



The bridge to possible

Guide
Cisco public

Ordering Guide for Customers with Existing Catalyst 9000 Deployments to Request Cisco ThousandEyes Credits

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Requisition Guide for Customers with Existing Catalyst 9000 Deployments to obtain Cisco ThousandEyes Units

This document is a how-to guide for customers with existing Cisco® Catalyst® deployments describing how they can get units for Cisco ThousandEyes cloud and internet intelligence with their Cisco DNA Advantage or Premier licenses, as part of the Cisco DNA software subscription offer for embedded Cisco ThousandEyes.

Customers with existing Catalyst switches need the following in order to claim this offer:

- Catalyst 9300 Series (including 9300L) or 9400 Series switches
- Cisco DNA Advantage or Premier licenses running on these Catalyst switches
- The Cisco DNA licenses being active (not currently expired)
- Access to Cisco Smart Software Manager to request the Cisco ThousandEyes units
- Access to the email address configured on the Smart Account or Virtual Account to receive confirmation via email from Cisco

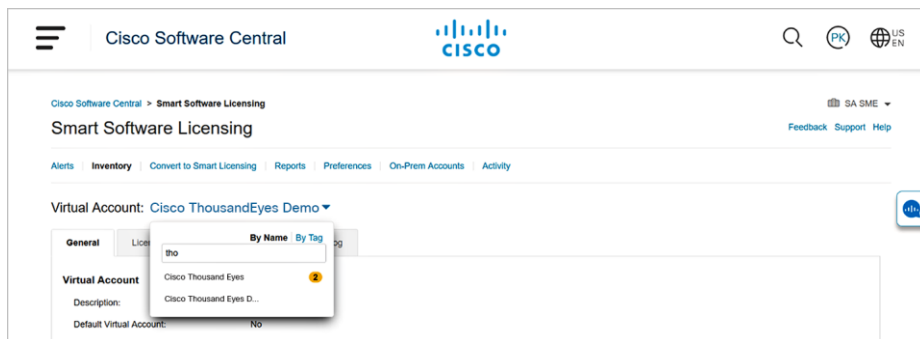
The image shows the Cisco ThousandEyes logo at the top left. Below it, there are three colored boxes with text and images of network hardware. The first box is blue and contains a screenshot of the ThousandEyes dashboard. The second box is orange and contains the text "With your Cisco DNA subscription on". The third box is green and contains the text "Catalyst 9300 Catalyst 9300L" next to an image of a Catalyst 9300 switch. The fourth box is dark blue and contains the text "Catalyst 9400" next to an image of a Catalyst 9400 switch.

To get started with this process, log in to Cisco Smart Software Manager (SSM) using your Cisco credentials.

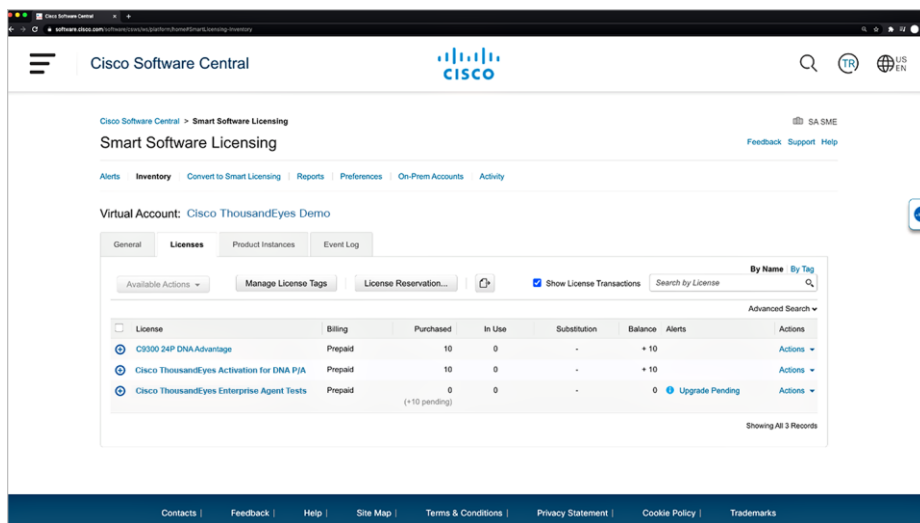
The image is a screenshot of the Cisco Software Central dashboard. The dashboard is titled "Cisco Software Central" and features the Cisco logo. It has a search bar and a user profile icon labeled "SASME". The main content area is divided into several sections: "Download & Upgrade" with a download icon, "Network Plug and Play" with a plug and play icon, "License" with a lock icon, "Order" with a shopping cart icon, and "Administration" with a gear icon. Each section has a brief description of its functionality and links to related resources.

Next, select the Virtual Account where your existing Catalyst 9300 series switches and Catalyst 9400 series switches with Cisco DNA Advantage and Premier licenses are residing. The Cisco ThousandEyes units will be deposited to the same virtual account where the Cisco DNA Advantage and Premier licenses reside.

You can do this by navigating to the Inventory tab on your SSM portal. In this example, the “Cisco ThousandEyes Demo” virtual account is chosen.



If you have multiple VAs with Catalyst Cisco DNA A/P licenses, the following steps needs to be repeated for each VA.



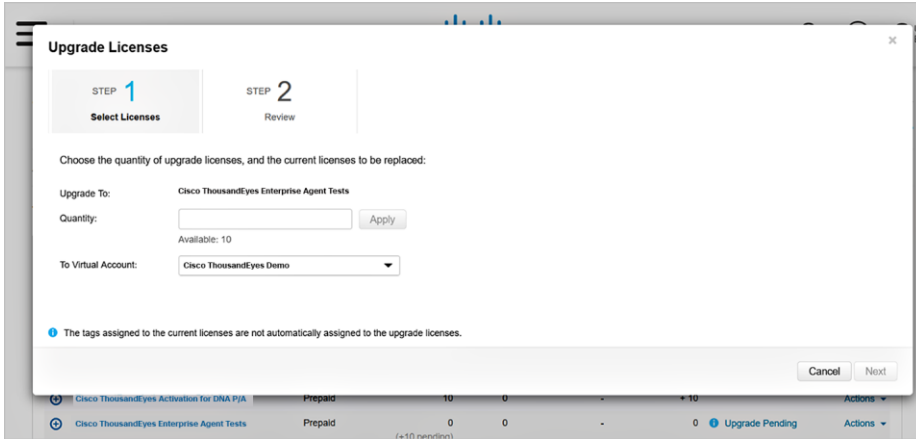
Once this offer has rolled out, you should now see two new rows under the Licenses tab: “Cisco ThousandEyes Enterprise Agent Tests” and “Cisco ThousandEyes Activation for Cisco DNA P/A.”

“Cisco ThousandEyes Activation for Cisco DNA P/A” reflects the number of Cisco ThousandEyes units available to you as part of the Catalyst 9000 embedded offer.

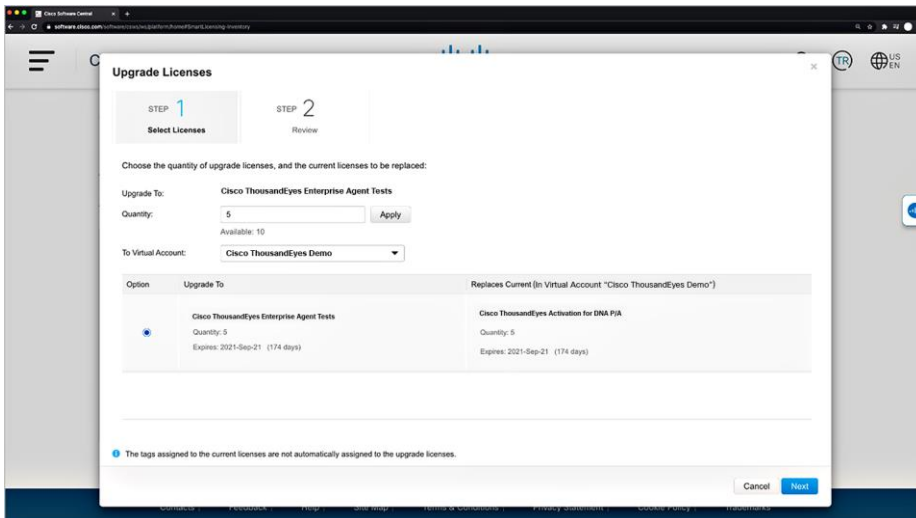
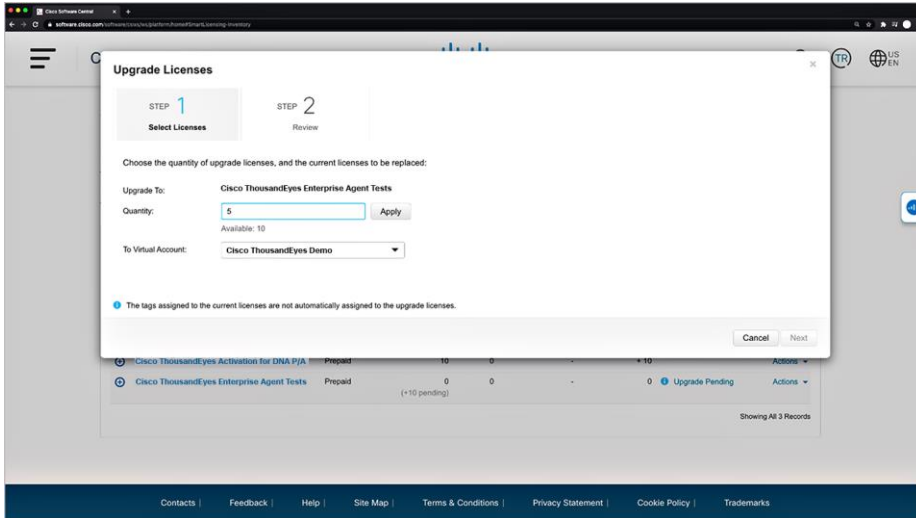
“Cisco ThousandEyes Enterprise Agent Tests” will show the number of Cisco ThousandEyes units that have been claimed and ready to use, after you’ve gone through the next steps. Currently none have been claimed.

To claim the units for Cisco ThousandEyes, click the “Upgrade Pending” alert in the row “Cisco ThousandEyes Enterprise Agent Tests.”

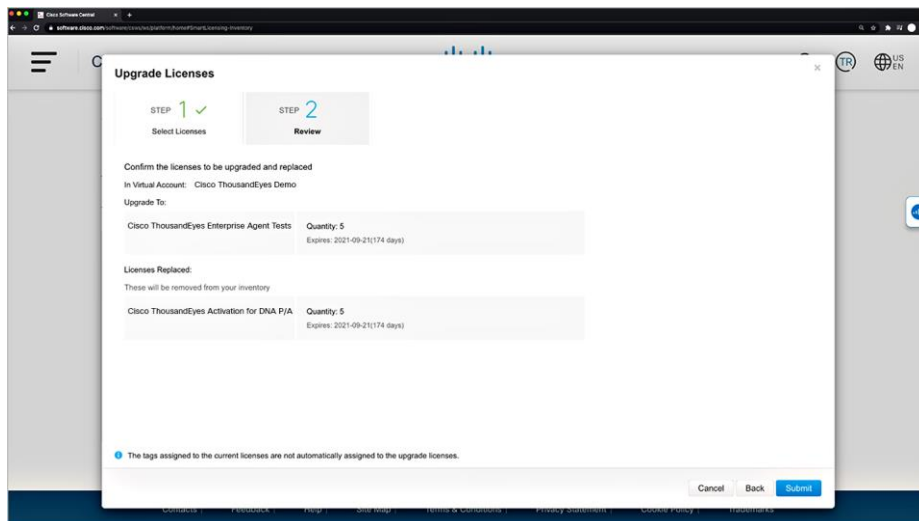
You will be taken to the next screen, which shows the number of Cisco DNA licenses eligible for Cisco ThousandEyes units as part of “Available:”



Select the number of licenses you want to claim units on as part of the Virtual Account selected in the earlier step.

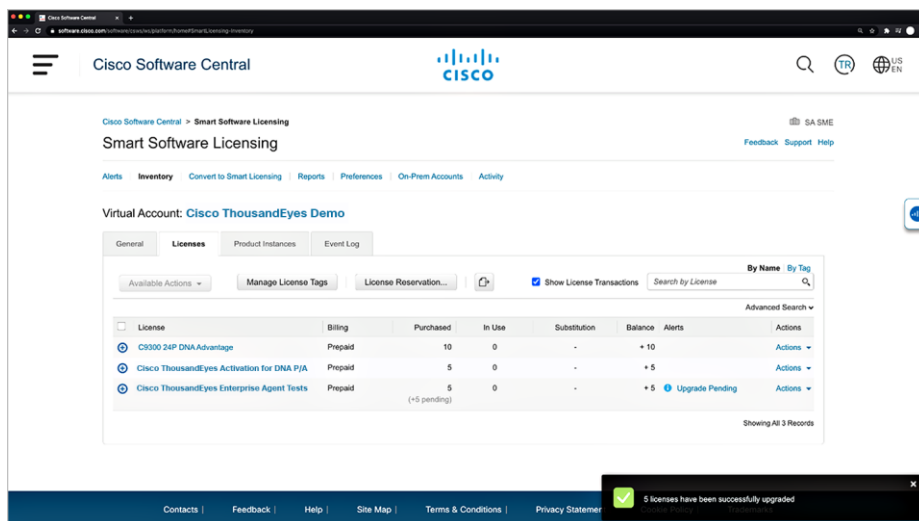


The next screen will ask for confirmation of the number of licenses.



Upon clicking Submit, these licenses will be moved to the row “Cisco ThousandEyes Activation for Cisco DNA P/A”.

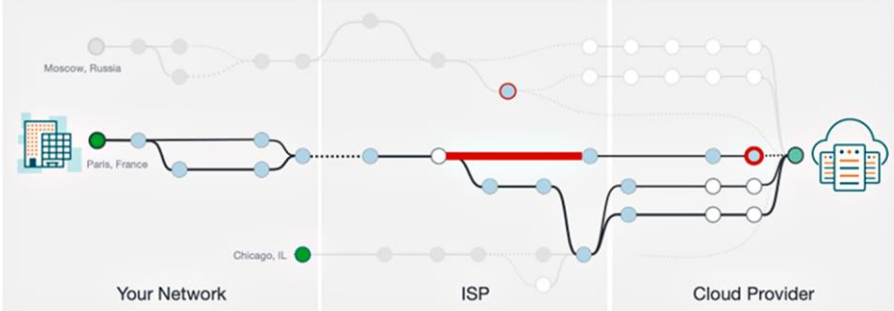
A prompt is shown saying that the chosen number of licenses have been successfully upgraded. The upgrade procedure in SSM is now complete. As simple as that.



SA Admins should soon receive an email from Cisco ThousandEyes confirming the upgrade, with details for accessing the Cisco ThousandEyes portal. The email will be sent by “Support User” with email ID support@thousandeyes.com to the SA admins listed on your SSM account.

If a customer has an existing ThousandEyes account where these entitlements will be placed, they will NOT receive an activation email, as their account has already been activated. If you fail to receive an activation email when you were expecting one, please contact your ThousandEyes account representative or support@thousandeyes.com.

Subject Line: Activate Your Cisco ThousandEyes Account (Part of Your Recent Cisco Purchase)



You are receiving this email because you have purchased a DNA Advantage or DNA Premier license in association with a Cisco Catalyst 9K Switch purchase or you have purchased Cisco ThousandEyes from the Cisco global price list.

Activate your account today:

Your login email is “X”

After getting access to the Cisco ThousandEyes portal, customers will be able to download the Cisco ThousandEyes enterprise agent to their switch and customize their Cisco ThousandEyes experience by following the steps in this video.

<https://www.thousandeyes.com/resources/installing-thousandeyes-enterprise-agent-cisco-catalyst-9000-tutorial>.

The IOSXE version on the Catalyst switch should be recent enough to support the Cisco ThousandEyes agent. For the Catalyst 9300 series switch, IOSXE 17.3.3 introduces native support for Cisco ThousandEyes agent. For the Catalyst 9400 series, IOSXE 17.5.1 introduces native support for Cisco ThousandEyes agent.

If you encounter any issues along the way, please contact Cisco by raising a case at <https://mycase.cloudapps.cisco.com/case>.

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