

Cisco Network Admission Control (NAC) Hardware Upgrade Program Offer

Introduction

Cisco® Network Admission Control (NAC) solutions including NAC Appliance Manager, NAC Appliance Server, and NAC Guest Server have many loyal customers who wish to stay with their current solution for the foreseeable future. However, their hardware either is no longer supported or is included in an end of life plan.

The NAC hardware upgrade program assists customers wishing to migrate to current hardware, software, and SMARTnet support. This includes the following NAC Appliance series: NAC-3140, NAC-3310, NAC-3315, NAC-3350, NAC-3355, NAC-3390, and NAC-3395.

Program Offer

Cisco is offering its customers:

- Appliances for the purpose of migration on a one-to-one basis according to the following table:

Table 1. Cisco Secure Network Servers

Existing Appliance	New Appliance PID	Description
3140* (up to 500 devices)	SNS-3415-M-NAC-K9	Cisco Secure Network Server 3415
3310	SNS-3415-M-NAC-K9	Cisco Secure Network Server 3415
3315	SNS-3415-M-NAC-K9	Cisco Secure Network Server 3415
3350	SNS-3495-M-NAC-K9	Cisco Secure Network Server 3495
3355	SNS-3495-M-NAC-K9	Cisco Secure Network Server 3495
3390	SNS-3495-M-NAC-K9	Cisco Secure Network Server 3495
3395	SNS-3495-M-NAC-K9	Cisco Secure Network Server 3495

* 3140 customers must be on software version 4.1 or greater to participate in the program.

- The ability to place the new appliances under a SMARTnet contract
- The ability to upgrade to the latest software revision beyond the installed revision provided the new appliances are under SMARTnet
- Option to migrate NAC Appliance software to Cisco Identity Service Engine software without hardware replacement

This offer cannot be combined with any other offer.

Migration Plan

- Customers are able to order migration products (as detailed in the Migration Offer Details section)
- SMARTnet for these products is not discounted i.e. SMARTnet is offered at the same price as the non-migration products
- These appliances will have the software pre-loaded as per the Migration Plan Detail section
- Customers will need to re-host their existing licenses using the [Cisco licensing web site](#)
- Customers will retire existing appliances since they will no longer be licensed once the license is re-hosted

Migration Offer Details

When ordering a NAC Appliance Server, NAC Appliance Manager, or NAC Guest Server, select one item from each of the hardware and software steps. For a failover (redundant) NAC Server or NAC Manager pair, order twice as many Cisco Secure Network Servers.

Step 1 - Hardware

Select one of the following appliances from Table 2 that corresponds to the existing appliance in Table 1:

Table 2. Cisco Secure Network Servers

Product Part Number	Description
SNS-3415-M-NAC-K9	Cisco Secure Network Server 3415
SNS-3495-M-NAC-K9	Cisco Secure Network Server 3495

Step 2 - Software

Select one of the following software packages in Table 3 that corresponds to the hardware in Table 2:

Table 3. Cisco NAC Server Software

Product Part Number	Description	Hardware Required
SNS-NACS-K9	Cisco NAC Server Software	SNS-3415-K9 or SNS-3495-K9
SNS-NACM-K9	Cisco NAC Manager	SNS-3415-K9 or SNS-3495-K9
NACG-2.1.0-3415-K9	Cisco NAC Guest Server version 2.1	SNS-3415-K9

Cisco SMARTnet® Support

Table 4 lists the SMARTnet service options and orderable part numbers available for Cisco Secure Network Servers.

Table 4. Cisco Secure Network Server Support Part Numbers

Product Part Number	SMARTnet Part Number	Description
SNS-3415-M-NAC-K9	CON-SNT-SNS-3415	Cisco SMARTnet support for SNS-3415-K9 - 8x5 Next Business Day
SNS-3495-M-NAC-K9	CON-SNT-SNS-3495	Cisco SMARTnet support for SNS-3495-K9 - 8x5 Next Business Day

Other levels of SMARTnet support are available. Support for Cisco NAC Appliance Servers and Cisco NAC Appliance Managers is sold separately. All support licenses will be in effect for one year from the purchase date. Service contract and licensing support information is available at

http://www.cisco.com/en/US/docs/security/nac/appliance/support_guide/license.html.

Q&A

- Q.** What is the difference between the various Cisco Secure Network Server models?
- A.** The Cisco Secure Network Server 3415 and Cisco Secure Network Server 3495 differ in their hardware specifications. For more information, please refer to the Cisco Secure Network Server data sheet at http://www.cisco.com/en/US/prod/collateral/vpndevc/ps5712/ps11640/data_sheet_c78-726524.html.
- Q.** Do the software features vary between the different Cisco Secure Network Server models (e.g., 3415 or 3495)?
- A.** No. The only difference is the number of users or the server count allowed by the license.
- Q.** Can I order the larger 3495 server when the customer is entitled to order the 3415 server?
- A.** No, Cisco is not supporting SNS-3415-K9 configurations on the SNS-3495-K9.
- Q.** What happens if I wrongly order either SNS-3415-M-NAC-K9 or SNS-3495-M-NAC-K9 and find out the customer does not have a corresponding license?
- A.** The servers will need to be returned to Cisco and a new order for the correct product will need to be placed.
- Q.** What happens if my customer has 3140 appliances and is not running software version 4.1 or greater?
- A.** Cisco is trying to be inclusive with this program but 3140 appliances with older software are just too old to participate in the program and no offer can be extended.
- Q.** If a customer wants to convert NAC Profiler appliances to NAC Appliance Manager, NAC Appliance Server, or NAC Guest Server, can I use this hardware migration program?
- A.** No, this program leverages existing NAC Appliance and Guest Server licenses. NAC Profiler has different licensing and is therefore not eligible for this program.
- Q.** If a customer migrates from their older NAC Appliance to the SNS-3415 or SNS-3495, can they upgrade to Identity Services Engine (ISE) at a later time?
- A.** In addition to NAC Appliance and NAC Guest Server, the Cisco SNS Series appliances also support ISE. Therefore, if a customer migrates from an older NAC Appliance to the SNS-3415 or SNS-3495, they will be able to migrate to ISE software in the future on the same SNS hardware appliances.
- Q.** Can the customer order five SNS-3415-M-NAC-K9 appliances when they only have four NAC-3310 appliances?
- A.** Since the customer will be re-hosting the licenses from existing appliances, ordering an additional appliance through the migration program will not be helpful since the customer will not be able to transfer a license to the last appliance.
- Q.** How can the customer transfer their licenses from their existing appliances over to the new appliances?
- A.** The customer will need to go to <http://www.cisco.com/go/licensing> and re-host the licenses. Instructions on re-hosting licenses can be found at: <https://www.cisco.com/web/fw/tools/swift/ui/PDF/CiscoLicensingPortalChanges.pdf>.

For More Information

For more information about Cisco NAC Appliance, visit <http://www.cisco.com/go/nacappliance> or contact your local account representative. Inquiries on ordering or deployment sizing can also be emailed to cca-questions@external.cisco.com.




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