



# Cisco Software Support Service on Cisco Series Wireless LAN Controller Adder Licenses

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## Overview

Software is becoming the primary revenue driver as more and more customers need more complex solutions, more flexibility, and faster response times to meet their expanding business requirements. Cisco® software support is essential to delivering high-quality business solutions to our customers.

### **Q. What's new?**

- A.** To better support our customers, we are migrating the current the wireless access point adder licenses operating system support from Smart Net Total Care™ to Cisco Software Support Service (SWSS).

On August 10, 2016, support for wireless access point adder licenses will be no longer be covered by Smart Net Total Care. SWSS will provide software support for all Cisco wireless access point adder licenses for the Cisco 2500, 5500, 5700, and 8500 Series Wireless LAN Controllers, and Virtual LAN Controller software.

This reduces the number of software support service levels from 127 to 24 available to order for your wireless access point adder licenses.

### **Q. What is SWSS?**

- A.** SWSS provides end-to-end support for Cisco software applications. Assured software maintenance and upgrade entitlement help increase the business return on investment for Cisco software products. Attaching SWSS at point of sale is required for a minimum of 12 months and helps you reduce disruption to operating system availability while providing the assistance and online resources to quickly resolve issues.

SWSS includes:

- Access 24 hours a day, 365 days per year to Cisco's Technical Assistance Center (TAC), which provides you with specialized engineers who can analyze complex operating system software and networking issues and assist with incident remediation.
- Minor and major operating system release updates and upgrades, which help make sure that the additional Cisco wireless access points are always up to date and provide access to ongoing innovation and security.
- Full-time access to the extensive Cisco.com online troubleshooting tools to accelerate problem resolution. These robust support resources include Software Advisor, TAC Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forums, social media, and the TAC newsletter.

SWSS does not include hardware RMA support. RMA support is available under Smart Net Total Care at the device level.

### **Q. What products are affected by this change?**

- A.** The following products are included in this change:

Cisco 2500, 5500, 5700, 7500, and 8500 Series Wireless LAN Controllers, Virtual LAN Controller software, and all new controllers rolled out in the future.

**Q. What support is best for which wireless access point application?**

**A.** Table 1 outlines the available support options.

**Table 1.** Device, Software, and Support Matrix

Device Type	Cisco Support Offers	Customer Receives		
		RMA Multiple Options	TAC Cisco.com	Operating System Updates and Upgrades
Controller with access point licenses* based on number of access point licenses sold	Smart Net Total Care	Controller only	✓	✓
Managed access points	Smart Net Total Care	✓ ***	—	—
Adder licenses**	Software Support Service (SWSS)	—	✓	✓
Mobility Express-enabled access point and up to 25 access points	Smart Net Total Care	Mobility Express-enabled access point	✓	✓
Autonomous access points	Smart Net Total Care	✓	✓	✓

\* Covers access points up to the number of licenses purchased with your controller.

\*\* To provision additional access points on the controller, additional licenses and services are required.

\*\*\* When premium RMA contracts are purchased, you must add PIDs for accessories such as antennas and power injectors to the contract. This allows the accessories to be stocked in premium depots. If they are not added, customers will receive the accessories based on the 8x5xNBD service level delivery.

**Q. I already have a Smart Net Total Care contract for the wireless adder licenses. Is there a migration plan?**

**A.** At time of renewal, Smart Net Total Care contracts for these licenses will migrate to SWSS contracts. All existing contracts will be honored. Midterm contract changes will also require migration to SWSS.

**Q. Is there a cost difference?**

**A.** There is no cost difference to the customer.

**Q. How can I purchase SWSS?**

**A.** The wireless access point adder licenses and SWSS are globally available through your partner or Cisco representative.

**Q. What are the benefits of SWSS to me?**

**A.** SWSS provides you the following benefits:

- Investment protection: provides lifecycle extension with the latest software features, functionality, and performance enhancements
- Increased operational efficiency
- Reduced risks
- Consistent coverage

## Quoting and Ordering

### Q. How do I order SWSS?

- A. SWSS is globally available and orderable using ECMU in Cisco Commerce Workspace and in Cisco Service Contract Center.

SWSS is required for a minimum of one year for all associated software licensed products. If SWSS is not attached with the software at time of purchase, it must be ordered within 90 days from the software order submission date. After 90 days grace period, SWSS contracts are subject to reinstatement fees.

### Q. What SKUs should be used?

- A. Use CON-ECMU-XXX to order SWSS for the wireless adder licenses.

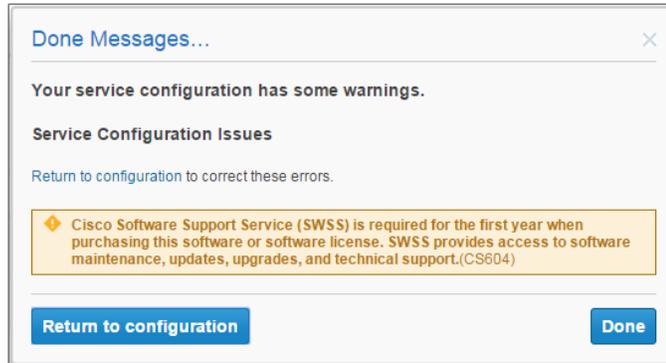
### Q. What is the minimum contract duration for SWSS?

- A. SWSS is required attach for a minimum of one year, but three-year and five-year multiyear service agreements are also available.

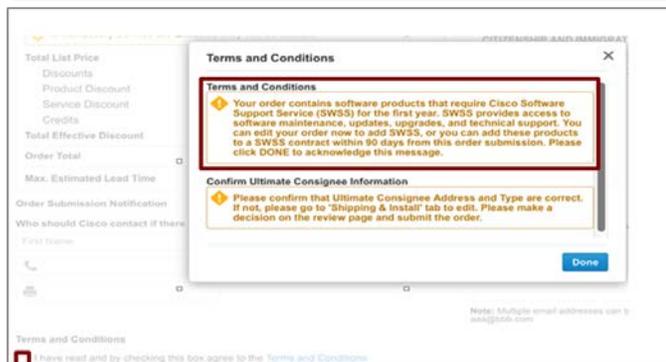
### Q. Will I see something in the ordering tools that remind me to attach SWSS?

- A. Yes. Figure 1 shows what you will see in Cisco Commerce Workspace when SWSS is removed.

Figure 1. SWSS configuration warning



Cisco Commerce Workspace will display the following configuration warning while estimates, quotes and orders are being entered.



Cisco Commerce Workspace will display the following under terms and conditions on orders.

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**Q. If I miss the renewal of SWSS after the first year, can it be renewed at a later date?**

**A.** As with any other service, any contract that is not renewed within 30 days of its end of coverage date will have an expired status. Contact your Cisco partner or Cisco account manager to help with reinstating the support.

**Q. Can new and renewal SWSS transactions be ordered through the Brazil price list?**

**A.** No. SWSS new and renewal quotes for a Brazil customer can only be done using the U.S. or Latin America price list. Quoting and ordering using the Brazil price list will result in a hard stop error and will require re quoting.

## Resources

**Q. How do I get more information?**

**A.** To learn more about SWSS, visit <http://www.cisco.com/c/en/us/services/support/software-support-service-swss.html>. For more information, contact your local Cisco account manager or partner.



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