

Cisco IR1101 Integrated Services Router Rugged



Contents

Product Highlights	3
Product Overview	5
Business Benefits and Application Examples	6
Product Specifications	9
Software Licensing	11
Cellular Modules	14
Cisco Small Form-Factor Pluggable (SFPs) Modules	14
Ordering Information	15
Warranty Coverage and Technical Service Options	16
Cisco Capital	17
For More Information	17

The Cisco® IR1101 Integrated Services Router Rugged, or IR1101, is Cisco's smallest industrial router. Designed in a highly modular form factor makes it an ideal solution for remote asset management across multiple industrial vertical markets.

The IR1101 has an integrated 9.6 to 60V DC power input and is designed to withstand hostile environments, including shock, vibration, dust, humidity and electrostatic discharge (ESD). The IR1101 also supports a wide temperature range: –40 to 60°C standard operation, –40 to 75°C in a forced air enclosure with 200 LFM of air, and type-tested at 85°C for 16 hours. This durability makes it ideal for harsh industrial and distributed IoT deployments such as transportation, oil and gas, distribution substations, industrial automation, and financial institutions.

Product Highlights



Figures 1, 2, and 3 offer visual views of product components and expansion modules.

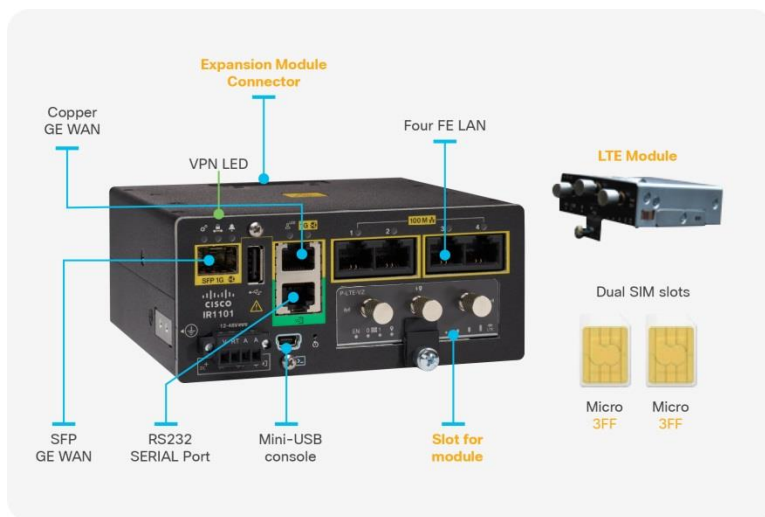


Figure 1.
Cisco IR1101 Base Platform Front View

The IR1101 offers even more flexibility to add or upgrade WAN and storage components through an expansion module.



Figure 2.
Expansion Module (available in the second half of Calendar 2019)

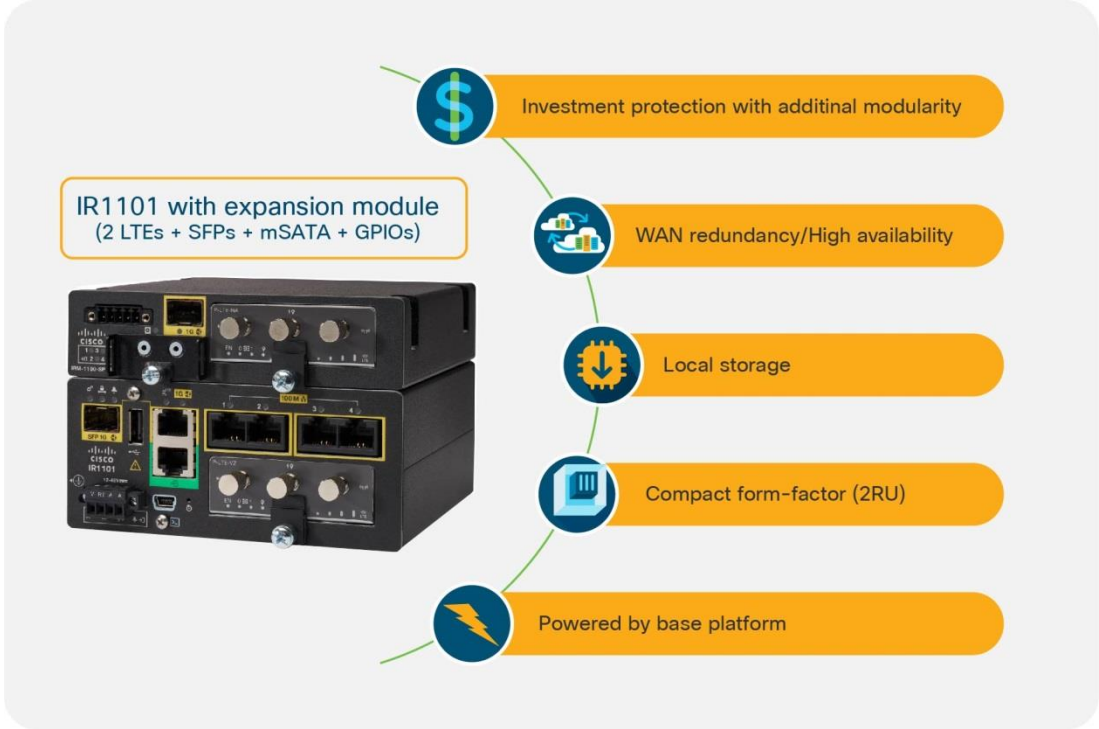






Figure 3.
IR1101 with Expansion Module Offering More Flexibility

Product Overview

The Cisco IR1101 Integrated Services Router Rugged offers a broad range of features for the Internet of Things (IoT).

Table 1. Key Features and Benefits

Feature	Benefit
	<p>Modularity and investment protection. A single form factor with multiple WAN (LTE, LTE-Advanced, SFP Ethernet) and storage options enable flexibility to add or upgrade modules as technologies evolve.</p>
	<p>Dual active LTE-capable¹ With two LTE modules (LTE and LTE-Advanced² with carrier aggregation), the IR1101 enables concurrent connectivity to two cellular networks for WAN redundancy, enhanced data throughputs, load balancing, and differentiated services, making it a highly reliable and high-performance platform.</p>
	<p>Cisco IOS XE Software. IOS XE is a highly secure, standards-based and flexible operating system for a new era of IoT deployment. It's an enterprise-class OS with advanced routing and security.</p>
	<p>Software Defined WAN (SDWAN¹) capable. For high WAN availability and simplicity for large-scale distributed networks.</p>
	<p>Industrial security. With Cisco Trust Anchor Technology ensuring authenticity of hardware and software, hardware-accelerated Next Generation Encryption and Quantum Computer Resistant algorithms, firewall and VPN services, and alerts and notifications enabling physical and cyber security, the IR1101 offers a multi-layer security for mission-critical deployments.</p>
	<p>Edge computing. Speed up awareness and response to events and conserve network bandwidth by analyzing the most time-sensitive data at the network edge, close to where it is generated. A highly secure, extensible environment for hosting applications ensures authenticity of applications. An optional mSATA SSD field-replaceable unit on the expansion module enables storage of application data for recording and analysis.</p>
	<p>Supervisory Control and Data Acquisition (SCADA). Supports migration of data from legacy control systems in an industrial environment to an IP-based network using DNP3 serial-to-DNP3/IP and IEC 60870 T101-to-T104 protocol translations.</p>
	<p>Smart grid-compliant. Designed for installation in harsh secondary substation environments. Complies with IEEE 1613 and IEC 61850-3 for distribution automation.</p>
	<p>GPS. Location-based services for tracking assets and protecting from theft and intrusion.</p>

Feature	Benefit
	Ease of management. On-premises and cloud-based network management solutions cater to businesses across multiple industry verticals. Tools such as Cisco IoT Field Network Director (FND), Cisco Kinetic™ Gateway Management ¹ , Cisco DNA Center ¹ , Cisco Plug and Play (PnP), and Cisco Prime [®] simplify deployment and offer the breadth of cross-network management and the depth of multi-layer visibility.
	Multiple Packet Data Network (PDN). Gain connectivity to different Access Point Names (APNs) for traffic segregation over a cellular link. For example, public Internet traffic can be kept separate from mission-critical traffic emerging from the sensors and devices connected to the router.
	4G LTE multiple-bearer QoS. Differentiated treatment of traffic with multiple simultaneous bearers as per 3GPP standards for an enhanced user experience. Multi-bearer QoS depends on the cellular carrier's ability to support the service in their network.
	Network Segmentation. Multi-VRF, VLAN, and VPN enable businesses to configure and maintain more than one instance of a routing and forwarding table within the same customer edge device, enabling dynamic changes in the network with a minimal maintenance window. Service providers can enable this feature to support two or more VPNs with IP addresses that overlap across the VPNs.

¹ Available in the second half of calendar year 2019.

² LTE-Advanced is supported only on the base platform.

Business Benefits and Application Examples

Industrial customers are looking for real-time monitoring and control of industrial assets to help increase operation efficiency.

Utilities

Utilities are seeking the capability to monitor tens of thousands of miles of electric distribution lines or water infrastructure often located in harsh environments over cellular networks to provide remote assets monitoring and reliable and secure SCADA traffic backhauling. In many cases, these are power-constrained and space-constrained environments. Devices that enable this connectivity need to be highly reliable and able to be remotely monitored and configured. They also need to support traditional serial interfaces to interconnect with existing monitoring devices and fiber overlay for long-distance, intra-network connectivity. Needless to say, the device is expected to have a long lifetime to support such a massive scale of deployment.

Oil and gas

Oil and gas companies need to monitor pipeline infrastructure across wide geographic areas and remote locations using 3G and 4G cellular networks to collect data from remote terminal units and securely transport SCADA traffic to a Network Operations Center (NOC).

Transportation

Highways and transportation agencies require reliable, always-on communication between speed cameras, monitoring cameras, ticket terminals, and so on. Wireless devices to support such continuous communication need to support 3G and 4G networks to help ensure good, wide coverage; continuous operation in very harsh environments; compact form factor

for deployment in roadside cabinets and ticketing machines; local decision-making for a rapid response time; and serial interfaces to existing traditional devices.

Additional features and benefits

Table 2. Additional Features and Benefits of the Cisco IR1101

Features	Benefits
IoT enablement	
Lightweight, compact, modular, and ruggedized form factor	Designed for tight installation inside cabinets. All the Input/Output (I/O) ports and connectors are located on the front panel for easy wiring inside cabinets.
No additional power supply for the expansion module	Easily add an expansion module without requiring an additional power input.
Raw socket transport and SCADA	The raw socket can be used to transport SCADA data from RTUs. This method is an alternative to the Block Serial Tunnel (BSTUN) protocol. The Cisco IR1101 also supports DNP3 serial-to-DNP3/IP and IEC 60870 T101-to-IEC 60870 T104 protocol translations, serving as a SCADA gateway.
Multiple mounting options	Floor or wall mounting and DIN rail mounting in horizontal or vertical orientations.
Increased performance to run concurrent services	The multi-core processor architecture allows businesses to take advantage of network-supported speeds.
Multiple WAN and LAN connections	
Four fast Ethernet interfaces	<ul style="list-style-type: none"> • Allows multiple Ethernet devices (sensors, remote terminal unit [RTU], PLCs) in an industrial environment to connect for visibility and management of assets • IEEE 802.1Q VLANs • Layer 3 support through VLAN interfaces • 4KV isolation for Electrostatic Discharge (ESD) protection
WAN diversity	<ul style="list-style-type: none"> • Multiple WAN links for high reliability: Gigabit Ethernet layer 3 SFP (copper and fiber) and 4G LTE provides WAN diversity and business continuity • Gigabit Ethernet WAN interface can be configured for layer 3 routing or layer 2 switching
Dual active LTE interfaces¹	Concurrent connectivity to two cellular networks for high reliability, load balancing, and differentiated services.
Serial interface	A RS-232 asynchronous serial interface (RJ45 DTE) can be used with raw socket, protocol translation, and connections to locate Remote Terminal Unit (RTU), sensors, and PLCs for SCADA transport and management.

Features	Benefits
Transparent roaming between wireless networks	
Dual Subscriber-Identity-Module (SIM) over cellular	Provides active and backup connectivity for high reliability over LTE and HSPA networks.
Cisco IOS [®] mobile IP	<ul style="list-style-type: none"> • Transparent roaming for mobile networks, enabling mission-critical applications to stay connected, even when moving between networks • The assigned IP addresses to the home network are maintained in private and public networks • Supports Proxy Mobile IP (PMIPv6) and Network Mobility (NEMO)
Cellular fallback	Multiple technologies (4G LTE, 3G, and 2G) are available to support connectivity to the best one available. 2G fallback is not supported in North America.
Software	
Cisco IOS XE	<p>Designed to enable businesses to deploy services more quickly with lower TCO and complexity.</p> <ul style="list-style-type: none"> • Openness and programmability: Standards-based programmable interfaces enable process and workflow automation. NETCONF, RESTCONF, IETF YANG, Python scripting, and custom libraries enable automation of event-based workflows • Secure: Multi-level, end-to-end security and trust are built in. The built-in Cisco Next Generation Encryption and Quantum Computing Resistant algorithms are expected to meet security and scalability requirements for the next two decades • Modular: Enables graceful insertion and removal of software modules for ease of maintenance • Common software stack: Reduces business and network complexity while managing an array of Cisco devices

Table 3. Network Management Solutions

Operational phase	Application	Description
Device staging and configuration for a few routers	Cisco WebUI	A GUI-based device-management tool that simplifies provisioning of devices for a small-scale deployment through easy-to-use wizards.
Deploy, manage, monitor, and maintain IoT gateways and assets at scale	<p>Cisco IoT Field Network Director (FND) for hosting on premises</p> <p>Cisco Kinetic³ for cloud-based management</p>	<ul style="list-style-type: none"> • Rapid scaling - zero-touch deployment and secure enrollment for tens of thousands of gateways • Enhanced security – role-based access and user audit trail and secure communications for data transport across networks, VPN tunnels, geo-fencing, alerts, and notifications for data and physical security • Increased reliability – reliable communications over cellular or Ethernet networks, lifecycle management, and 24/7 real-time monitoring and alerts
Extend your enterprise network to configure, monitor, and manage industrial assets	Cisco Prime Infrastructure	<ul style="list-style-type: none"> • Comprehensive lifecycle management of wired and wireless access for extended enterprise networks, rich visibility into end-user connectivity, and application performance • Inventory, configuration, and image management; automated deployment; compliance reporting; integrated best practices; and reporting

Operational phase	Application	Description
Digitized applications that will become inherently network-aware and Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM)	Cisco Digital Network Architecture (Cisco DNA ²) with APIC-EM	<ul style="list-style-type: none"> • Cisco DNA offers a network infrastructure that is not only fully programmable and open to third-party innovation, but can also fully and seamlessly integrate the cloud as an infrastructure component • Simplifies and automates processes and workflow by bringing the notion of user-aware and application-aware policies into the foreground of network operations • With Cisco DNA, the network can provide continuous feedback to simplify and optimize network operations • Enables automation of network configuration and APIC-EM is a central part of Cisco Digital Network Architecture. It delivers software-defined networking to extend the enterprise network to harsh industrial and outdoor environments
Manage devices over a cellular network	Jasper [®] Control Center	Jasper Control Center minimizes the complexity and cost of managing connected devices on a cellular network by taking control with actionable insights. For instance, tracking and managing data usage overages can result in a significant reduction in operational expenses.

Table 4. Embedded Management Capabilities

Feature	Description
Cisco IOS Embedded Event Manager (EEM)	A distributed and customized approach to event detection and recovery. Provides the ability to monitor events and take corrective or any other desired action when the monitored events, such as a high or low threshold, occur.
Cisco IOS XE IP Service-Level Agreements (IP SLA)	Helps assure the performance of new, business-critical IP applications as well as IP services by actively monitoring and reliably reporting traffic statistics such as jitter, response time, packet loss, and connectivity.
Simple Network Management Protocol (SNMP), Syslog, NetFlow	Open-standards-based network monitoring and accounting tools, such as SNMP for 3G and 4G MIB, provide a common management platform for many different devices.
LTE network management and diagnostics	A dedicated diagnostic port on a cellular module enables logging of data during debugging sessions that can be analyzed by industry-standard tools such as Qualcomm CDMA Air Interface Tester (CAIT) and Spirent Universal Diagnostic Monitor (UDM).

Product Specifications

Table 5. Cisco IOS XE Software Features on the IR1101

Feature	Description
Cisco IOS Software requirements	<ul style="list-style-type: none"> • Cisco IOS XE Software: Universal Cisco IOS Software image • Cisco IOS XE Software Release 16.10.1 or later
IPv4 and IPv6 services features	<ul style="list-style-type: none"> • Routing Information Protocol Versions 1 and 2 (RIPv1 and RIPv2) • Generic routing encapsulation (GRE) and multipoint GRE (MGRE) • Standard 802.1d Spanning Tree Protocol (STP) • Network Address Translation (NAT) • Dynamic Host Configuration Protocol (DHCP) server, relay, and client • Dynamic DNS (DDNS) • DNS proxy • DNS spoofing • Access Control Lists (ACLs)

Feature	Description
	<ul style="list-style-type: none"> • IPv4 and IPv6 multicast • IP Service-Level Agreement (IP SLA) • Open Shortest Path First (OSPFv2 and OSPFv3) • Border Gateway Protocol (BGP) • Enhanced Interior Gateway Routing Protocol (EIGRP) • Virtual Route Forwarding (VRF) Lite • Next-Hop Resolution Protocol (NHRP)
Security features	<p>Secure connectivity</p> <ul style="list-style-type: none"> • Secure Sockets Layer (SSL) VPN for secure remote access • Hardware-accelerated encryption with minimal impact to system performance • Next Generation Encryption (NGE) and Quantum Computing Resistant (QCR) algorithms such as AES-256, SHA-384, and SHA-512 • Public-Key-Infrastructure (PKI) support • 20 IPsec tunnels • Cisco Easy VPN Solution client and server • NAT transparency • Dynamic Multipoint VPN (DMVPN) • Tunnel-less Group Encrypted Transport VPN • Flex VPN • IPsec stateful failover • VRF-aware IPsec • IPsec over IPv6 <p>Cisco IOS Firewall</p> <ul style="list-style-type: none"> • Zone-based policy firewall • VRF-aware stateful inspection routing firewall • Stateful inspection transparent firewall • Advanced application inspection and control • Secure HTTP (HTTPS), FTP, and Telnet Authentication Proxy • Dynamic and static port security • Firewall stateful failover • VRF-aware firewall <p>Integrated Threat Control</p> <ul style="list-style-type: none"> • Control-Plane Policing (CoPP) • Flexible packet matching • Network foundation protection

Feature	Description
QoS features	<ul style="list-style-type: none"> • Provides LTE QoS with support for up to 8 concurrent bearers on each cellular WAN interface for traffic classification and prioritization • Provides traffic precedence to delay-sensitive and mission-critical services • Facilitates low-latency routing of delay-sensitive industrial applications • Supported on all LAN and WAN interfaces, including cellular • Low Latency Queuing (LLQ) • Weighted Fair Queuing (WFQ) • Class-Based WFQ (CBWFQ) • Class-Based Traffic Shaping (CBTS) • Class-Based Traffic Policing (CBTP) • Policy-Based Routing (PBR) • Class-Based QoS MIB • Class of Service (CoS) to Differentiated Services Code Point (DSCP) mapping • Class-Based Weighted Random Early Detection (CBWRED) • Resource Reservation Protocol (RSVP) • Real-Time Transport Protocol (RTP) header compression (cRTP) • Differentiated Services (DiffServ) • QoS pre-classify and pre-fragmentation • Hierarchical QoS (HQoS)
High-availability features	<ul style="list-style-type: none"> • Dual active LTE backhaul with expansion module • Virtual Router Redundancy Protocol (VRRP) (RFC 2338) • Hot Standby Router Protocol (HSRP) • Dual SIM support on the LTE module for cellular failover
IPv6 features	<ul style="list-style-type: none"> • IPv6 addressing architecture • IPv6 unicast and multicast forwarding • IPv6 ACLs • IPv6 over cellular • IPv6 routing • IPv6 domain name resolution

Software Licensing

The IR1101 offers two technology packages – Network Essentials and Network Advantage. The Network Essential license offers the essential elements of routing and security necessary for typical IoT deployments. The Network Advantage license enables advanced features, including Multiprotocol Label Switching (MPLS) for a highly scalable and cost-effective solution; mobile IP for seamless migration between networks; and application-aware QoS policies for built-in intelligence.

A single Cisco IOS XE universal image encompassing all functions gets delivered with the product. Software feature licenses are pre-installed in the factory depending on the selection made at the time of purchase, thereby simplifying software delivery and decreasing operational costs of the deployment. Licenses can be upgraded after deployment by going through the Cisco [Smart License activation process](#).

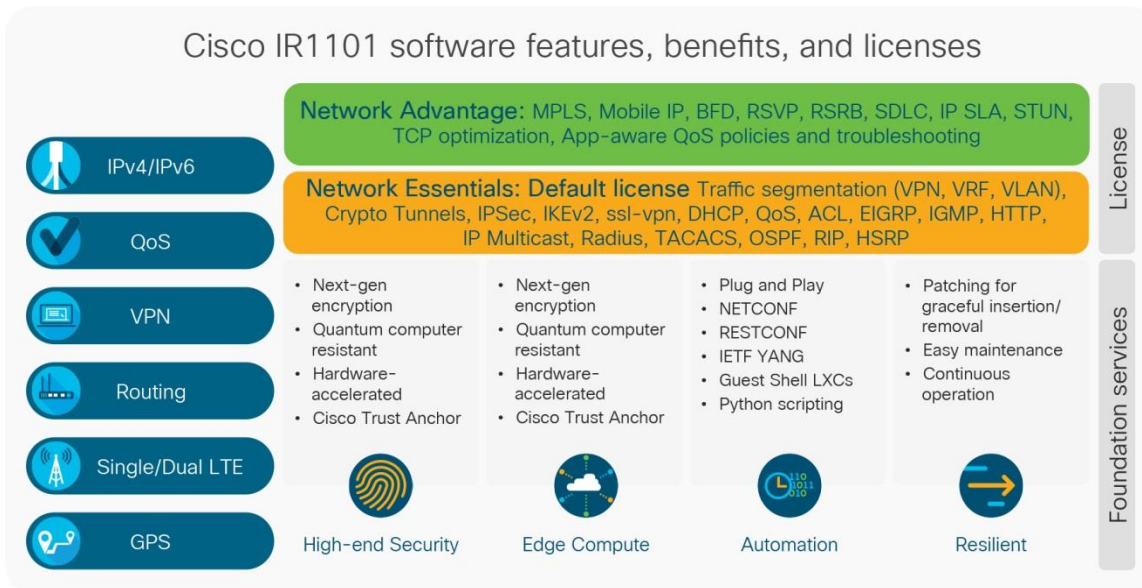


Figure 4.
Cisco IOS XE Software Features and Benefits

Table 6. System Specifications for Cisco IR1101 Integrated Services Router Rugged

Feature	Specification
Memory	
Default and maximum DRAM	4 GB
Default and maximum Flash memory	8 GB (physical) / 4 GB (usable)
Ingress protection rating	IP30
Physical characteristics	
Physical dimensions (H x W x D)	2.36 in. x 5.22 in. x 4.92 in. (60 x 132.5 x 124.9 mm)
Weight	2.25 lbs (1.02 kg)
Mounting options	Panel, wall, and din rail (vertical and horizontal) mount
Power specifications	Nominal voltage: 12V to 48V DC Minimum and maximum input voltage: 9.6-60V DC Maximum and minimum input current: 1.24A (9.6V DC) and 0.26A (60V DC)
Power consumption	At idle: 6.6W Typical: 9.8W Maximum: 12W

Feature	Specification
Interfaces on the base platform	
Console	Mini type-B USB
WAN interfaces	<ul style="list-style-type: none"> • Combo 10/100/1000 Gigabit Ethernet port (RJ45 and SFP) on the base platform • An additional 10/100/1000 Gigabit Ethernet SFP on the expansion module. Refer to Table 8 for supported SFPs • LTE: Modular with options for single and dual active LTE and LTE-Advanced
LAN interfaces	<ul style="list-style-type: none"> • Four 10/100BASE-T Fast Ethernet ports
Input and output	<ul style="list-style-type: none"> • ALARM input port
LEDs	<ul style="list-style-type: none"> • System OK • Link for Ethernet WAN ports • VPN • Tricolor user-configurable LED • ALARM
Serial interface	<ul style="list-style-type: none"> • Isolated RS-232 RJ45 DTE port • Support for asynchronous mode with speeds up to 115,200 baud
Serial protocols	SCADA, DNP3, T101-104, Raw Socket TCP, and UDP
Environmental characteristics	
Environmental operating temperature range	<p>–40 to 140°F (–40 to 60°C) in a sealed NEMA cabinet with no airflow</p> <p>–40 to 158°F (–40 to 70°C) in a vented cabinet with 40 linear feet per minute (LFM) of air</p> <p>–40 to 167°F (–40 to 75°C) in a forced air enclosure with 200 LFM of air</p> <p>Type tested at 85°C for 16 hours</p>
Operating altitude	40°C up to 13,800 ft (operating) per IEC 68-2-41
Non-operating shock and vibration	<ul style="list-style-type: none"> • 50-60G (3.76 m/s minimum) • 3-500Hz at 1.12 GRMS (BP at 10 and 100 Hz)
Standard safety certifications	<ul style="list-style-type: none"> • UL 60950-1, 2nd edition • CAN/CSA C22.2 No. 60950-1, 2nd edition • EN 60950-1, 2nd edition • CB to IEC 60950-1, 2nd edition with all group differences and national deviations
Hazardous locations standards	<ul style="list-style-type: none"> • ANSI/ISA 12.12.01 (Class 1, Div 2 A-D) • CSA 213 (Class 1, Div 2 A-D) • IEC 60079-0 and -15 IECEx test report (Class I, Zone 2, gas groups IIC) • EN 60079-0 and -15 ATEX certification (Class I, Zone 2, gas groups IIC)
Industry standards	<ul style="list-style-type: none"> • IEC 61850-3 • IEEE 1613

Feature	Specification
EMC emissions CLASS A	<ul style="list-style-type: none"> • 47 CFR Part 15 B • EN 55032:2015 • CISPR 32 Edition 2 • CNS13438: 2006 • EN 300 386 V1.6.1 • ICES-003 Issue 6: 2016 • KN 32: 2015 • TCVN 7189: 2009 • V-2/2015.04 • V-3/2015.04 • AS/NZ CISPR32
EMC immunity	<ul style="list-style-type: none"> • EN 61000-4-2, 3, 4, 5, 6, 8, 9, 16, 17, 18, and 29 • CISPR24: 2010 + A1: 2015 • EN 300 386 V1.6.1 • EN 55024: 2010 + A1: 2015 • EN 55035:2017 • KN35: 2015 • TCVN 7317:2003 • QCVN 18:2014

Cellular Modules

Table 7. Cellular Modules Available with the IR1101

Region theaters	P-LTE-VZ	P-LTE-US	P-LTE-GB
LTE bands	LTE bands 4, 13 FDD LTE 700 MHz (band 13), 1700 MHz and 2100 MHz (band 4 AWS)	LTE bands 2, 4, 5, 12 FDD LTE 700 MHz (band 17), 700 MHz (band 12), 850 MHz (band 5 CLR), 1700 MHz and 2100 MHz (band 4 AWS)	LTE bands 1, 3, 7, 8, 20, 28 FDD LTE 700 MHz (band 28), 800 MHz (band 20), 900 MHz (band 8), 1800 MHz (band 3), 2100 MHz (band 1), and 2600 MHz (band 7)
Backward compatibility	-	HSPA+ (band 2, 4, 5)	UMTS, HSPA+ (band 1, 8), EDGE, GSM, GPRS (900/1800)
3GPP category	Cat-4	Cat-4	Cat-4
Theoretical download and upload speeds*	150 and 50 Mbps	150 and 50 Mbps	150 and 50 Mbps
United States	Verizon	ATT&T Mobile	-
Europe	-	-	Yes

Cisco Small Form-Factor Pluggable (SFPs) Modules

The IR1101 Ethernet SFP module provides connections to other devices. These field-replaceable transceiver modules provide the uplink interfaces. Local connectors provide the fiber-optic connection. RJ-45 connectors allow for copper connections.

Table 8. Supported SFP Modules

GE SFP	Distance	Fiber	Classification
GLC-SX-MM-RGD	220-550 m	MMF	Industrial (-40C to +85C)
GLC-LX-SM-RGD	550m / 10 km	MMF / SMF	Industrial (-40C to +85C)
GLC-ZX-SM-RGD	70 km	SMF	Industrial (-40C to +85C)
GLC-FE-100FX-RGD	2 km	MMF	Industrial (-40C to +85C)
GLC-FE-100LX-RGD	10 km	SMF	Industrial (-40C to +85C)

Note: The IR1101 is designed to operate in the industrial temperature range (-40C to +85C internal component temperature range) and therefore, using a non-industrial or commercial-rated SFP modules could bring down the temperature profile of the system.

Ordering Information

The IR1101 is a Smart License-enabled product. Cisco Smart Accounts and Virtual Accounts are required to order the product. For more information how to order the IR1101 and Cisco Smart Accounts, visit the [Cisco Smart Account user guide](#).

Table 9. Ordering information for Cisco IR1101 Integrated Services Router Rugged

Hardware	Description
IR1101-K9	Cisco IR1101 Integrated Services Router Rugged

Software	Description
SIR1101UK9-1610	Cisco IOS XE universal software image

Software license	Description
SL-IR1101-NE	Network Essentials for core routing and security features
SL-IR1101-NA	Network Advantage for advanced routing and app-based policy management
SL-IR1101-NE-NPE	Network Essentials tied for No Payload Encryption software
SL-IR1101-NA-NPE	Network Advantage for No Payload Encryption software

Cellular module	Description
P-LTE-US(=)	Category 4 LTE module for AT&T, U.S
P-LTE-VZ(=)	Category 4 LTE module for Verizon, U.S

Cellular module	Description
P-LTE-GB(=)	Category 4 LTE module for Europe

Mounting	Description
IR1101-DINRAIL(=)	Din-rail clip for vertical or horizontal mounting
IR1101-WALLMNT(=)	Wall-mount kit

Power supply	Description
PWR-IE50W-AC- L=	AC power adapter for 110/220V AC and 88-300V DC input (temperature profile: -40C to 60C)

Antenna and lightening arrestors	Description
Refer to the Cisco Antenna and Options Guide	
Note: Antennas and other accessories are not included automatically with the IR1101.	

Warranty Coverage and Technical Service Options

The IR1101 comes with the Cisco 5-year limited hardware warranty. Adding a contract for a technical service offering, such as Cisco SMARTnet[®] Service, provides benefits not available with the warranty, including access to OS updates, Cisco.com online resources, and Cisco Technical Assistance Center (TAC) support services. Table 10 shows the available technical services.

Find more information about [Cisco product warranties](#).

Learn more about [Cisco Technical Services](#).

Table 10. Cisco Technical Services for the Cisco IR1101

Technical Services
<p>Cisco SMARTnet Service</p> <ul style="list-style-type: none"> • Global access to the Cisco TAC 24 hours daily • Unrestricted access to the extensive Cisco.com resources, communities, and tools • Next-business-day (NBD), 8 x 5 x 4, 24 x 7 x 4, and 24 x 7 x 2 advance hardware replacement and onsite parts replacement and installation available³ • Ongoing operating system software updates within the licensed feature set⁴ • Proactive diagnostics and real-time alerts on Cisco Smart Call Home-enabled devices

Technical Services

Cisco Smart Foundation Service

- NBD advance hardware replacement, as available
- Business-hours access to small and medium-sized business (SMB) Cisco TAC (access levels vary by region)
- Access to Cisco.com SMB knowledge base
- Online technical resources through the Cisco Smart Foundation portal
- OS software bug fixes and patches

³ Advance hardware replacement is available in various service-level combinations. For example, 8 x 5 x NBD indicates that shipment is initiated during the standard 8-hour business day, 5 days a week (the generally accepted business days within the relevant region), with NBD delivery. Where NBD is not available, same-day shipment is provided. Restrictions apply. Review the appropriate service descriptions for details.

⁴ Cisco OS updates include maintenance releases, minor updates, and major updates in the licensed feature set.

Cisco Capital

Flexible Payment Solutions to Help You Achieve Your Objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

For More Information

For more information about the Cisco IR1101 Integrated Services Router Rugged, visit <https://www.cisco.com/go/ir1101> or contact your local Cisco account representative.

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