



# Cisco Catalyst 9500 Series Switches Ordering Guide

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## Things to know

Before placing an order, review the following information:

- The Cisco® Catalyst® 9500 Series 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 First Customer Shipment (FCS) (see the 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 the 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
- Available service options:
  - Solution support
  - E-LLW
  - Cisco Smart Net Total Care® support
  - Embedded Support for Cisco DNA term license

## Common abbreviations

- Network Stack: NW
- Cisco Digital Network Architecture: Cisco DNA
- Essentials: -E
- Advantage: -A
- Smart Account: SA
- Smart License: SL
- Right to use: RTU

First customer shipment: FCS

## Purpose of this document

This document provides a detailed overview of the ordering process for Cisco Catalyst 9500 Series switches on Cisco Commerce Workspace.

## Cisco Catalyst 9500 Series highlights

The Cisco Catalyst 9500 Series is the next generation enterprise-class core and aggregation layer platform, including the industry's first 100-Gbps switch targeted for the enterprise campus. Built for security, mobility, Internet of Things (IoT), and the cloud, it supports full programmability and serviceability. The Cisco Catalyst 9500 Series Switches form the foundational building block for Cisco Software-Defined Access (SD-Access), Cisco's lead enterprise architecture.

## Hardware and software ordering overview

Cisco Catalyst 9500 Series switches can be ordered through Cisco Commerce Workspace as a Cisco ONE™ subscription or as an individual subscription. Both options include switch hardware embedded with Cisco IOS® and Network Stack software. In addition to the hardware and embedded 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.** Overview of Cisco Catalyst 9500 Series offers

TS Product Level Support	Cisco ONE	A la carte
<b>Embedded Support</b> With Subscription 24x7 TAC, knowledge base access, Software downloads	<b>Stealthwatch</b> (Cisco ONE Advantage)	<b>Embedded Support also included for ISE/Stealthwatch licenses purchased a-la-carte</b>
	<b>ISE Plus</b> (Cisco ONE Advantage)	
	<b>ISE Base</b> (Cisco ONE Advantage)	
	<b>DNA Essentials/Advantage</b>	<b>DNA Essentials/Advantage</b>
<b>Smart Net Total Care</b> - or - <b>Partner Support Service</b> (Optional)	<b>Hardware with Network Essentials/Advantage</b> (Cisco Catalyst 9000 Platform)	<b>Hardware with Network Essentials/Advantage</b> (Cisco Catalyst 9000 Platform)

## How to order the Cisco Catalyst 9500 Series

Both Network Stack licenses and Cisco DNA licenses are mandatory at the time of purchase and come in two licensing tier options: Essentials (-E) and Advantage (-A). Network Stack Essentials 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 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 included with the hardware by default (it will not be visible in the selection menu) per the respective hardware SKU suffix (example: C9500-12Q-E/C9500-12Q-A).

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

Note: Follow the steps in the screen shots below to change from the 5-year default term to a 3- or 7-year term for the Cisco ONE license.

**Subscription Duration Preference**

Duration:  Month(s)   
 Range 38 to 84

**AFTER: Click on the Subscription Duration Preference. Enter 84 Months and then click Apply. All auto-included terms should be changed to 84 months (or whatever is entered)**

---

**Configuration Summary** [View Full Summary](#)

Country Specification

Category	Qty	Extended List Price (USD)
<b>SOFTWARE SUBSCRIPTION</b>		
C1A1TCAT95002	1	0.00
C1A1TCAT95002-7Y <b>84 Mths</b>	1	16,750.00
C1-C9500-12-DNAA-T	1	0.00
C1-C9500-TRK-7Y <b>84 Mths</b>	1	0.00
C1-SWATCH-T	25	0.00
C1-SWATCH-TRK-7Y <b>84 Mth</b>	25	0.00
C1-ISE-BASE-T	25	0.00
C1-ISE-BASE-TRK-7Y	25	0.00
<b>Subtotal</b>		<b>36,350.00</b>
<b>Estimated Lead Time</b>		<b>35 days</b>

**Warnings (5):**

- We strongly recommend Solution Support for this product purchase. This provides coverage for the Cisco DNA or Cisco ONE software license subscriptions. <http://www.cisco.com/c/en/us/services/technical/solution-support.html> (CE201302)
- We strongly recommend the term of the hardware support contract match the software subscription license term (CF201302)

**Option Search** [Multiple Options Search](#)

C9500-12Q-A > SOFTWARE SUBSCRIPTION Key

CISCO ONE AND DNA TERM LIC | CISCO ONE ADDON

SKU	Qty	Lead Time	Unit List Price (USD)
<input checked="" type="radio"/> C1A1TCATS5002 <input type="button" value="x"/> <input text"="" type="button" value="1"/>	14 days	0.00	
Cisco ONE Advantage Low Term, C9500 <a href="#">More</a>			
<input type="radio"/> C9500-DNA-12Q-A <input type="button" value="x"/>	<input type="text" value="Qty"/>	14 days	0.00
C9500 DNA Advantage, Term Licenses <a href="#">More</a>			

[Clear Selection](#) | [Show Incompatible SKUs](#)

Check the summary to validate that all terms are aligned as intended.

	Hardware, Software and Services	Lead Time	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
	C9500-12Q-A <b>12Q-A</b>	21 days	17,500.00	1	17,500.00	0.00	17,500.00
<b>Summary of the validated configuration - all options aligning to 84 months</b>							
<a href="#">Edit Options</a>   <a href="#">Edit Service/Subscription</a>   <a href="#">Validate</a>   <a href="#">Add Note</a>   <a href="#">More Actions</a> <span style="float: right;"><a href="#">Add Subtotal</a></span>							
1.0.1	CON-SS SNT-C950012A SOLN SUPP 8X5XNBD Catalyst 9500 12-port 40G switch, Advant	Not Applicable	1,170.00	1	1,170.00	0.00	1,170.00
Duration: 12 months							
1.1	C1A1TCATS5002 <b>5</b> Cisco ONE Advantage Low Term, C9500	14 days	0.00	1	0.00	0.00	0.00
1.1.0.1	C1A1TCAT95002-7Y C1 Advantage Low Term C9500 7Y - DNA, 25 ISE PLS, 25 SWATCH	Not Applicable	16,750.00	1	16,750.00	0.00	16,750.00
Duration: 84 months							
1.2	C1-C9500-12-DNAA-T <b>2</b> Cisco ONE C9500 DNA Advantage 12-Port Term Licenses	14 days	0.00	1	0.00	0.00	0.00
1.2.0.1	C1-C9500-TRK-7Y Cisco ONE Subscription SKU 7Y	Not Applicable	0.00	1	0.00	0.00	0.00
Duration: 84 months							
1.3	C1-SWATCH-T <b>2</b> <b>2</b> Cisco ONE StealthWatch License Term - 1 Flow License	21 days	0.00	25	0.00	0.00	0.00
1.3.0.1	C1-SWATCH-TRK-7Y Cisco ONE StealthWatch License Term - 1 Flow License	Not Applicable	0.00	25	0.00	0.00	0.00

For the Cisco ONE option, Cisco Catalyst 9500 Series models come by default with typical 25 endpoints or flows; an additional 25 are available as an add-on. The next screen shot shows how to select the desired number of endpoints.

**Catalyst 9500 ISE/Stealthwatch in Cisco ONE**

**25 endpoints of ISE Plus & ISE Base, 25 Flows of Stealthwatch are included in the Cisco ONE Advantage suite**  
**The additional 25 endpoints/flows are included as an add-on that gets attached on selection**

Configuration Summary [View Full Summary](#)

Country Specification [i](#)  
 Select Country (Not Required) ▼

Category <a href="#">i</a>	Qty	Extended List Price (USD)
<b>SOFTWARE SUBSCRIPTION</b>		
C1A1TCAT95002 <a href="#">i</a>	1	0.00
C1A1TCAT95002-7Y 84 Mths)		16,750.00
C1-C9500-12-DNAA-T <a href="#">i</a>	1	0.00
C1-C9500-TRK-7Y 84 Mths)		0.00
C1-SWATCH-T <a href="#">i</a>	25	0.00
C1-SWATCH-TRK-7Y 84 Mths)		0.00
C1-ISE-BASE-T <a href="#">i</a>	25	0.00
C1-ISE-BASE-TRK-7Y 84 Mths)		0.00
<b>Subtotal</b>		<b>36,350.00</b>
<b>Estimated Lead Time</b>		<b>35 days</b>

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (5):**

- We strongly recommend Solution Support for this product purchase. This provides coverage for the Cisco DNA or Cisco ONE software license subscriptions. <http://www.cisco.com/c/en/us/services/technical/solution-support.html> (CE201302)
- We strongly recommend the term of the hardware support contract match the software subscription license term. (CE201302)

**Option Search [i](#)** Multiple Options Search

C9500-12Q-A > SOFTWARE SUBSCRIPTION Key ▼

CISCO ONE AND DNA TERM LIC **CISCO ONE ADDON**

SKU	Qty	Lead Time <a href="#">i</a>	Unit List Price (USD)
<input checked="" type="radio"/> C1A1TCAT95002 <a href="#">i</a> <a href="#">+</a>	<input type="text" value="1"/>	14 days	0.00
Cisco ONE Advantage Low Term, C9500 More			
<input type="radio"/> C9500-DNA-12Q-A <a href="#">i</a> <a href="#">+</a>	<input type="text" value="Qty"/>	14 days	0.00
C9500 DNA Advantage, Term licenses More			

[Clear Selection](#) | [Show Incompatible SKUs](#)

For the a la carte option, the term-based Cisco DNA license is set by default to the 5-year term but can be changed to a 3- or 7-year term. The Cisco DNA term license is mandatory (customers must select one of the term options to complete the configuration) and aligns with the hardware SKU suffix (-E or -A):

OPTION SELECTION C9500-12Q-A Global Asia-Pac Price List in US dollars (USD)

**Subscription Duration Preference**

Configuration Summary [View Full Summary](#)

Country Specification [i](#)  
 Select Country (Not Required) ▼

Category <a href="#">i</a>	Qty	Extended List Price (USD)
<b>SOFTWARE SUBSCRIPTION</b>		
C9500-DNA-12Q-A	1	0.00
C9500-DNA-L-A-5Y 60 Mths)		11,300.00
<b>Software</b>		
S9500UK9-168 <a href="#">i</a>	1	0.00
<b>Primary Power Supply</b>		
PWR-C4-950WAC-R	1	0.00
<b>Secondary Power Supply</b>		
PWR-C4-950WAC-R/2	1	2,100.00
<b>Drawer Chassis</b>		
<b>Subtotal</b>		<b>30,300.00</b>
<b>Estimated Lead Time</b>		<b>35 days</b>

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (5):**

- We strongly recommend Solution Support for this product purchase. This provides coverage for the Cisco DNA or Cisco ONE software license subscriptions. <http://www.cisco.com/c/en/us/services/technical/solution-support.html> (CE201302)
- We strongly recommend the term of the hardware support contract match the software subscription license term. (CE201302)

**Option Search [i](#)** Multiple Options Search

C9500-12Q-A > SOFTWARE SUBSCRIPTION > CISCO ONE AND DNA TERM LIC > C9500-DNA-12Q-A Key ▼

**Subscription**

SKU	Description	Duration	Unit List Price
<b>SSPT SW SUPPORT</b>			
<input type="radio"/> C9500-DNA-L-A-3Y	Cisco Catalyst 9500 DNA Advantage 3 Year License	<input type="text" value="36"/> Month(s) Range 36 to 36	7,100.00
<input checked="" type="radio"/> C9500-DNA-L-A-5Y	DNA Advantage 5 Year License	<input type="text" value="60"/> Month(s) Range 60 to 60	11,300.00
<input type="radio"/> C9500-DNA-L-A-7Y	DNA Advantage 7 Year License	<input type="text" value="84"/> Month(s) Range 84 to 84	16,000.00

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

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

[Reset Configuration](#)

**Warning (1):**

- A minimum of 3 year DNA Term license is required. (CE201302)

**Option Search**

C9500-24Q-A > Power Cables Key

**Power Cables**

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

The primary power supply is added by default, based on the hardware model (it will be visible in the selection menu).

OPTION SELECTION C9500-12Q-A

**Subscription Duration Preference**

**Configuration Summary** [View Full Summary](#)

Country Specification

Category	Qty	Extended List Price (USD)
<b>SOFTWARE SUBSCRIPTION</b>		
C9500-DNA-12Q-A	1	0.00
C9500-DNA-L-A-5Y 60 Mth(s)		11,300.00
<b>Software</b>		
S9500UK9-165	1	0.00
<b>Primary Power Supply</b>		
PWR-C4-950WAC-R	1	0.00
<b>Secondary Power Supply</b>		
PWR-C4-950WAC-R/2	1	2,100.00
<b>Subtotal</b>		30,900.00
<b>Estimated Lead Time</b>		35 days

[Reset Configuration](#)



A secondary power supply can be added. Please select the C9500-SPS-NONE option if a secondary power supply is not required.

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
<b>Software</b>		
S9500UK9-165	1	0.00
<b>Secondary Power Supply</b>		
PWR-C4-950WAC-R/2	1	0.00
<b>Power Cables</b>		
CAB-TA-NA	2	0.00
<b>Console Cables</b>		
<b>QSFP Optics</b>		
<b>Subtotal</b>		41,080.00
<b>Estimated Lead Time</b>		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 > Secondary Power Supply Key

**Secondary Power Supply**

SKU	Qty	Lead Time	Unit List Price (USD)
<input type="radio"/> C9500-SPS-NONE	1	--	0.00
No Secondary Power Supply Selected			
<input checked="" type="radio"/> PWR-C4-950WAC-R/2 <span style="color: red;">PLH</span>	1	21 days	0.00
950W AC Config 4 Power Supply front to back cooling <a href="#">More</a>			

Clear Selection | Show Incompatible SKUs

The C9500-NM-BLANK network module is selected by default, but another selection can be made.

OPTION SELECTION C9500-40X-A Global Asia-Pac Price List in US dollars (USD)

**Subscription Duration Preference**

**Configuration Summary** [View Full Summary](#)

**Country Specification**  
Select Country (Not Required)

Category	Qty	Expanded List Price (USD)
SFP 10G Optics		
<b>Network Modules</b>		
C9500-NM-BLANK	1	0.00
<b>Software</b>		
S9500UK9-166	1	0.00
<b>Primary Power Supply</b>		
PWR-C4-950WAC-R	1	0.00
<b>Secondary Power Supply</b>		
PWR-C4-950WAC-R/2	1	2,100.00
<b>Subtotal</b>		46,170.00
<b>Estimated Lead Time</b>		42 days

Reset Configuration Cancel Done

**Warnings (6):**

- We strongly recommend Solution Support for this product purchase. This provides coverage for the Cisco DNA or Cisco ONE software license subscriptions. <http://www.cisco.com/c/en/us/services/technical/solution-support.html> (CE201302)
- We strongly recommend the term of the hardware support contract match the software subscription license term. (CE201302)

**Option Search** Multiple Options Search

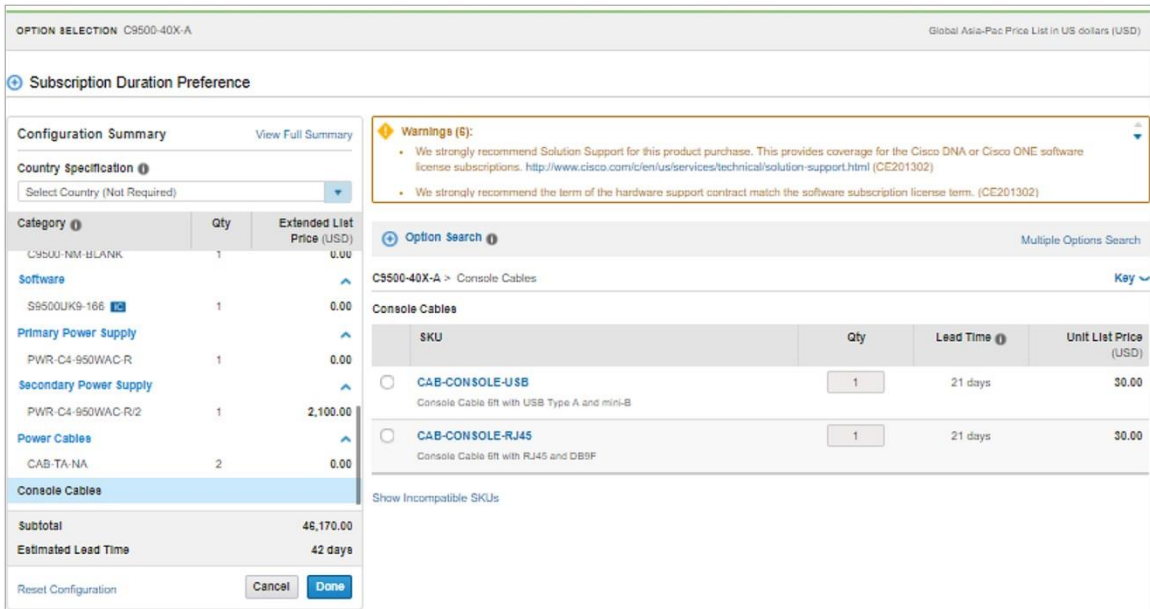
C9500-40X-A > Network Modules Key

**Network Modules**

SKU	Qty	Lead Time	Unit List Price (USD)
<input type="radio"/> C9500-NM-5X <span style="color: green;">EVS***</span>	1	14 days	4,100.00
Cisco Catalyst 9500 8 x 10GE Network Module <a href="#">More</a>			
<input type="radio"/> C9500-NM-2Q <span style="color: green;">EVS***</span>	1	21 days	4,100.00
Cisco Catalyst 9500 2 x 40GE Network Module <a href="#">More</a>			
<input checked="" type="radio"/> C9500-NM-BLANK	1	42 days	0.00
Catalyst 9500 network module blank cover <a href="#">More</a>			

Clear Selection | Show Incompatible SKUs

Console cables are also available, as shown in the screen shot below.



## Default accessories shipped with the box

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

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

## Licensing

All Cisco Catalyst 9500 Series 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, or 7 years)
-A	Advantage	Advantage (3, 5, or 7 years)

## Upgrading the license level (not available at FCS)

Customers will have the option to upgrade the Network Stack and Cisco DNA license levels (for example, from -E to -A) through a license upgrade, which will be available post-launch. They will purchase the upgrade license and then reach out to CPS to initiate the upgrade process. Customers will be able to select term licenses using the C9500- LIC= SKU. The Cisco Catalyst 9500 Series license upgrade SKUs are listed in the Ordering Information section.

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

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## Smart Accounts

Smart Accounts are mandatory at the time of ordering the Cisco Catalyst 9500 Series.

A [Smart Account](#) is a central data repository that provides visibility and access control to 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.

After a Smart Account has been set up, customers have the flexibility to create sub-accounts (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 approach to licensing. The solution simplifies the purchase, deployment, and management of Cisco software assets. Entitlements are immediately deposited into the customer's virtual account for use. This eliminates the need to install license files on every device. Products that are smart enabled communicate with Cisco to report license 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.

Smart Licensing for Cisco Catalyst 9500 Series switches is enabled starting from the 16.9.1 release.

## 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 <https://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 License 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 Account. 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.

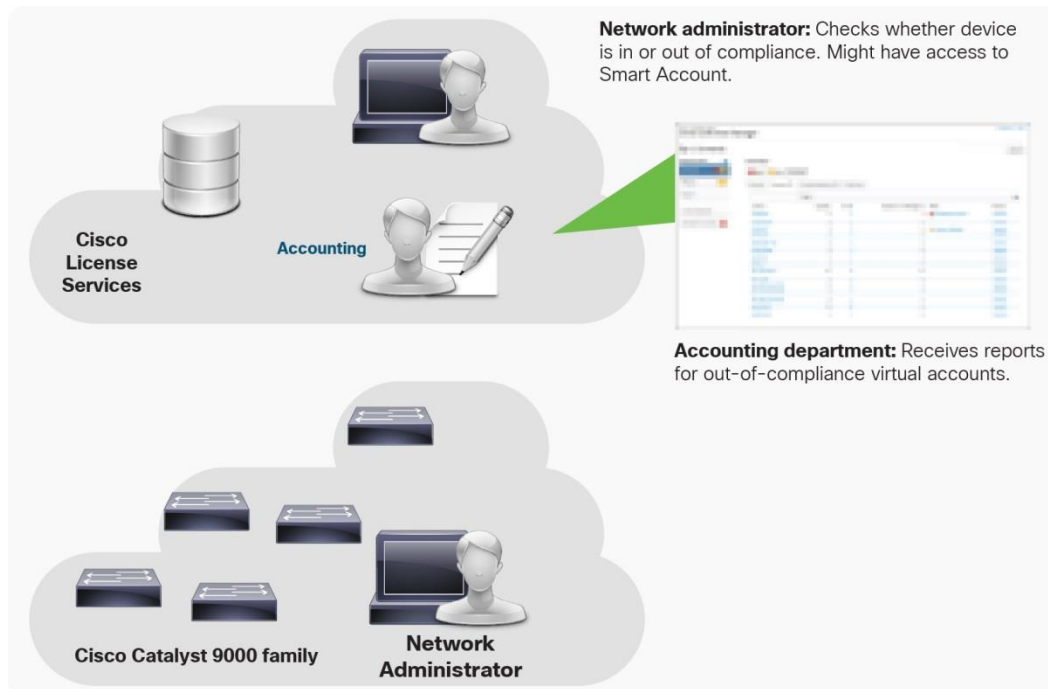
### After FCS:

- 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 the Cisco Catalyst 9500 Series

The licensing packages for Cisco Catalyst 9500 Series switches are different from those for existing Cisco Catalyst platforms. When Smart Licensing technology is enabled on the switch (at a later time), the ordering process will include a requirement to establish a Smart Account, into which Smart Licenses will be deposited. Smart Licenses are transferable between the same types of devices (for example, from C9500 switches to other 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 Series switches do not have a communication channel to report usage and consumption. They operate as separate entities. The switches must therefore be configured in RTU mode with the correct license level to enable the purchased feature set.

- Possible deployment modes:
  - RTU: The licensing mode on Cisco Catalyst 9500 Series switches remains RTU in Cisco IOS XE Release 16.6.1. However, the licensing structure in RTU has been modified to exactly match the 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 reports.
  - 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 in Cisco Smart Software Manager only when the device is capable of reporting Smart License usage. Cisco IOS XE Release 16.6.1 does not include the infrastructure for reporting license usage on the switches to Cisco Smart Software Manager.

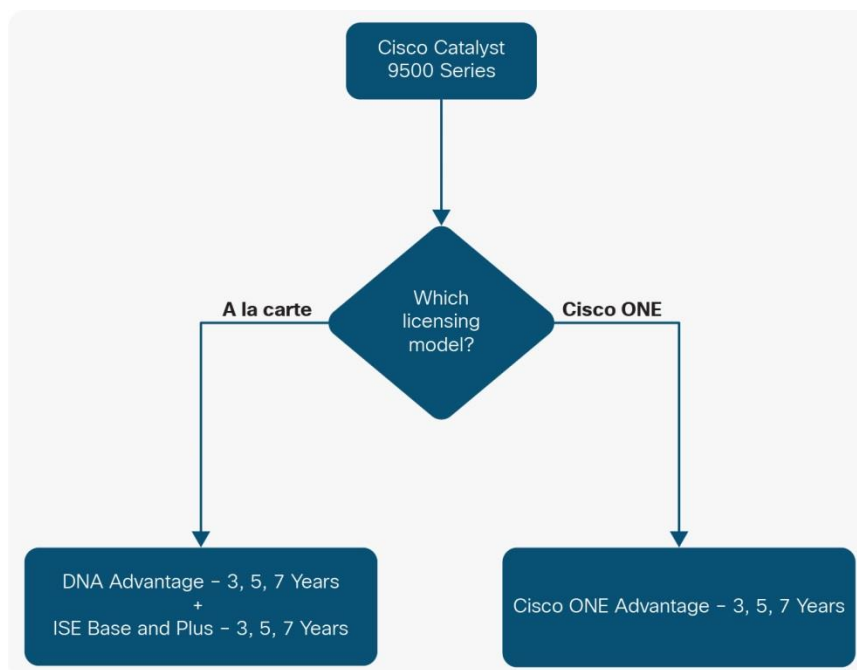
For further information about Cisco Catalyst 9000 switch RTU licensing model, refer to the Configuration Guide.

### 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 templates, simplified device deployment, unified management of wired and wireless, network virtualization with segmentation, group-based policies, and context-based analytics.

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

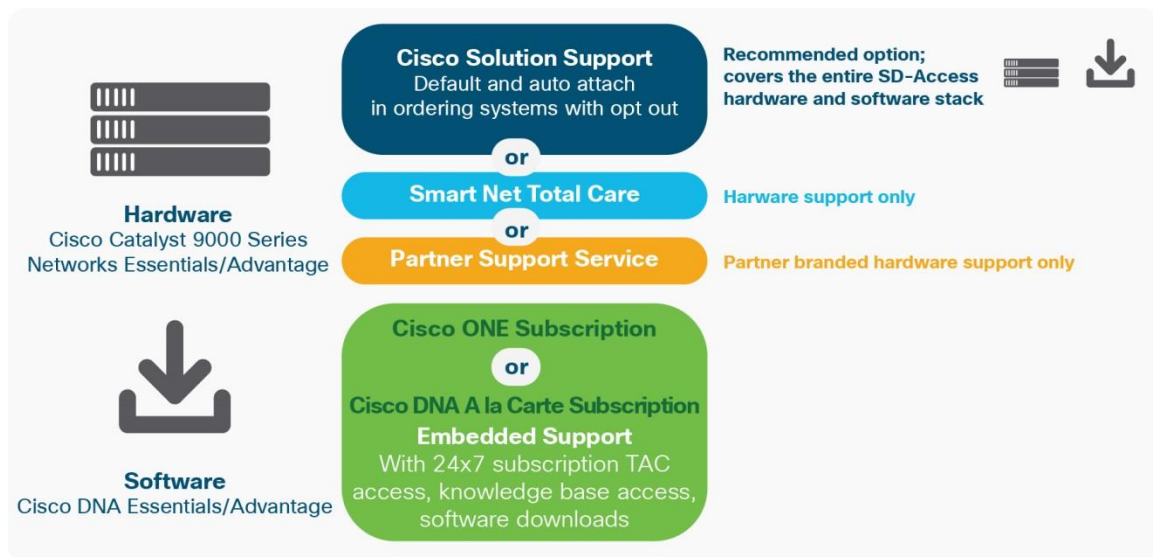
**Figure 3.** Enabling SD-Access



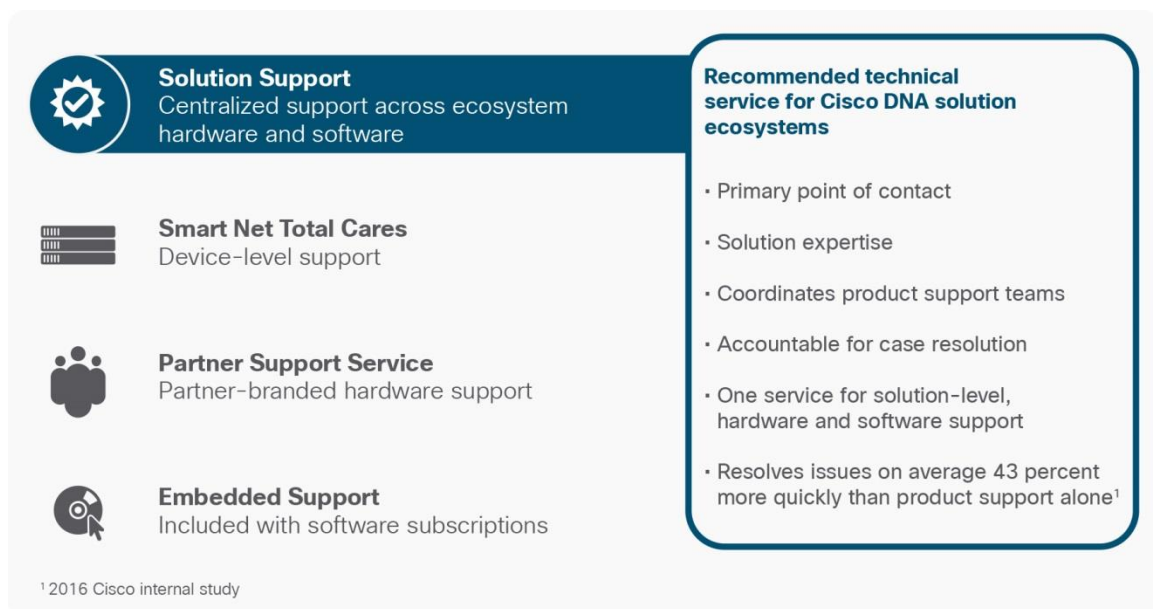
## Services and warranty

The Solution Support service option is strongly recommended; it provides coverage for a Cisco DNA or Cisco ONE software license. Additional product-level hardware support options are available: Smart Net Total Care® support, Partner Support Service, Embedded Support, and E-LLW. Please note that if Solution Support is not selected, Cisco DNA or Cisco ONE 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. Figures 4 through 9 describe the various service options for the Cisco Catalyst 9500 Series switches.

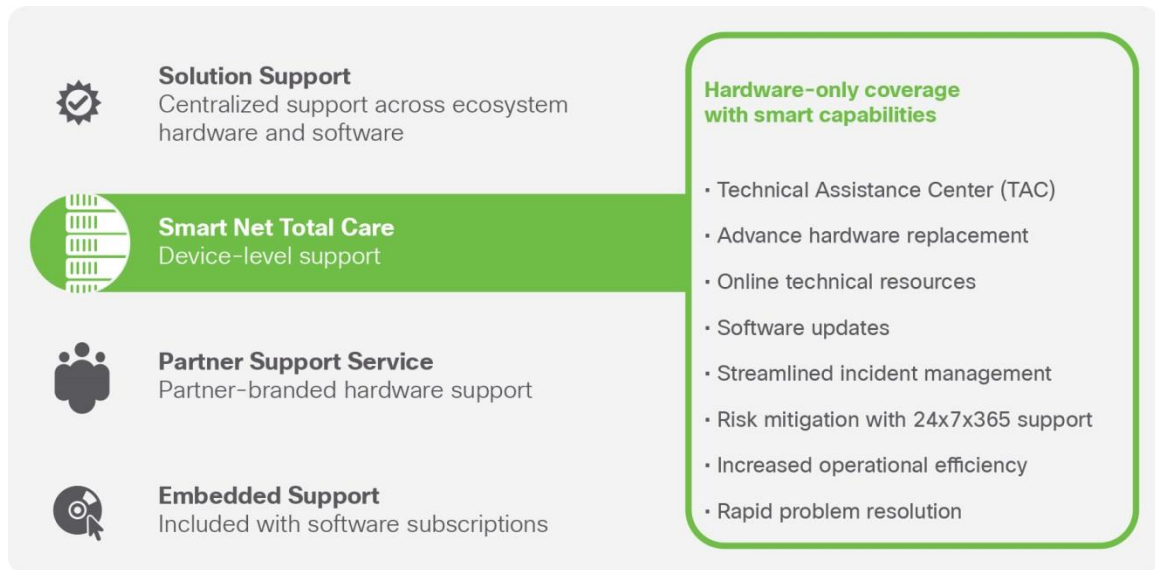
**Figure 4.** Services Support for Cisco Catalyst 9500



**Figure 5.** Solution support



**Figure 6.** Smart Net Total Care support



**Figure 7.** Partner Support Service



**Figure 8.** Embedded Support





**Figure 9.** 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			●	
<b>Primary point of contact with solution-level expertise</b>				●
<b>Accountability for issue resolution, no matter where it resides</b>				●
<b>Coordination between Cisco TAC and solution partner product support teams</b>				●
<b>Case management from first call to resolution</b>				●
<b>Differentiated delivery experience</b>				●
<b>JumpStart/Onboarding</b>				●

### Cisco enhanced limited lifetime hardware warranty

The Cisco Catalyst 9500 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

Tables 2 provide ordering information for switches, Cisco DNA and Cisco ONE licenses, respectively.

**Table 2.** Switches and DNA/Cisco ONE

Hardware Product number	Product description	License type	3 year	5 year	7 year
<b>C9500-24Q-E</b>	Cisco Catalyst 9500 24-port 40G switch, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-24Q-A</b>	Cisco Catalyst 9500 24-port 40G switch, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y
<b>C9500-12Q-E</b>	Cisco Catalyst 9500 12-port 40G switch, NW Ess. License	Cisco DNA License	C9500-DNA-L-E-3Y	C9500-DNA-L-E-5Y	C9500-DNA-L-E-7Y
		Cisco ONE License	C1AA1TCAT95002-3Y	C1AA1TCAT95002-5Y	C1AA1TCAT95002-7Y
<b>C9500-12Q-A</b>	Cisco Catalyst 9500 12-port 40G switch, NW Adv. License	Cisco DNA License	C9500-DNA-L-A-3Y	C9500-DNA-L-A-5Y	C9500-DNA-L-A-7Y
		Cisco ONE License	C1A1TCAT95002-3Y	C1A1TCAT95002-5Y	C1A1TCAT95002-7Y
<b>C9500-16X-E</b>	Cisco Catalyst 9500 16-port 10G switch, NW Ess. License	Cisco DNA License	C9500-DNA-L-E-3Y	C9500-DNA-L-E-5Y	C9500-DNA-L-E-7Y
		Cisco ONE License	C1AA1TCAT95002-3Y	C1AA1TCAT95002-5Y	C1AA1TCAT95002-7Y
<b>C9500-16X-A</b>	Cisco Catalyst 9500 16-port 10G switch, NW Adv. License	Cisco DNA License	C9500-DNA-L-A-3Y	C9500-DNA-L-A-5Y	C9500-DNA-L-A-7Y
		Cisco ONE License	C1A1TCAT95002-3Y	C1A1TCAT95002-5Y	C1A1TCAT95002-7Y
<b>C9500-40X-E</b>	Cisco Catalyst 9500 40-port 10G switch, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-40X-A</b>	Cisco Catalyst 9500 40-port 10G switch, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y
<b>C9500-24X-E</b>	Cisco Catalyst 9500 16-port 10G switch, 8 x 10GE Network Module, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-24X-A</b>	Cisco Catalyst 9500 16-port 10G switch, 8 x 10GE Network Module, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y
<b>C9500-48X-E</b>	Cisco Catalyst 9500 40-port 10G switch, 8 x 10GE Network Module, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-48X-A</b>	Cisco Catalyst 9500 40-port 10G switch, 8 x 10GE Network Module, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y

Hardware Product number	Product description	License type	3 year	5 year	7 year
<b>C9500-16X-2Q-E</b>	Cisco Catalyst 9500 16-port 10G switch, 2 x 40GE Network Module, NW Ess. License	Cisco DNA License	C9500-DNA-L-E-3Y	C9500-DNA-L-E-5Y	C9500-DNA-L-E-7Y
		Cisco ONE License	C1AA1TCAT95002-3Y	C1AA1TCAT95002-5Y	C1AA1TCAT95002-7Y
<b>C9500-16X-2Q-A</b>	Cisco Catalyst 9500 16-port 10G switch, 2 x 40GE Network Module, NW Adv. License	Cisco DNA License	C9500-DNA-L-A-3Y	C9500-DNA-L-A-5Y	C9500-DNA-L-A-7Y
		Cisco ONE License	C1A1TCAT95002-3Y	C1A1TCAT95002-5Y	C1A1TCAT95002-7Y
<b>C9500-40X-2Q-E</b>	Cisco Catalyst 9500 40-port 10G switch, 2 x 40GE Network Module, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-40X-2Q-A</b>	Cisco Catalyst 9500 40-port 10G switch, 2 x 40GE Network Module, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y
<b>C9500-24Y4C-E</b>	Cisco Catalyst 9500 High Performance 24-port 25G switch, NW Ess. License	Cisco DNA License	C9500-DNA-L-E-3Y	C9500-DNA-L-E-5Y	C9500-DNA-L-E-7Y
		Cisco ONE License	C1AA1TCAT95002-3Y	C1AA1TCAT95002-5Y	C1AA1TCAT95002-7Y
<b>C9500-24Y4C-A</b>	Cisco Catalyst 9500 High Performance 24-port 25G switch, NW Adv. License	Cisco DNA License	C9500-DNA-L-A-3Y	C9500-DNA-L-A-5Y	C9500-DNA-L-A-7Y
		Cisco ONE License	C1A1TCAT95002-3Y	C1A1TCAT95002-5Y	C1A1TCAT95002-7Y
<b>C9500-48Y4C-E</b>	Cisco Catalyst 9500 High Performance 48-port 25G switch, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-48Y4C-A</b>	Cisco Catalyst 9500 High Performance 48-port 25G switch, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y
<b>C9500-32C-E</b>	Cisco Catalyst 9500 High Performance 32-port 100G switch, NW Adv. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-32C-A</b>	Cisco Catalyst 9500 High Performance 32-port 100G switch, NW Ess. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y
<b>C9500-32QC-E</b>	Cisco Catalyst 9500 High Performance 32-port 40G switch, NW Ess. License	Cisco DNA License	C9500-DNA-E-3Y	C9500-DNA-E-5Y	C9500-DNA-E-7Y
		Cisco ONE License	C1AA1TCAT95001-3Y	C1AA1TCAT95001-5Y	C1AA1TCAT95001-7Y
<b>C9500-32QC-A</b>	Cisco Catalyst 9500 High Performance 32-port 40G switch, NW Adv. License	Cisco DNA License	C9500-DNA-A-3Y	C9500-DNA-A-5Y	C9500-DNA-A-7Y
		Cisco ONE License	C1A1TCAT95001-3Y	C1A1TCAT95001-5Y	C1A1TCAT95001-7Y

**Table 3.** Switch Accessories

<b>Power Supplies, Cables, and Fan for the Cisco Catalyst 9500 Series</b>	
<b>FAN-T4-R</b>	Catalyst 9500 Type 4 front to back cooling Fan
<b>PWR-C4-950WAC-R</b>	950W AC Config 4 Power Supply front to back cooling
<b>C9K-PWR-1600WAC-R</b>	Catalyst 9500 1600W Power Supply
<b>C9K-PWR-650WAC-R</b>	650W AC Config 4 Power Supply front to back cooling
<b>C9K-F1-SSD-240G</b>	Cisco pluggable SSD storage
<b>C9K-T1-FANTRAY</b>	Catalyst 9500 Type 5 front to back cooling Fan
<b>PWR-C4-950WAC-R/2</b>	950W AC Config 4 Power Supply front to back cooling, Redundant
<b>PWR-C4-BLANK</b>	Catalyst 9500 power supply blank cover
<b>C9K-PWR-C4-BLANK</b>	Catalyst 9500 power supply blank cover
<b>C9K-PWR-C5-BLANK</b>	Catalyst 9500 power supply blank cover
<b>CAB-C15-CBN-JP</b>	Japan Cabinet Jumper Power Cord, 250 VAC 12A, C14-C15
<b>CAB-TA-250V-JP</b>	Japan 250V AC Type A Power Cable
<b>CAB-TA-AP</b>	Australia AC Type A Power Cable
<b>CAB-TA-AR</b>	Argentina AC Type A Power Cable
<b>CAB-TA-DN</b>	Denmark AC Type A Power Cable
<b>CAB-TA-EU</b>	Europe AC Type A Power Cable
<b>CAB-TA-IN</b>	India AC Type A Power Cable
<b>CAB-TA-IS</b>	Israel AC Type A Power Cable
<b>CAB-TA-IT</b>	Italy AC Type A Power Cable
<b>CAB-TA-SW</b>	Switzerland AC Type A Power Cable
<b>CAB-TA-UK</b>	United Kingdom AC Type A Power Cable
<b>CAB-TA-NA</b>	North America AC Type A Power Cable
<b>CAB-C15-CBN</b>	Cabinet Jumper Power Cord, 250 VAC 13A, C14-C15 Connectors
<b>CAB-TA-JP</b>	Japan AC Type A Power Cable
<b>Spare Accessory and Rack Mount Kits for the Cisco Catalyst 9500 Series</b>	
<b>C9500-ACC-KIT-19I=</b>	Accessory Kit for Cisco Catalyst 9500 Series - 19" rack mount
<b>C9500-ACC-KIT-23I=</b>	Accessory Kit for Cisco Catalyst 9500 Series - 23" rack mount
<b>C9500-4PT-KIT=</b>	Extension rails and brackets for four-point mounting for Cisco Catalyst 9500 Series
<b>SSD-120G</b>	Cisco pluggable USB3.0 SSD storage
<b>C9K-F1-SSD-240G</b>	Cisco pluggable SSD storage

**Table 4.** Cisco DNA licenses

<b>Product number</b>	<b>Product description</b>
<b>Cisco DNA Term Licenses</b>	
<b>C9500-DNA-E-3Y</b>	Catalyst 9500 NW & DNA Essentials. license (3Y)
<b>C9500-DNA-E-5Y</b>	Catalyst 9500 NW & DNA Essentials. license (5Y)
<b>C9500-DNA-E-7Y</b>	Catalyst 9500 NW & DNA Essentials. license (7Y)
<b>C9500-DNA-A-3Y</b>	Catalyst 9500 NW & DNA Advantage license (3Y)
<b>C9500-DNA-A-5Y</b>	Catalyst 9500 NW & DNA Advantage license (5Y)
<b>C9500-DNA-A-7Y</b>	Catalyst 9500 NW & DNA Advantage license (7Y)
<b>C9500-DNA-L-E-3Y</b>	Catalyst 9500 NW & DNA Essentials. low port density license (3Y) for 12Q, 16X, 24Y4C SKU
<b>C9500-DNA-L-E-5Y</b>	Catalyst 9500 NW & DNA Essentials. low port density license (5Y) for 12Q, 16X, 24Y4C SKU

Product number	Product description
<b>C9500-DNA-L-E-7Y</b>	Catalyst 9500 NW & DNA Essentials. low port density license (7Y) for 12Q, 16X, 24Y4C SKU
<b>C9500-DNA-L-A-3Y</b>	Catalyst 9500 NW & DNA Advantage low port density license (3Y) for 12Q, 16X, 24Y4C SKU
<b>C9500-DNA-L-A-5Y</b>	Catalyst 9500 NW & DNA Advantage low port density license (5Y) for 12Q, 16X, 24Y4C SKU
<b>C9500-DNA-L-A-7Y</b>	Catalyst 9500 NW & DNA Advantage low port density license (7Y) for 12Q, 16X, 24Y4C SKU

## Cisco ONE subscription for Cisco Catalyst 9500 Series Switches

The 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 a lower cost of entry and flexible terms.

The Cisco ONE option available for the Cisco Catalyst 9500 Series switches is Cisco ONE Advantage.

Cisco ONE Advantage includes Cisco Identity Services Engine (ISE) Base and ISE Plus, Stealthwatch<sup>®</sup>, and a Cisco DNA Advantage term license.

Table 5 provides ordering information for Cisco ONE.

**Table 5.** Cisco ONE options

Product number	Product description
<b>Cisco ONE Licenses</b>	
<b>C1A1TCAT95001<sup>†</sup></b>	C9500 Cisco ONE Advantage Term, High-port density: Includes Term Licenses for DNA Advantage, 25 ISE Base & 25 ISE Plus Endpoints, 25 Stealthwatch Flows (including Virtual Flow Collector & Management Console). Requires separate purchase of ISE appliance/ISE VM and DNA Center appliance
<b>C1A1TCAT95001-3Y</b>	C9500 Cisco ONE Advantage, High-port density, 3Y Term - DNA, 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1A1TCAT95001-5Y</b>	C9500 Cisco ONE Advantage, High-port density, 5Y Term - DNA, 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1A1TCAT95001-7Y</b>	C9500 Cisco ONE Advantage, High-port density, 7Y Term - DNA, 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1A1TCAT95002<sup>†</sup></b>	C9500 Cisco ONE Advantage Term, Low-port density: Includes Term Licenses for DNA Advantage, 25 ISE Base & 25 ISE Plus Endpoints, 25 Stealthwatch Flows (including Virtual Flow Collector & Management Console). Requires separate purchase of ISE appliance/ISE VM and DNA Center appliance
<b>C1A1TCAT95002-3Y</b>	C9500 Cisco ONE Advantage, Low-port density, 3Y Term - DNA, 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1A1TCAT95002-5Y</b>	C9500 Cisco ONE Advantage, Low-port density, 5Y Term - DNA, 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1A1TCAT95002-7Y</b>	C9500 Cisco ONE Advantage, Low-port density, 7Y Term - DNA, 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1AA1TCAT95001<sup>†</sup></b>	C9500 Cisco ONE Advantage Add-On Term: Includes Term Licenses for 25 ISE Base & 25 ISE Plus Endpoints, 25 Stealthwatch Flows (including Virtual Flow Collector & Management Console). Requires separate purchase of ISE appliance/ISE VM and DNA Center appliance
<b>C1AA1TCAT95001-3Y</b>	C9500 Cisco ONE Advantage Add-On 3Y Term - 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1AA1TCAT95001-5Y</b>	C9500 Cisco ONE Advantage Add-On 5Y Term - 25 ISE PLS and ISE BASE, 25 SWATCH
<b>C1AA1TCAT95001-7Y</b>	C9500 Cisco ONE Advantage Add-On 7Y Term - 25 ISE PLS and ISE BASE, 25 SWATCH

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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. Detailed training modules for ordering and license management.
- [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.
- [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.




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