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Cisco Catalyst 9400 Series Switches

Things to know

Before placing an order, please review the following:

- Cisco Catalyst 9400 Series Switches offer structure has three main components: the switch hardware, a network stack perpetual license, and a Cisco 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 (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

Purpose of this document

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

Common terminology

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

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Hardware and software order overview

Cisco Catalyst 9400 Series Switches are ordered through CCW with a 3-, 5-, or 7-year term-based 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 the switching feature matrix for a full list of features and capabilities within each tier.

Cisco DNA Software Subscription Overview

Table 1. Software license descriptions

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

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Cisco DNA Software Subscription feature matrix

Table 2. Software features by license type

	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Essential switch capabilities Layer 2, routed access, OSPF, PBR, PIM Stub Multicast, PVLAN, VRRP, PBR, Cisco Discovery Protocol, QoS, FHS, 802.1X, MACsec-128, CoPP, SXP, IP SLA responder, SSO.	✔	✔	✔	✔
DevOps integration Make it easy for your development and operations teams to continuously deliver applications.	✔	✔	✔	✔
Layer 2, routed access Your network can achieve high availability and recovery analysis.	✔	✔	✔	✔
Programmability, NETCONF/RESTCONF/gRPC/YANG Model-driven programmability lets you automate configuration and control of your network devices, managed by Cisco DNA Center.	✔	✔	✔	✔
MACsec encryption Configure MACsec for authenticating and encrypting packets between MACsec-capable devices, managed by Cisco DNA Center.				

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Advanced telemetry and flexibility (EEM), SPAN, RSPAN Advanced telemetry and visibility includes Flexible NetFlow and Wireshark for providing near real-time access to operational statistics, managed by Cisco DNA Center.	✔	✔	✔	✔
Telemetry and visibility Model-driven telemetry lets you monitor your network by streaming data from network devices, continuously providing near-real-time access to operational statistics.	✔	✔	✔	✔
Cisco trustworthy solutions Help ensure hardware and software authenticity for supply chain trust and strong mitigation against man-in-the-middle attacks that compromise software and firmware.	✔	✔	✔	✔
Full routing functionality BGP, HSRP, OSPF, IS-IS, GLBP.		✔		✔
IoT and mobility CoAP, AVB, PTP.		✔		✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Flexible network segmentation VRF, VXLAN, LISP, SGT, MPLS.		✔		✔
High availability and resiliency (patching) Support operational continuity and maintain availability during routine maintenance, and perform disaster recovery.		✔		✔
Optimize bandwidth utilization (multicast) Multicast is used between routers so they can track which multicast packets to forward to each other and to their directly connected LANs.		✔		✔
License portability Software services-enabled license portability lets your software licenses stay current through hardware upgrades and replacements at no additional cost.			✔	✔
Full Flexible NetFlow This next generation in flow technology optimizes the network infrastructure, reducing operating costs and improving capacity planning and security incident detection.			✔	✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
IPv6 tunnel capabilities Overlay tunneling encapsulates IPv6 packets in IPv4 packets for delivery across an IPv4 infrastructure (a core network or the Internet).			✔	✔
Easy QoS dynamic monitoring Assign policies to applications based on business relevance and business-critical QoS priority for life-saving devices, for example.			✔	✔
Branch deployment automation Support for simplified workflows for physical and virtual branch automation and day-0 router/NFV design.			✔	✔
Software Image Management (SWIM) Automatically manage software upgrades and control the consistency of image versions and configurations across your network, managed by Cisco DNA Center.			✔	✔
Enterprise Network Functions Virtualization (ENFV) Facilitates branch virtualization on any hardware device – Cisco or third party. Supports existing branch migration without hardware upgrade.			✔	✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
LAN automation Accelerates building the SD-Access overlay network without the traditional network planning and implementation process, managed by Cisco DNA Center.			✔	✔
Wireless automation Supports intent-based workflows for simplified wireless deployment and automation, managed by Cisco DNA Center appliance.			✔	✔
Policy creation Create policies based on business intent for a particular part of the network that are network- and device-specific, adjusted dynamically to guarantee services, managed by Cisco DNA Center.			✔	✔
Overall health dashboard Gives a high-level overview of the health of every network device/client on the network, wired and wireless, Cisco and Meraki, managed by Cisco DNA Center.			✔	✔
Network health dashboard Provides operational status of every network device connected to Cisco DNA Center, with suggested remediation for any communication issues, managed by Cisco DNA Center.			✔	✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Client health dashboard Displays operational status of every client connected to Cisco DNA Center, with suggested remediation for any issues, managed by Cisco DNA Center.			✔	✔
Application health dashboard Displays overall health of all applications on the network, with special section for business-relevant application issues and suggested remediation, managed by Cisco DNA Center.			✔	✔
Streaming telemetry Enables network devices to send near-real-time telemetry information to Cisco DNA Center.			✔	✔
Network Plug and Play (PnP) provisioning Zero-touch provisioning for new device installation allows off-the-shelf Cisco devices to be provisioned simply by connecting to the network, managed by Cisco DNA Center.			✔	✔
SD-Access and switch insights Enables policy-based automation with secure segmentation, complete visibility, and delivery of new services quickly on SDAccess devices, managed by Cisco DNA Center.				✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Patch lifecycle management Intelligent device management for lifecycle patching, managed by Cisco DNA Center.				✔
Flexible network segmentation Segment your network for security, compliance, and complex processes, managed by Cisco DNA Center.				✔
Device 360 and Client 360 Display devices and client connectivity from any angle or context, providing for very granular troubleshooting in seconds.				✔
Cisco Catalyst 9800 Series embedded wireless controller Fabric technology is an integral part of SD-Access. Fabric-enabled wireless is a deployment option, managed by Cisco DNA Center.				✔
Application policy creation Assign policies to applications based on business relevance and business-critical QoS priority for life-saving devices, for example.				✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Software Maintenance Upgrade (SMU) SMUs, also known as Patching, allows limited updates within the operating software without having to upgrade the entire image. This means bugs and security vulnerabilities can be resolved without having to requalify an entirely new image and potentially without having to reset a switch and incur downtime.				✔
Path trace Visualize the path of an application or service from client through all devices and to the server, troubleshooting issues instantly.				✔
Network time travel Visualize device or client performance in a timeline view to identify the cause of a network issue instead of trying to re-create the issue in a lab.				✔
Application hosting Allows third-party applications to be hosted in a secure container environment (for example, Wireshark and Docker).				✔
Encrypted Traffic Analytics (ETA) Detect malware within encrypted traffic. This is an optional feature of Cisco Stealthwatch, managed by Cisco DNA Center.				✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Cisco DNA Services for Bonjour This software-defined, controller-based solution enables Bonjour services discovery and advertisement at scale across multiple domains, managed by Cisco DNA Center.				✔
ERSPAN and AVC Monitor and send traffic, detect every application in your network, and optimize bandwidth with application-aware policies, managed by Cisco DNA Center.				✔
Extended node Extend the reach of products connected to the fabric edge devices, managed by Cisco DNA Center.				✔
Fabric in a box Add the selected device as a control plane, a border node, and an edge node. Does not require Cisco DNA Center.				✔
AVB 1588 Audio Video Bridging standards provide the means for highly reliable delivery of low-latency, time-synchronized audio and video streaming services. Does not require Cisco DNA Center.				✔

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
AVC (NBAR2) Gain application visibility and control through Next-Generation Network-Based Application Recognition. Does not require Cisco DNA Center.				✔
ETA/MUD+ Encrypted Traffic Analytics detects malware within encrypted traffic. Manufacturer user description validates the IoT device, extends trust, and applies policy to the device. Does not require Cisco DNA Center.				✔
Cisco ThousandEyes Network and Application Synthetics Network performance metrics, dashboarding, visibility into app and service experience, end-to-end visibility across cloud and DC applications.				✔
Cisco Spaces IoT Services on Catalyst Switching Cisco Spaces on Catalyst 9000 switches acts as a layer between different wired IoT solutions, giving more options and greater flexibility to help smart buildings proactively adapt to changing conditions.				✔
Stealthwatch Gain complete security and threat containment, managed by Cisco DNA Center.			a-la-carte	a-la-carte

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	Features			
	Network Essentials	Network Advantage	Cisco DNA Essentials	Cisco DNA Advantage
Identity Services Engine (ISE) Base and Plus Working with Cisco DNA Center, ISE is a complete authentication, policy, and identity services engine.			a-la-carte	a-la-carte
E-LLW Enhanced limited lifetime hardware warranty.	✔	✔	✔	✔
SWSS Software Support Service that also offers license portability and ongoing innovation in the software stack, including 24-hourTAC support.			✔	✔

How to order a Cisco Catalyst 9400 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) term license needs to be selected at the time of order.

To order in CCW, follow these steps:

1. Select the appropriate Cisco Catalyst 9400 Series Switch SKU: C9404R, C9407R, C9410R.
   A C9407R is used in this step-by-step guide.
2. Choose the preferred consumption model – Cisco DNA Advantage.
3. Choose the Cisco 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 CCW

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

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

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

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

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

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

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

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

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

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

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

For Cisco 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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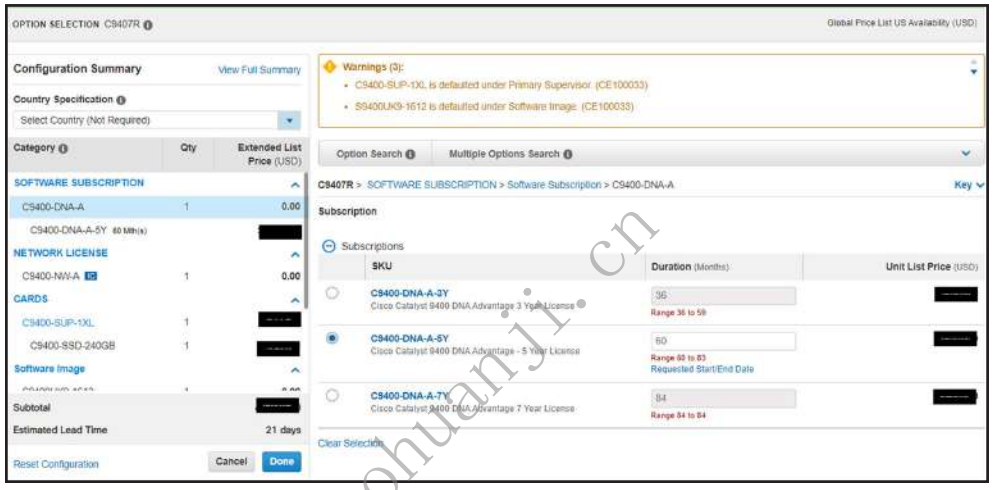
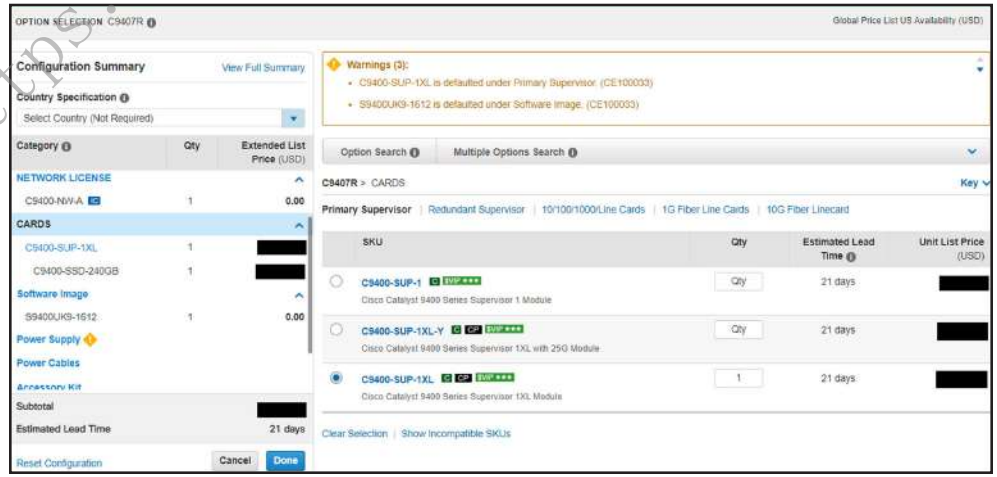


The primary supervisor selection is mandatory, and the default supervisor is the C9400-SUP-1XL, which provides higher bandwidth of up to 240G per slot for the C9404 chassis and includes Cisco StackWise Virtual by default. This supervisor provides options for 1/10/40G uplink connectivity. The other supervisor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



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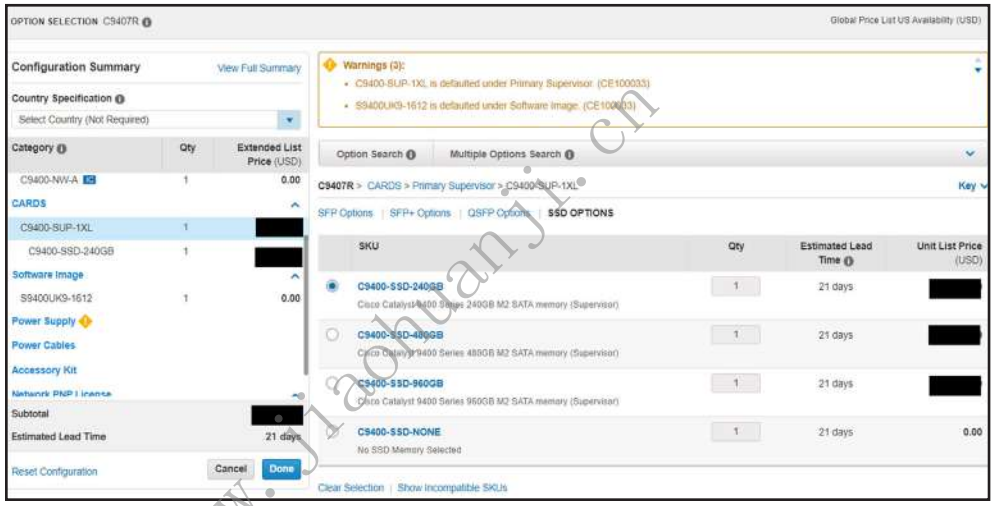
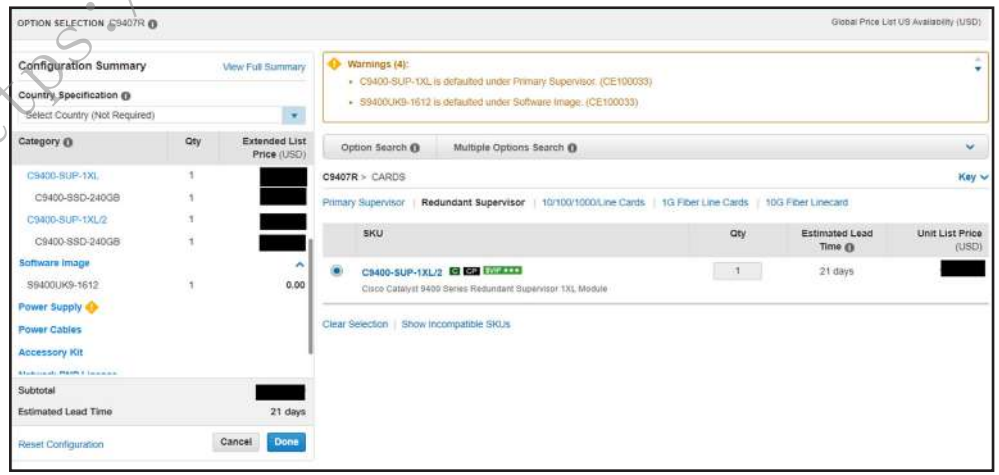
The supervisor is selected with 240 GB of SSD storage by default. You can choose a different SSD storage size if desired. Please refer to the screen shots below.



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



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

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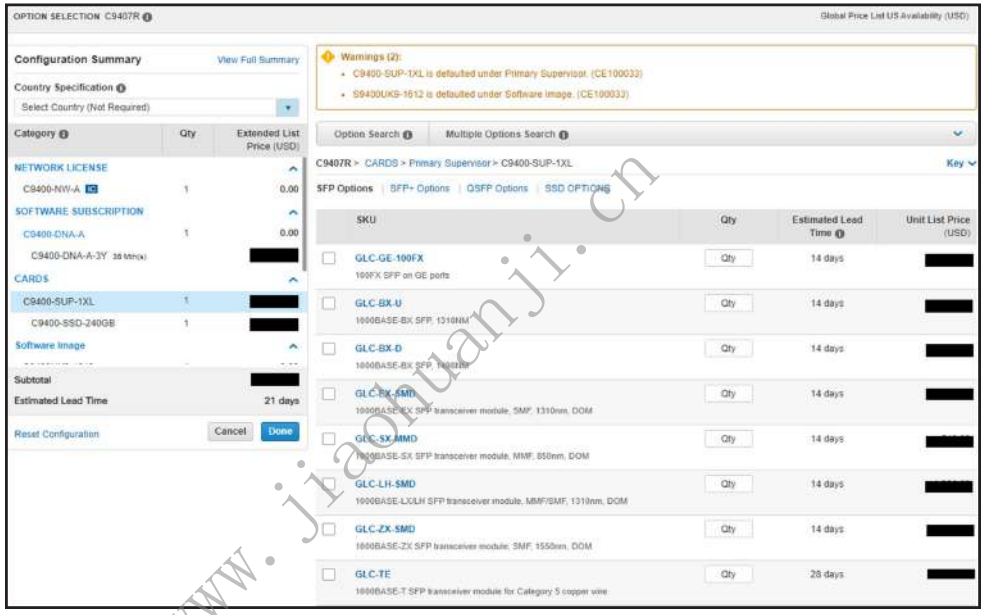
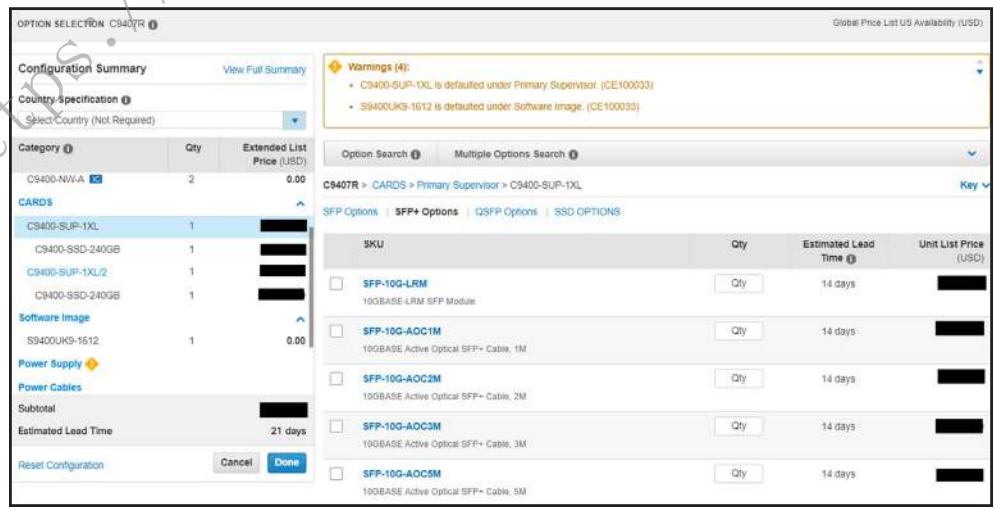
Optional 1G SFP selection:



Optional 10G SFP+ selection:



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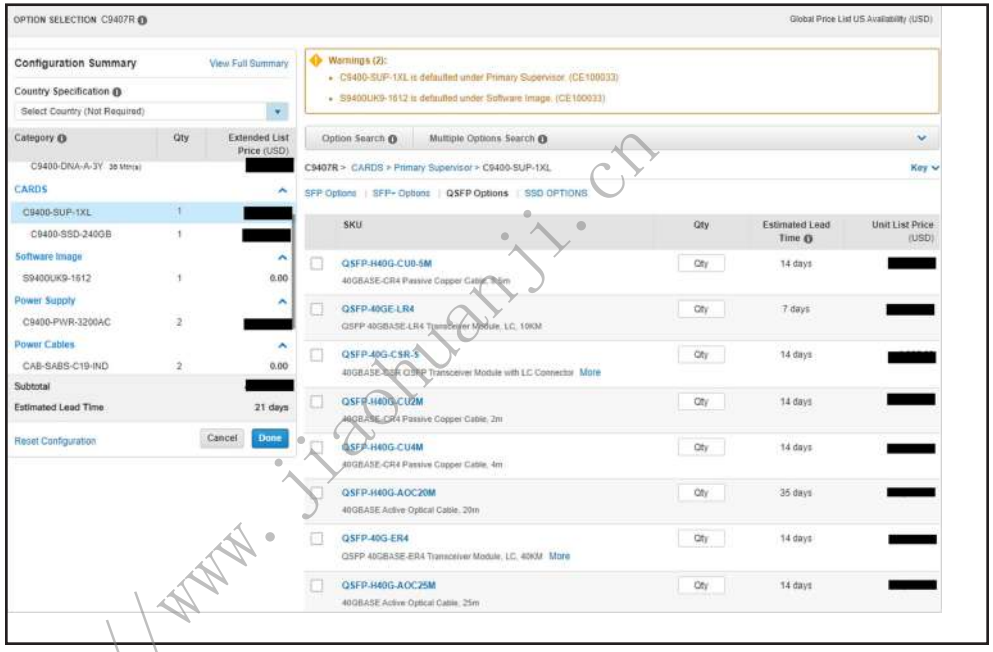
Optional 40G QSFP selection:



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

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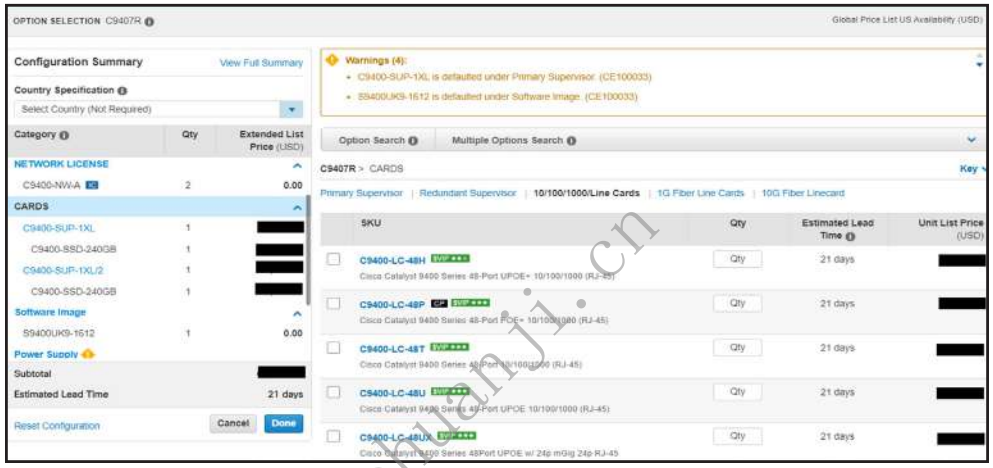

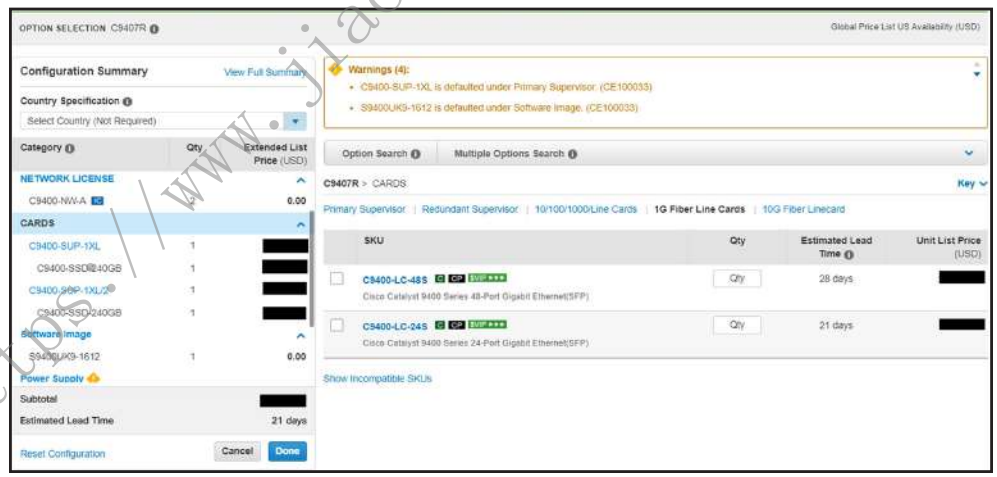

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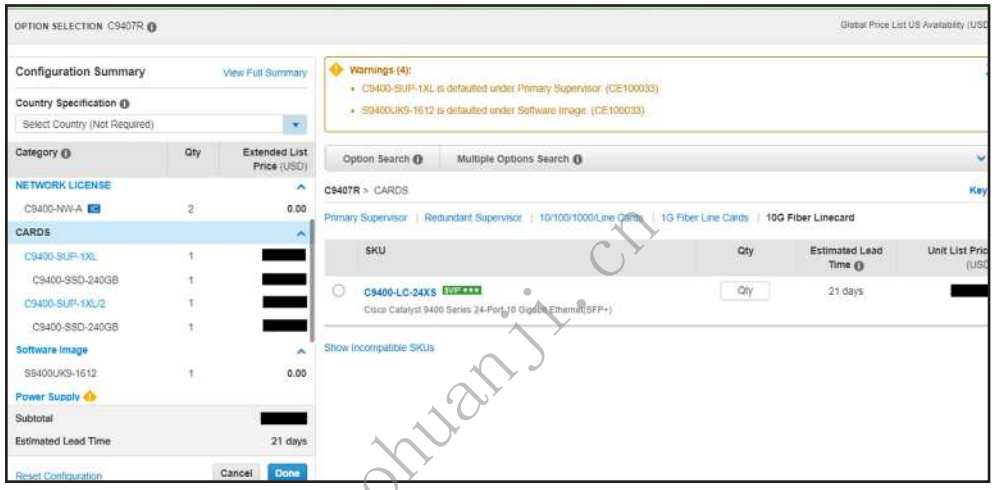
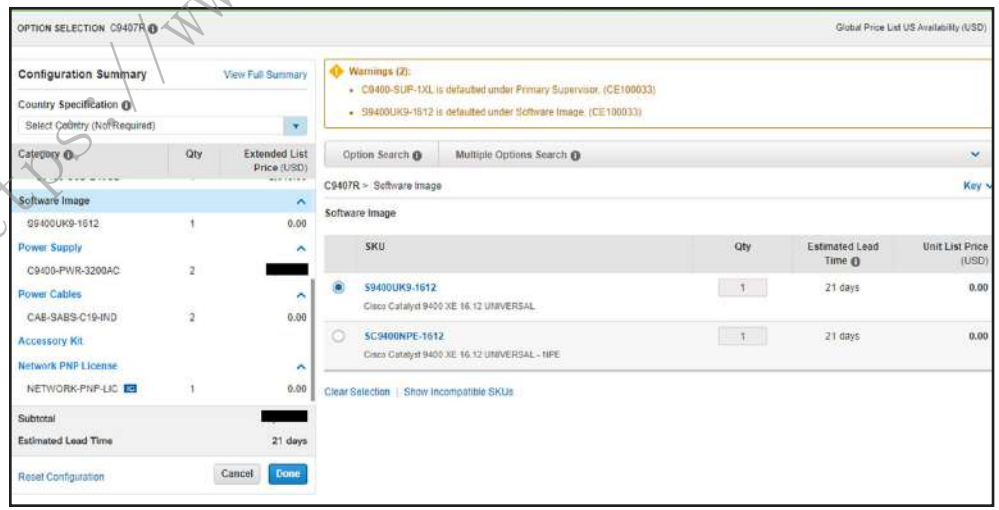


Software image selection is available as a configurable option. The universal version can be selectedfor all regions where there's no restriction under U.S. export control. The NPE version is for all other regions. Please refer to the U.S. export control applicable for your region.



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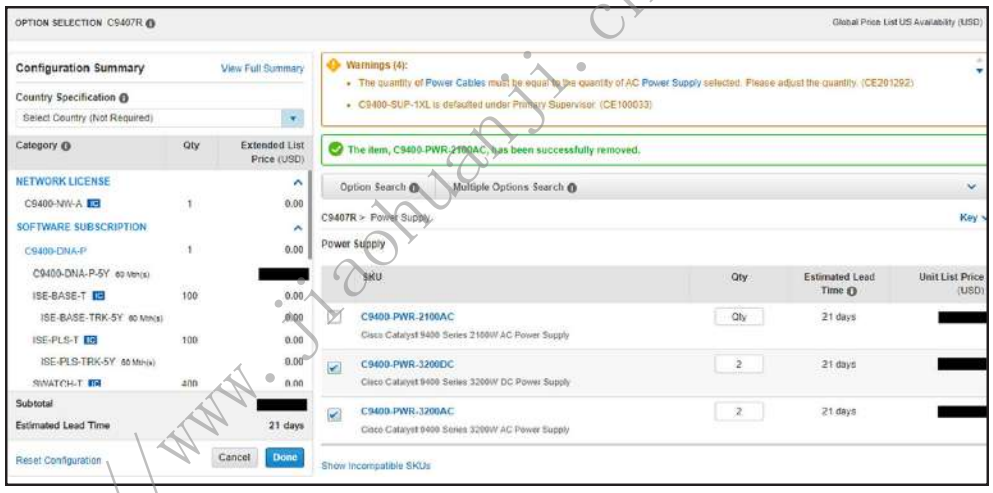
The next mandatory selection is the power supply. The choices are between 3200AC, 2100AC, and 3200DC power supplies. Power supplies can be mixed in the configuration; for example, two 3200AC and two 3200DC power supplies can be configured together. A maximum of eight power supplies canbe configured for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



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

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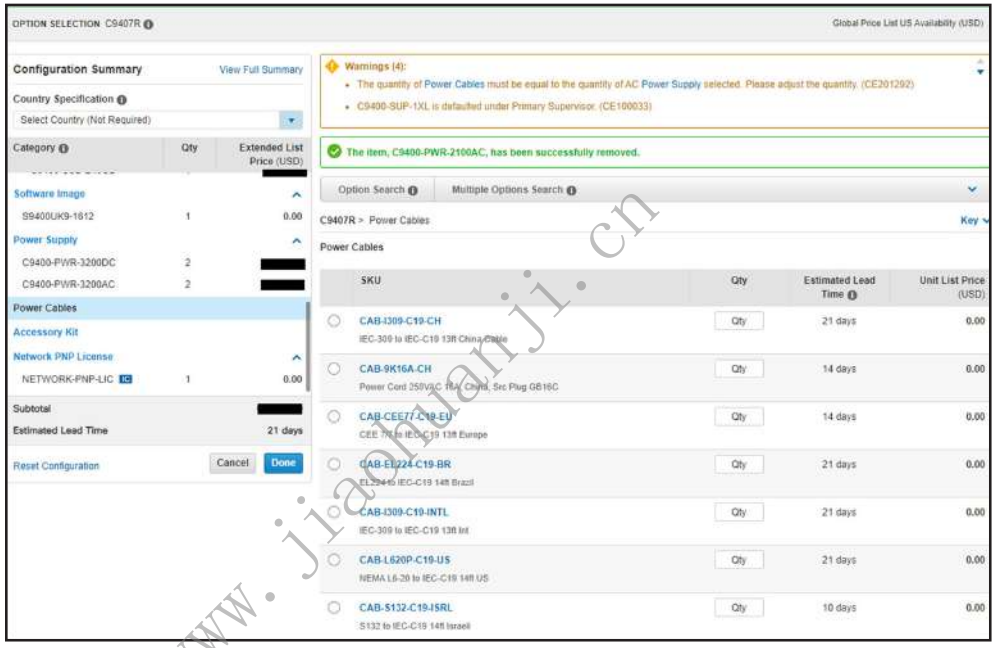
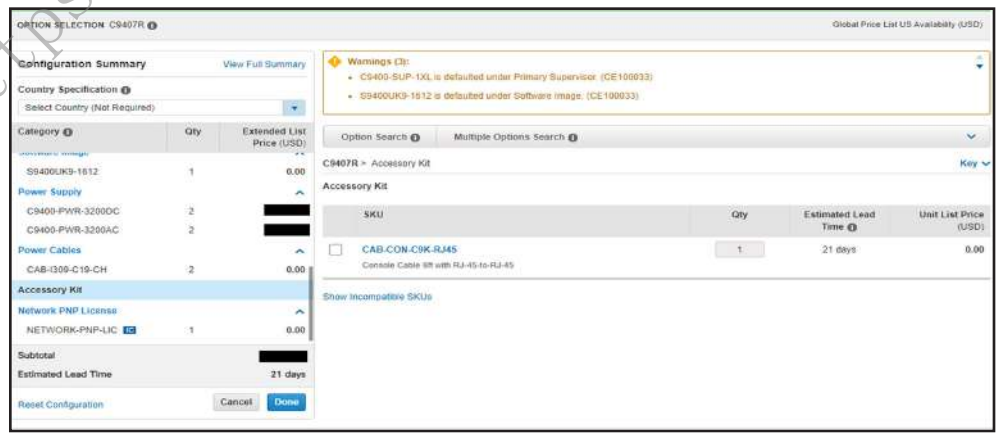


The optional accessory configuration allows configuring a console cable for the chassis console port for virtual terminal (vty) access.



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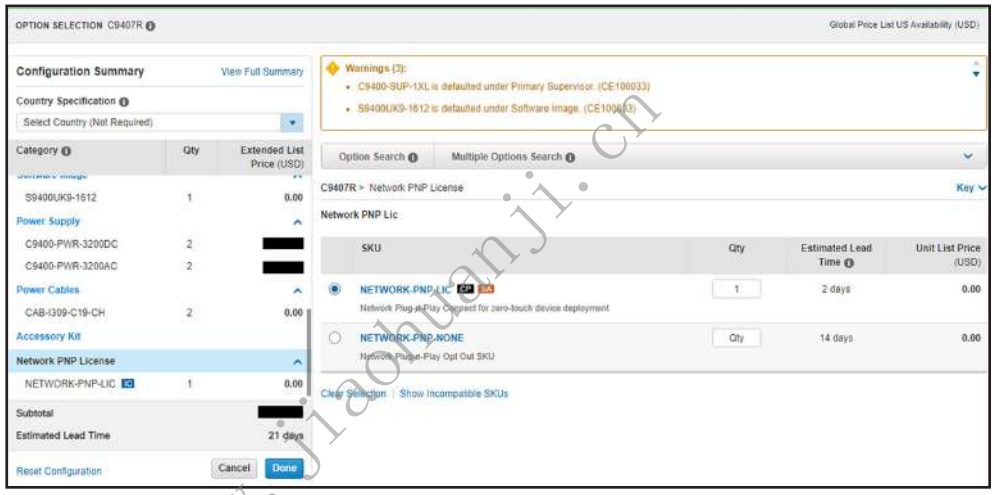
Finally, a Network Plug and Play (PNP) license can be configured. It is selected by default and offers plug-and-play functionality for the chassis.



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

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

Link to CSSM Activation guide hosted on cisco.com

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

Customers ordering new Catalyst 9400 switches with DNA Advantage licensing:

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

Customers with existing Catalyst 9400 switches with DNA Advantage licensing:

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

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

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Default accessories shipped with the switch

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

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

Licensing

Cisco Catalyst 9400 Series Switch hardware is available with Cisco DNA Advantage.

Table 3. License levels and options

License level	Network stack offer (perpetual and embedded)	Cisco DNA offer (term based)
-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 9400 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.

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.

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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.

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Smart Account and Smart License availability

Important information about Smart Account and Smart License availability

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

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

Deploying Smart Licenses for Cisco Catalyst 9400 Series Switches

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

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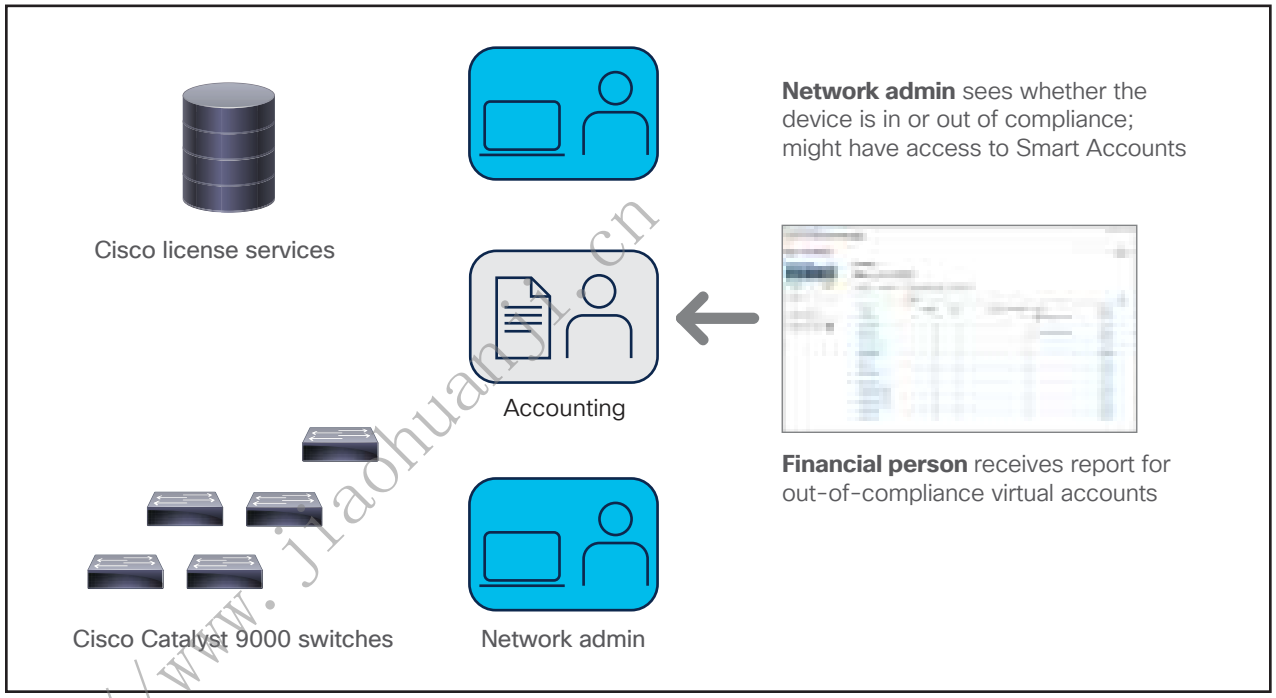

Figure 1. Deploying Smart Licenses

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

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Services and warranty

The Solution Support service option is strongly recommended; it provides coverage for 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 Advantage software licenses can still be covered by SWSS embedded support.

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.

The figures below describe the various service options for Cisco Catalyst 9400 Series Switches.

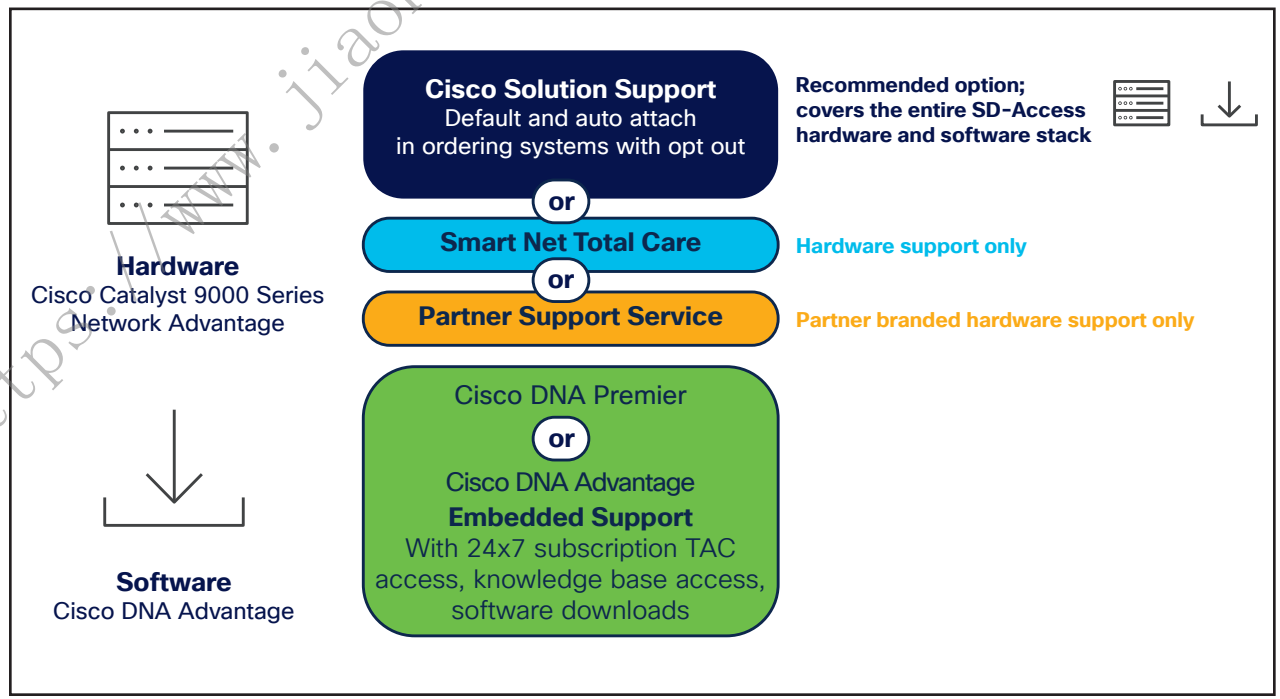

Figure 2. Services support for Cisco Catalyst 9400 Series Switches

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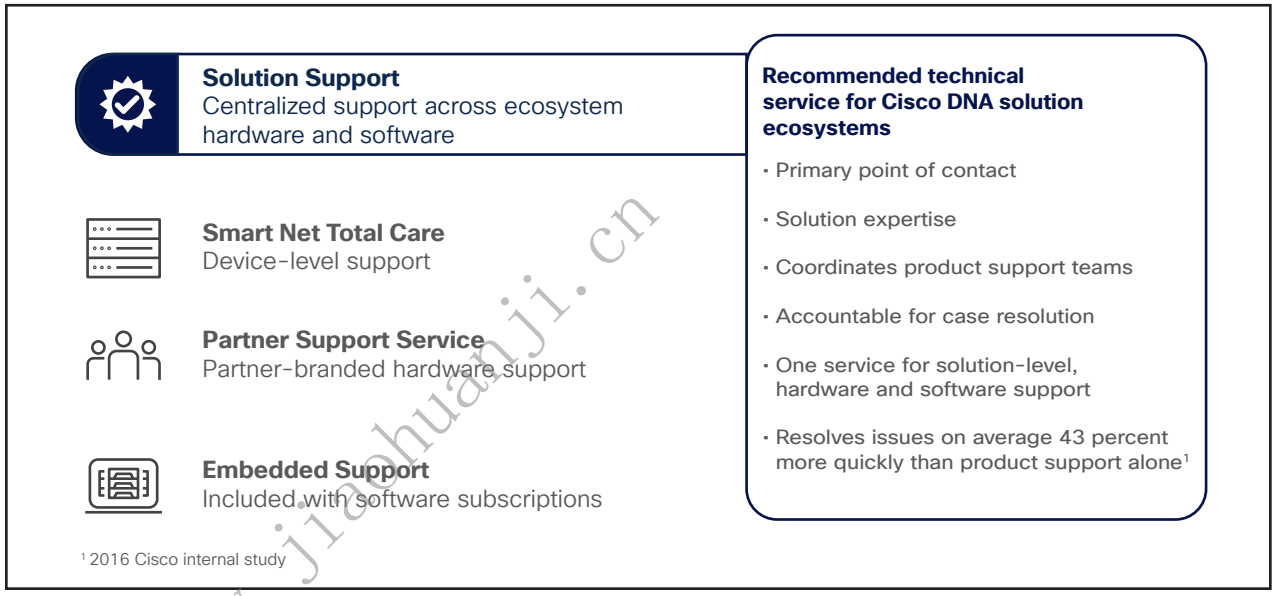

Figure 3. Solution Support

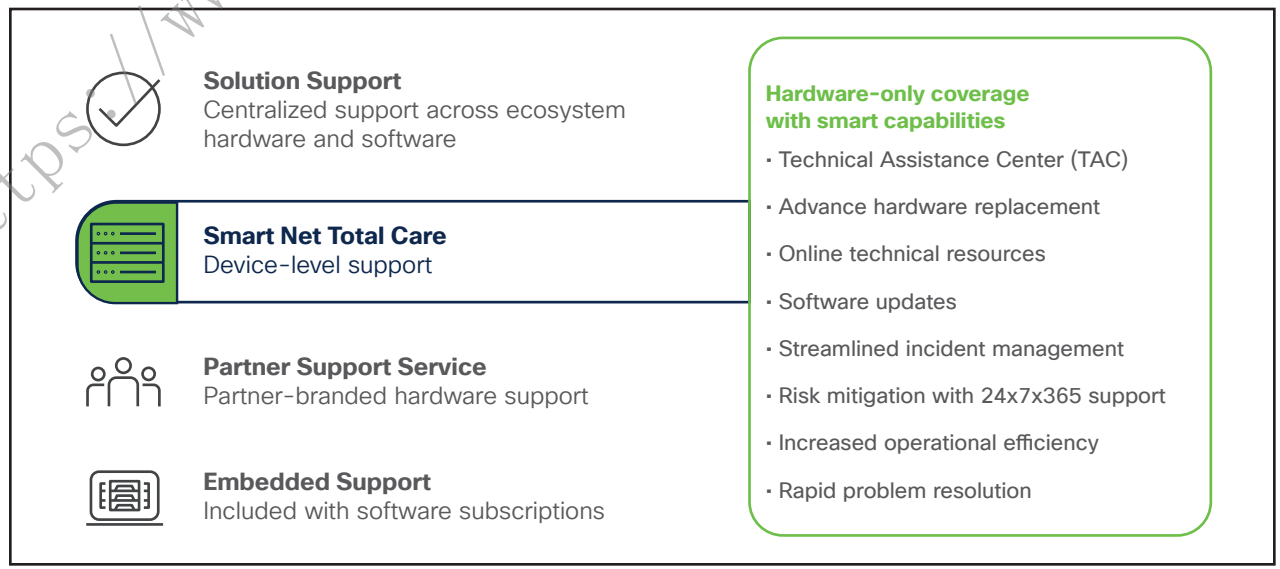

Figure 4. Smart Net Total Care Support

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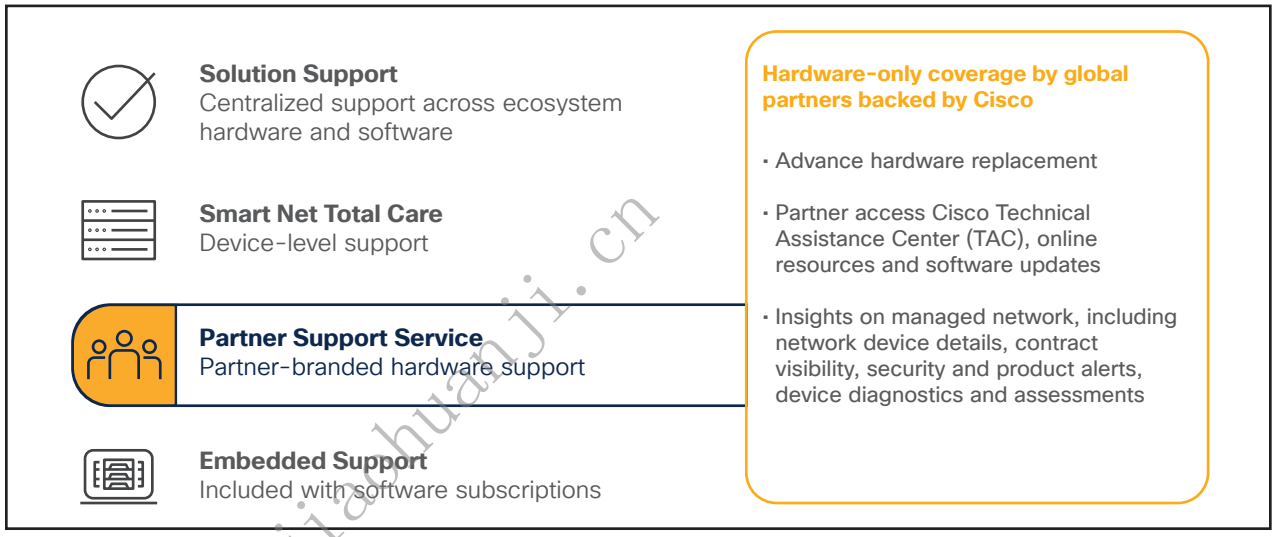

Figure 5. Partner Support Service

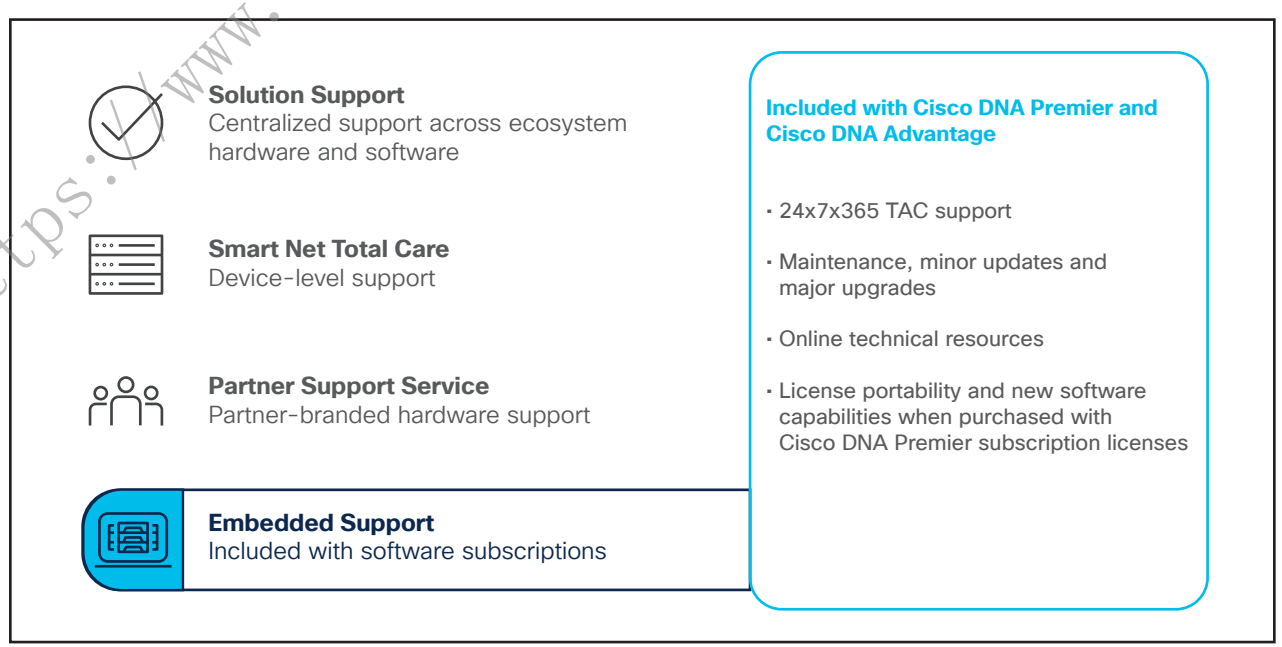

Figure 6. Embedded Support

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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				●

Figure 7. Technical service features comparison

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Cisco Enhanced Limited Lifetime hardware warranty

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

Ordering information

Table 4 provides ordering information for Cisco Catalyst 9400 Series Switches.

Table 4. Ordering information

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

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Product number	Description
C9400-SUP-1XL (=)	Cisco Catalyst 9400 Series Supervisor 1XL Module
C9400-SUP-1XL/2	Cisco Catalyst 9400 Series Redundant Supervisor 1XL Module
C9400-SUP-1XL-Y (=)	Cisco Catalyst 9400 Series Supervisor 1XL-Y with 25G Module
C9400-SUP-1XL-Y/2	Cisco Catalyst 9400 Series Redundant Supervisor 1XL-Y with 25G Module
C9400-LC-24XY	Cisco Catalyst 9400 Series 20-Port 25G (SFP28), 4-Port 10G (SFP+)
C9400-LC-12QC	Cisco Catalyst 9400 Series 12-Port 40G (QSFP+) or 4-Port 100G (QSFP28), 4-Port 40G (QSFP+)
C9400-LC-48U (=)	Cisco Catalyst 9400 Series 48-Port UPOE 10/100/1000 (RJ-45)
C9400-LC-48P (=)	Cisco Catalyst 9400 Series 48-Port PoE+ 10/100/1000 (RJ-45)
C9400-LC-48T (=)	Cisco Catalyst 9400 Series 48-Port 10/100/1000 (RJ-45)
C9400-LC-48UX (=)	Cisco Catalyst 9400 Series 48-Port UPOE w/ 24p mGig 24p RJ-45
C9400-LC-24XS (=)	Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet (SFP+)
C9400-LC-24S (=)	Cisco Catalyst 9400 Series 24-Port 1 Gigabit Ethernet (SFP)
C9400-LC-48S (=)	Cisco Catalyst 9400 Series 48-Port 1 Gigabit Ethernet (SFP)

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Product number	Description
C9400-LC-48H (=)	Cisco Catalyst 9400 Series 48-Port UPOE+ 10/100/1000 (RJ-45)
C9400-LC-48HN (=)	Cisco Catalyst 9400 Series 48-Port UPOE+ 5 multigigabit (RJ-45)
C9400-LC-48HX (=)	Cisco Catalyst 9400 Series 48-Port UPOE+ 10G multigigabit (RJ-45)
C9400-LC-48XS (=)	Cisco Catalyst 9400 Series 48-Port 10G (SFP+)
C9400-PWR-3200AC (=)	Cisco Catalyst 9400 Series 3200W AC Power Supply
C9400-PWR-2100AC (=)	Cisco Catalyst 9400 Series 2100W AC Power Supply
C9400-PWR-3200DC (=)	Cisco Catalyst 9400 Series 3200W DC Power Supply
C9400-S-BLANK (=)	Cisco Catalyst 9400 Series Slot Blank Cover
C9400-PWR-BLANK (=)	Cisco Catalyst 9400 Series Power Supply Blank Cover
C9410-FAN=	Cisco Catalyst 9400 Series 10-slot chassis Fan Tray
C9407-FAN=	Cisco Catalyst 9400 Series 7-slot chassis Fan Tray
C9404-FAN=	Cisco Catalyst 9400 Series 4-slot chassis Fan Tray
C9410-ACC-KIT=	Cisco Catalyst 9400 Series 10-slot chassis Accessory Kit
C9407-ACC-KIT=	Cisco Catalyst 9400 Series 7-slot chassis Accessory Kit

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Product number	Description
C9404-ACC-KIT=	Cisco Catalyst 9400 Series 4-slot chassis Accessory Kit
C9404-RACK-19-KIT=	Cisco Catalyst 9400 Series 4-slot chassis Rack Mount
C9407-RACK-19-KIT=	Cisco Catalyst 9400 Series 7-slot chassis Rack Mount
C9410-RACK-19-KIT=	Cisco Catalyst 9400 Series 10-slot chassis Rack Mount
C9400-DNA-E	Cisco Catalyst 9400 Cisco DNA Essentials Term License
C9400-DNA-E-3Y	Cisco Catalyst 9400 Cisco DNA Essentials 3 Year License
C9400-DNA-E-5Y	Cisco Catalyst 9400 Cisco DNA Essentials 5 Year License
C9400-DNA-E-7Y	Cisco Catalyst 9400 Cisco DNA Essentials 7 Year License
C9400-DNA-A	Cisco Catalyst 9400 Cisco DNA Advantage Term License
C9400-DNA-A-3Y	Cisco Catalyst 9400 Cisco DNA Advantage 3 Year License
C9400-DNA-A-5Y	Cisco Catalyst 9400 Cisco DNA Advantage 5 Year License
C9400-DNA-A-7Y	Cisco Catalyst 9400 Cisco DNA Advantage 7 Year License
C9410-SHELF-KIT=	Cisco Catalyst 9400 Series 10-slot chassis Shelf Install Kit
C9407-SHELF-KIT=	Cisco Catalyst 9400 Series 7-slot chassis Shelf Install Kit
C9400-LIC=	Electronic SW License for C9400 Switches

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Product number	Description
C9400-DNA-E-A	C9400 NW and Cisco DNA Essentials to NW and Cisco DNA Advantage Upgrade
C9400-DNA-E-A-3	C9400 NW and Cisco DNA Essentials and Cisco DNA Advantage Upgrade License (3Y)
C9400-DNA-E-A-5	C9400 NW and Cisco DNA Essentials and Cisco DNA Advantage Upgrade License (5Y)
C9400-DNA-E-A-7	C9400 NW and Cisco DNA Essentials and Cisco DNA Advantage Upgrade License (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 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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