Cisco Catalyst 9600 Series Switches

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Contents

Things to know 3
Common terminology 3
Purpose of this document 3
Hardware and software order overview 3
How to order a Cisco Catalyst 9600 Series switch 4
Step-by-step ordering in Cisco Commerce Workspace 4
Default accessories shipped with the switch 13
Licensing 13
Smart Accounts 13
Additional information 14
Smart Licensing 14
Cisco Smart Software Manager 14
Smart Account and Smart License availability 14
Deploying Smart Licenses for Cisco Catalyst 9600 Series switches 15
Services and warranty 15
Cisco Enhanced Limited Lifetime hardware Warranty 19
Ordering information 20
Important links 21

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Things to know

Before placing an order, please review the following:

- Cisco® Catalyst® 9600 Series witches offer structure has three main components: the switch hardware, a 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 (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 Workspace (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 DNA term license

Common terminology

- Network stack: NW
- Cisco Digital Network Architecture: Cisco DNA
- Cisco DNA Advantage: -A
- Cisco DNA Premier: -P
- Smart Account: SA
- Smart License: SL

Purpose of this document

This document provides a detailed overview of the ordering process for Cisco Catalyst 9600 Series witches on Cisco Commerce Workspace.

Hardware and software order overview

Cisco Catalyst 9600 Series switches are ordered through Cisco Commerce Workspace with a 3, 5, or 7 year term-based Cisco DNA Premier or Cisco DNA Advantage subscription. This includes term-based embedded support. All options include switch hardware coupled with Cisco IOS® XE and the related perpetual Network Advantage network stack software. In addition to the hardware and network stack software, the offer requires the addition of the term-based Cisco DNA subscription software. Please refer to Cisco Feature Navigator to understand what is included in the Network Advantage and Cisco DNA Advantage subscription packages.

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How to order a Cisco Catalyst 9600 Series switch

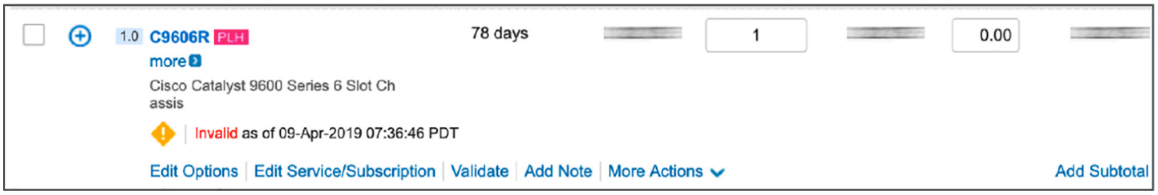
Both a network stack license and Cisco DNA license are mandatory at the time of purchase. Network Advantage is included with the hardware, while a Cisco DNA Advantage (-A) or Cisco DNA Premier (-P) term license needs to be selected at the time of order.

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 Premier or 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).

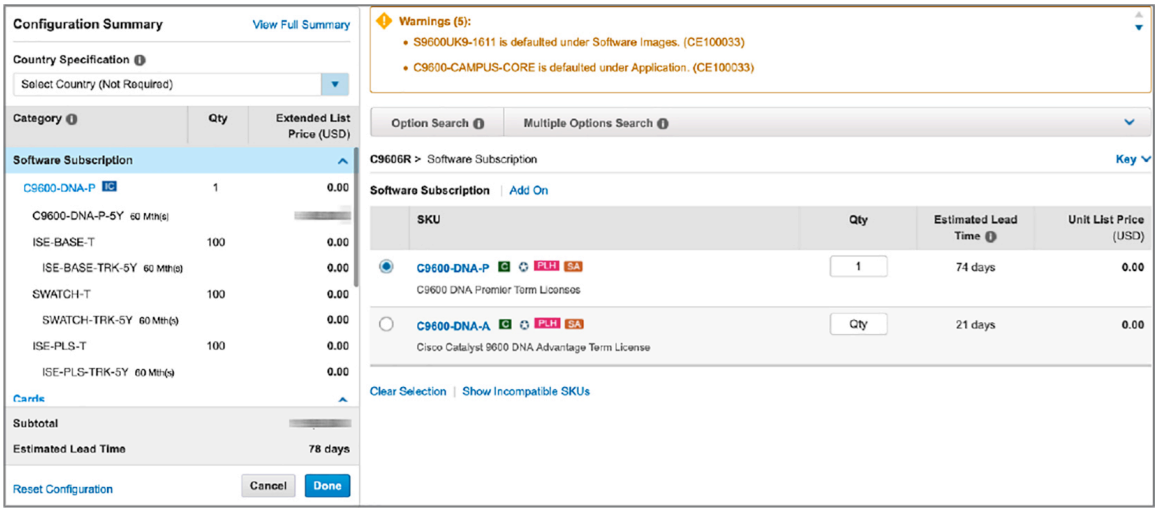
Step-by-step ordering in Cisco Commerce Workspace

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.

A Cisco DNA Premier license option is available for selection and is the default. Customers are encouraged to purchase the Cisco DNA Premier option to enable advanced Cisco DNA solutions.



Note: Refer to the screen shot below to change from the 5 year default term to a 3 or 7 year term for the Cisco DNA Premier license. Check the summary to validate that all terms are aligned to the intended term.

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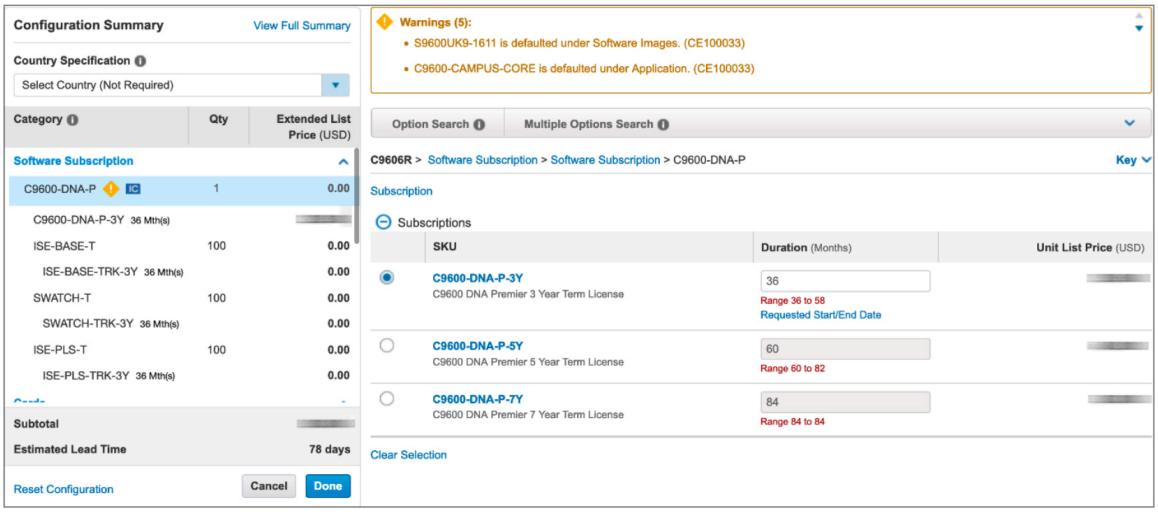
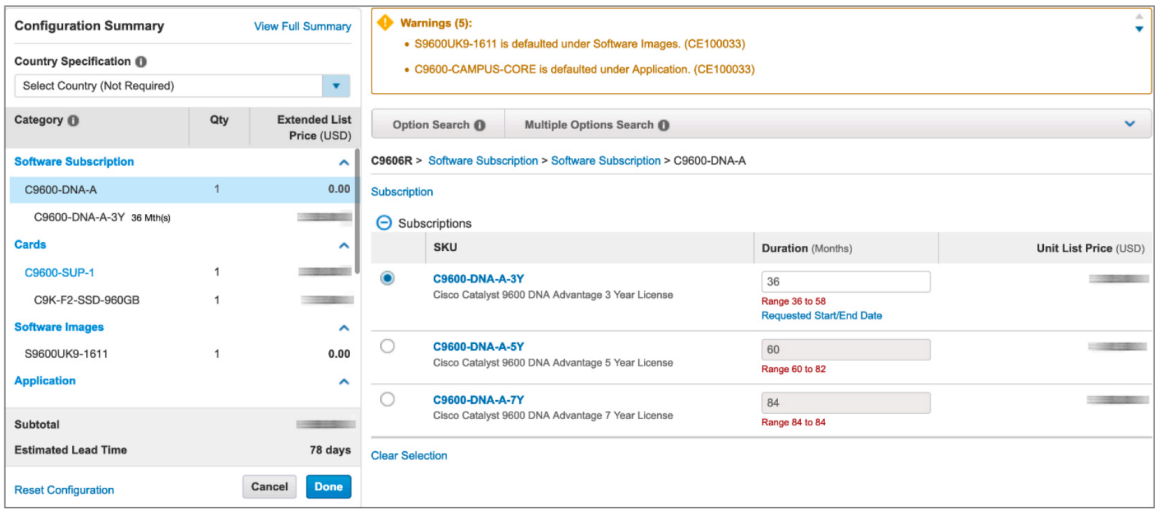


For Cisco DNA Advantage, the term-based Cisco DNA license is preselected to the 5 year term by default but can be changed to a 3 or 7 year term. A Cisco DNA term license is mandatory (customers must select one of the term options to complete the configuration).



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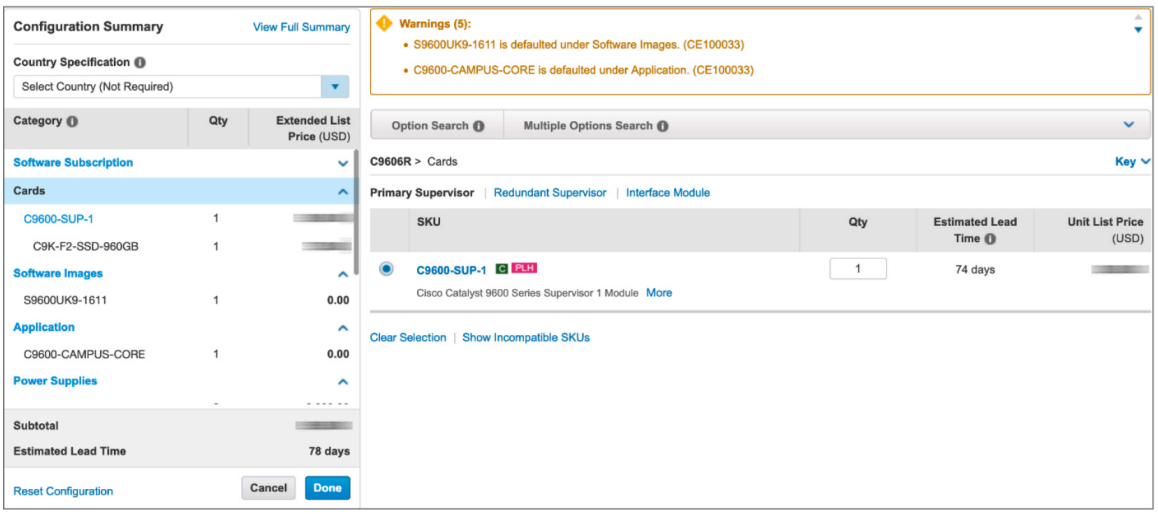
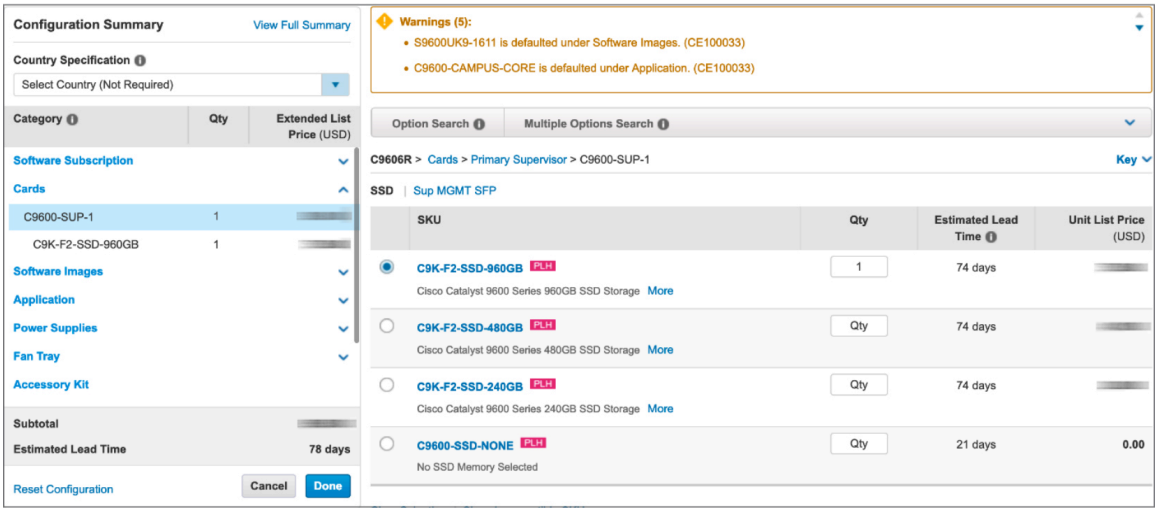
The primary supervisor selection is mandatory and is selected with 960 GB of SSD storage by default. You can choose a different SSD storage size if desired. Please refer to the screen shots below.





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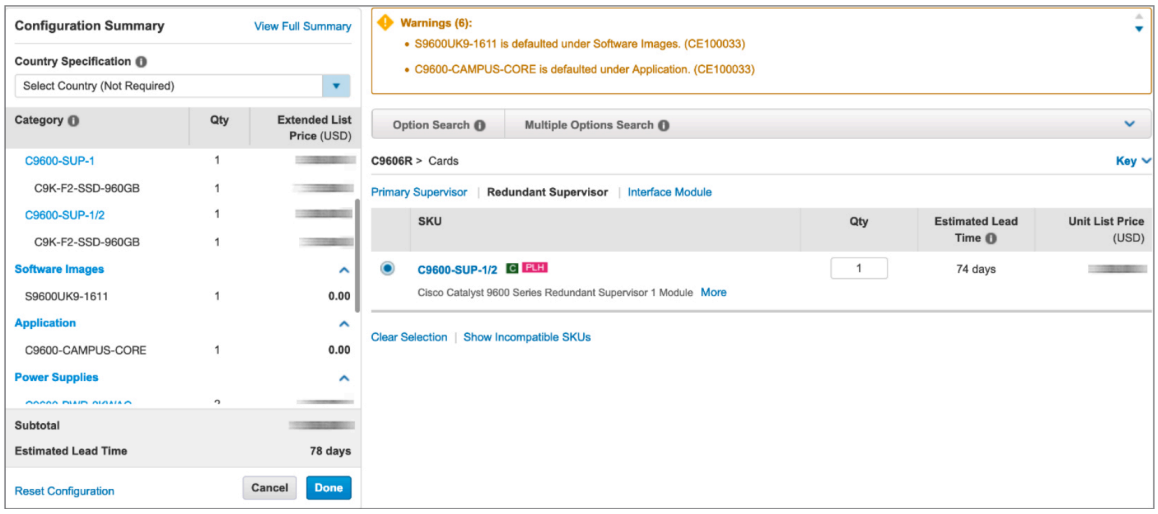
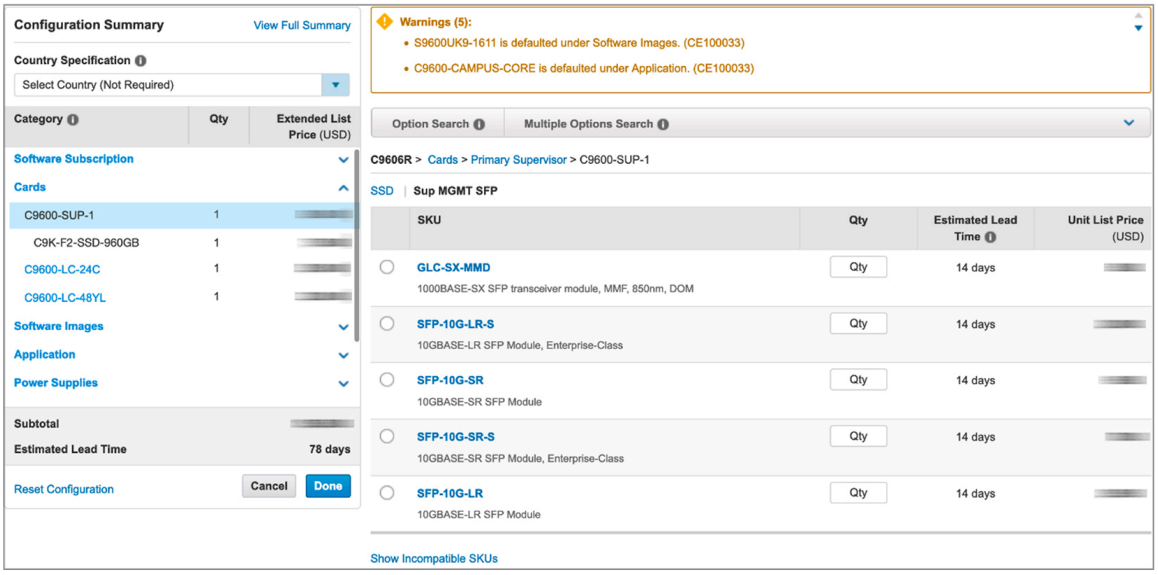
An optional secondary supervisor can be selected as part of the configuration.



An optional supervisor management port transceiver can also be selected.



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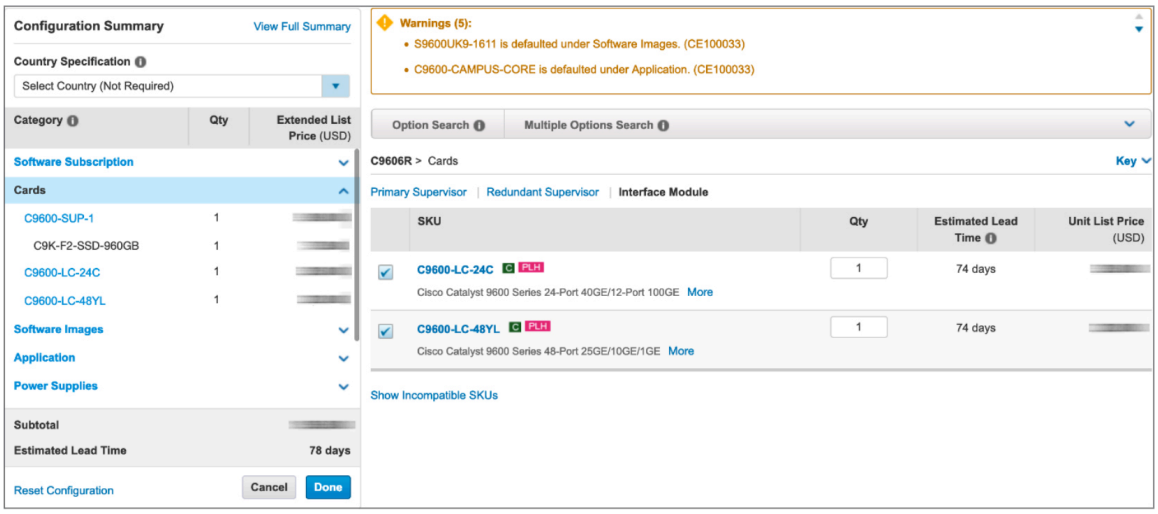
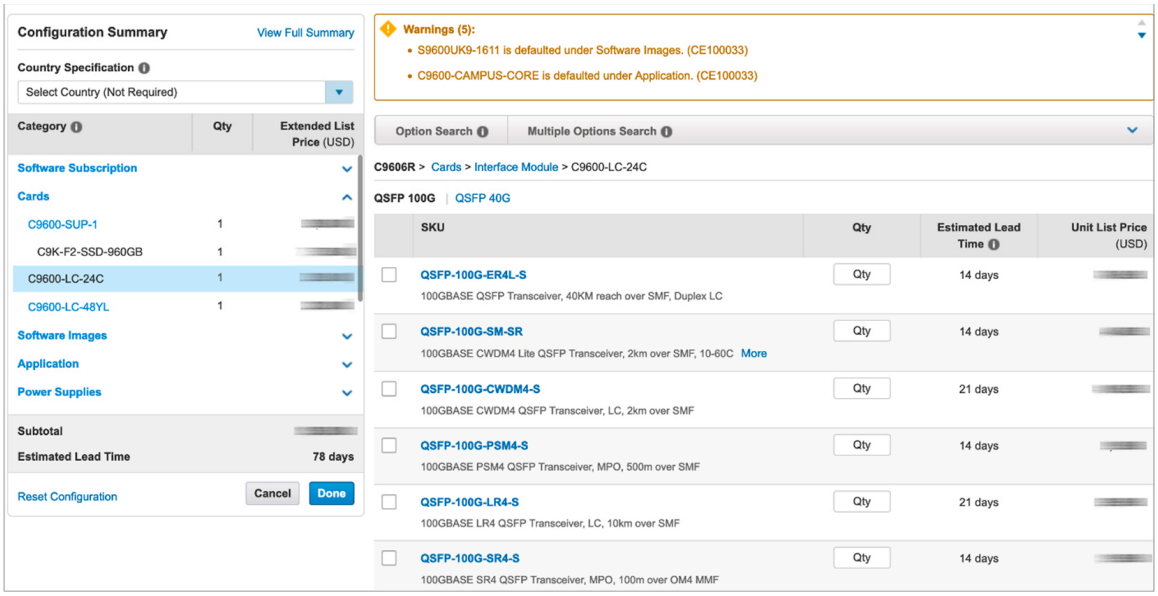
The optional line cards can be selected as part of the configuration. The maximum line card quantity allowed is four.



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



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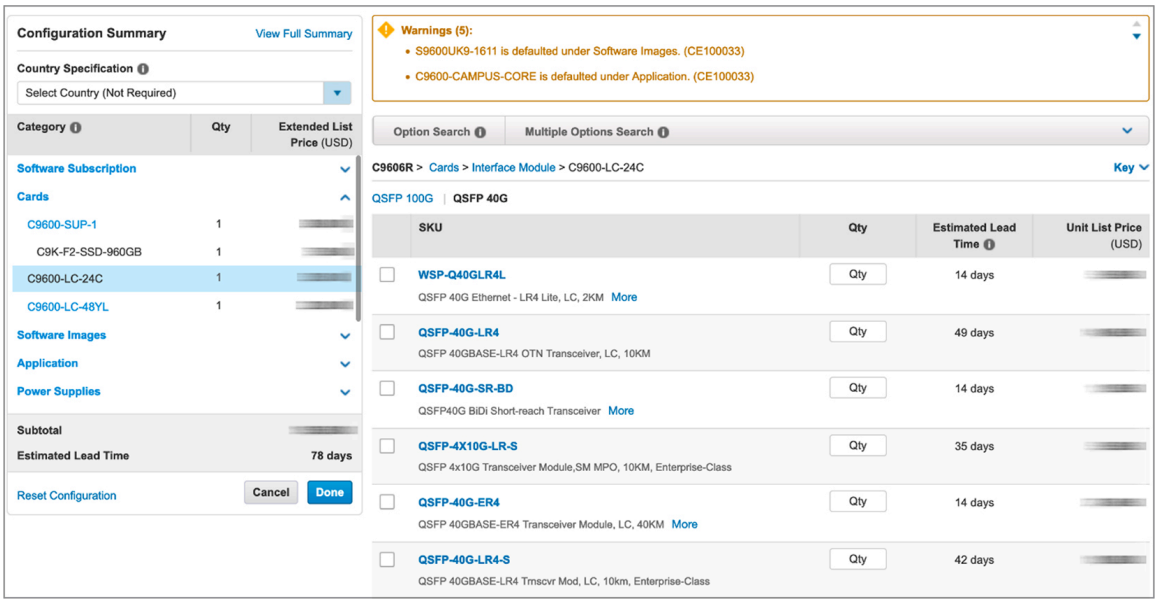
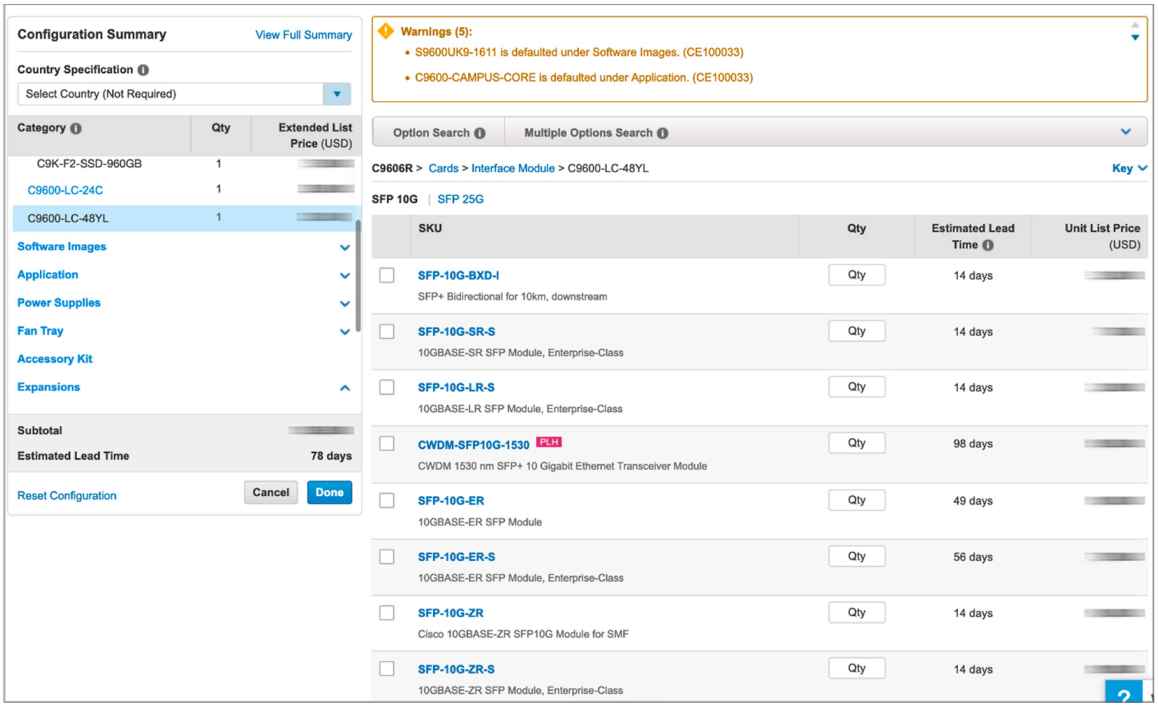
Optional 40G transceiver selection



Optional 10G transceiver selection



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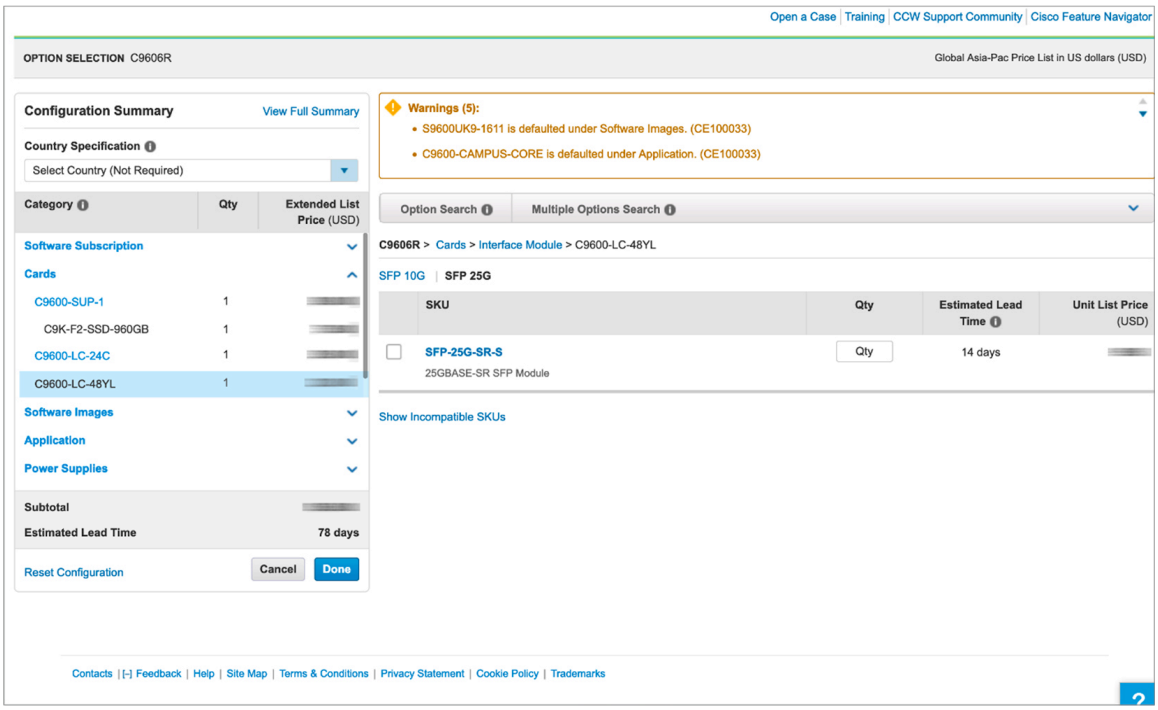
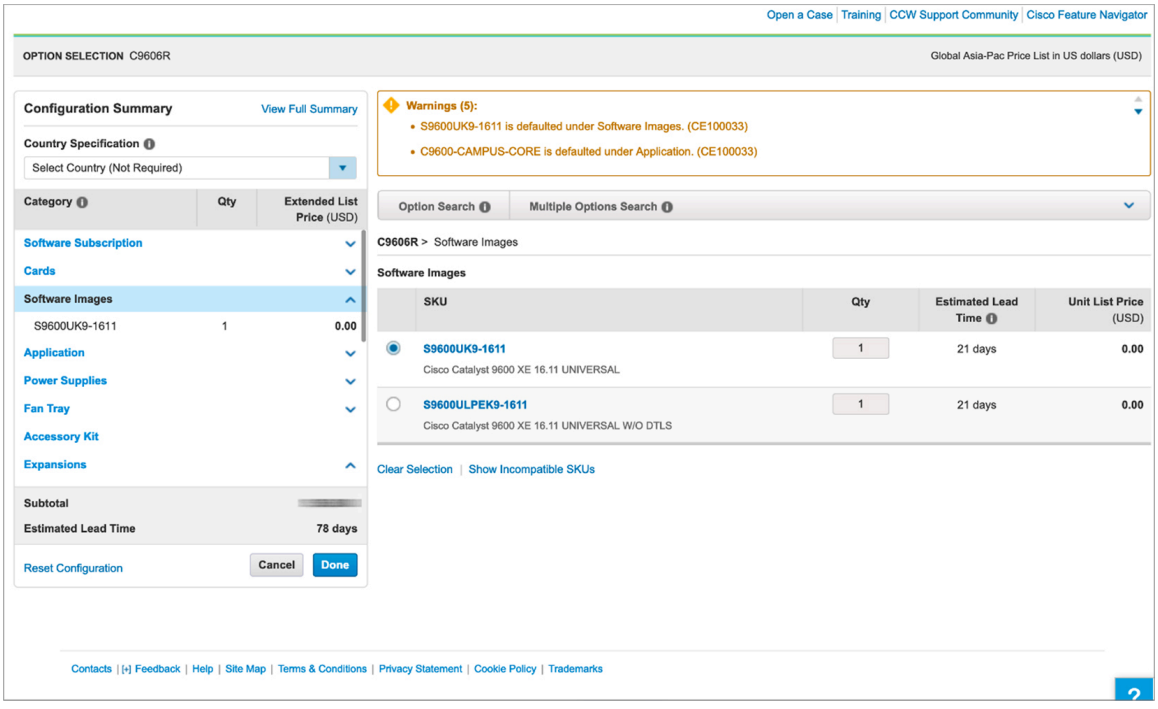
Optional 25G transceiver selection



Software image selection is available as configurable options.



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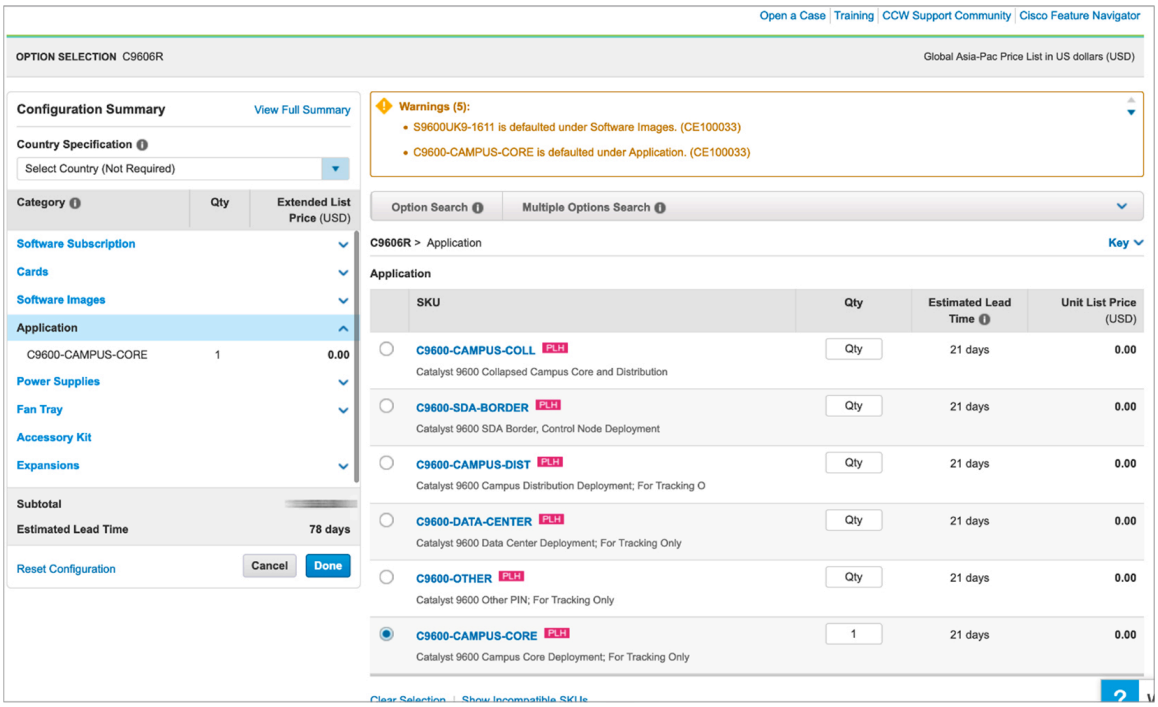
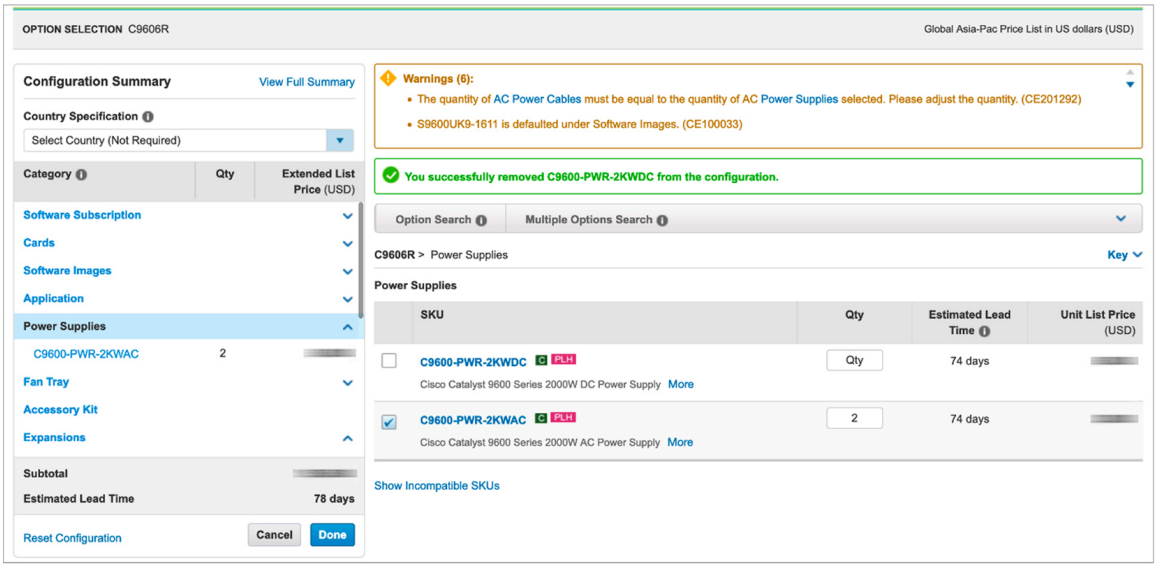
Please help us track Cisco Catalyst 9600 Series deployment in various network roles in by selecting the appropriate role under Application. The default is C9600-CAMPUS-CORE.



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.



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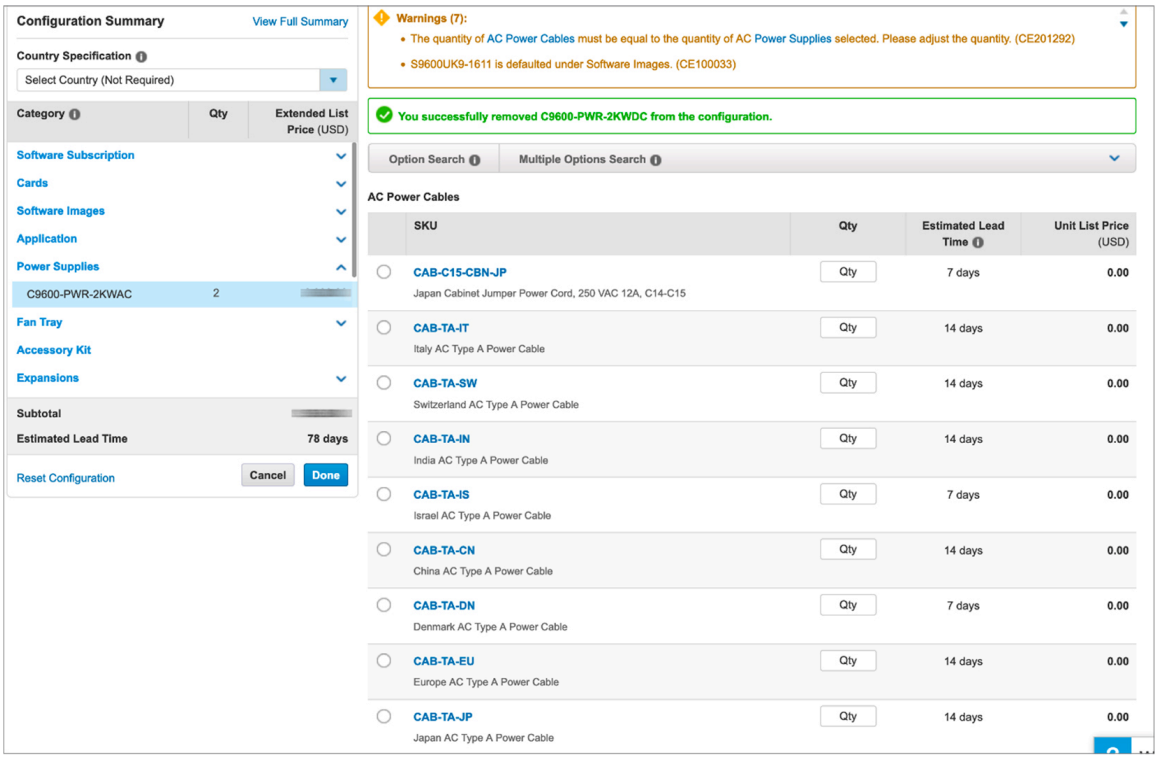
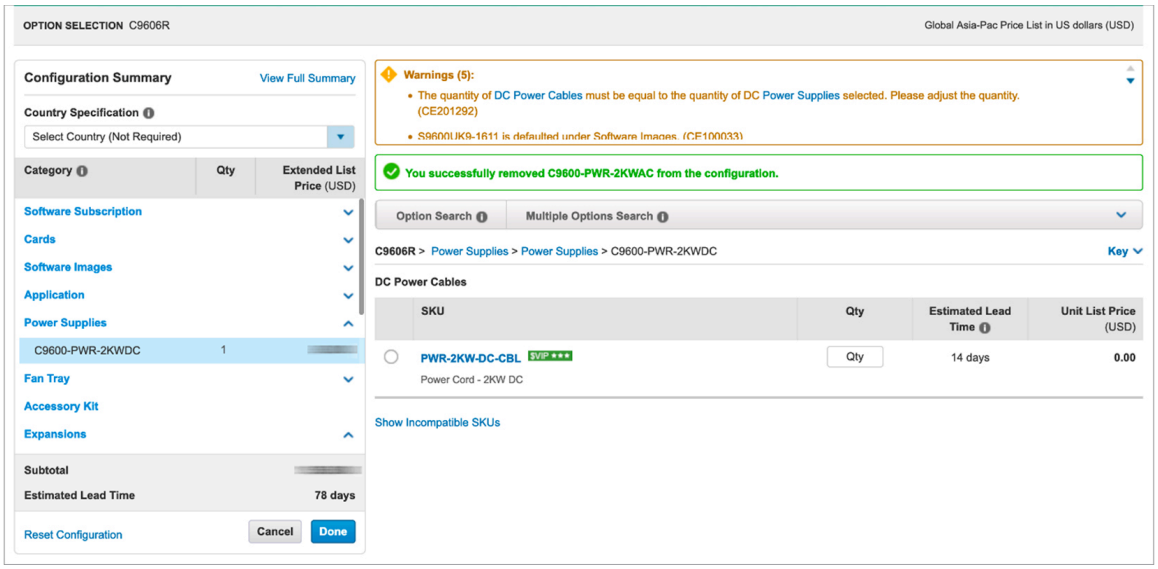
A power cable must be selected to complete the power supply configuration.





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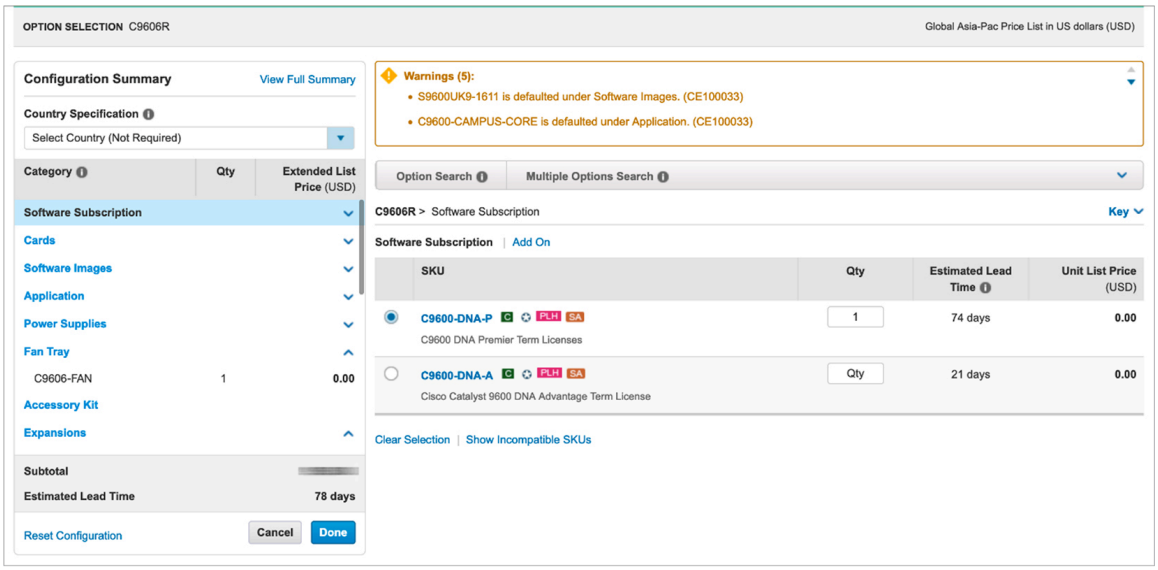
The fan tray is mandatory and added by default.



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

Cisco Catalyst 9600 Series switch hardware is available with two software options, Cisco DNA Premier or Cisco DNA Advantage. 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)
-P	Network Advantage	Cisco DNA Advantage (3, 5, or 7 years) with ISE/Stealthwatch®
-A	Network Advantage	Cisco DNA Advantage (3, 5, or 7 years)

Smart Accounts

As with all Cisco Catalyst 9000 family switches, Smart Accounts are mandatory when ordering a Cisco Catalyst 9600 Series switch. A Smart Account is a central data repository that provides visibility into and access control over all the Cisco software licenses and entitlements across an organization. Smart Accounts allow customers to store, manage, and move assets across locations and devices and begin to use them immediately. Smart Accounts are required for enabling Cisco Smart Software Licensing.

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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 support 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 assign partner visibility and management rights to their virtual or enterprise-level accounts.

Additional information

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

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.

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.
- 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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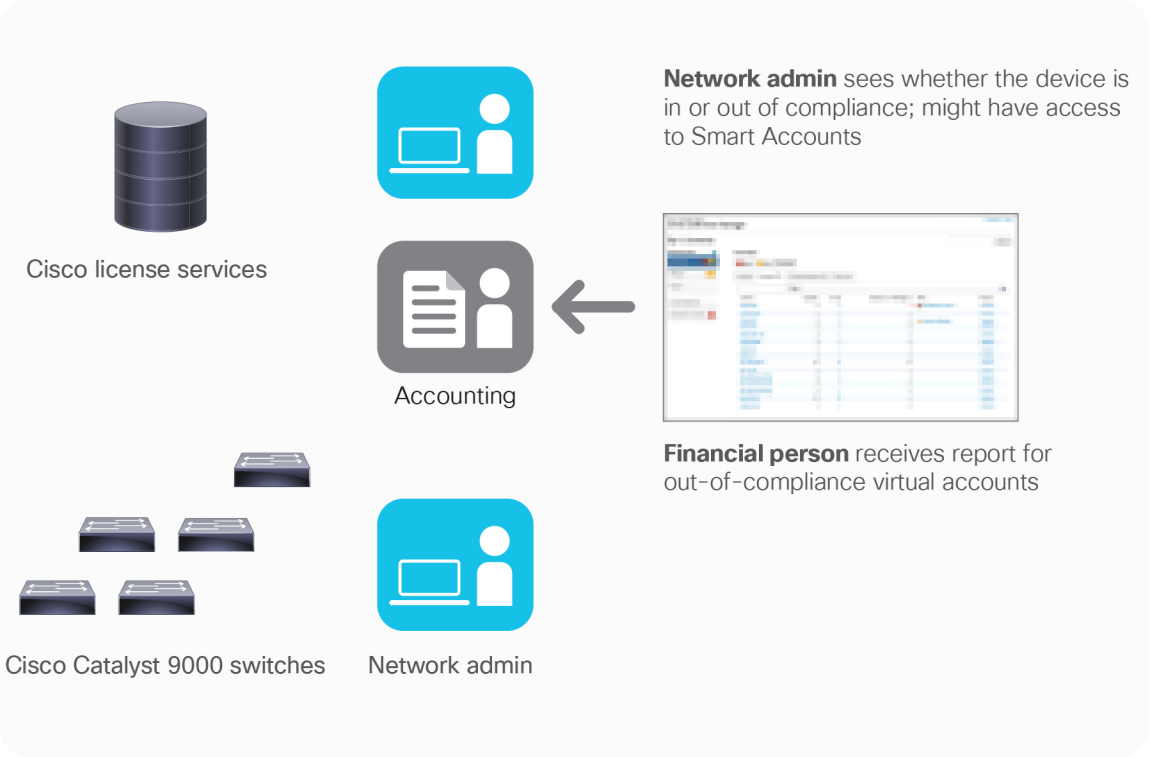
Deploying Smart Licenses for Cisco Catalyst 9600 Series switches

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 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.

Services and warranty

The Solution Support service option is strongly recommended; it provides coverage for Cisco DNA Premier and Cisco DNA Advantage software licenses. Additional product-level hardware support options are available: Smart Net Total Care, Partner Support Service, embedded support, and enhanced limited lifetime hardware warranty (E-LLW). Please note that if Solution Support is not selected, Cisco DNA Premier and Cisco DNA Advantage software licenses can still be covered by selecting the embedded support option.

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.

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The figures below describe the various service options for Cisco Catalyst 9600 Series switches.

Figure 2. Services support for Cisco Catalyst 9600 Series switches

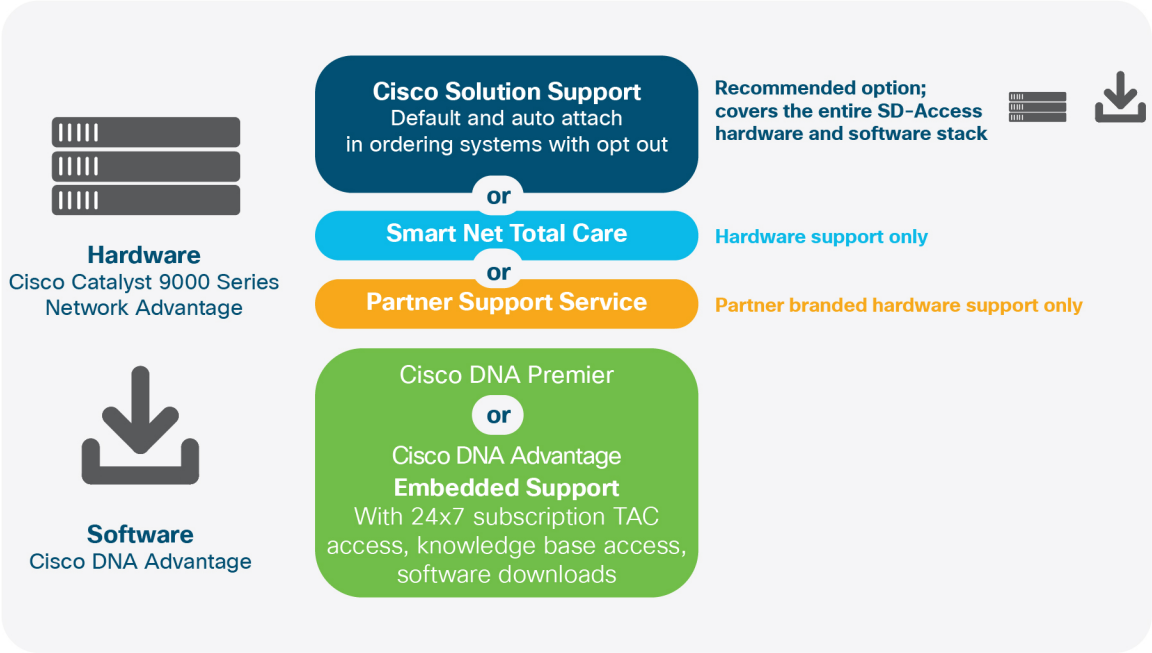

Figure 3. Solution Support

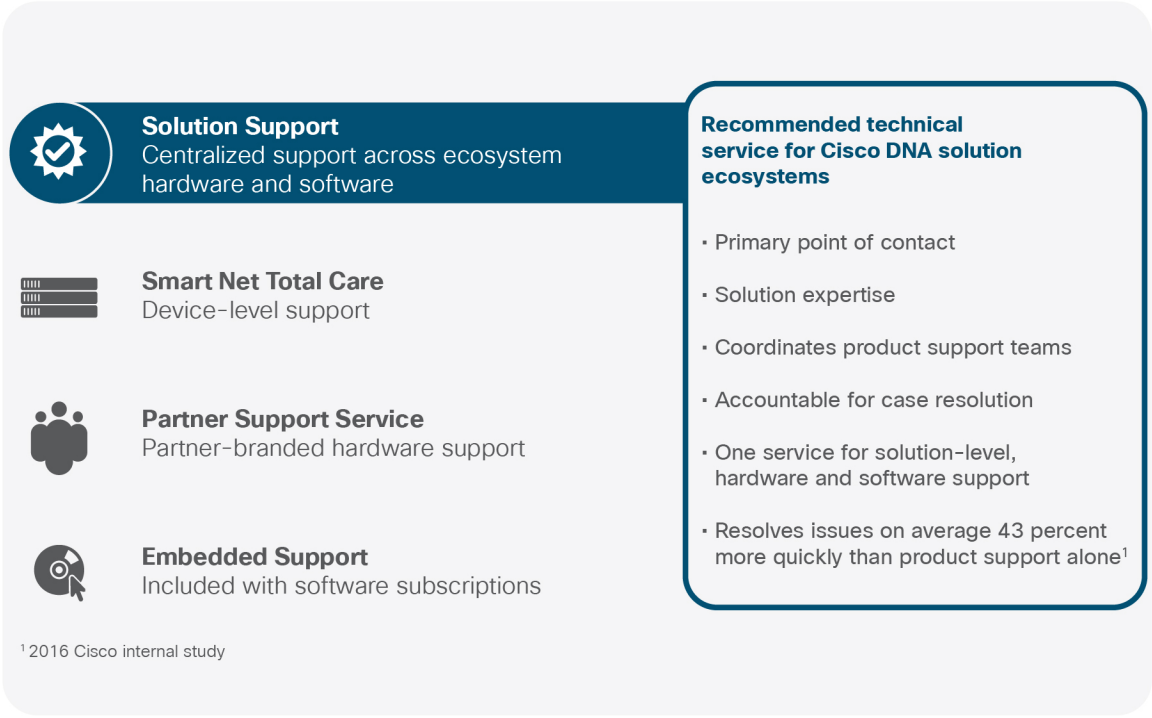

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Figure 4. Smart Net Total Care support

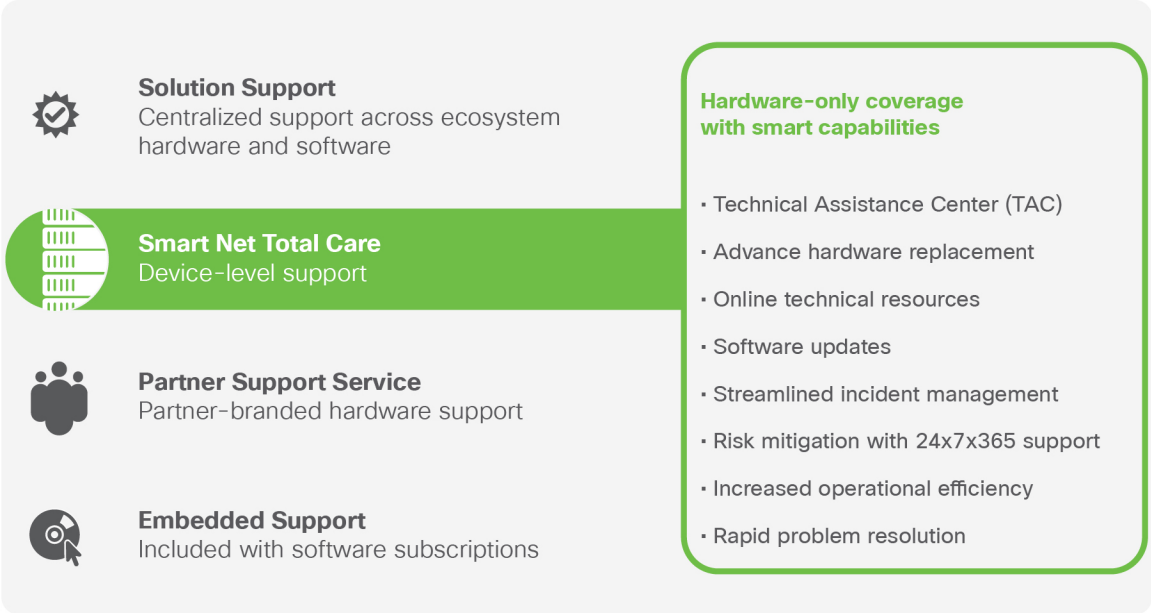

Figure 5. Partner Support Service

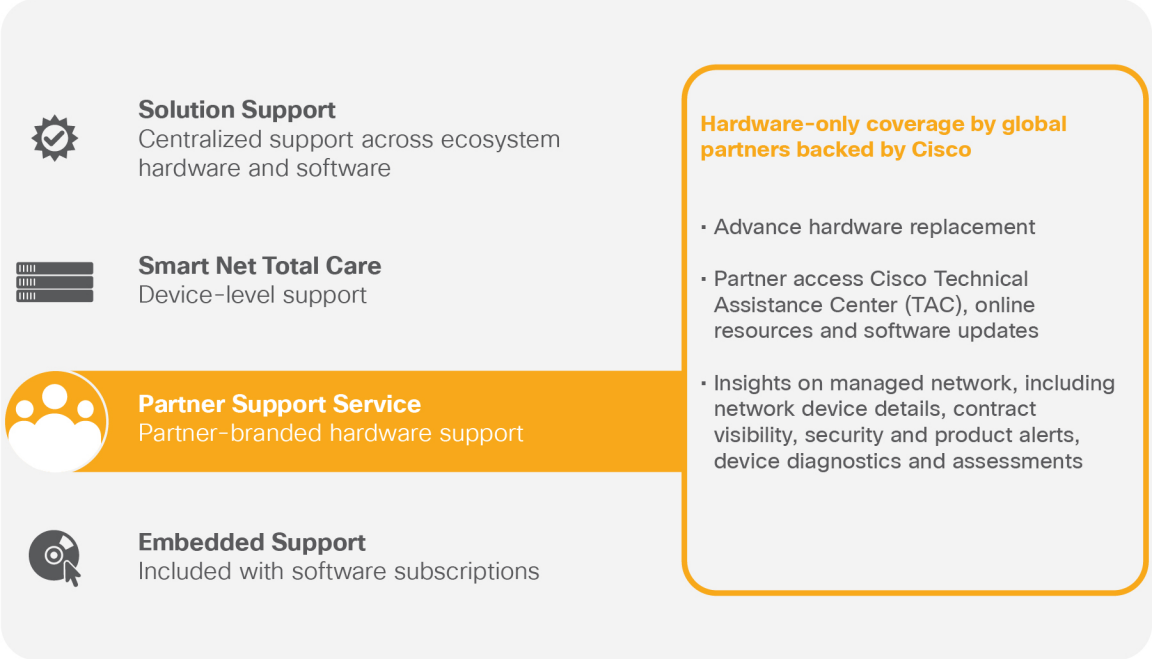

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Figure 6. Embedded support

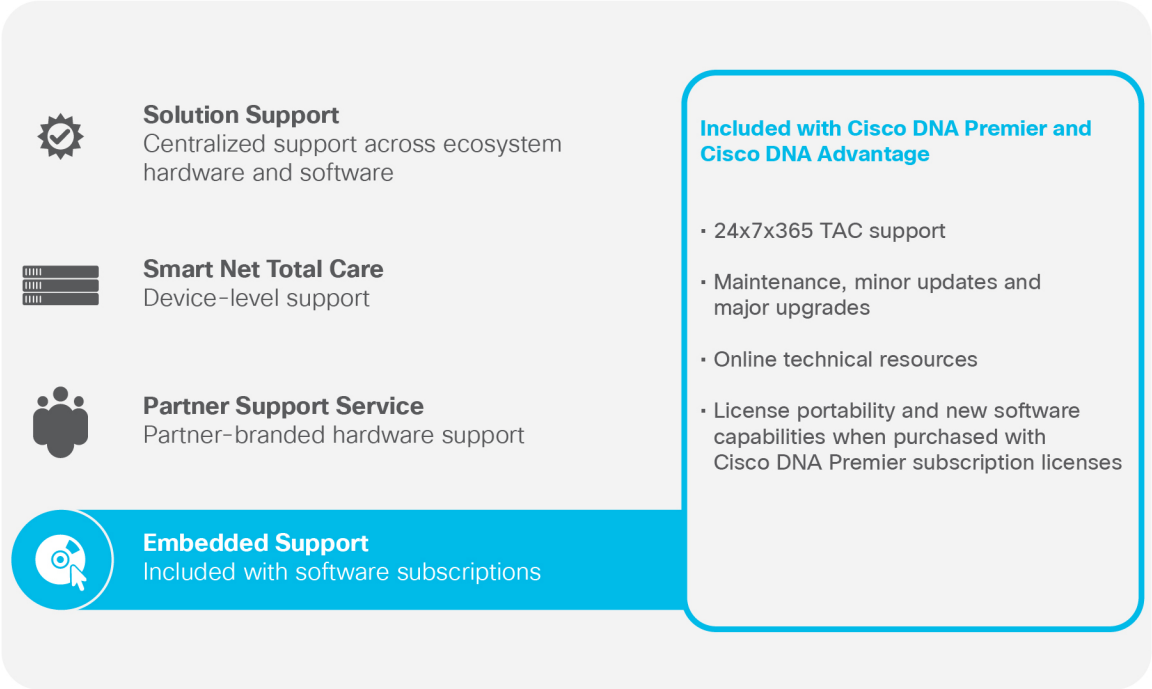

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Figure 7. Technical service features comparison

Technical service features comparison

Service features	Enhanced limited lifetime warranty	Cisco smart net total care	Partner support service	Cisco solution support
Warranty: 90 days of Cisco TAC support; local business hours, 8x5	●			
Warranty: hardware replacement (next business day where available)	●			
Warranty: Duration is lifespan of hardware product	●			
Global 24x7 product-level technical support		●		●
24-hour access to Cisco® online resources		●		●
Hardware replacement (2- and 4-hour, next business day)		●		●
Network management / operating system software updates and upgrades		●		●
Proactive diagnostics/immediate alerts on devices through Cisco Smart Call Home		●		●
Web-based user community for self-service support of smart capabilities		●		●
Partner first line of response; Cisco second			●	
Distributor first line of response; Cisco second			●	
Primary point of contact with solution-level expertise				●
Accountability for issue resolution, no matter where it resides				●
Coordination between Cisco TAC and solution partner product support teams				●
Case management from first call to resolution				●
Differentiated delivery experience				●
JumpStart / Onboarding				●

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.

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Ordering information

Table 2 provides ordering information for Cisco Catalyst 9600 Series switches.

Table 2. Ordering information

Product number	Description
C9606R (=)	Cisco Catalyst 9600 Series 6 Slot Chassis
C9600-SUP-1 (=)	Cisco Catalyst 9600 Series Supervisor 1 Module
C9600-SUP-1/2	Cisco Catalyst 9600 Series Redundant Supervisor 1 Module
C9600-LC-48YL (=)	Cisco Catalyst 9600 Series 48-Port 25GE/10GE/1GE
C9600-LC-24C (=)	Cisco Catalyst 9600 Series 24-Port 40GE/12-Port 100GE
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 term licenses	**Description**
C9600-DNA-A	C9600 Cisco DNA Advantage Term License
C9600-DNA-A-3Y	C9600 Cisco DNA Advantage 3 Year License
C9600-DNA-A-5Y	C9600 Cisco DNA Advantage 5 Year License
C9600-DNA-A-7Y	C9600 Cisco DNA Advantage 7 Year License
C9600-DNA-P	C9600 Cisco DNA Premier License
C9600-DNA-P-3Y	C9600 Cisco DNA Premier 3 Year Term License
C9600-DNA-P-5Y	C9600 Cisco DNA Premier 5 Year Term License
C9600-DNA-P-7Y	C9600 Cisco DNA Premier 7 Year Term License
CAT-DNA-P-ADD	Cisco DNA Premier Catalyst Add-on
CAT-DNA-P-ADD-3Y	Cisco DNA Premier Catalyst Add-on, 3 Year Term License
CAT-DNA-P-ADD-5Y	Cisco DNA Premier Catalyst Add-on, 5 Year Term License
CAT-DNA-P-ADD-7Y	Cisco DNA Premier Catalyst Add-on, 7 Year Term License
Power supplies	**Description**
C9600-PWR-2KWAC (=)	Cisco Catalyst 9600 Series 2000W AC Power Supply
C9600-PWR-2KWDC (=)	Cisco Catalyst 9600 Series 2000W DC Power Supply
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

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

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