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Cisco Catalyst 9500 Ordering Guide

Contents

Things to know

Before placing an order, review the following information:

- The Cisco® Catalyst® 9500 (C9500) offer structure has two main components: the hardware switch, which includes the Network Stack perpetual license, and a Cisco Digital Network Architecture (Cisco DNA™) term license.
- Cisco DNA term licenses and Network Stack perpetual licenses are Smart Product IDs (PIDs). Cisco DNA term licenses are required with a hardware purchase.
- Smart Accounts are strongly recommended and will be mandated after FCS (see Smart Accounts section for more information).
- Smart Licensing technology is not enabled on the switch at FCS but will be available at a later time. At FCS, the license PIDs are set up as Smart PIDs but will operate in Right-To-Use (RTU) mode. See Smart Licensing section for details.
- Services:
  - Enhanced Limited Lifetime Warranty (E-LLW)
  - Solution support for hardware and Network Stack perpetual license
  - Embedded support for Cisco DNA term license

First Customer Ship = FCS

# Cisco Catalyst 9500 highlights

The Cisco Catalyst 9500 is Cisco's lead stackable enterprise switching platform, built for security, IoT, and cloud, and is the next generation of the industry's most widely deployed switching platform. The Cisco Catalyst 9500 switches form the foundational building block for Software-Defined Access (SD Access), Cisco's lead enterprise architecture.

This document is aimed at providing a detailed overview of the ordering process for C9500 switches on Cisco Commerce Workspace.

Hardware and software order overview

Cisco Catalyst 9500 switches can be ordered through Cisco Commerce Workspace as a Cisco ONE™ subscription or as an individual subscription. Both options include a switch hardware embedded with Cisco IOS® and Network Stack software. In addition to the hardware and embedded network software, the offer requires the addition of the term-based Cisco DNA subscription software, which includes Embedded Support. Figure 1 gives an overview of available Cisco ONE and individual options and shows what is included in each software package.

Figure 1. C9500 Offers overview
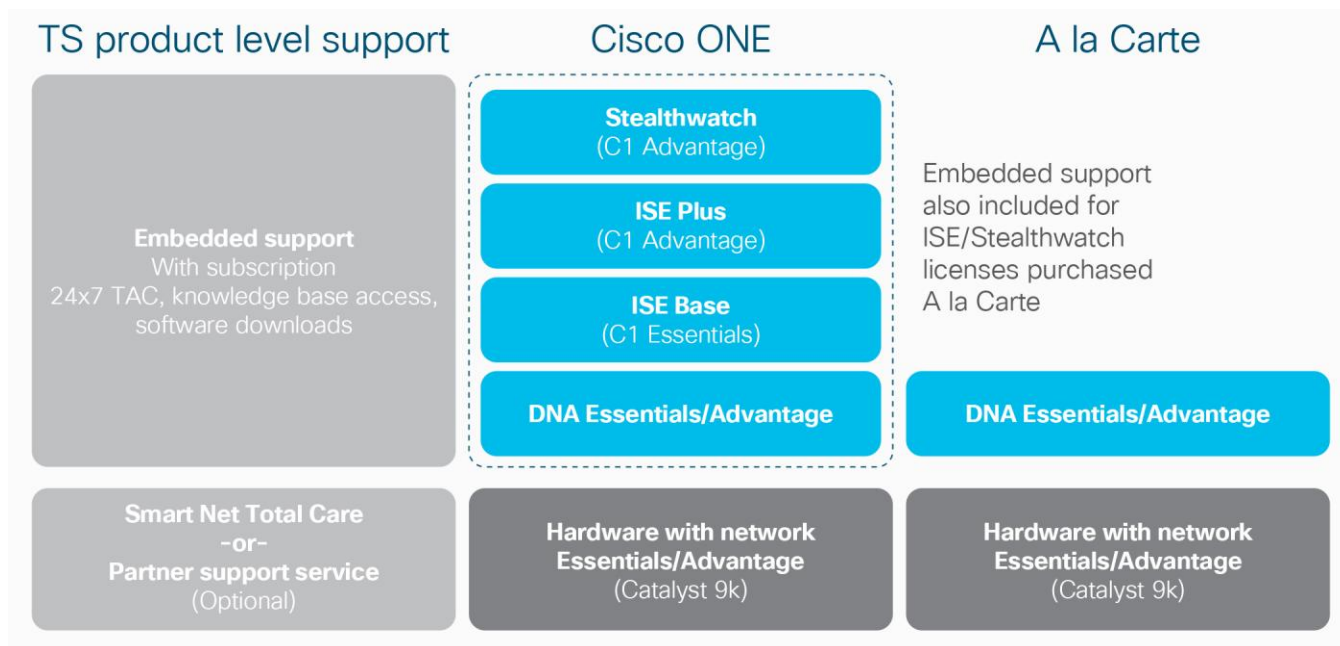
How to order a Cisco Catalyst 9500

Both Network Stack licenses and Cisco DNA licenses are mandatory at the time of purchase and come in two licensing tier options: Essential (–E) and Advantage (–A). Network Stack Essential or Advantage comes embedded in the hardware, while a Cisco DNA term license needs to be selected at the time of order.

To order in the Cisco Commerce Workspace, follow these steps:

1. Select the appropriate C9500 –E or –A device for the desired license type.
2. Choose the preferred consumption model (Cisco ONE or individual).
3. Choose the Cisco DNA term license (3, 5, or 7 years).
4. Add other components (for example, secondary power supply, power cables, and so on).

Step-by-step ordering in Cisco commerce workspace

Enter the hardware PID in Cisco Commerce Workspace.

The Network Stack license is perpetual and embedded in the hardware by default (it will not be visible in the selection menu) and aligns with the hardware PID (-E/-A).

The Cisco DNA license is term-based and preselected by default to the 5-year term, but can be changed to 3- or 7-year terms. The Cisco DNA license is mandatory (customers must select one of the terms to complete the configuration) and aligns with the hardware PID suffix (-E/A):

OPTION SELECTION C9500-24Q-A | Global Price List in US Dollars (USD)

Configuration Summary   View Full Summary

Country Specification ⓘ

Select Country (Not Required) ▾

Category ⓘ	Qty	Unit List Price (USD)
SOFTWARE LICENSE		∧
C9500-DNA-24Q-A	1	0.00
C9500-DNA-A-5Y 60 Mth(s)		18,880.00
Software		∧
S9500UK9-165 IC	1	0.00
Secondary Power Supply		∧
PWR-C4-950WAC-R/2 IC	1	0.00
Power Cables		∧
CAB-TA-NA IC	2	0.00
Console Cables		
Subtotal		41,080.00
Estimated Lead Time		21 days

Reset Configuration   Cancel   **Done**

⚠ **Warning (1):**
• A minimum of 3 year DNA Term license is required. (CE201302)

⊕ **Option Search** ⓘ   Multiple Options Search

C9500-24Q-A > SOFTWARE LICENSE > CISCO ONE AND DNA TERM LIC > C9500-DNA-24Q-A   Key ⌄

Subscription

SKU	Description	Duration	Unit List Price
⊖ EMBEDDED SUPPORT			
○ C9500-DNA-A-3Y	Cisco Catalyst 9500 DNA Advantage 3 Year License	36 Month(s) Range 36 to 36	11,800.00
◉ C9500-DNA-A-5Y	DNA Advantage 5 Year License	60 Month(s) Range 60 to 60	18,880.00
○ C9500-DNA-A-7Y	DNA Advantage 7 Year License	84 Month(s) Range 84 to 84	25,960.00

A Cisco ONE option is available for selection:

OPTION SELECTION C9500-24Q-A | Global Price List in US Dollars (USD)

Configuration Summary   View Full Summary

Country Specification ⓘ

Select Country (Not Required) ▾

Category ⓘ	Qty	Unit List Price (USD)
SOFTWARE LICENSE		∧
C1A1TCAT95001 IC	1	0.00
C1A1TCAT95001-5Y 60 Mth(s)		18,370.00
Software		∧
S9500UK9-165 IC	1	0.00
Secondary Power Supply		∧
PWR-C4-950WAC-R/2 IC	1	0.00
Power Cables		∧
CAB-TA-NA IC	2	0.00
Console Cables		
Subtotal		40,570.00
Estimated Lead Time		21 days

Reset Configuration   Cancel   **Done**

⊕ **Option Search** ⓘ   Multiple Options Search

C9500-24Q-A > SOFTWARE LICENSE > CISCO ONE AND DNA TERM LIC > C1A1TCAT95001   Key ⌄

Subscription

SKU	Description	Duration	Unit List Price
⊖ EMBEDDED SUPPORT			
○ C1A1TCAT95001-3Y	Cisco ONE Advantage Subscription C9500 24-Port - 3Y	36 Month(s) Range 36 to 59	999,999.00
◉ C1A1TCAT95001-5Y	Cisco ONE Advantage Subscription C9500 24-Port - 5Y	60 Month(s) Range 60 to 83	18,370.00
○ C1A1TCAT95001-7Y	Cisco ONE Advantage Subscription C9500 24-Port - 7Y	84 Month(s) Range 84 to 119	999,999.00

A power cable must be selected to complete the configuration:

OPTION SELECTION C9500-24Q-A			Global Price List in US Dollars (USD)

Configuration Summary — View Full Summary

Country Specification ⓘ

Select Country (Not Required) ▼

Category ⓘ	Qty	Unit List Price (USD)
C9500-DNA-A-5Y 60 Mth(s)		18,880.00
Software ∧		
S9500UK9-165 IC	1	0.00
Secondary Power Supply ∧		
PWR-C4-950WAC-R/2 IC	1	0.00
Power Cables ∧		
CAB-TA-NA IC	2	0.00
Console Cables		
QSFP Optics		
Subtotal		41,080.00
Estimated Lead Time		21 days

Reset Configuration — Cancel — Done

⚠ **Warning (1):**
• A minimum of 3 year DNA Term license is required. (CE201302)

⊕ **Option Search** ⓘ — Multiple Options Search

C9500-24Q-A > Power Cables — Key ∨

Power Cables

SKU	Qty	Lead Time ⓘ	Unit List Price (USD)
○ **CAB-TA-SW** Switzerland AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-UK** United Kingdom AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-JP** Japan AC Type A Power Cable	Qty	14 days	0.00
⦿ **CAB-TA-NA** North America AC Type A Power Cable	2	14 days	0.00
○ **CAB-TA-AP** Australia AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-AR** Argentina AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-C15-CBN-JP** Japan Cabinet Jumper Power Cord, 250 VAC 12A, C14-C15	Qty	8 days	0.00
○ **CAB-TA-IS** Israel AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-C15-CBN** Cabinet Jumper Power Cord, 250 VAC 13A, C14-C15 Connectors	Qty	8 days	0.00
○ **CAB-TA-250V-JP** Japan 250V AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-DN** Denmark AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-IN** India AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-EU** Europe AC Type A Power Cable	Qty	14 days	0.00
○ **CAB-TA-IT** Italy AC Type A Power Cable	Qty	14 days	0.00

The primary power supply is added by default, based on the hardware model (it will not be visible in the selection menu).

A secondary power supply can be added as follows:

Default accessories shipped with the box

The Cisco Catalyst 9500 ships with the following components and accessories by default:

- Switch
- Default power supply (based on selected switch)
- Power cable

Licensing

All Cisco Catalyst 9500 hardware has two software options. Each software option includes two components, as shown in Table 1.

Table 1. License levels and options

License Level	Network Stack Offer (Perpetual and Embedded)	Cisco DNA Offer (Term Based)
-E	Essentials	Essentials (3, 5, 7 years)
-A	Advantage	Advantage (3, 5, 7 years)

Upgrading license level (not available at FCS)

Customers will be able to upgrade the Network Stack and Cisco DNA license levels (for example, -E to -A license upgrade). License upgrade will be available after FCS. Customers will be credited for the remainder of the term. Customers will purchase the upgrade license and then reach out to CPS (Cisco Partner Services) to initiate the upgrade process, which includes the license-level upgrade and credit.

Note that a license cannot be upgraded at the time of purchase.

Smart accounts

It is important to understand that Smart Accounts are optional at the time of ordering C9500. However, it is strongly recommended that partners and customers assign C9500 orders to their Smart Account, because Smart Accounts will be mandated after FCS in March 2018.

Things to know:

- Smart Licensing is currently not supported for C9500. However, C9500 will be Smart License enabled at a later time. Smart License enabled refers to Cisco offers that have Smart Software Licensing capabilities.
- When the Smart Licensing agent is enabled for C9500, Smart Account assignments at the time of order will be mandatory. Customers benefit from Smart Software Licensing capabilities across their entire Cisco Smart Software License-enabled installed base all appearing in a central location: their Smart Account.
- Cisco Smart Software Manager (SSM) will enable the management of C9500 software licenses.
- Smart License consumption visibility will only be available when the switch supports the Smart Licensing technology via the Entitlement Portal.

A Smart Account is a central data repository that provides visibility and access control to all of Cisco software licenses and entitlements across an organization. Smart Accounts allow you to store, manage, and move assets from one place to another and begin to use them immediately. Smart Accounts are crucial to helping enable Cisco Smart Software Licensing. With Smart Software Licensing, capabilities extend across an entire organization:

- Operations Exchange site featuring Smart Account overviews and training sessions; navigate to the Smart Account Resources panel on the page
- Smart Account one-page aid

After a Smart Account has been set up, customers have the flexibility to create subaccounts (virtual accounts) to help manage licenses for departments, areas, or locations within their organization. Licenses can be pooled within virtual accounts as needed. Smart Accounts have role-based user access controls, which allow the delegation of authority to account administrators at the Smart Account level or at the virtual account level. In addition, customers can manage partner visibility and management rights to your virtual or enterprise-level accounts.

Creating smart accounts

To learn how to create Smart Accounts, visit http://www.cisco.com/c/en/us/buy/smart-accounts.html.

Smart licensing

Smart Licensing is a cloud-based approach to licensing. The solution simplifies the purchase, deployment, and management of Cisco software assets. Entitlements are immediately deposited into your virtual account for usage. This eliminates the need to install license files on every device. Products that are smart enabled communicate to Cisco to report consumption. The primary location to manage product registration and monitor Smart License consumption is the Cisco Smart Software Manager. License ownership and consumption are readily available to help make better purchase decisions based on consumption or other business needs.

Smart Licensing for C9500 switches is not enabled at FCS but is on the roadmap. At FCS, the license PIDs are set up to behave similar to Smart Licenses but will operate in RTU mode.

Cisco Smart Software Manager

Cisco Smart Software Manager enables the management of software licenses. The interface allows you to activate your product, manage entitlements, and renew and upgrade software. A functioning Smart Account is required to complete the Smart License registration process.

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

Smart accounts and smart licensing availability

Important information about smart account and smart licenses availability
At FCS:

- C9500 PIDs are Smart PIDs, but the switch will operate in RTU mode by default. License entitlements will be deposited in the Cisco Smart Software Manager and the Smart Accounts. License consumption will be available in the future.
- Smart Accounts are not mandatory. However, they will be mandated after FCS. Therefore, Smart Account setup is recommended at the time of or prior to the hardware purchase so that the transition to Smart Licensing is transparent and the customer can use the Smart Account and Cisco Smart Software Manager license management capabilities.

After FCS:

- In addition to viewing entitlements, customers will be able to track consumption.
- Smart Accounts will be mandated after FCS. 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.

Deploying smart licenses for Cisco Catalyst 9500

Cisco Catalyst 9500 switches come in different licensing packages in comparison to existing Cisco Catalyst platforms. After Smart Licensing technology is enabled on the switch (available at a later time), the ordering process will include a requirement to establish a Smart Account where software licenses will be deposited. Smart Licenses are transferable between the same type of devices (for example, from C9500 to C9500 switches). (See Figure 2.)

Figure 2.   Smart licensing model
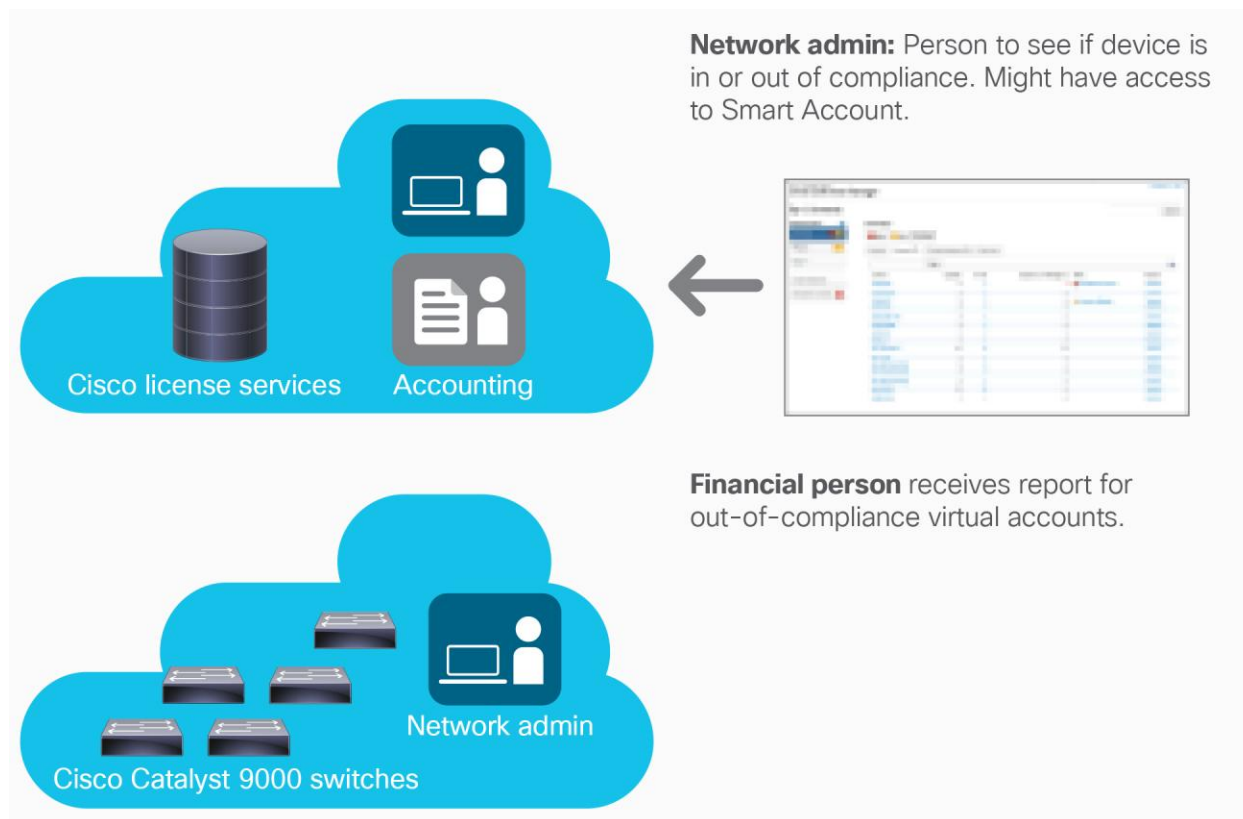
In the deployment model in Figure 2, the Smart Account Cisco back end and Cisco Catalyst 9500 switches do not have a communication channel to report usage and consumption. They operate as separate entities. The switches must be configured in RTU mode with correct license level to enable the purchased feature set:

- Possible deployment modes:
  ◦ RTU: The licensing mode on Cisco Catalyst 9500 switches remains RTU in Cisco IOS XE 16.5.1. However, the licensing structure in RTU has been modified to match exactly the same packaging model that will be used with Smart License mode in the future. Unified licensing modes between RTU and Smart License mode will help to simplify the migration and reduce the time for implementing Smart Licenses with usage report.
  ◦ Smart Licensing is currently not supported on Cisco Catalyst 9000 switches. It is on the roadmap for future releases.
- Consumption reporting: License usage and consumption are performed on Cisco Smart Software Manager only when the device has capability to report Smart License usage. Cisco IOS XE 16.5.1 release does not include the license reporting infrastructure to Cisco Smart Software Manager on the switches.

For further references about the Cisco Catalyst 9000 RTU licensing model, refer to the Configuration Guide.

Software-Defined Access (SD Access)

Software-Defined Access (SD Access) enables policy-based automation from edge to cloud with foundational capabilities using controller-based architecture, including design with validated design templates, simplified device deployment, unified management of wired and wireless, network virtualization with segmentation, group-based policies, and contextual-based analytics.

SD Access can be enabled via individual Cisco DNA Advantage or Cisco ONE Advantage, as shown in Figure 3.

Figure 3.   Licensing options
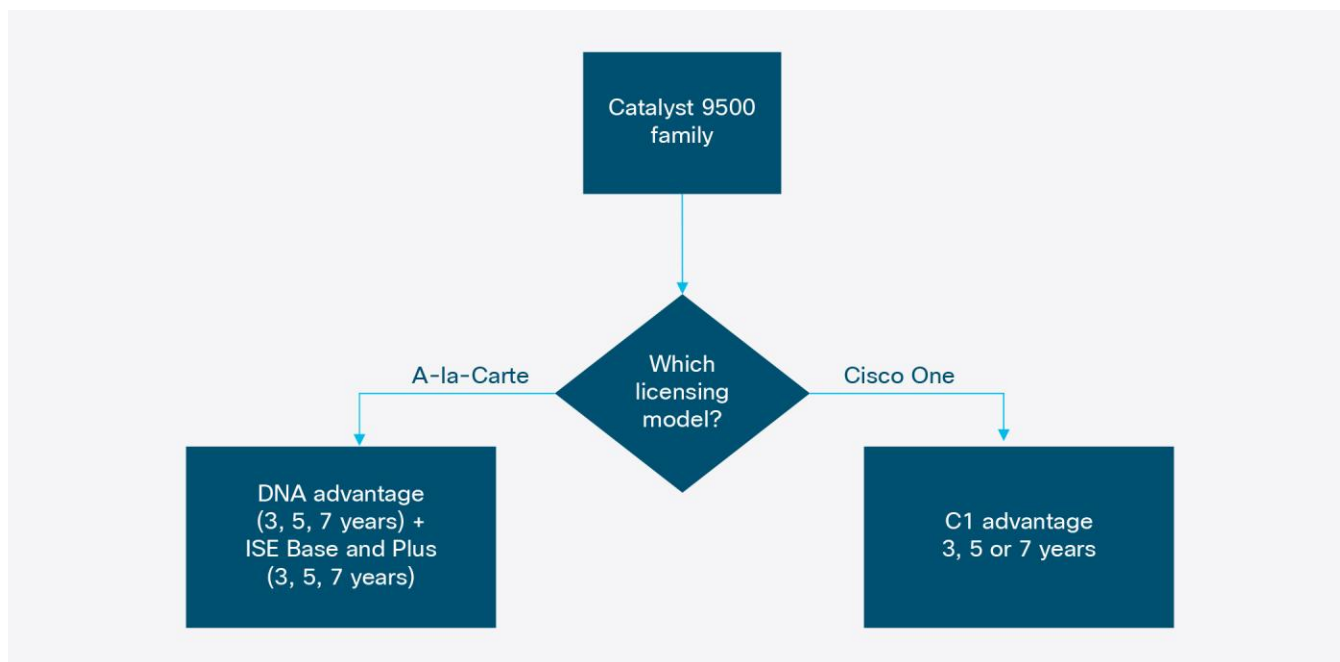
Services and warranty

Cisco enhanced limited lifetime hardware warranty

The Cisco Catalyst 9500 Series Switches come with an Enhanced Limited Lifetime hardware Warranty (E-LLW), which includes NBD delivery of replacement hardware where available and 90 days of 8x5 Cisco TAC support. Your formal warranty statement, including the warranty applicable to Cisco software, appears in the Cisco information packet that accompanies your Cisco product. We encourage you to review carefully the warranty statement shipped with your specific product before use. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy. For further information about warranty terms, visit http://www.cisco.com/go/warranty.

Solution support for hardware and Network Stack

Cisco Catalyst 9500 switches along with the Network Stack software will be available with the default Solution Support Hardware Service. The Solution Support provides hardware replacement, OS support, and a dedicated point of contact with solution-level expertise and coordination between TAC and partner solution product support teams.

Additional product-level hardware support options are available: SNTC, Combined Services, SP Base, PSS, and so on.

Cisco Embedded Support for Cisco DNA term components

Cisco Embedded Support delivers the right support for Cisco DNA term licenses and provides software application support deliverables such as software major, minor, maintenance software release updates, CIN/TAC access, PUT, and Software Download Center access.

Ordering information

Tables 2 and 3 provide ordering information.

Table 2.   Switches

Product ID	Product Description
C9500-24Q-E	Cisco Catalyst 9500 24-port 40G switch, Network Essentials
C9500-24Q-A	Cisco Catalyst 9500 24-port 40G switch, Network Advantage

Software PIDs

Table 3.   Cisco DNA 24-Port licenses

License Type	PID	Description
Essentials	C9500-DNA-24Q-E	C9500 Cisco DNA Essentials, 24-port term licenses
	C9500-DNA-E-3Y	C9500 Cisco DNA Essentials, high-density, 3 year term license
	C9500-DNA-E-5Y	C9500 Cisco DNA Essentials, high-density, 5 year term license
	C9500-DNA-E-7Y	C9500 Cisco DNA Essentials, high-density, 7 year term license
	C9500-DNA-24Q-A	C9500 Cisco DNA Advantage, 24-port term licenses
Advantage	C9500-DNA-A-3Y	C9500 Cisco DNA Advantage, high-density, 3 year term license
	C9500-DNA-A-5Y	C9500 Cisco DNA Advantage, high-density, 5 year term license
	C9500-DNA-A-7Y	C9500 Cisco DNA Advantage, high-density, 7 year term license

Cisco ONE subscription for Cisco Catalyst 9500 switches

Cisco ONE subscription for switching simplifies the consumption of Cisco DNA solutions by combining automation, analytics, and security with comprehensive software support in a single purchase. Design, provision, and assure services with full network visibility while quickly accessing updates and the latest innovations. Enjoy lower cost of entry and flexible terms.

There are two Cisco ONE options available for Cisco Catalyst 9500 switches: Cisco ONE Essentials and Cisco ONE Advantage.

Cisco ONE Essentials includes ISE Base and a Cisco DNA Essentials term license, while Cisco ONE Advantage includes ISE Base and ISE Plus, Stealthwatch®, and a Cisco DNA Advantage term license.

Cisco ONE ordering information

Tables 4 and 5 provide ordering information for Cisco ONE.

Table 4.   Cisco ONE 24-Port options

Product ID	Description
C1E1TCAT95001	Cisco ONE Essential term T1, C9500 24-port
C1E1TCAT95001-3Y	Cisco ONE Essential subscription C9500 24-port - 3Y
C1E1TCAT95001-5Y	Cisco ONE Essential subscription C9500 24-port - 5Y

Product ID	Description
C1E1TCAT95001-7Y	Cisco ONE Essential subscription C9500 24-port - 7Y
C1EA1TCAT95001	Cisco ONE Essential term add, C9500
C1EA1TCAT95001-3Y	Cisco ONE Essential subscription add C9500 24-port - 3Y
C1EA1TCAT95001-5Y	Cisco ONE Essential subscription add C9500 24-port - 5Y
C1EA1TCAT95001-7Y	Cisco ONE Essential subscription add C9500 24-port - 7Y
C1A1TCAT95001	Cisco ONE Advantage term T1, C9500 24-port
C1A1TCAT95001-3Y	Cisco ONE Advantage subscription C9500 24-port - 3Y
C1A1TCAT95001-5Y	Cisco ONE Advantage subscription C9500 24-port - 5Y
C1A1TCAT95001-7Y	Cisco ONE Advantage subscription C9500 24-port - 7Y
C1AA1TCAT95001	Cisco ONE Advantage term add, C9500
C1AA1TCAT95001-3Y	Cisco ONE Advantage subscription add C9500 24-port - 3Y
C1AA1TCAT95001-5Y	Cisco ONE Advantage subscription add C9500 24-port - 5Y
C1AA1TCAT95001-7Y	Cisco ONE Advantage subscription add C9500 24-port - 7Y

Table 5. Cisco ONE DNA 24-Port options

Product ID	Description
C9500-DNA-24-DNAE-T **or** **C9500-DNA-24-DNAA-T**	**Cisco ONE C9500 DNA Essentials 24-port term license** **Or** **Cisco ONE C9500 Advantage 24 port term License**
C1-C9500-TRK-3Y	Cisco ONE subscription SKU 3Y
C1-C9500-TRK-5Y	Cisco ONE subscription SKU 5Y
C1-C9500-TRK-7Y	Cisco ONE subscription SKU 7Y

Important links

Smart Accounts: all you need to know

- Operations Exchange: partner and distributor software training: A comprehensive list of external software training resources. Detailed training modules for ordering and license management.

- GPO Jive site: One-stop shop for all GPO software adoption activities.

- Sales Software Jive and SalesConnect Briefcase: Software training resources for Cisco internal sellers.

- Smart Account Leading Practices for Customers: A leading practices guide that can help customers decide how to structure their Smart Accounts or 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.

- Smart Account Message-in-a-Box: Message templates for account managers to use when sending information about Smart Accounts to customers.

- CDC site: The primary Cisco.com site for Smart Accounts.

- AMER Software training schedule: List of live software training sessions currently offered.

- Training reservation form: Form to request a live software training session.