Cisco ONE™ Software is a comprehensive set of software suites that provide a flexible way for customers to acquire software for their access (switching and wireless), data center, and routing needs. The suites are designed for pervasive customer use cases, such as:

- Connecting branch and campus environments with scalable wired and wireless access
- Creating a highly secure data center network that works with public, private, and hybrid clouds
- Delivering voice and video collaboration throughout the network

Cisco ONE Software suites offer a greater value than equivalent products purchased separately by delivering features with "better together" pricing, reduced complexity, investment protection, and flexible buying models.

Cisco ONE Software provides value throughout the customer’s purchase, use, and refresh lifecycle for infrastructure.

- When customers buy:
  - Instead of choosing from hundreds of separate software features, purchase a single Cisco ONE Software product.
- When customers use:
  - Your Cisco ONE Software investment grows in value over time through ongoing innovations, updates, and upgrades that you can use when you choose.
- When customers refresh:
  - Cisco ONE Software reduces costs, including your Total Cost of Ownership (TCO).
  - Because Cisco ONE Software licenses are not tied to specific hardware, they are portable to the next generation of applicable devices.
FAQ
Cisco public

What licensing alternatives are available?

Today, Cisco ONE is offered as perpetual licenses only. Cisco ONE subscription alternatives were originally made available starting in 2017, but they have been renamed to better reflect Cisco’s industry-leading innovations in Cisco DNA for enterprise networking and Cisco ACI™ for data centers. The function-rich subscriptions, though under different names, are still available: please see the section below titled “Cisco DNA and ACI innovations for Cisco ONE Customers” for more information.

What are the domains covered by the Cisco ONE perpetual licenses?

Cisco ONE perpetual software suites are available for switching, wireless, routing, and data center networking.

Cisco ONE Software perpetual suites

Each domain in the Cisco ONE Software perpetual license model offers an Advanced product. What is an Advanced product, and are these products the same for all domains?

Advanced suites for Cisco ONE Software address a broader range of customer use cases and differ by architecture. Here are some examples:

- **Access wireless**: The wireless solution suites help customers connect, secure, and manage business-class Wi-Fi networks. The Foundation suite includes an access point license, Cisco Prime Lifecycle and Assurance, Cisco Connected Mobile Experience (CMX) Base, and Cisco Identity Services Engine (ISE) Base. The Advanced suite includes CMX Advanced and the Cisco Wireless Intrusion Prevention System (WIPS).
- **Access switching**: The switching solution helps customers efficiently connect, secure, and manage users and devices. For example: The Foundation solution for Catalyst 3850 switch includes IP Base, Cisco Prime Lifecycle and Assurance, and ISE Base. The Advanced suite delivers a better user experience in complex switching environments, including IP services that offer full Layer-3 routing capabilities.

Similar distinctions exist between basic functions (Foundation) and more leading-edge functions (Advanced) for routing and data center networking products.

Do the Foundation products include Cisco IOS® Software, Cisco NX-OS Software, or other Cisco operating systems?

The basic operating system for any purchased device is included with the cost of the hardware. Cisco ONE Software includes additional software licenses and capabilities that extend beyond those that come with the basic operating system.
Can you describe the before-and-after scenario for Cisco ONE Software from financial and operational perspectives?

Consider an access use case in which a customer has two Cisco Catalyst 3850 Series switches with 48 ports; Cisco Universal Power over Ethernet (Cisco UPOE®), IP Base; Cisco Prime Infrastructure for Catalyst Switch 3000; and a Cisco Identity Services Engine (ISE) Base license, with 100 endpoints. The customer has a 5-year refresh cycle.

Under the current à la carte model, the 5-year TCO for annual hardware and software support, plus the cost for refreshing all of the hardware in the fifth year, would total approximately $US67,900. With the Cisco ONE Software model (perpetual license), the costs over the same period would be approximately $US64,400, for a savings or approximately 5.17 percent.

Of course there are many financial and operational scenarios, in the context of diverse customer situations. Yet, overall, Cisco ONE typically brings added operational flexibility, simplicity, and investment protection, often accompanied by better TCO.

Perpetual purchasing questions

Will customers be required to buy all of their Cisco software through this new model instead of being able to purchase software features individually?

No. Cisco continues to offer two ways to buy Cisco software via perpetual licenses. You can still purchase Cisco software features the way you always have: by purchasing hardware and then buying selected software capabilities to build a custom package.

Cisco ONE Software offers a consumption option that lets you buy a hardware platform and license the software separately. Cisco ONE Software products provide combinations of applications and features that address the most common business use cases at attractive prices. These give you increased flexibility, both at deployment and refresh times, through license portability.

What if Cisco ONE Software requires me to purchase more than I need? I may prefer buying my software à la carte. How do you respond to this concern?

You will still have the option to buy software à la carte. Cisco ONE Software is in addition to, rather than a replacement for, the traditional model.

Do I have to buy a Foundation product to purchase the related Advanced product?

It depends.

The Cisco ONE routing Advanced product (WAN Collaboration) is available separately if your primary use case for the router is unified communications.

All other products require purchase of the Foundation product prior to the purchase of the Advanced product.

Because you gain additional benefits by purchasing the Foundation and Advanced product types, we recommend that you purchase them together.

I bought perpetual software à la carte. Can I migrate it to Cisco ONE Software?

Midcycle refresh options are available for customers who purchased equipment and software à la carte and are now interested in the benefits of Cisco ONE Software, such as license portability and access to ongoing innovations. Please refer to Cisco ONE Midcycle Refresh for details.

I use a sparing strategy for hardware replacement. Can I order hardware with Cisco ONE Software as spares?

If you have a Cisco ONE Software perpetual offer (Cisco ONE Foundation or Cisco DNA Premier), this approach may not be practical. Cisco ONE perpetual offers are preloaded on the hardware prior to shipment to the distributor.
Are there any tax benefits associated with purchasing through the Cisco ONE Software model?

A

Tax laws vary by jurisdiction and the individual circumstances of the transaction or offer. Some jurisdictions do not assess sales tax on intangible property such as software. However, the determination of whether software qualifies for an exemption depends on multiple factors. Cisco does not provide tax advice to customers, partners, or third parties. If you are unsure whether software (Cisco ONE Software or other) is eligible for a tax benefit in your jurisdiction, you should consult your tax advisor.

Why is Cisco making these changes to the subscription offers?

A

Digital business relies upon a new digital network, in enterprise networking and in the data center. This new network requires a software-based and policy-driven approach, automation, built-in security, proactive monitoring and troubleshooting. Cisco is delivering this new network via Cisco Digital Network Architecture (Cisco DNA) for enterprise networking and Application Centric Infrastructure (ACI) for the data center.

Cisco is increasingly providing the latest innovations first via subscription licensing options (sometimes only via subscriptions), so it follows that flagship subscription software suites would reflect Cisco’s DNA and ACI innovations.

Cisco DNA and ACI innovations for Cisco ONE customers

Q

What is the overview of the Cisco DNA subscription alternatives for enterprise networking (no longer called Cisco ONE)?

A

As part of delivering Cisco DNA capabilities to our customers, we had initially launched three subscription tiers: Cisco DNA Essentials, Cisco DNA Advantage and Cisco DNA premier. We have renamed the Cisco DNA Premier to Cisco DNA Premier to reflect the industry-leading capabilities of Cisco DNA. The underlying details and features remain the same. From now on, Cisco ONE is only available as a perpetual offer. To use the Cisco DNA capabilities, customers will need the Cisco DNA software.

What is the overview of the ACI subscription alternatives for data center networking (no longer called Cisco ONE)?

A

Initially Cisco introduced two subscription-based software suites for Cisco Nexus® 9000 Series Switches: Cisco ONE Essentials and Cisco DNA Premier. Those have been renamed ACI Essentials and ACI Advantage to reflect the industry-leading capabilities of Cisco ACI. The underlying functionality remains unchanged. Additionally, Cisco subsequently added the highest function tier, ACI Premier. The subscriptions include both Cisco ACI and NX-OS licenses, offering customers flexibility to migrate to Cisco Application Centric Infrastructure (ACI) policy-driven management and control when it is convenient. There are alternatives to operate a leading-edge single data center fabric or site or multiple data center fabrics or sites.

How do existing Cisco ONE customers (perpetual and subscription) get the Cisco DNA capabilities such as software-defined access and encrypted traffic analytics and assurance?

A

We are making it easier for our existing Cisco ONE customers to consume these Cisco DNA innovations. Existing Cisco ONE perpetual customers will automatically get Cisco DNA software at the time of SWSS renewal. This Cisco DNA software will include SWSS benefits in addition to Cisco DNA innovation. At a cost equivalent to that of an SWSS renewal, customers can get the benefits of Cisco DNA (with SWSS included). These will be available for a 1-, 3-, or 5-year term. Customers will also retain their perpetual licenses.

For customers, who had purchased Cisco DNA Premier subscription software, there will be no change needed because they will already have acquired Cisco DNA capabilities through the subscription.
How do existing Cisco ONE customers (perpetual and subscription) get the software-based and policy-driven functionality included in the ACI Essentials or ACI Advantage subscription offers?

We are making it easier for our existing Cisco ONE customers to consume these ACI innovations. Existing Cisco ONE Foundation or Advanced perpetual customers will automatically get ACI Essentials software that includes SWSS benefits at the time of SWSS renewal. At a cost equivalent to that of a SWSS renewal, customers can get the benefits of ACI (with SWSS included). These will be available for a 1-, 3-, or 5-year term. Customers will also retain their perpetual licenses.

For customers, who had purchased Cisco ONE Essentials or Cisco DNA Premier subscription software, there will be no change needed, as they will have already acquired the ACI capabilities through their original subscription.

Cisco Smart Licenses and Cisco Smart Accounts

What is a Smart License and why is it relevant?

Smart Licensing is a new, flexible software licensing model that simplifies the way customers activate and manage licenses across their organization. Instead of using Product Activation Keys (PAKs), Smart Licenses establish a pool of software licenses in a customer defined Smart Account that can be used throughout the enterprise.

What is a Smart Account and why is it relevant?

Smart Accounts are mandatory for any subscription. They help identify and connect the right customer account into which the subscription licenses will be deposited before they may be used. The combination of Smart Licensing and Smart Accounts delivers visibility into your license ownership and consumption (through a cloud portal) to help you reduce operational costs.

What software products offer Smart License?

For a complete list of Smart License enabled products, go to: https://community.cisco.com/t5/licensing-enterprise-agreements/smart-license-enabled-product-families/ta-p/3652497?attachment-id=147055

How do I view and use a Smart License?

License availability and consumption through Smart License is visible through a portal called Cisco Smart Software License (CSSM). All licenses that are deposited and consumed are clearly visible through the user-id and password provided for the smart or virtual account for each customer.

Where can I learn more about Smart Licenses and Smart Accounts?


Services for Cisco ONE Software suites

What software services are available for Cisco ONE Software?

Two options are available.

Cisco Software Support Service (SWSS) for Cisco ONE Software. For more information, please see www.cisco.com/go/swss. Also please see the explanation below for how SWSS is being provided in addition to Cisco DNA and ACI innovations, at no additional cost.

Cisco Solution Support is a high-value service offering that provides centralized support through our solution experts whether you have an issue with a Cisco product or one from a solution partner. For more information, please see www.cisco.com/go/solutionsupport.
Is Cisco Software Support Services (SWSS) a mandatory purchase for Cisco ONE Software?

Yes, but the way Cisco ONE customers acquire SWSS has changed and brings substantial additional value at no additional cost. New Cisco ONE customers will attach Cisco DNA/ACI subscription software that includes software support (SWSS) for the perpetual and subscription licenses. Existing Cisco ONE customers will get Cisco DNA/ACI software at the time of SWSS renewal that includes software support (SWSS) for the perpetual and subscription licenses. This approach to acquiring SWSS will be cost neutral in its effect on traditional SWSS acquisition or renewal.

What hardware support services are available for Cisco ONE Software?

Three options are available:

- Cisco Smart Net Total Care® provides 24-hour global support for the base OS and underlying hardware platforms on which Cisco ONE Software is deployed. This option is applicable for both Cisco ONE Software perpetual and subscription-based licensing models. To learn more, visit www.cisco.com/go/smartnet.

- Cisco Solution Support is a high-value service offering that provides centralized support through our solution experts whether you have an issue with a Cisco product or one from a solution partner. For more information, please see www.cisco.com/go/solutionsupport.

- Partner Support Service provides technical support capabilities and insights that partners can select, customize, and deliver cost effectively to their customers. Actionable intelligence and proactive support promote increased customer satisfaction and incremental sales. For more information, please see https://www.cisco.com/c/en/us/partners/sell-integrate-consult/sell-services/partner-support.html.

For more information

Where can I get more information about Cisco ONE Software?

Please visit our website at https://www.cisco.com/go/one or talk to your authorized Cisco representative.