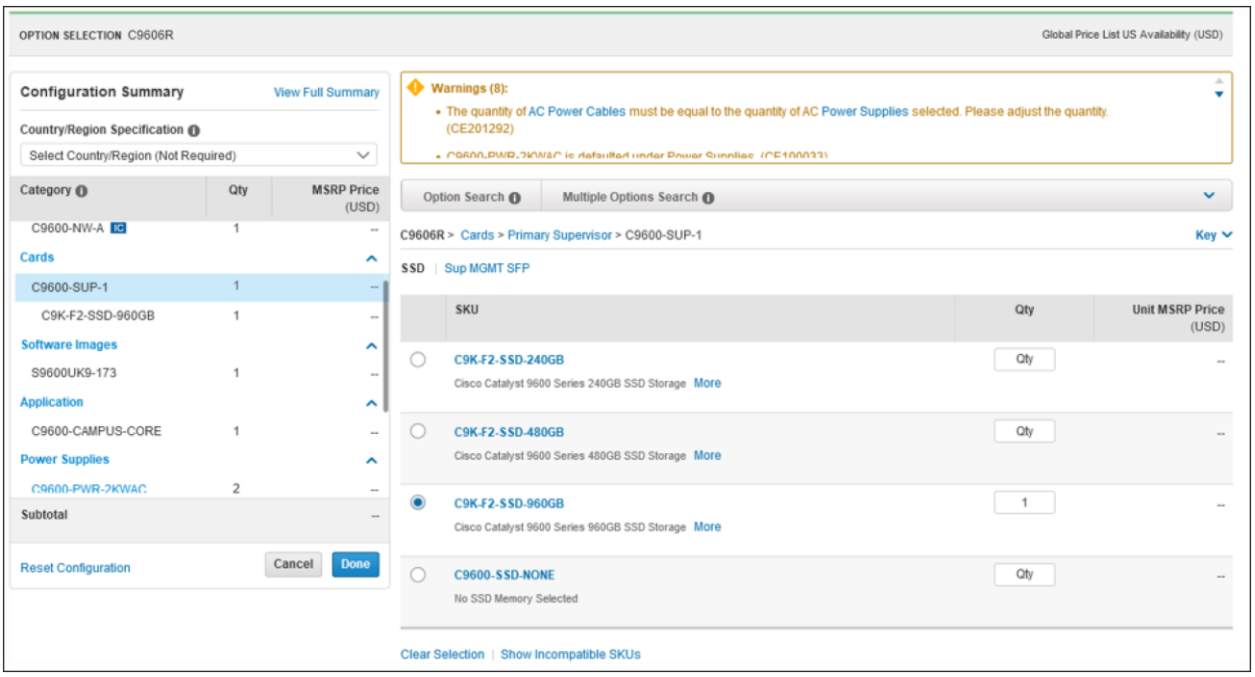
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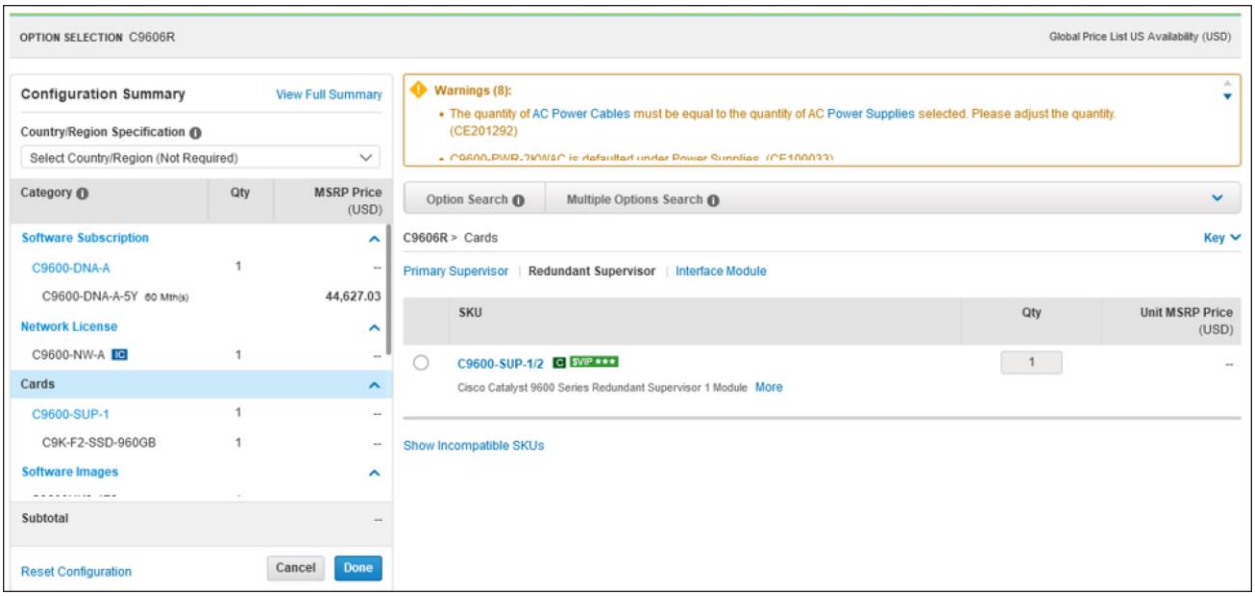
The primary supervisor selection is mandatory and is selected with 960 GB of SSD storage by default. You can choose a different SSD storage size if desired. Please refer to the screen shots below.



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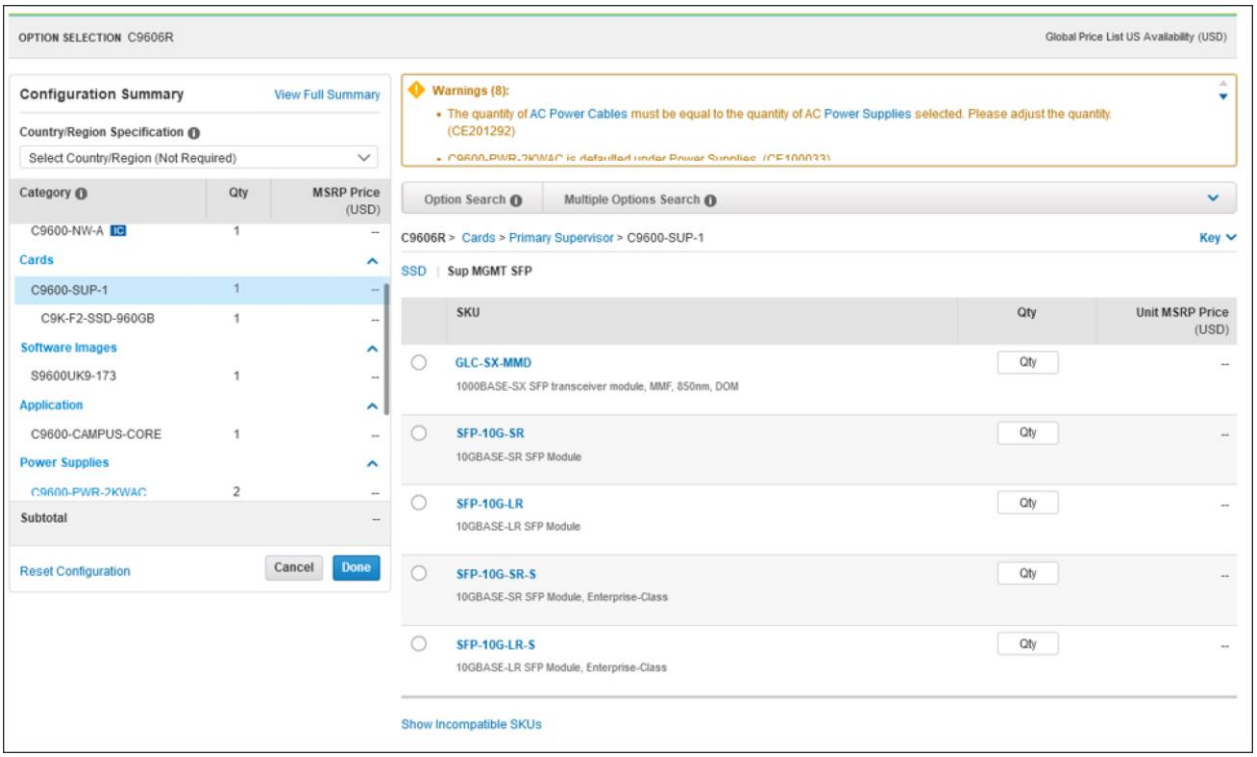


An optional secondary supervisor can be selected as part of the configuration.

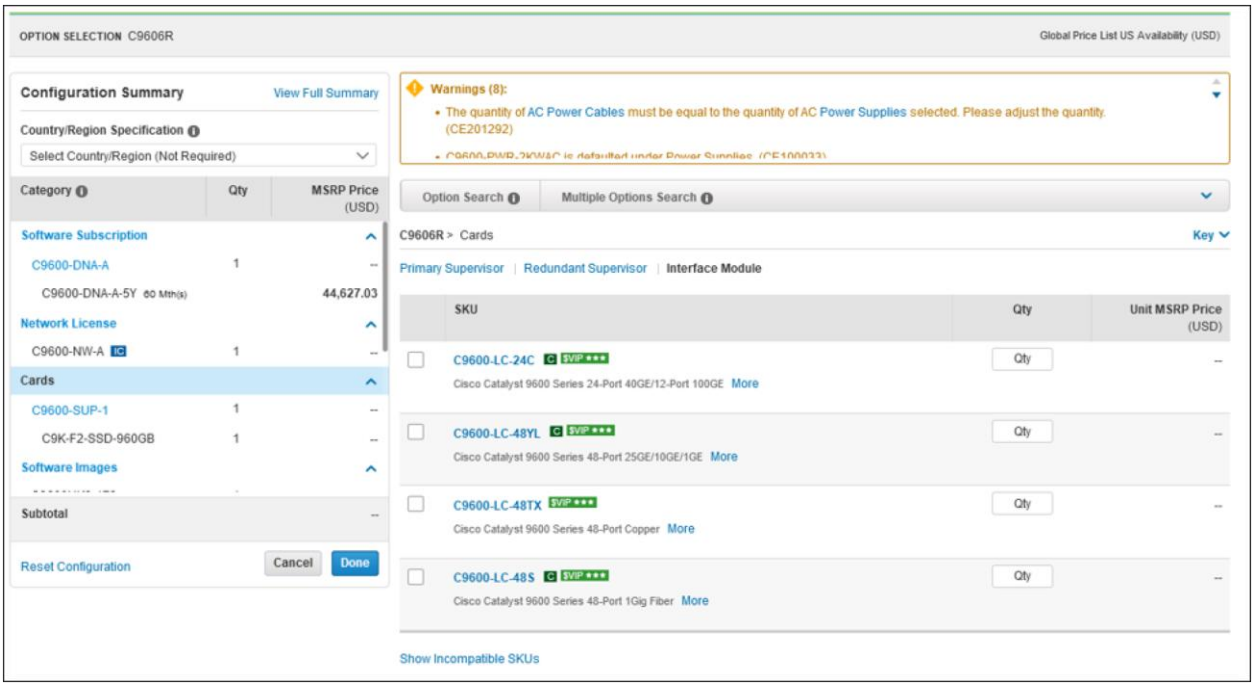


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An optional supervisor management port transceiver can also be selected.



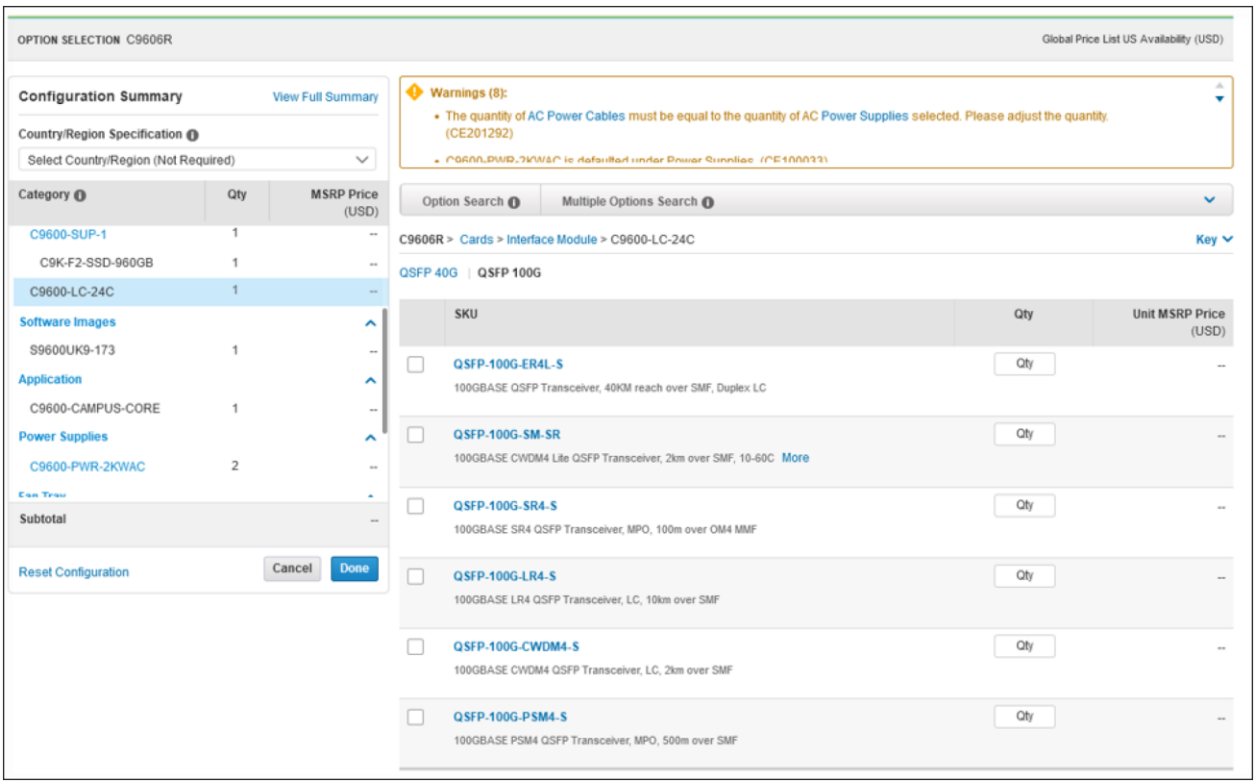
The optional line cards can be selected as part of the configuration. The maximum line card quantity allowed is four.



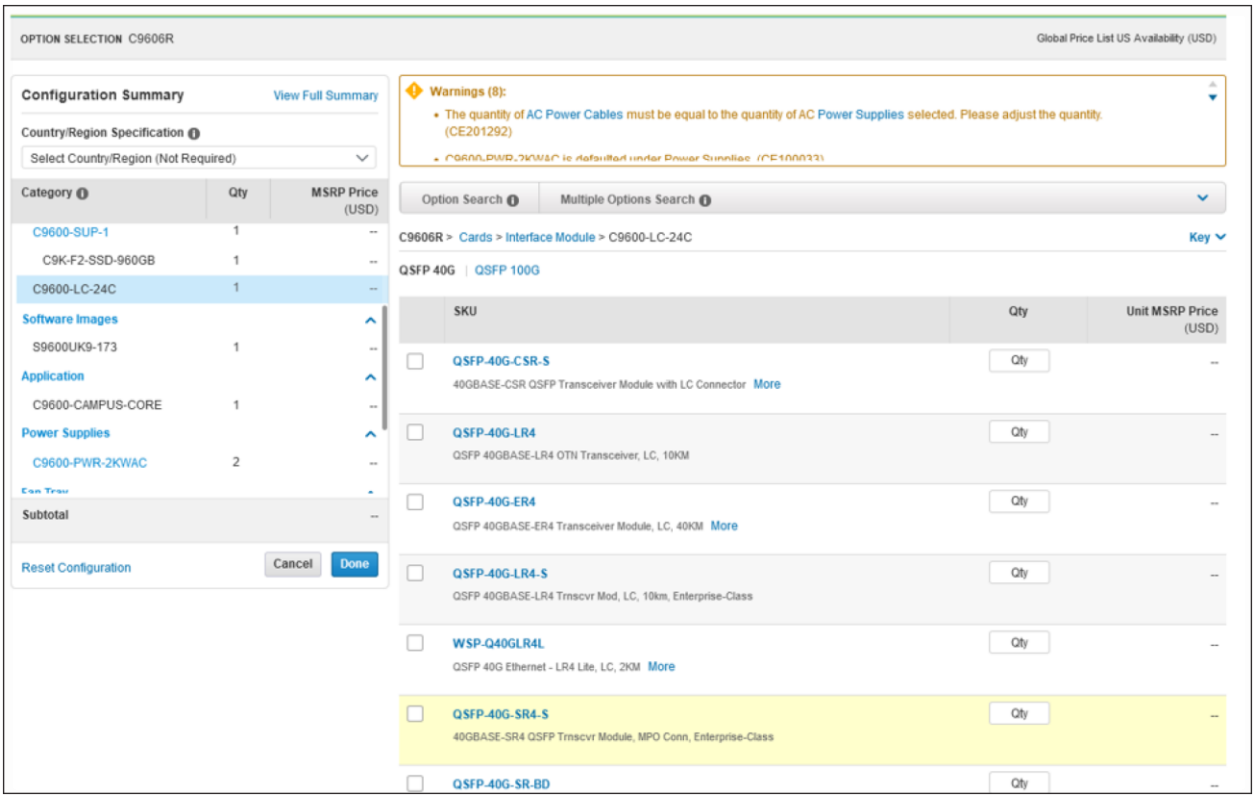
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An optional transceiver module for each line card can be selected by selecting individual line cards. Please refer to the screen shots below for details.

Optional 100G transceiver selection.

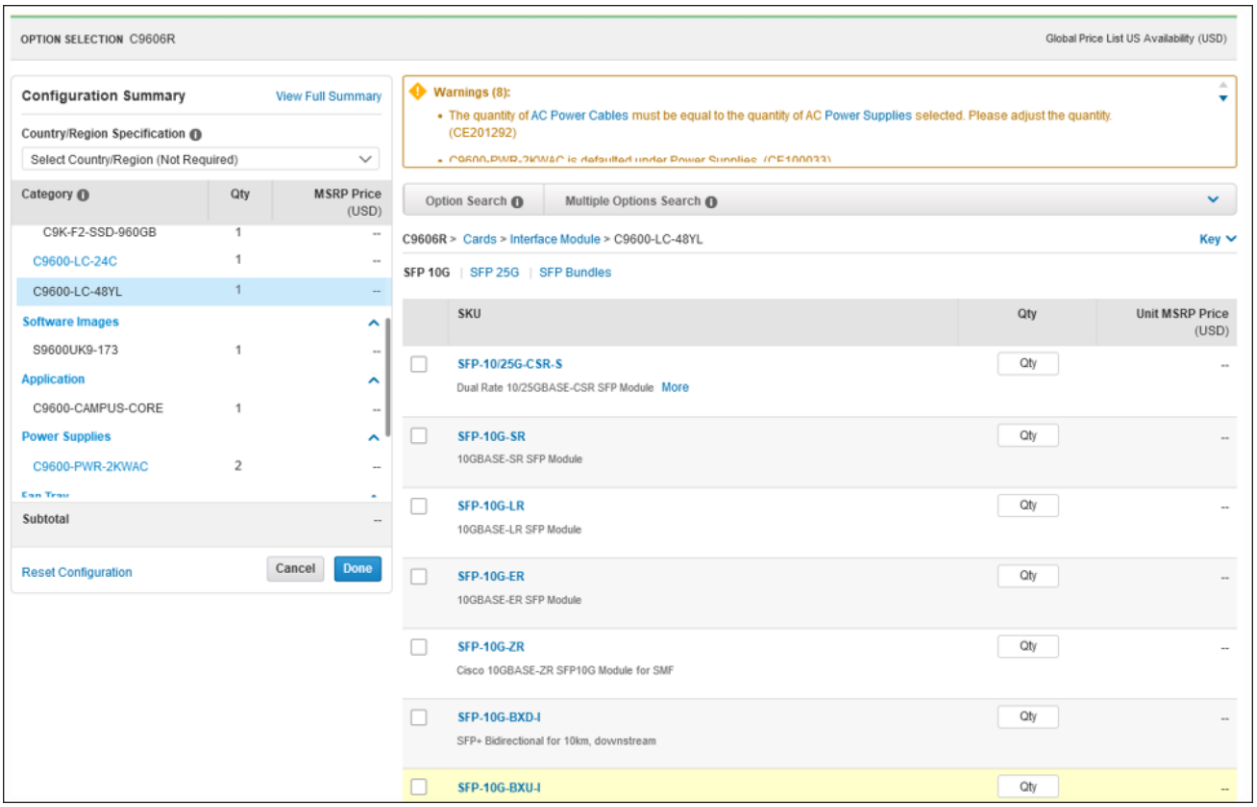


Optional 40G transceiver selection.

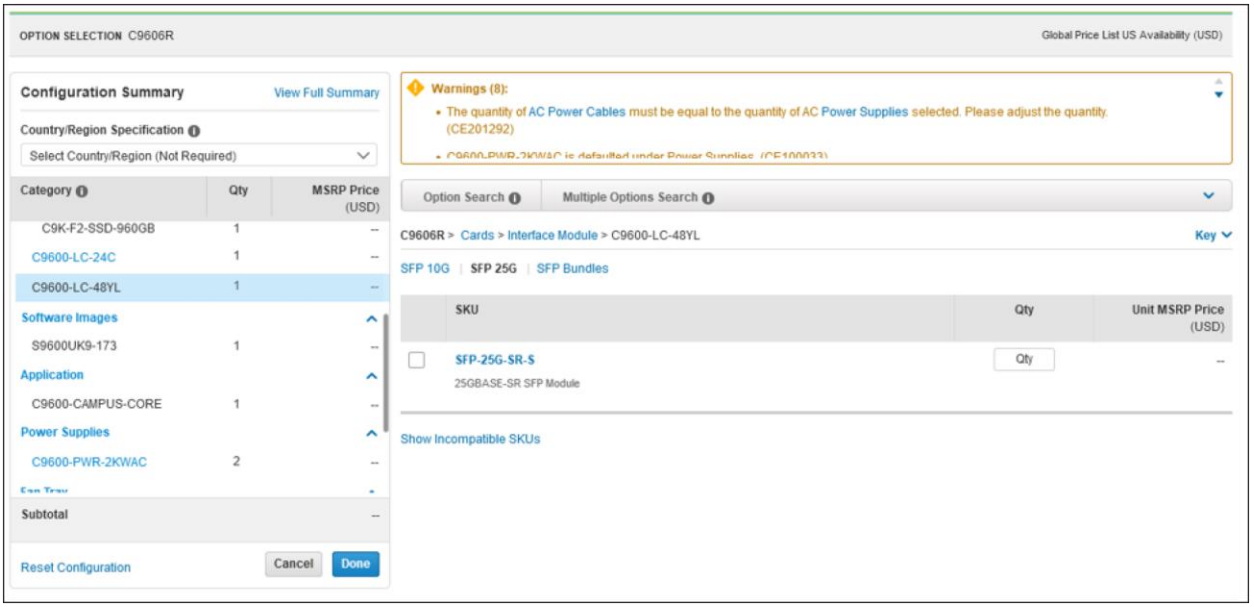


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Optional 10G transceiver selection.

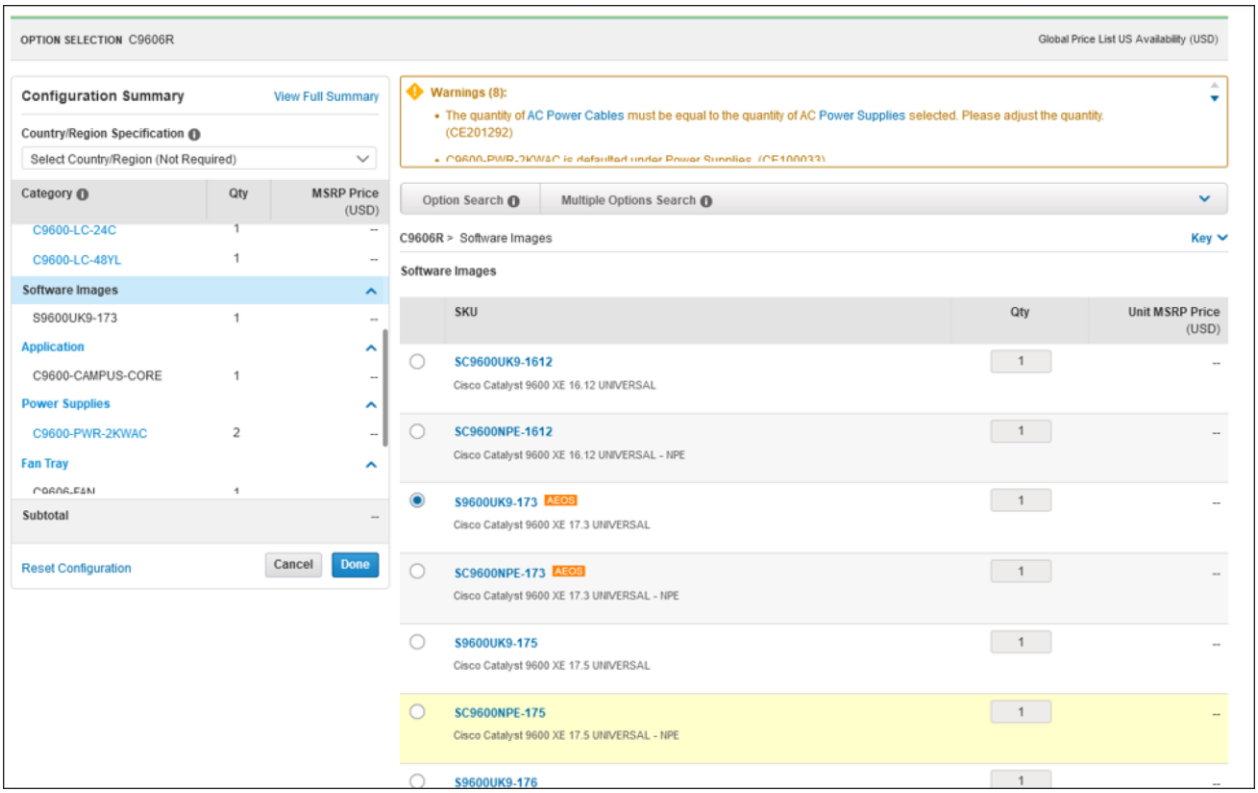


Optional 25G transceiver selection.

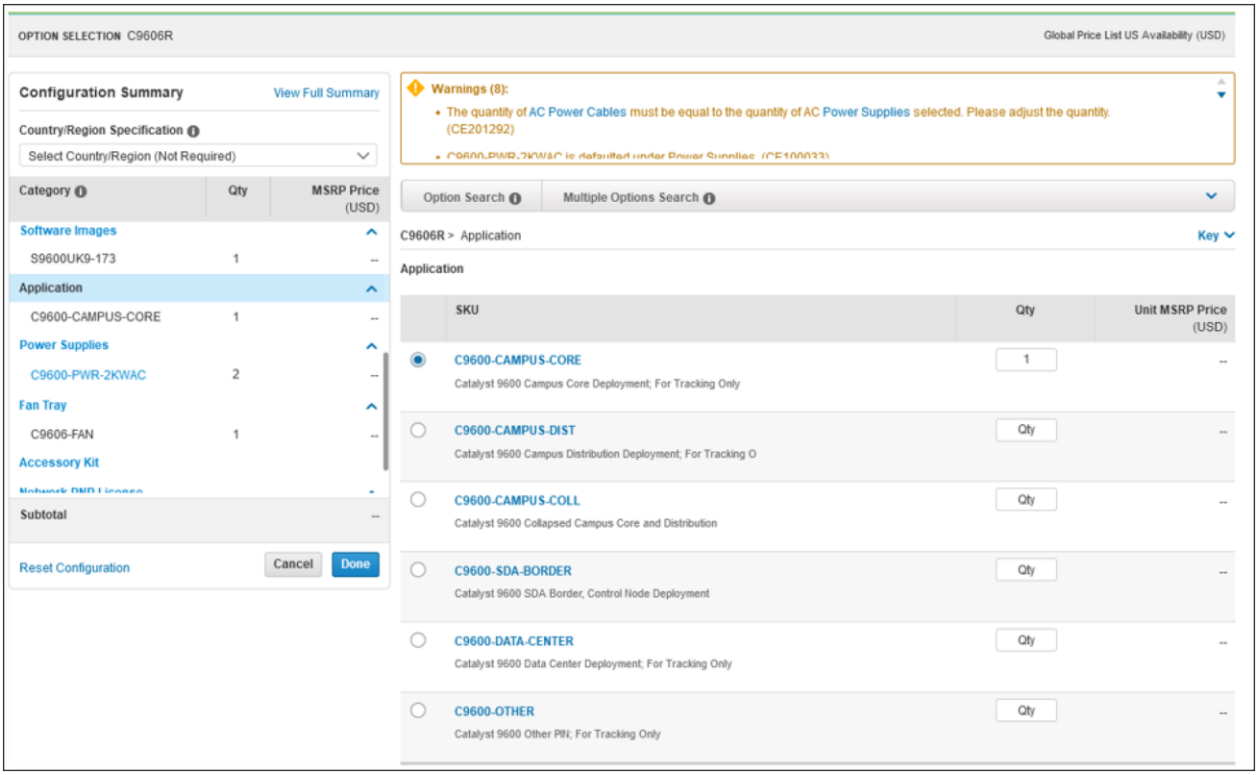


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Software image selection is available as configurable options.

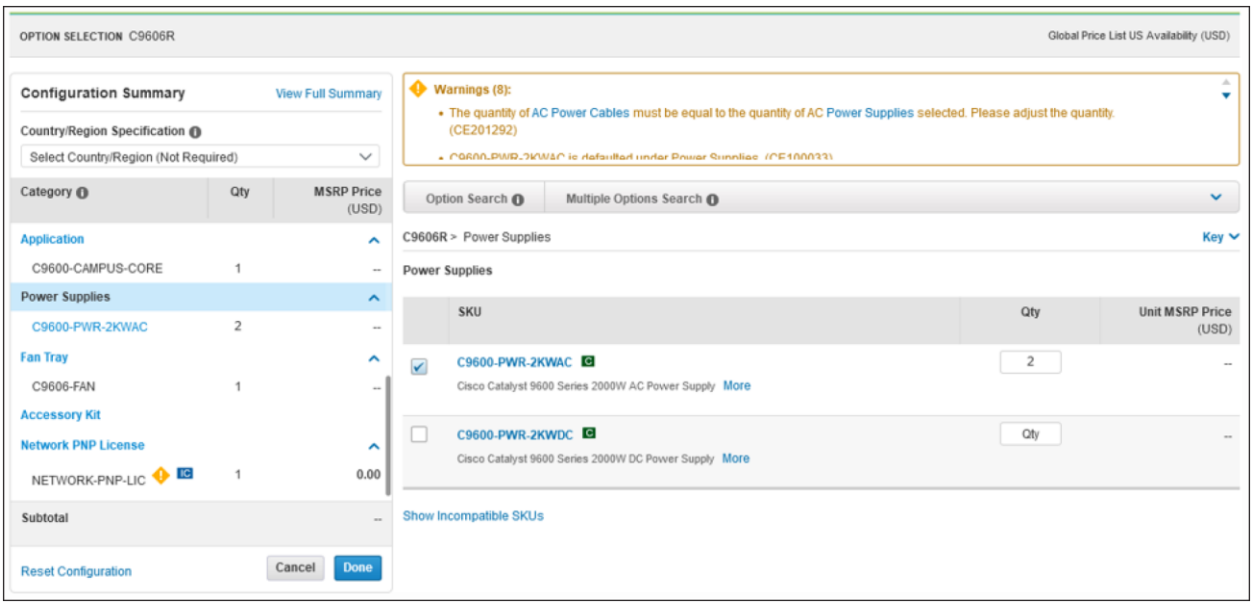


Please help us track Cisco Catalyst 9600 Series deployment in various network roles in by selecting the appropriate role under Application. The default is C9600-CAMPUS-CORE.

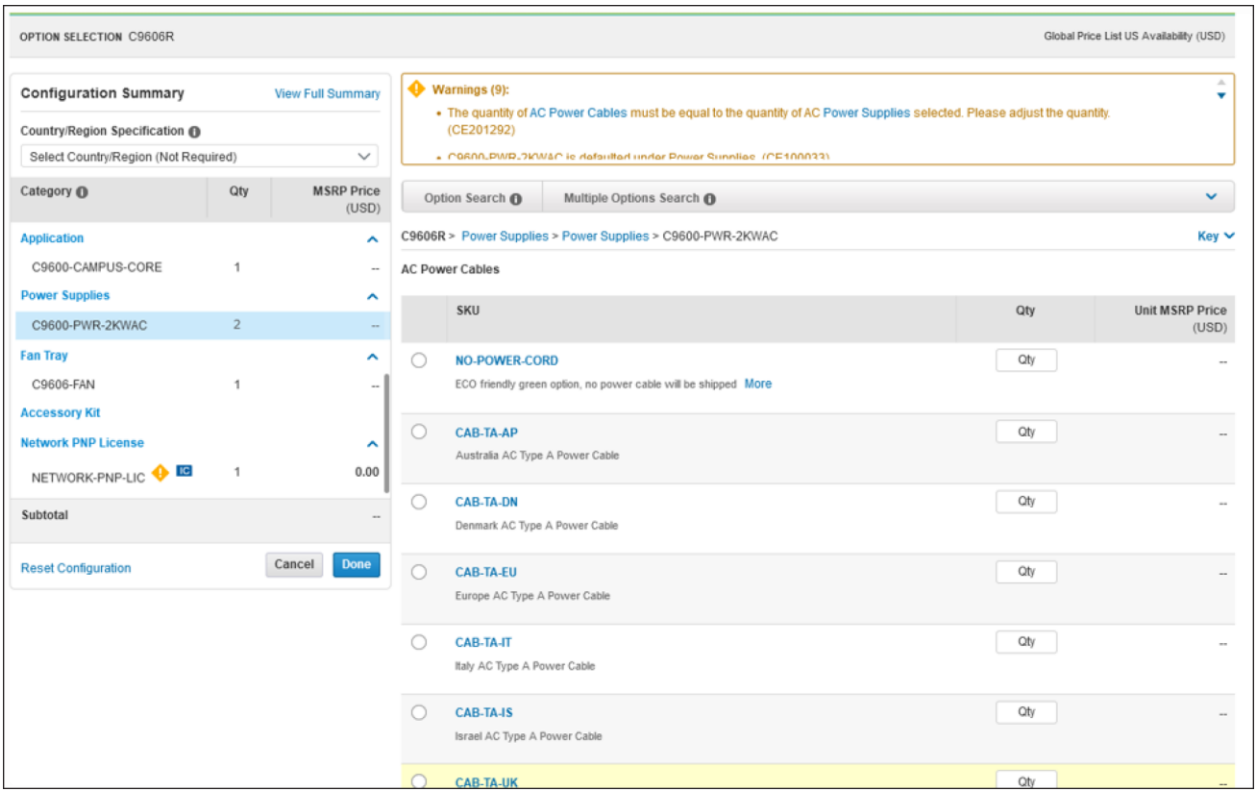


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Under power supplies, 2000W AC or 2000W DC power supply options are made available. A maximum of four power supplies can be configured in the C9606R chassis. The default is two 2000W AC power supplies as the minimum power requirement for a fully loaded chassis.

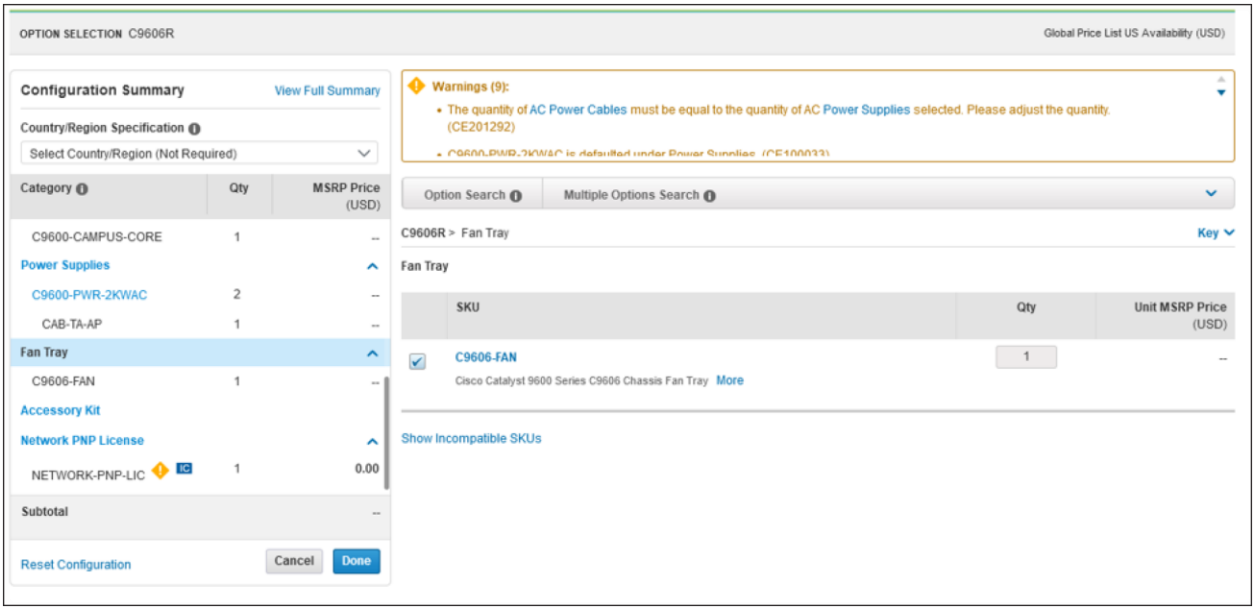


A power cable must be selected to complete the power supply configuration.



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The fan tray is mandatory and added by default.



Default accessories shipped with the switch

Cisco Catalyst 9600 Series switches ship with the following components and accessories by default:

- 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 as follows.

Unified licensing with the Cisco Networking Subscription

The Cisco Catalyst 9600 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

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

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There is one available switching license tier for Catalyst 9600 series:

- Cisco Switching Advantage

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

For a complete list, 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 9600 Series are offered in the Advantage tier with 3-, 5-, or 7-year terms. The Cisco DNA Advantage tier corresponds with the Network Advantage license.

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

As part of the DNA Advantage license, the Catalyst 9600 Series supports the following perpetual network license tier:

- **Network Advantage**

Network Advantage provides foundational Layer 2 and Layer 3 switching, automation, visibility, and security capabilities, along with 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:** Cisco License Central (CLC) 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 License Central.

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

Cisco Catalyst 9600 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.

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 9600 Series switch SKUs are smart SKUs. License entitlements will be deposited into the Cisco Smart Software Manager and the Smart Account (SA).
- 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 9600 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 9600 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 9600 Series switch to another). (See the figure below)

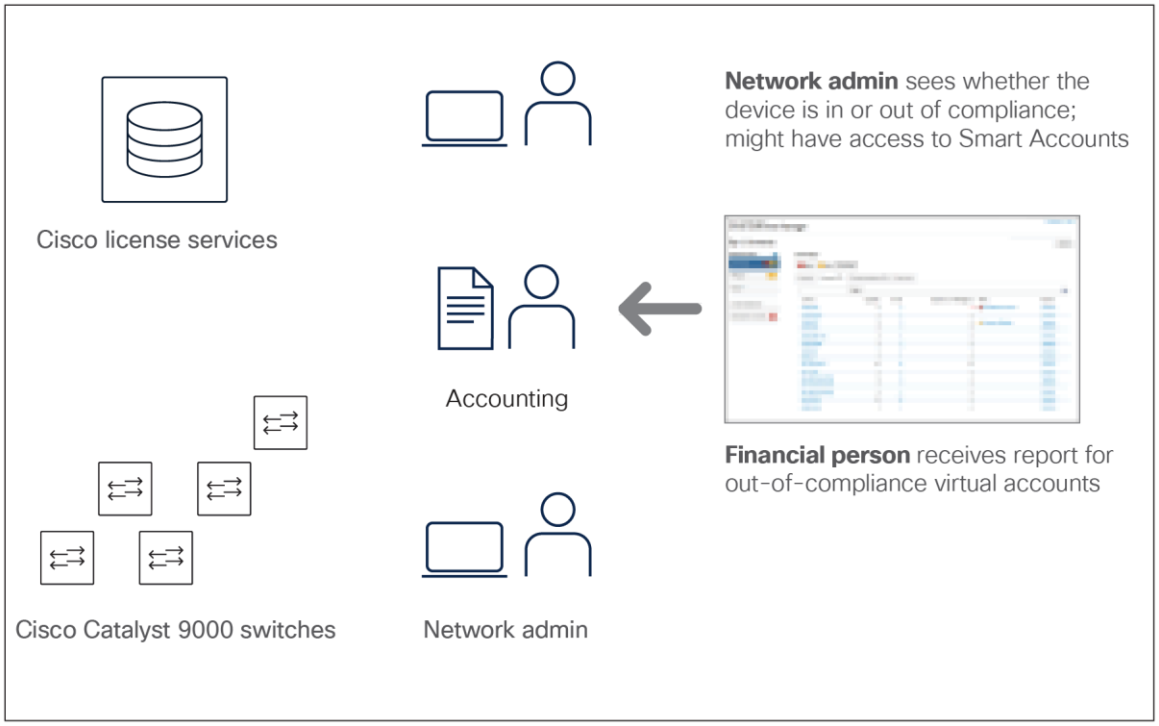


Figure 2.
Deploying Smart Licenses

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.

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 (SNTC) support, partner service support (PSS), 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.

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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 (SNTC) and Software Support Services (SWSS)?

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.

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.

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CX Cloud



Figure 3.
The value of Cisco's 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 3. Comparison of Cisco support models for Cisco Catalyst Software subscriptions

		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
Expert resources	Communities	Cisco Community	Cisco Community	Cisco Community	Cisco and Success Tracks Community
	Success tips				●
	Ask the experts (1:many interactive webinars)				●
Support	24/7 access to the Cisco TAC for software, hardware, IOS support	Cisco Catalyst software only	Cisco Catalyst hardware only	●	●
	Software, PAK IOS XE updates	Software	IOS XE	●	●
	Hardware RMA	Warranty-level	8 options	Warranty-level	8 options
	Service request response objectives 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 XE and multivendor products				●

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		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
	No triage required to open a case				●
	Case prioritization over SNTC, SWSS, included support service requests				●
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				●
Contextual learning	E-learning (on demand courses)				●

Cisco Enhanced Limited Lifetime hardware warranty

Cisco Catalyst 9600 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 4 provides ordering information for Cisco Catalyst 9600 Series switches. Table 5 gives the unified licensing SKU.

Table 4. Ordering information

Product number	Description
C9606R (=)	Cisco Catalyst 9600 Series 6 Slot Chassis
C9600X-SUP-2 (=)	Cisco Catalyst 9600X Supervisor 2 Module
C9600X-SUP-2/2	Cisco Catalyst 9600X Redundant Supervisor 2 Module
C9600-SUP-1 (=)	Cisco Catalyst 9600 Series Supervisor 1 Module
C9600-SUP-1/2	Cisco Catalyst 9600 Series Redundant Supervisor 1 Module
C9600-LC-24C (=)	Cisco Catalyst 9600 Series 24-Port 40GE/12-Port 100GE line card
C9600-LC-48YL (=)	Cisco Catalyst 9600 Series 48-Port 25GE/10GE/1GE line card

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Product number	Description
C9600-LC-48TX (=)	Cisco Catalyst 9600 Series 48-port RJ45 Copper - 10GE/5GE/2.5GE/1GE/100M/10M line card
C9600-LC-48S (=)	Cisco Catalyst 9600 Series 48-Port 1GE line card
C9600-LC-40YL4CD (=)	Cisco Catalyst 9600 40-Port 50/25/10GE and 2-Port 400GE, 2-port 200GE line card
C9600X-LC-56YL4C (=)	Cisco Catalyst 9600X 56-Port 50/25/10GE and 4-Port 100GE line card (SUP-2 only)
C9600X-LC-32CD (=)	Cisco Catalyst 9600X 30-port 100/40GE, 2-port 400/200/100GE line card (SUP-2 only)
C9606-FAN (=)	Cisco Catalyst 9600 Series C9606 Chassis Fan Tray
C9K-F2-SSD-240GB (=)	Cisco Catalyst 9600 Series 240GB SSD Storage
C9K-F2-SSD-480GB (=)	Cisco Catalyst 9600 Series 480GB SSD Storage
C9K-F2-SSD-960GB (=)	Cisco Catalyst 9600 Series 960GB SSD Storage
Cisco DNA Software term licenses	**Description**
C9600-DNA-A	C9600 Cisco DNA Advantage Software subscription, Term License
C9600-DNA-A-3Y	C9600 Cisco DNA Advantage Software subscription, 3 Year License
C9600-DNA-A-5Y	C9600 Cisco DNA Advantage Software subscription, 5 Year License
C9600-DNA-A-7Y	C9600 Cisco DNA Advantage Software subscription, 7 Year License
Cisco Catalyst Software term licenses	**Description**
C9600-DNX-A-3Y	C9600 Cisco Catalyst Advantage Software subscription, 3Y License
C9600-DNX-A-5Y	C9600 Cisco Catalyst Advantage Software subscription, 5Y License
C9600-DNX-A-7Y	C9600 Cisco Catalyst Advantage Software subscription, 7Y License
Power supplies	**Description**
C9600-PWR-3KWAC (=)	Cisco Catalyst 9600 Series 3000W AC Power Supply
C9600-PWR-2KWAC (=)	Cisco Catalyst 9600 Series 2000W AC Power Supply
C9600-PWR-2KWDC (=)	Cisco Catalyst 9600 Series 2000W DC Power Supply

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Product number	Description
Spare accessories and kits	**Description**
C9606-SLOT-BLANK (=)	Cisco Catalyst 9600 Series Blank for Chassis Module Slot
C9606-PWR-BLANK (=)	Cisco Catalyst 9600 Series Blank for Chassis Power Supply Slot
CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B
CAB-CONSOLE-RJ45	Console Cable 6ft with RJ45 and DB9F
C9606-RACK-KIT=	Cisco Catalyst 9600 Series 6 slot chassis Rack Mount
C9606-ACC-KIT=	Cisco Catalyst 9600 Series 6 slot chassis Accessory Kit
C9606-SHELF-KIT=	Cisco Catalyst 9600 Series 6 slot chassis Shelf Install Kit
C9606-FB-23-KIT=	Cisco Catalyst 9600 Series 6 slot chassis Front to Back Kit

Table 5. Unified licensing SKU:

Cisco Switching Advantage	LIC-CS-CO-MO-A Cisco Switching Advantage License Core Modular

Important links

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.
- Cisco Smart Licensing Training: Collection of content related to Cisco Smart Account Training.

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