

Cisco Catalyst IOS Software Update Program for Cisco Catalyst 9200/X, 9300/X, 9400/X, 9500/X and 9600/X Series Switches

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Covered Products

The Cisco Catalyst IOS Software Update Program (“Program”) applies to the following Cisco® Catalyst® switches:

- Cisco Catalyst 9200 Series fixed access switches
- Cisco Catalyst 9300 Series fixed access switches
- Cisco Catalyst 9400 Series modular access switches
- Cisco Catalyst 9500 Series fixed core and aggregation switches
- Cisco Catalyst 9600 Series modular core switches
- Cisco Catalyst 9300/X,9400/X,9500/X and 9600/X series

Program summary

The Cisco Catalyst IOS Software Update Program (formerly the “IOS Software Update Policy”) was put in place to complement the Enhanced Limited Lifetime hardware Warranty (E-LLW) offered with Catalyst 9000 switches, including new Catalyst 9300/X,9400/X,9500/X and 9600/X models. Each Catalyst 9000 switch is sold with both a network stack perpetual license (Network Essentials or Network Advantage) and a Cisco DNA™ Software term-based subscription license (Cisco DNA Essentials or Advantage).

The table below provides an insight into Technical Services features.

Service Features	Catalyst IOS XE Software Update Program	Enhanced Limited Lifetime Warranty	Cisco DNA Software Subscription License Support (incl with subscription)	Smart Net Total Care (optional)	Cisco Solution Support (optional)
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 hardware and IOS XE TAC support (Network Essentials and Advantage)				●	●
Global 24x7 Cisco DNA subscription TAC support			●		●
24-hour access to Cisco® online resources			●	●	●
Hardware replacement (2- and 4-hour, next calendar day)				●	●

Service Features	Catalyst IOS XE Software Update Program	Enhanced Limited Lifetime Warranty	Cisco DNA Software Subscription License Support (incl with subscription)	Smart Net Total Care (optional)	Cisco Solution Support (optional)
Operating system updates and upgrades	●			●	●
Cisco DNA 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			●	●	●
Primary point of contact with solution-level expertise					●
Accountability for issue resolution, no matter where it resides					●
Coordination between Cisco and Solution Support Alliance Partner product support teams					●
Multiproduct, multivendor case management from first call to resolution					●
Service response objective for severity 1 and 2 cases				60 minute response	30 min response

This Program allows customers using a valid Cisco.com ID to receive the following:

- **Free critical updates:**
 - Free critical updates are available to the original customer for up to 1 year after announced end-of-support. These critical updates maintain the compliance of the Software with published specifications, release notes and industry wide compliance.
 - Free vulnerability and security updates are available to the original customer for up to 3 years after announced end-of-sale.
 - No support contract is required to obtain these software updates.
- **Free major and minor releases:**
 - Free major and minor release updates are available to an original customer moving from one release to another within the same perpetual license level (i.e. Cisco Network Advantage or Cisco Network Essentials).
 - No support contract is required to obtain these releases.

- **Upgrades of Cisco DNA Software subscription licenses:**

- Upgrading from Cisco DNA Essentials to Cisco DNA Advantage licenses are available for an additional fee. If the customer chooses to upgrade a Cisco DNA Software subscription license, a corresponding upgrade of the Network Stack license on the applicable switch is free.

All software (including updates and upgrades) is available on the Software Download Center tool located here: <https://software.cisco.com/download/navigator.html>, and is subject to the terms and conditions of Cisco's End

User License Agreement and any supplemental terms, located here:

<https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html>.

This Program is subject to change without notice.

More information about Cisco Solution Support, Cisco Smart Net Total Care[®], is located here:

<https://www.cisco.com/go/solutionsupport>

<https://www.cisco.com/go/smartnet>

Definitions

“Maintenance Release” means an incremental Software release that provides maintenance fixes and may provide additional Software functions. Cisco designates a Maintenance Release as a change in the digits to the right of the tenths or hundredths digit of the Software version number [x.x.(x) or x.x.x.(x)].

“Major Release” means a release of Software that provides additional software functions. Cisco designates a Major Release as a change in the ones digit of the Software version number [(x).x.x].

“Minor Release” means an incremental release of Software that provides maintenance fixes and additional software functions. Cisco designates a Minor Release as a change in the tenths digit of the Software version number [x.(x).x].

“Software” means the software programs provided by Cisco, including any copies, Updates, Upgrades, modifications, enhancements, and any derivative works thereof.

“Update” means a Maintenance Release or Minor Release.

“Upgrade” means a separately licensed and priced Software release that contains an enhanced configuration or feature set.

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