Ordering guide
Cisco public

Cisco Catalyst 9300 Series

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Things to know

Before placing an order, please review the following:

- The Cisco Catalyst 9300 Series offer structure has three main components: the switch hardware, a Network stack perpetual license, and choice between a Cisco DNA, Cisco Catalyst or Meraki Software subscription license.
- The software subscription licenses, and Network Stack perpetual licenses are smart product IDs (SKUs). The Cisco Catalyst and Cisco DNA subscription license, which comes with a perpetual license, is required with a hardware purchase. For Catalyst 9300 models ordered with a Meraki SKU, the term license is ordered separately but is required to be recognized in Meraki Dashboard.
- A Smart Account is mandated during purchase (for more information, please see the Smart Accounts section).
- Available service options:
  - Solution support
  - Enhanced Limited Lifetime Warranty (E-LLW)
  - Smart Net Total Care support
  - Success Tracks
  - Included base product-level support

Common terminology

- Network Stack: NW
- Cisco Digital Network Architecture: DNA
- Cisco Catalyst Software subscription: DNX
- Essentials: -E
- Advantage: -A
- Smart Account: SA
- Smart License: SL

Purpose of this document

This document is aimed at providing a detailed overview of the ordering process for Cisco Catalyst 9300 Series switches on Cisco Commerce Workspace.

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Hardware and software order overview

Cisco Catalyst 9300 Series switches can be ordered through Cisco Commerce Workspace as a Cisco Catalyst, or Cisco DNA Essentials or Advantage or a Meraki Enterprise or Advanced subscription. Cisco Catalyst and Cisco DNA options include switch hardware coupled with Cisco IOS and the Network Stack software.

How to order a Cisco Catalyst 9300 Series switch

Both Network Stack licenses and Cisco DNA or Catalyst software subscription licenses are mandatory at the time of purchase and come in two licensing tier options: Advantage and Essentials. The Network Stack licenses, Network Advantage or Network Essentials is included with the hardware, while a Cisco DNA or Catalyst software subscription term license needs to be selected at the time of order.

To order in the Cisco Commerce Workspace, follow these steps:

1. Select the appropriate Network Stack license type -A, -E or -M
2. Choose the preferred consumption model
3. Choose the Cisco Catalyst, Cisco DNA or Meraki Software subscription term license (3, 5 or 7 years for Catalyst and Cisco DNA; 1, 3, 5, 7, 10 years for Meraki).
4. Add other components (for example: secondary power supply, power cables, etc).

Step-by-Step Ordering in Cisco Commerce Workspace

Enter the hardware SKU in [Cisco Commerce Workspace](#).

The Network Stack license is perpetual and included with the hardware by default (it will not be visible in the selection menu) per the respective hardware SKU suffix (example: C9300-48P-E/C9300-48P-A).

The Cisco ThousandEyes Network and Application Synthetics license is included by default upon the selection of a Cisco Catalyst or Cisco DNA Advantage option with a 3, 5 or a 7 year subscription. Please see this guide for more information about the free Cisco ThousandEyes entitlements that come with your Cisco Catalyst 9300 or 9400 Series Cisco DNA Advantage subscription.

Expand to “View Full Summary” view to view the Cisco ThousandEyes Network and Application Synthetics license (TE-EMBEDDED-T). The TE-EMBEDDED-T is bundled with the Cisco Catalyst or Cisco DNA Advantage subscription and follow the same term as the Cisco Catalyst or Cisco DNA subscriptions.

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FULL CONFIGURATION SUMMARY C9300-48U-A

Global Price List in US Dollars (USD)

Back to Configuration

SKU	Qty	Estimated Lead Time	Unit List Price (USD)	Extended List Price (USD)	Included
Network License					
1.1 C9300-NW-A-48 C9300 Network Advantage, 48-port license	1	14 Days	0.00	0.00	Yes
DNA On-Prem Subscription					
1.2 C9300-DNA-A-48 C9300 DNA Advantage, 48-Port Term Licenses	1	14 Days	0.00	0.00	No
1.2.1 C9300-DNA-A-48-5Y C9300 DNA Advantage, 48-Port, 5 Year Term License Duration: 60 Month(s)			0.00	0.00	No
1.3 C1-ADD-OPTOUT Cisco DNA Premier Add-On Session Opt Out (No Fulfillment) More	1	21 Days	0.00	0.00	No
1.4 PI-LFAS-T Prime Infrastructure Lifecycle & Assurance Term - Smart Lic More	1	14 Days	0.00	0.00	Yes
1.4.1 PI-LFAS-AP-T-5Y PI Dev Lic for Lifecycle & Assurance Term 5Y Duration: 60 Month(s)			0.00	0.00	No
1.5 TE-EMBEDDED-T Cisco ThousandEyes Enterprise Agent IBN Embedded More	1	14 Days	0.00	0.00	Yes
1.5.1 TE-EMBEDDED-T-5Y			0.00	0.00	No

The Cisco Spaces Extend license is included by default upon the selection of a Cisco Catalyst or Cisco DNA Advantage option with a 3 year, 5 year or a 7 year subscription. Each Catalyst 9300 Cisco Catalyst or Cisco DNA Advantage subscription entitles the customer to run the equivalent of one Spaces gateway and access to IoT device marketplace, Cisco Spaces cloud with included software and support.

Expand to “View Full Summary” view to view the Cisco Spaces Extend license **(D-DNAS-EXT-S-T)**. The **D-DNAS-EXT-S-T** is bundled with the Cisco Catalyst and Cisco DNA Advantage subscription and follow the same term as the Cisco Catalyst and Cisco DNA subscriptions.

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FULL CONFIGURATION SUMMARY C9300-48P-A

Global Price List in US Dollars (USD)

Back to Configuration

- Please note that Network Plug-n-Play (PnP) enables automated controller discovery and day0 provisioning of cisco devices.Please enter Smart Account details to enable PnP features. This is only available for Smart Account and If you do not have a Smart Account,you can request a new Smart Account for your organization using https://software.cisco.com/software/company/smartaccounts/home#accountcreation-account.If you have a Smart Account,you can manage your devices at https://software.cisco.com/#pnp-devices. For information on PnP,please refer to http://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Plug-and-Play/solution/guidexml/b_pnp-solution-guide.html (CE200928)
- Deselection of Solution Support will eliminate solution coverage of your Cisco DNA or Cisco ONE software subscriptions. (CE202343)
- Please note that we highly recommend to buy Solution Support with this product. This provides coverage for additional ecosystem for network solutions that include Cisco products with Cisco DNA or Cisco ONE software license subscriptions at http://www.cisco.com/c/en/us/services/technical/solution-support.html. (CE202343)
- We strongly recommend the term of the hardware support contract match the software subscription license term. (CE202343)
- C9300-NM-8X is defaulted under Network Modules. (CE100033)
- STACK-T1-50CM is defaulted under StackWise Cable. (CE100033)
- CAB-SPWR-30CM is defaulted under Stack Power Cables. (CE100033)
- PWR-C1-715WAC-P/2 is defaulted under Secondary Power Supply. (CE100033)
- SSD-240G is defaulted under Storage Module. (CE100033)

SKU	Qty	Estimated Lead Time	Unit List Price (USD)	Extended List Price (USD)	Included
Network License					
1.1 C9300-NW-A-48 C9300 Network Advantage, 48-port license	1	14 Days	0.00	0.00	Yes
DNA On-Prem Subscription					
1.2 C9300-DNA-A-48 C9300 DNA Advantage, 48-Port Term Licenses	1	14 Days	0.00	0.00	No
1.2.1 C9300-DNA-A-48-3Y C9300 DNA Advantage, 48-Port, 3 Year Term License Duration: 36 Month(s)			0.00	0.00	No
1.4 PI-LFAS-T Prime Infrastructure Lifecycle & Assurance Term - Smart Lic More	1	14 Days	0.00	0.00	Yes
1.4.1 PI-LFAS-AP-T-3Y PI Dev Lic for Lifecycle & Assurance Term 3Y Duration: 36 Month(s)			0.00	0.00	No
1.5 TE-EMBEDDED-T Cisco ThousandEyes Enterprise Agent IBN Embedded More	1	14 Days	0.00	0.00	Yes
1.5.1 TE-EMBEDDED-T-3Y ThousandEyes - Enterprise Agents Duration: 36 Month(s)			0.00	0.00	No
1.6 D-DNAS-EXT-S-T Cisco Spaces Extend Term License for Catalyst Switches More	1	21 Days	0.00	0.00	Yes
1.6.1 D-DNAS-EXT-S-3Y Cisco Spaces Extend for Catalyst Switching - 3Year Duration: 36 Month(s)			0.00	0.00	No

A Cisco DNA Advantage option is available for selection and is the default. Customers are encouraged to purchase the Cisco Catalyst or Cisco DNA Advantage option to enable advanced Cisco DNA features as a bundled solution.

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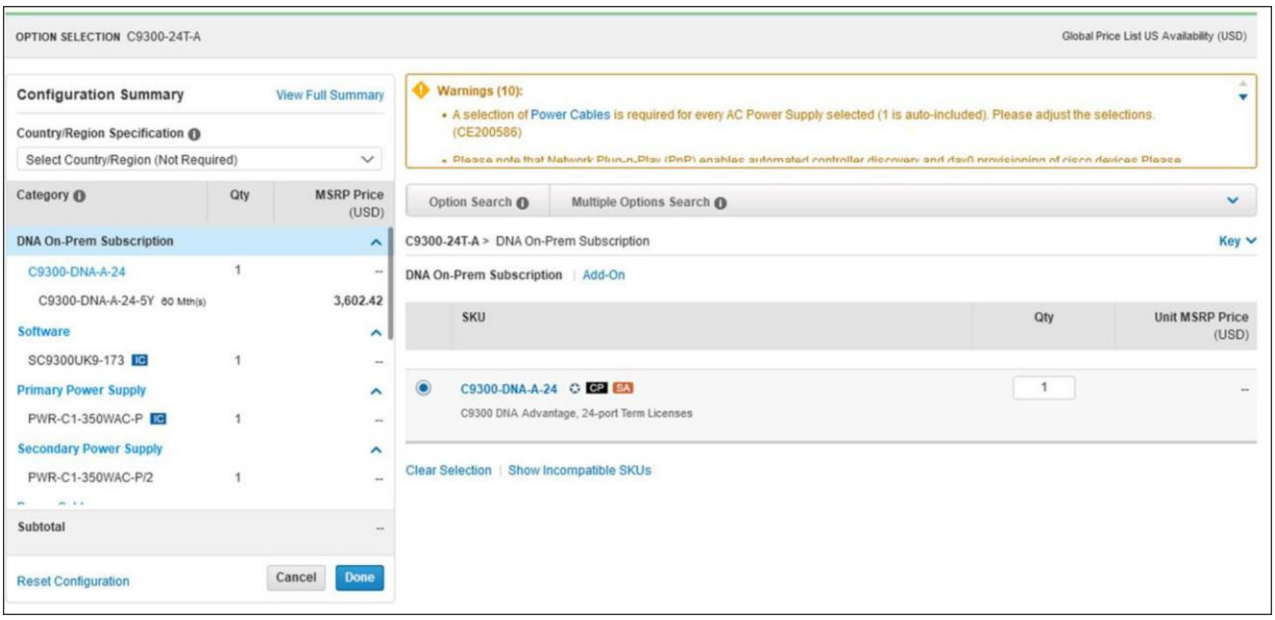
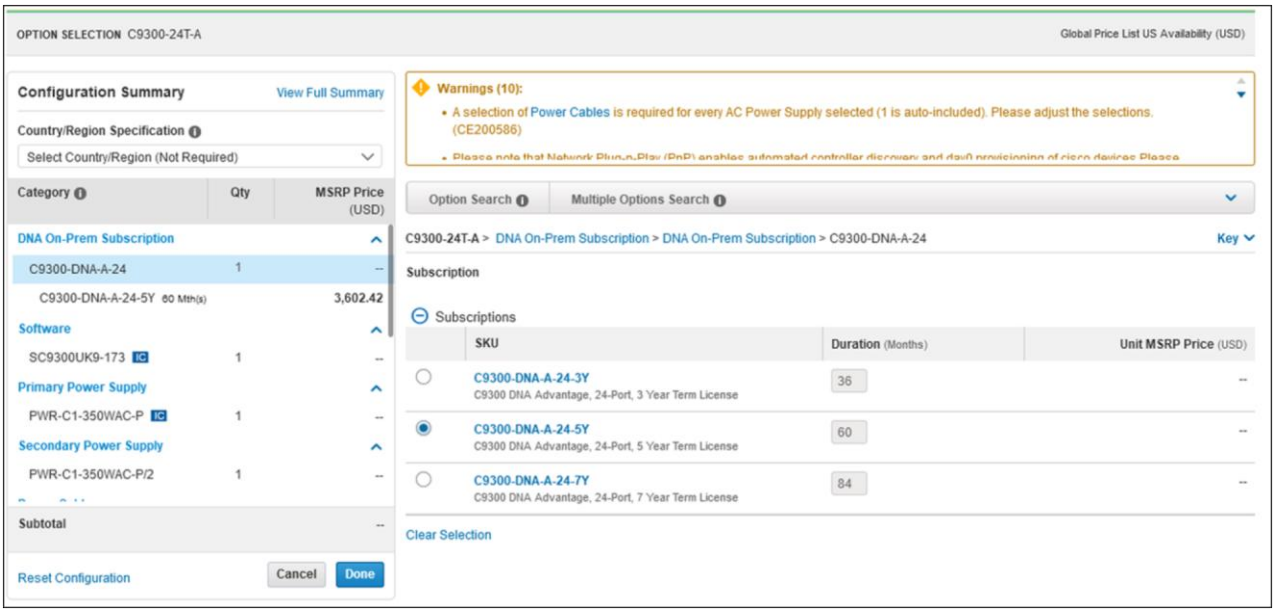


Follow steps below to change from 5 year default term to a 3 or 7 year term for Cisco DNA Advantage Software subscription license.



Check Summary to validate all terms are aligned to intended term.

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Subscription SKU	Product SKU	Qty	Unit List Price USD	Total List Price USD
Software Subscriptions (8 Items) GROUP DESCRIPTION	SSTC (SUBSCRIPTION-CONTENT) SUMMARY			
Duration 84 Months | License Band 1-99999 Users | Term 7YR				
C9300-DNA-P-48-7Y SVIP SUBSCRIPTION SKU C9300 DNA Premier, 48-Port, 7 Year Term License Edit Subscription | Remove Subscription	C9300-DNA-P-48 PRODUCT SKU C9300 48-Port DNA-Premier License	1	10,180.00	10,180.00
		1		
Duration 84 Months | License Band 1-999999 Users | Term 7YR				
ISE-BASE-TRK-7Y SUBSCRIPTION SKU ISE BASE Tracker Term 7Y Edit Subscription | Remove Subscription	ISE-BASE-T PRODUCT SKU ISE BASE Term License	25	0.00	0.00
		25		
Duration 84 Months | License Band 1-999999 Users | Term 7YR				
ISE-PLS-TRK-7Y SUBSCRIPTION SKU ISE PLS Tracker Term 7Y Edit Subscription | Remove Subscription	ISE-PLS-T PRODUCT SKU ISE PLS Term License	25	0.00	0.00
		25		
Duration 84 Months | License Band 1-999999 Users | Term 7YR				
SWATCH-TRK-7Y SUBSCRIPTION SKU ISE BASE Tracker Term 7Y Edit Subscription | Remove Subscription	SWATCH-T PRODUCT SKU StealthWatch 1 FPS Term License	25	0.00	0.00
		25		
Duration 84 Months | License Band 1-99999 Users | Term 7YR				
CAT-DNA-P-ADD-7Y		1	1,740.00	1,740.00

North America cable is defaulted, but another cable can be selected based on country or geography. A power cable must be selected to complete the configuration:

Configuration Summary — View Full Summary

Country Specification: Select Country (Not Required)

Category	Qty	Unit List Price (USD)
C9300-DNA-A-48-5Y 60 Mth(s)		5,950.00
Software		
S9300UK9-165	1	0.00
Secondary Power Supply		
PWR-C1-1100WAC/2	1	1,900.00
Network Module		
C9300-NM-8X	1	2,500.00
Power Cables		
CAB-TA-NA	2	0.00
Subtotal		20,650.00
Estimated Lead Time		59 days

Reset Configuration — Cancel — Done

Warnings (5):
- A minimum of 3 Year DNA Term License is required (CE201302)
- We strongly recommend Solution Support for this product purchase. This provides coverage for the Cisco DNA or Cisco ONE software license subscriptions. http://www.cisco.com/c/en/us/services/technical/solution-support.html

Option Search — Multiple Options Search

C9300-48U-A > Power Cables — Key

Power Cables

SKU	Qty	Lead Time	Unit List Price (USD)
CAB-TA-NA North America AC Type A Power Cable	2	14 days	0.00
CAB-TA-UK United Kingdom AC Type A Power Cable	Qty	14 days	0.00
CAB-C15-CBN Cabinet Jumper Power Cord, 250 VAC 13A, C14-C15 Connectors	Qty	8 days	0.00
CAB-TA-SW Switzerland AC Type A Power Cable	Qty	14 days	0.00
CAB-TA-AP Australia AC Type A Power Cable	Qty	14 days	0.00
CAB-TA-AR Argentina AC Type A Power Cable	Qty	14 days	0.00
CAB-C15-CBN-JP Japan Cabinet Jumper Power Cord, 250 VAC 12A, C14-C15	Qty	8 days	0.00
CAB-TA-250V-JP Japan 250V AC Type A Power Cable	Qty	14 days	0.00

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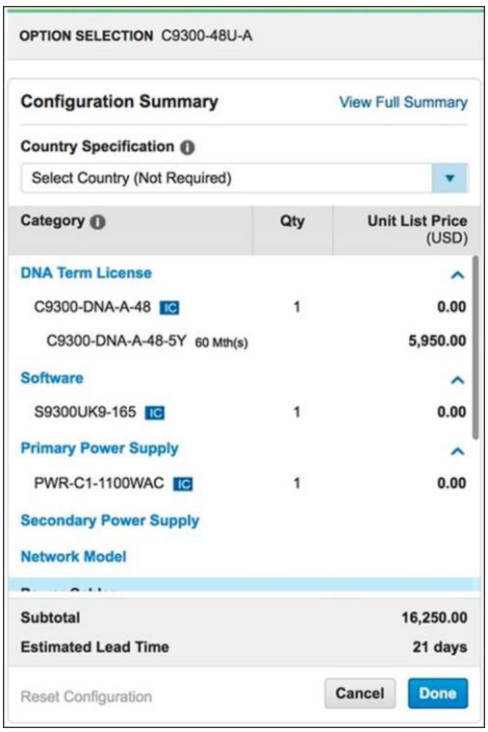
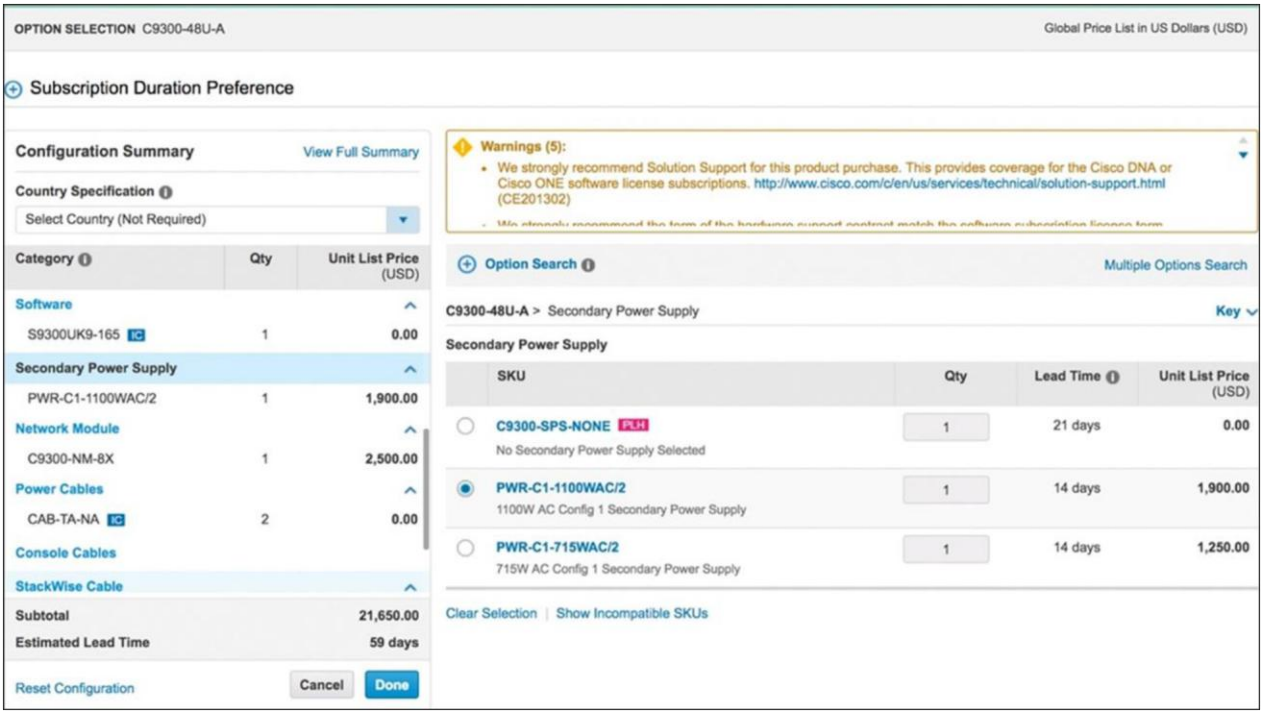
The primary power supply is added by default, based on the hardware model:



A secondary power supply is selected by default. Please select the C9300-SPS-NONE or C9300L-SPS-NONE option if a secondary power supply is not required.



For modular uplink models, C9300X SKUs come with C9300X-NM-2C network module as default and C9300 SKUs come with C9300-NM-8X network module as default, but another selection can be made. C9300X-NM-NONE or C9300-NM-NONE can be selected if a network module is not desired. This step is not required when ordering fixed uplink models (C9300L SKUs) since they have fixed uplinks that are already part of the SKU.

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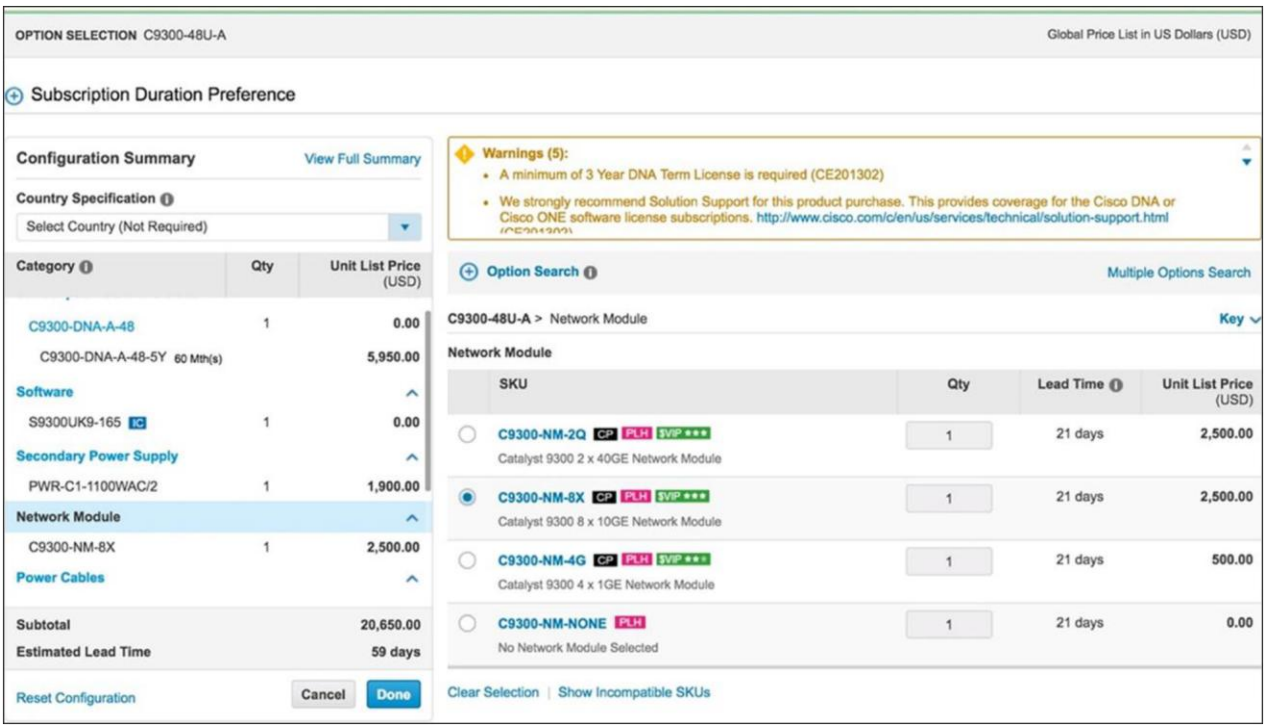
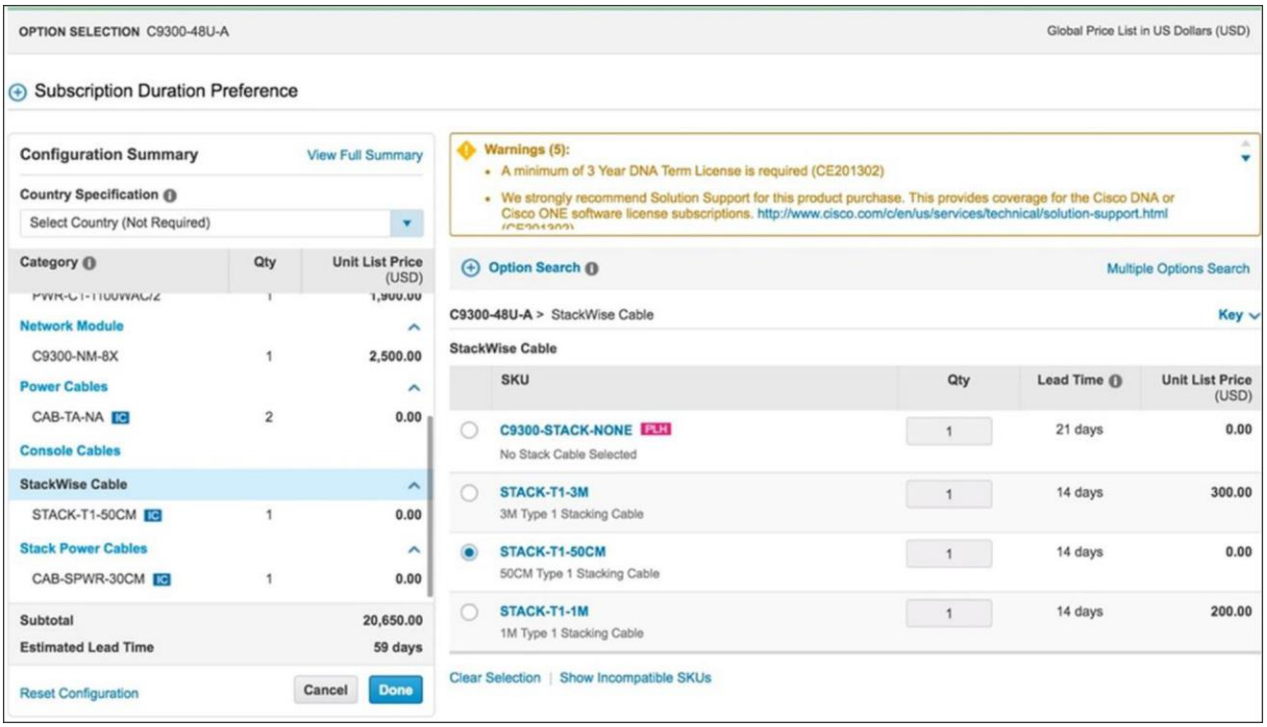


A 3m (C9300X SKUs) or 50cm (C9300 SKUs) StackWise cable is selected by default for both -E and -A hardware models. 50CM, 1M and 3M stacking cable options are available. If a StackWise cable is not required, C9300X-STACK-NONE or C9300-STACK-NONE should be selected:



For fixed uplink models (C9300L SKUs), a C9300L-STACK-KIT is selected by default which includes a 50CM stacking cable by default. 50CM, 1M and 3M stacking cable options are available.

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OPTION SELECTION C9300L-48P-4X-A

Global Price List US Availability (USD)

Configuration Summary View Full Summary

Country Specification: Select Country (Not Required)

Category	Qty	Extended List Price (USD)
Console Cables		
Stack Module		
C9300L-STACK-KIT	1	1,450.00
STACK-T3-50CM	1	0.00
Fan		
FAN-T2	3	0.00
Storage Module		
SSD-120G	1	1,500.00
Network PNP License		
NETWORK-PNP-LIC	1	0.00
Subtotal		20,350.00
Estimated Lead Time		56 days

Reset Configuration | Cancel | Done

Warnings (3):
- The quantity of Power Cables should be equal to the quantity of AC Power Supplies selected. Please adjust the quantity from Power Cables. (CE200376)
- SSD-120G is defaulted under Storage Module. (CE100033)

Option Search | Multiple Options Search

C9300L-48P-4X-A > Stack Module — Key

Stack Module Cat

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
C9300L-STACK-KIT Cisco Catalyst 9300L Stacking Kit More	1	56 days	1,450.00

Show Incompatible SKUs

A 30cm (C9300/C9300L) or 150CM (C9300X) Cisco StackPower cable is selected by default for both -E and -A hardware models. Customers have the option to choose 30CM or 150CM StackPower cable type or select C9300-SPWR-NONE if StackPower is not desired.

OPTION SELECTION C9300-48U-A

Global Price List in US Dollars (USD)

Subscription Duration Preference

Configuration Summary View Full Summary

Country Specification: Select Country (Not Required)

Category	Qty	Unit List Price (USD)
PWR-C1-1100WAC/2	1	1,900.00
Network Module		
C9300-NM-8X	1	2,500.00
Power Cables		
CAB-TA-NA	2	0.00
Console Cables		
StackWise Cable		
STACK-T1-50CM	1	0.00
Stack Power Cables		
CAB-SPWR-30CM	1	0.00
Subtotal		20,650.00
Estimated Lead Time		59 days

Reset Configuration | Cancel | Done

Warnings (5):
- A minimum of 3 Year DNA Term License is required (CE201302)
- We strongly recommend Solution Support for this product purchase. This provides coverage for the Cisco DNA or Cisco ONE software license subscriptions. http://www.cisco.com/c/en/us/services/technical/solution-support.html

Option Search | Multiple Options Search

C9300-48U-A > Stack Power Cables — Key

Stack Power Cables

SKU	Qty	Lead Time	Unit List Price (USD)
C9300-SPWR-NONE PLH No Stack Power Cable Selected	1	21 days	0.00
CAB-SPWR-150CM Catalyst Stack Power Cable 150 CM - Upgrade	1	14 days	100.00
CAB-SPWR-30CM Catalyst Stack Power Cable 30 CM	1	14 days	0.00

Clear Selection | Show Incompatible SKUs

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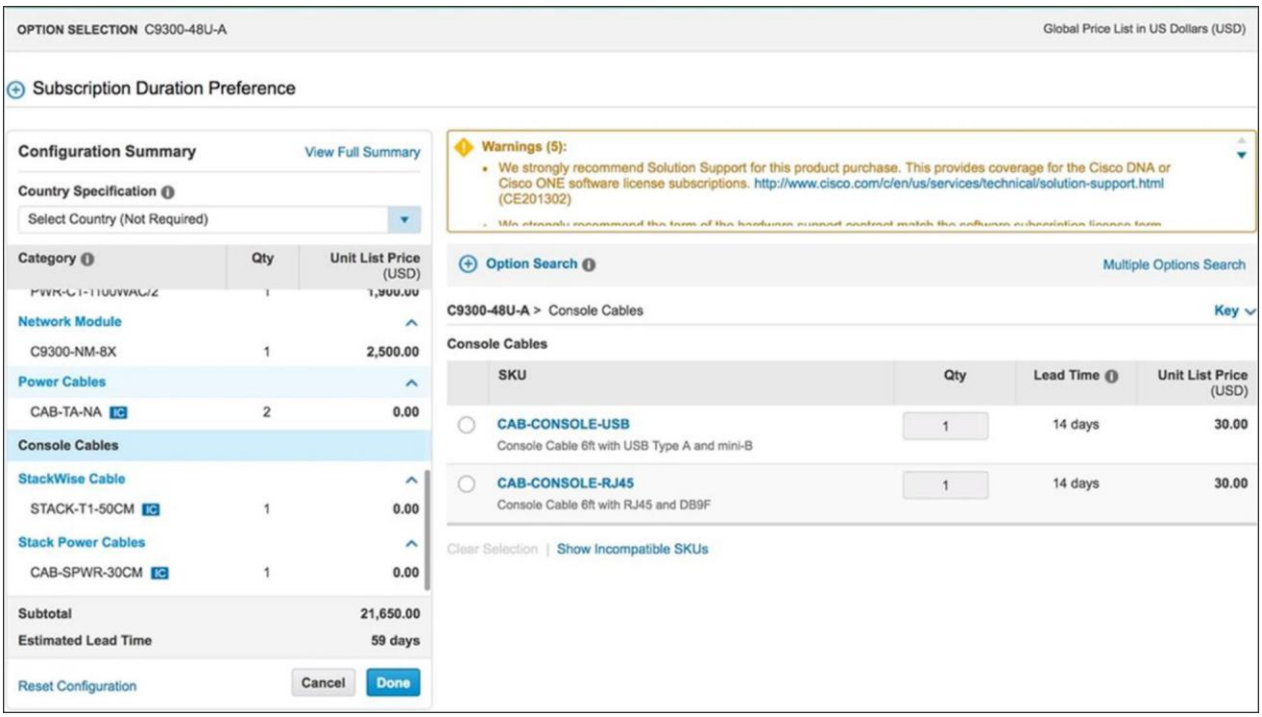
Console cables are also available as shown below:



Default accessories shipped with the switch

Cisco Catalyst 9300 Series switches ships with the following components and accessories by default*:

- Switch
- Default power supply (based on selected switch)
- Secondary power supply (same as default primary)
- 2 Power cables (specific power cable needs to be selected)
- Stacking Kit (for C9300L SKUs only with 50cm stacking cable)
- Stack cable (50cm, 1M) unless not selected (for C9300/C9300X SKUs only)
- StackPower cable (30cm/ 150CM) unless not selected (for C9300/C9300X SKUs only)
- Mounting brackets

* When ordering Catalyst 9300 switches with the Meraki software option, all accessories are ordered separately.

Accessory to be ordered for 9300LM

If you are buying an SSD for use with a C9300LM switch, it would need an accessory kit for installation. Please add the 9300LM-SSD-ACCKIT= to your order if you don't already have one.

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Licensing

Cisco Catalyst Software subscription for Switching

The Cisco Catalyst Software subscription for Switching includes base software and now hardware support for the Essentials and Advantage tiers. This support delivers a four-hour TAC response objective for severity 1 and 2 service requests. In addition, if you opt for the Advantage tier, you also receive ISE licenses (quantity dependent on switch model). Catalyst 9300 Series receive 10 endpoint sessions per Catalyst Advantage license.

The Cisco DNA Software subscription for Switching includes base support for software only, delivering a one-hour TAC response objective for severity 1 and 2 service requests. RMAs are also accessed through the Catalyst warranty program. In addition, the Cisco DNA software subscription does not include ISE licenses.

Note that for both the Cisco Catalyst and Cisco DNA Software subscriptions for Switching:

- Cisco DNA features and tier levels (Essentials, Advantage) remain the same.
- Hardware replacements are accessed separately through the Catalyst warranty program[1].

Cisco Catalyst software subscription Overview

	Network Essentials	Network Advantage	Catalyst Essentials	Catalyst Advantage
Audience	Entry level with full switching	Entry level with full routing and switching	Entry level to small or midsize looking for base automation and monitoring	Small to midsize looking to upgrade to advanced automation and monitoring
License type	Perpetual license, one-time purchase	Perpetual license, one-time purchase	3/5/7 year term subscription, license portability, hardware and software support	Includes Cisco DNA Essentials, 3/5/7 year term subscription, license portability, hardware and software support
Management options	CLI, WebUI	CLI, WebUI	CLI, WebUI, Cisco Catalyst Center	CLI, WebUI, Cisco Catalyst Center

[1] Hardware replacements via the Catalyst warranty program provides a best effort next business day response for the United States, Canada, Countries of the European Union, Australia, and New Zealand. Elsewhere, Cisco will ship the advance replacement on the next business day, but actual delivery times might vary depending on customer location. Taxes and duties might apply and must be paid by the recipient of the replacement part.

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Catalyst software subscription feature matrix

For the latest features, please view the Switching feature matrix.

All Cisco Catalyst 9300 Series switches are available with three software options as shown in Table 1

Table 1. License Levels and Options

License Level	Network Stack offer (Perpetual and embedded)	Cisco software subscription offer (Term based)
-E	Network Essentials	Essentials (3, 5, or 7 years)
-A	Network Advantage	Advantage (3, 5, or 7 years)
-M	na	Enterprise or Advanced (1, 3, 5, 7 or 10 years)

Upgrading license level

Customers will have the option to upgrade the Network Stack, Cisco Catalyst and Cisco DNA license levels (for example, -E to -A license upgrade) through a license upgrade, which will be available post launch. Customers will purchase the upgrade license and then reach out to CPS to initiate the upgrade process. The customer will be able to select term licenses using the C9300-LIC= or C9300L-LIC= SKU to upgrade a-la-carte Cisco Catalyst and Cisco DNA licenses. The Cisco Catalyst 9300 Series software license upgrade SKUs are listed in the “Ordering information” section.

Note that a license cannot be upgraded at the time of purchase.

Smart accounts

As with all Catalyst 9000 family switches, Smart Accounts are mandatory when ordering a Catalyst 9300 Series switch. A Smart Account is a central data repository that provides visibility and access control to all the Cisco software licenses and entitlements across an organization. Smart Accounts allow customers to store, manage, and move assets across locations and devices and begin to use them immediately. Smart Accounts are required for enabling Cisco Smart Software Licensing.

After a Smart Account has been set up, customers have the flexibility to create subaccounts (virtual accounts) to help manage licenses for departments, areas, or locations within their organization. Licenses can be pooled within virtual accounts as needed. Smart Accounts support role-based user access controls, which allow the delegation of authority to account administrators at the Smart Account level or at the virtual account level. In addition, customers can assign partner visibility and management rights to their virtual or enterprise-level accounts.

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Introduction to Smart Licensing

Cisco Smart Licensing is a flexible licensing model that provides you with an easier, faster, and more consistent way to purchase and manage software across the Cisco portfolio and across your organization. And it's secure – you control what users can access. With Smart Licensing you get:

- **Easy Activation:** Smart Licensing establishes a pool of software licenses that can be used across the entire organization—no more PAKs (Product Activation Keys).
- **Unified Management:** My Cisco Entitlements (MCE) provides a complete view into all of your Cisco products and services in an easy-to-use portal, so you always know what you have and what you are using.
- **License Flexibility:** Your software is not node-locked to your hardware, so you can easily use and transfer licenses as needed.

To use Smart Licensing, you must first set up a Smart Account on Cisco Software Central (software.cisco.com).

For a more detailed overview on Cisco Licensing, go to cisco.com/go/licensingguide.

Cisco Smart Software Manager

Cisco Smart Software Manager enables the management of software licenses. The interface allows you to activate your product, manage entitlements, and renew and upgrade software. An active Smart Account is required to complete the Smart License registration process. To learn more about end-to-end Smart Account and Smart License management, visit https://www.cisco.com/c/en/us/buy/smart-accounts/software-manager.html.

Smart Account and Smart License availability

Important information about smart account and smart license availability.

- Cisco Catalyst 9300 Series switch SKUs are smart SKUs. License entitlements will be deposited in the Cisco Smart Software Manager and the Smart Accounts.
- In addition to viewing entitlements, customers will also be able to track consumption.

Smart Accounts are mandatory at the time of the order of a Cisco Catalyst 9300 Series switch. If a customer does not have a Smart Account set up prior to the purchase, a new Smart Account must be created at the time of purchase.

Deploying Smart Licenses for Cisco Catalyst 9300 Series switches

Cisco Catalyst 9300 Series switches come in different licensing packages in comparison to existing Cisco Catalyst platforms. After Smart Licensing technology (available later) is enabled on the switch, the ordering process will include a requirement to establish a Smart Account where software licenses will be deposited. Smart Licenses are transferable between the same types of devices (for example, from one Cisco Catalyst 9300 Series switches to another). (See Figure 1.)

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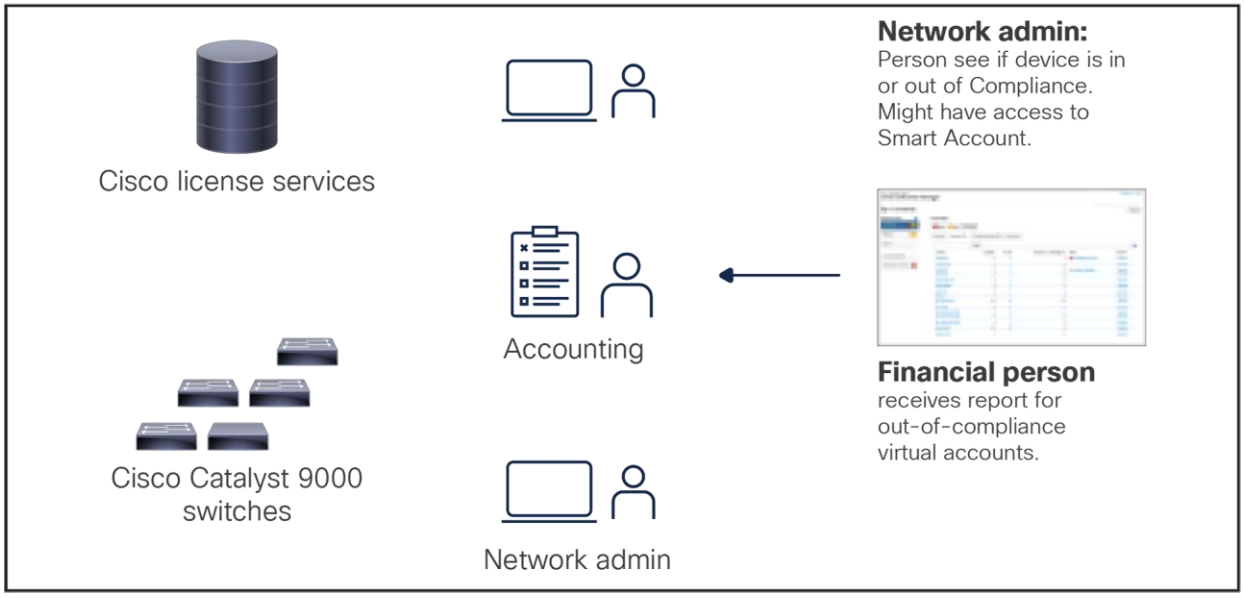

Figure 1.
Deploying Smart Licenses

In the deployment model shown in Figure 2, the Smart Account Cisco back end and Cisco Catalyst 9300 Series switches do not have a communication channel to report usage and consumption. They operate as separate entities. The switches must be configured in RTU mode with correct license level to enable the purchased feature set.

- Possible deployment modes:
  - **RTU:** The licensing mode on Cisco Catalyst 9300 Series switches remains RTU in Cisco IOS XE 16.5.1a. However, the licensing structure in RTU has been modified to match the same packaging model that will be used with Smart License mode in the future. Unified licensing modes between RTU and Smart License mode will help to simplify the migration and reduce the time for implementing Smart License with usage report
- **Consumption reporting:** License usage and consumption reporting is performed on Cisco Smart Software Manager only when the device has capability to report Smart License usage. Cisco IOS XE 16.5.1a release does not include the license reporting infrastructure to Cisco Smart Software Manager on the switches

For further information about the Cisco Catalyst 9000 RTU licensing, model, see the Configuration Guide.

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Software-Defined Access (SD-Access)

Software-Defined Access (SD-Access) enables Policy-based Automation from edge to Cloud with foundational capabilities leveraging controller-based architecture including:

- Design with Validated Design Templates,
- Simplified device deployment,
- Unified management of Wired and Wireless,
- Network Virtualization with Segmentation,
- Group Based Policies and Contextual based analytics.

SD-Access can be enabled with Cisco Catalyst or Cisco DNA Advantage. Note that customers will need to additionally purchase ISE, which is available in the Cisco DNA Expansion Pack.

Services and Warranty

The Solution Support service option is strongly recommended; it provides coverage for a Cisco Catalyst and Cisco DNA Essentials and Advantage software licenses. Additional product-level hardware support options are available: Smart Net Total Care support, partner service support, and enhanced limited lifetime hardware warranty. It is strongly recommended that the term of the hardware support contract match the software subscription license term to avoid any service support gaps for the duration of the term.

With a Catalyst Software subscription, base product-level hardware and software support is included.

How does the base product-level support for software and hardware included in the Catalyst Switch software subscription differ from Cisco Smart Net Total Care and Software Support Services?

The base product-level support for software and hardware support included in the Catalyst Switch software subscription delivers the same features and benefits you experience today with Smart Net Total Care and Software Support Basic except as follows:

- **The Cisco TAC response objective** for severity 1 and 2 service requests is:
  - **Four hours**, compared to one hour for Smart Net Total Care and Software Support Basic), and
  - **Next Business Day (NBD)** where commercially available for severity 3 and 4 service requests, compared to one hour for Smart Net Total Care during business hours and next business day outside of business hours, and next business day for Software Support Basic during and outside of business hours).
- **Hardware replacements** are accessed through the Catalyst warranty program1, compared to a choice of eight RMA service-level options offered through Smart Net Total Care and Software Support Basic.

What are my support service options if I need faster response objectives for critical issues, more hardware RMA options, and/or higher levels of support than what's included in the Catalyst Switch software subscription?

Because your enterprise network is the cornerstone of your IT and business, we recommend Cisco Success Tracks and CX Cloud, which is the one-stop, unified digital interface to Success Tracks.

Success Tracks is designed to accelerate adoption and maximize value for the security, automation, and assurance capabilities in your Cisco enterprise network. It also fulfills your need for faster response objectives (30 minutes for severity 1 and 2 service requests) and all of Cisco's RMA options (eight, as fast as two hours).

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Can you tell me more about Success Tracks and CX Cloud?

Success Tracks is a set of comprehensive services accessed through the unified digital platform, CX Cloud. It offers streamlined, personalized access to Cisco experts and customized content that can help you simplify solution adoption, resolve complex issues faster than single product-focused support, and optimize your IT environment through:

- **Expert Resources:** Expert guidance, best practices, and proven methodologies for a successful path to adoption.
- **Trusted Support:** Prescriptive support to detect, prevent, and efficiently solve complex hardware, software, and multi-product, multi-vendor issues through a Cisco primary point of contact who streamlines the support experience across your Cisco enterprise network.
- **Insights and Analytics:** Telemetry and intelligence with analytics that provide proactive and predictive insights and guided recommendations to help you solve problems faster and optimize operations.
- **Contextual Learning:** Digital learning resources, tailored instructor-led training, certification prep and virtual practice labs, designed to expand a workforce's skillset and capacity to achieve business outcomes faster and more efficiently.

CX Cloud

To see how Success Tracks can drive faster adoption and ROI for your Catalyst-based enterprise network, connect with your Cisco representative and request a CX Cloud demo.

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Table 2. Comparison of Cisco support models for Catalyst Software subscriptions

Resource	Description	Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
Expert resources	Communities	Cisco Community	Cisco Community	Cisco Community	Cisco and Success Tracks Community
	Success tips				●
	Ask the experts (1:many interactive webinars)				●
Support	24/7 access to the Cisco TAC for software, hardware, Cisco IOS support	Cisco Catalyst software only	Cisco Catalyst hardware only	●	●
	Software, PAK Cisco IOS updates	Software	Cisco IOS	●	●
	Hardware RMA	Warranty-level	8 options	Warranty-level	8 options
	Service request response objectives for Severity 1 and 2 cases	1 hour	1 hour	4 hours	30 minutes
	TAC engineer focused on software **OR** hardware/Cisco IOS	●	●	●	
	TAC engineer focused across software **and** hardware/Cisco IOS **and** multivendor products				●
	No triage required to open a case				●
	Case prioritization over SNTC, SWSS, included support service requests				●
Insights and analytics	Adoption view				●
	Assets and license view		Via SNTC portal		●
	Case management		Via SNTC portal		●
	Security advisories, field notices, priority bugs				●
	Rapid problem resolution				●
Contextual learning	E-learning (on demand courses)				●

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Cisco Enhanced Limited Lifetime Hardware Warranty

The Cisco Catalyst 9300 Series Switches come with an Enhanced Limited Lifetime hardware Warranty (E-LLW) that includes Next-Business-Day (NBD) delivery of replacement hardware where available and 90 days of 8 x 5 Cisco Technical Assistance Center (TAC) support.

How to order Cisco Catalyst 9300 Series switches with Meraki license

The Meraki Software option combines the simplicity of the Meraki dashboard with power of Catalyst 9000 switching hardware. To satisfy high-bandwidth applications and the deployment of high-speed 802.11ax/Wi-Fi 6/6E access points, the Meraki Software option provides multigigabit ports, 480G stacking, and modular 10/40G uplinks. Catalyst 9300 models with the Meraki Software option deliver resiliency with fast stack convergence and StackPower. They provide Adaptive Policy using an over-the-wire tag which segments traffic into security groups to deliver scalable security. The Catalyst 9300 models integrated under the Meraki dashboard provide a simple, powerful solution to the most demanding wired access applications.

Catalyst 9300 model switches come with Adaptive Policy to provide simple and scalable security policies to segment traffic using Security Groups in Meraki Dashboard. Security Groups are created in the dashboard using natural language such as “IoT device” and “Guest.” The security policy intent (e.g. Permit or Deny) is then simply provisioned between Security Groups which results in the segmentation of each group’s traffic. By making security policy management intuitive and scalable.

Currently, to order a Catalyst 9300 model with onboard Meraki OS, simply select the supported model with an “-M” license designation. For example, to select a 24-port, data only model with SKU C9300-24T, choose the C9300-24T-M. All options must be selected separately including Enterprise or Advanced term license, power cables, secondary power supply, uplink modules, SSD and accessories.

The following are Catalyst 9300 models that fully support cloud management and can be ordered with a Meraki software option:

Data-only: C9300X-48TX, C9300-48T, C9300-24T, C9300L-48T-4X, C9300L-24T-4X

30W PoE+: C9300-48P, C9300-24P, C9300L-48P-4X, C9300L-48PF-4X, C9300L-24P-4X

60W UPOE: C9300-48U, C9300-48UXM, C9300-48UN, C9300-24U, C9300-24UX, C9300L-48UXG-4X, C9300L-24UXG-4X

90W UPOE+: C9300X-48HX, C9300X-24HX, C9300X-48HXN

Fiber: C9300X-24Y, C9300X-12Y, C9300-48S, C9300-24S

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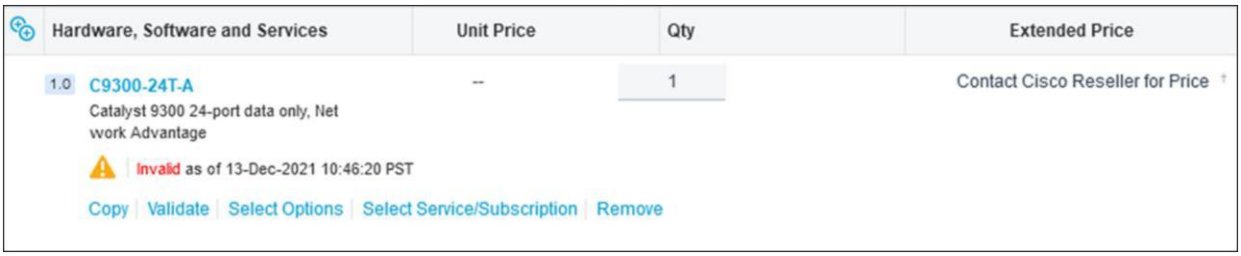
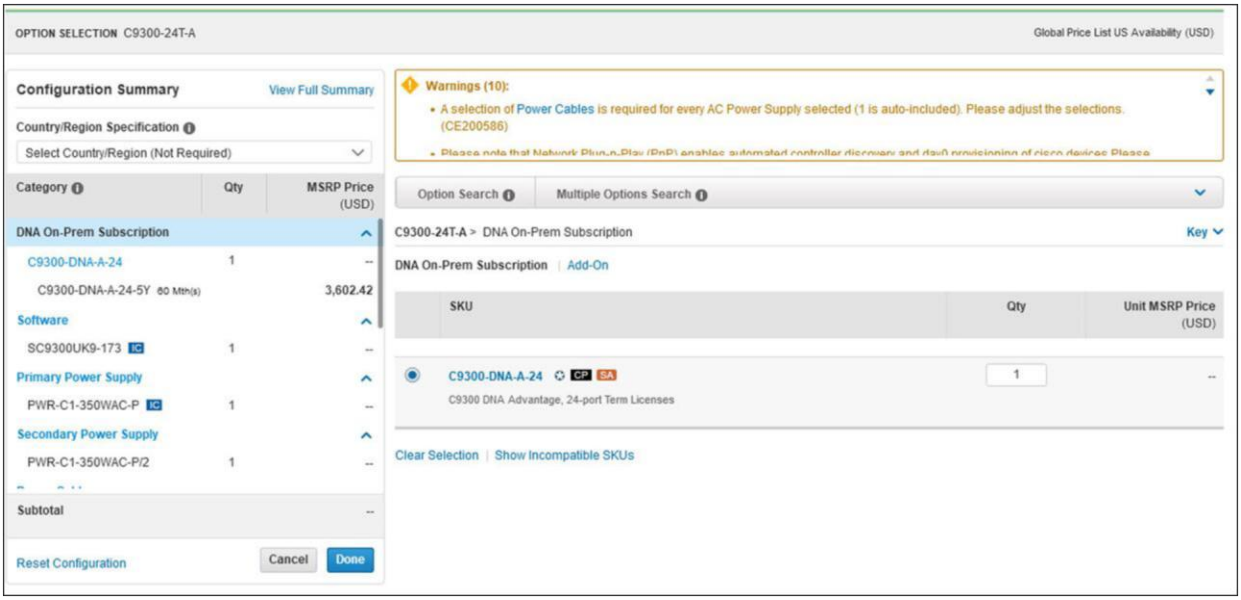
How to order Cisco Catalyst 9300 Series switches with services

Solution Support is the defaulted service. Customers can attach desired services by following the steps outlined below:

1. Customer will click “Edit Options”



2. Customer will then configure the product. Cisco DNA Software subscription option will be chosen. Then click “Done”.



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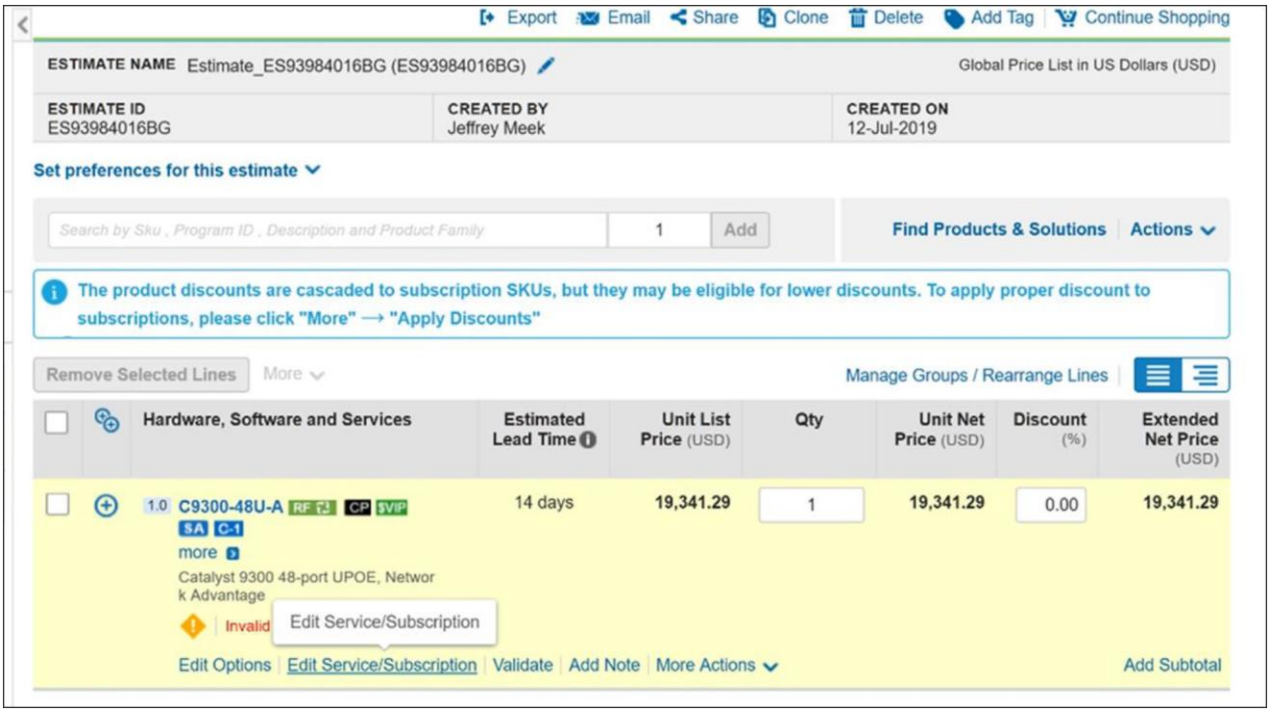
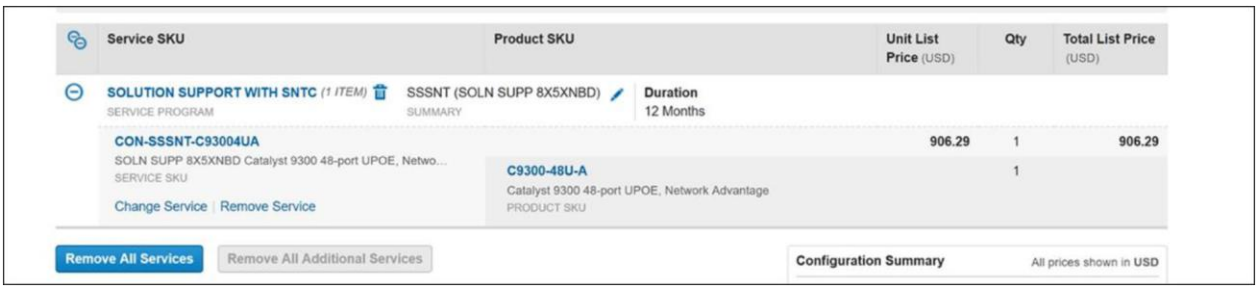
Customer will select “Edit Service/Subscription” to view and edit service options.



3. Customer will select “Change Services” to change services if needed.



4. The customer can then choose from a variety of different service options. Click “Apply” the “Done” when finished.

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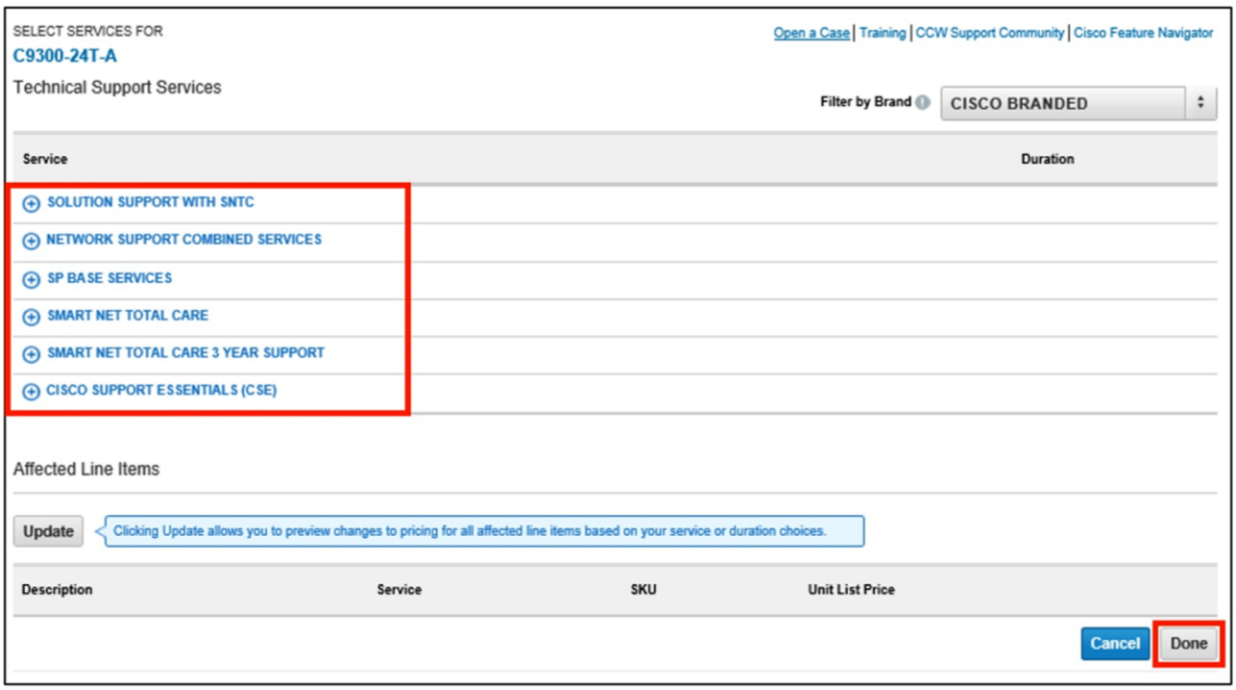

How to order Cisco ThousandEyes internet and cloud intelligence with your existing Catalyst 9300 switches

Customers with existing Catalyst 9300 switches can claim the credits to Cisco ThousandEyes by following the steps mentioned in this document.

Link to CSSM Activation guide hosted on cisco.com

How to order Cisco Spaces Indoor IoT Services with your Catalyst 9300 switches

Customers ordering new Catalyst 9300 switches with Cisco Catalyst or Cisco DNA Advantage licensing:

The Cisco Spaces Onboarding team does proactive outreach to customers that order Cisco Catalyst or Cisco DNA Advantage on eligible Catalyst 9300 switches. Customers may also contact the Cisco Spaces team to request account activation by following the format below:

Customers with existing Catalyst 9300 switches with Cisco Catalyst or Cisco DNA Advantage licensing:

Customers should contact the Spaces team to request account activation. Customers contacting Cisco to activate a Cisco Spaces account should provide the following information to the Cisco Spaces Support and Onboarding team:

- Send email to spaces@cisco.com
- Title the Subject Heading as “Activate Cisco Spaces for Catalyst Switching”
- Provide Company/Account name
- Smart account domain:

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- Smart account domain:
  - Contact name for Account Provisioning
  - Contact email for Account Provisioning
  - Contact phone for Account Provisioning
  - Quantity for activation: # of switches (based on quantity of Cisco Catalyst or Cisco DNA Advantage licenses ordered)
  - Provide Web Order/ Sales #
  - New/Existing Cisco Spaces account

Ordering information

Tables 3 through 9 provide ordering information for switches, network modules, stacking cables, Cisco Catalyst, Cisco DNA and Cisco Meraki licenses respectively.

Table 3. Switch ordering information

Product ID	Product Description
C9300X-48HX-E	Catalyst 9300 48-port 10G/mGig copper, modular uplink, UPOE+, Network Essentials
C9300X-48HX-A	Catalyst 9300 48-port 10G/mGig copper, modular uplink, UPOE+, Network Advantage
C9300X-48HX-M	Catalyst 9300 48-port 10G/mGig copper with modular uplink, Meraki Advance or Enterprise
C9300X-48TX-E	Catalyst 9300 48-port 10G/mGig copper, modular uplink, data only, Network Essentials
C9300X-48TX-A	Catalyst 9300 48-port 10G/mGig copper, modular uplink, data only, Network Advantage
C9300X-48TX-M	Catalyst 9300 48-port 10G/mGig copper with modular uplink, data only, Meraki Advance or Enterprise
C9300X-48HXN-E	Catalyst 9300 36-port 5G/mGig, 12-port 10G copper, modular uplink, UPOE+, Network Essentials
C9300X-48HXN-A	Catalyst 9300 36-port 5G/mGig, 12-port 10G copper, modular uplink, UPOE+, Network Advantage
C9300X-48HXN-M	Catalyst 9300 36-port 5G/mGig, 12-port 10G copper with modular uplink, UPOE+, Meraki Advance or Enterprise
C9300X-24HX-E	Catalyst 9300 24-port 10G/mGig copper, modular uplink, UPOE+, Network Essentials
C9300X-24HX-A	Catalyst 9300 24-port 10G/mGig copper, modular uplink, UPOE+, Network Advantage
C9300X-24HX-M	Catalyst 9300 24-port 10G/mGig copper with modular uplink, UPOE+, Meraki Advance or Enterprise
C9300X-12Y-E	Catalyst 9300 12-port 25G/10G/1G SFP28, modular uplinks, Network Essentials
C9300X-12Y-A	Catalyst 9300 12-port 25G/10G/1G SFP28, modular uplinks, Network Advantage

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Product ID	Product Description
C9300X-12Y-M	Catalyst 9300 12-port 25G/10G/1G SFP28 with modular uplinks, Meraki Advance or Enterprise
C9300X-24Y-E	Catalyst 9300 24-port 25G/10G/1G SFP28, modular uplinks, Network Essentials
C9300X-24Y-A	Catalyst 9300 24-port 25G/10G/1G SFP28, modular uplinks, Network Advantage
C9300X-24Y-M	Catalyst 9300 24-port 25G/10G/1G SFP28 with modular uplinks, Meraki Advance or Enterprise
C9300-24T-E	Cisco Catalyst 9300 24-port 1G copper, data only, modular uplinks, Network Essentials
C9300-24T-A	Cisco Catalyst 9300 24-port 1G copper, data only, modular uplinks, Network Advantage
C9300-24T-M	Cisco Catalyst 9300 24-port 1G copper, data only, modular uplinks, Meraki Enterprise or Advanced
C9300-24P-E	Cisco Catalyst 9300 24-port 1G copper, PoE+, modular uplinks, Network Essentials
C9300-24P-A	Cisco Catalyst 9300 24-port 1G copper, PoE+, modular uplinks, Network Advantage
C9300-24P-M	Cisco Catalyst 9300 24-port 1G copper, PoE+, modular uplinks, Meraki Enterprise or Advanced
C9300-24U-E	Cisco Catalyst 9300 24-port 1G copper, UPOE, modular uplinks, Network Essentials
C9300-24U-A	Cisco Catalyst 9300 24-port 1G copper, UPOE, modular uplinks, Network Advantage
C9300-24U-M	Cisco Catalyst 9300 24-port 1G copper, UPOE, modular uplinks, Meraki Enterprise or Advanced
C9300-24UX-E	Cisco Catalyst 9300 24-port 10G mGig copper, UPOE, modular uplinks, Network Essentials
C9300-24UX-A	Cisco Catalyst 9300 24-port 10G mGig copper, UPOE, modular uplinks, Network Advantage
C9300-24UX-M	Cisco Catalyst 9300 24-port 10G mGig copper, UPOE, modular uplinks, Meraki Enterprise or Advanced
C9300-48T-E	Cisco Catalyst 9300 48-port 1G copper, data only, modular uplinks, Network Essentials
C9300-48T-A	Cisco Catalyst 9300 48-port 1G copper, data only, modular uplinks, Network Advantage
C9300-48T-M	Cisco Catalyst 9300 48-port 1G copper, data only, modular uplinks, Meraki Enterprise or Advanced
C9300-48P-E	Cisco Catalyst 9300 48-port 1G copper, PoE+, modular uplinks, Network Essentials
C9300-48P-A	Cisco Catalyst 9300 48-port 1G copper, PoE+, modular uplinks, Network Advantage
C9300-48P-M	Cisco Catalyst 9300 48-port 1G copper, PoE+, modular uplinks, Meraki Enterprise or Advanced
C9300-48U-E	Cisco Catalyst 9300 48-port 1G copper, UPOE, modular uplinks, Network Essentials
C9300-48U-A	Cisco Catalyst 9300 48-port 1G copper, UPOE, modular uplinks, Network Advantage
C9300-48U-M	Cisco Catalyst 9300 48-port 1G copper, UPOE, modular uplinks, Meraki Enterprise or Advanced

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Product ID	Product Description
C9300-48UXM-E	Cisco Catalyst 9300 36-port 2.5G/12-port 10G mGig copper, UPOE, modular uplinks, Network Essentials
C9300-48UXM-A	Cisco Catalyst 9300 36-port 2.5G/12-port 10G mGig copper, UPOE, modular uplinks, Network Advantage
C9300-48UXM-M	Cisco Catalyst 9300 36-port 2.5G/12-port 10G mGig copper, UPOE, modular uplinks, Meraki Enterprise or Advanced
C9300-48UN-E	Cisco Catalyst 9300 48-port 5G mGig copper, UPOE, modular uplinks, Network Essentials
C9300-48UN-A	Cisco Catalyst 9300 48-port 5G mGig copper, UPOE, modular uplinks, Network Advantage
C9300-48UN-M	Cisco Catalyst 9300 48-port 5G mGig copper, UPOE, modular uplinks, Meraki Enterprise or Advanced
C9300-24S-E	Cisco Catalyst 9300 24-port 1G SFP, modular uplinks, Network Essentials
C9300-24S-A	Cisco Catalyst 9300 24-port 1G SFP, modular uplinks, Network Advantage
C9300-24S-M	Cisco Catalyst 9300 24-port 1G SFP, modular uplinks, Meraki Advance or Enterprise
C9300-48S-E	Cisco Catalyst 9300 48-port 1G SFP, modular uplinks, Network Essentials
C9300-48S-A	Cisco Catalyst 9300 48-port 1G SFP, modular uplinks, Network Advantage
C9300-48S-M	Catalyst 9300 48-port 1G SFP with modular uplinks, Meraki Advance or Enterprise
C9300L-24T-4G-E	Catalyst 9300 24-port 1G copper, data only, 4X1G SFP fixed uplinks, Network Essentials
C9300L-24T-4G-A	Catalyst 9300 24-port 1G copper, data only, 4X1G SFP fixed uplinks, Network Advantage
C9300L-24P-4G-E	Catalyst 9300 24-port 1G copper, PoE+, 4X1G SFP fixed uplinks, Network Essentials
C9300L-24P-4G-A	Catalyst 9300 24-port 1G copper, PoE+, 4X1G SFP fixed uplinks, Network Advantage
C9300L-48T-4G-E	Catalyst 9300 48-port 1G copper, data only, 4X1G SFP fixed uplinks, Network Essentials
C9300L-48T-4G-A	Catalyst 9300 48-port 1G copper, data only, 4X1G SFP fixed uplinks, Network Advantage
C9300L-48P-4G-E	Catalyst 9300 48-port 1G copper, PoE+, 4X1G SFP fixed uplinks, Network Essentials
C9300L-48P-4G-A	Catalyst 9300 48-port 1G copper, PoE+, 4X1G SFP fixed uplinks, Network Advantage
C9300L-24T-4X-E	Catalyst 9300 24-port 1G copper, data only, 4X10G SFP+ fixed uplinks, Network Essentials
C9300L-24T-4X-A	Catalyst 9300 24-port 1G copper, data only, 4X10G SFP+ fixed uplinks, Network Advantage
C9300L-24T-4X-M	Catalyst 9300 24-port 1G copper with fixed 4x10G/1G SFP+ uplinks, data only, Meraki Advanced or Enterprise
C9300L-24P-4X-E	Catalyst 9300 24-port 1G copper, PoE+, 4X10G SFP+ fixed uplinks, Network Essentials
C9300L-24P-4X-A	Catalyst 9300 24-port 1G copper, PoE+, 4X10G SFP+ fixed uplinks, Network Advantage

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Product ID	Product Description
C9300L-24P-4X-M	Catalyst 9300 24-port 1G copper with fixed 4x10G/1G SFP+ uplinks, PoE+, Meraki Advanced or Enterprise
C9300L-48T-4X-E	Catalyst 9300 48-port 1G copper, data only, 4X10G SFP+ fixed uplinks, Network Essentials
C9300L-48T-4X-A	Catalyst 9300 48-port 1G copper, data only, 4X10G SFP+ fixed uplinks, Network Advantage
C9300L-48T-4X-M	Catalyst 9300 48-port 1G copper with fixed 4x10G/1G SFP+ uplinks, data only, Meraki Advanced or Enterprise
C9300L-48P-4X-E	Catalyst 9300 48-port 1G copper, PoE+, 4X10G SFP+ fixed uplinks, Network Essentials
C9300L-48P-4X-A	Catalyst 9300 48-port 1G copper, PoE+, 4X10G SFP+ fixed uplinks, Network Advantage
C9300L-48P-4X-M	Catalyst 9300 48-port 1G copper with fixed 4x10G/1G SFP+ uplinks, PoE+, Meraki Advanced or Enterprise
C9300L-48PF-4X-E	Catalyst 9300 48-port 1G copper with fixed 4x10G/1G SFP+ uplinks, full PoE+ Network Essentials
C9300L-48PF-4X-A	Catalyst 9300 48-port 1G copper with fixed 4x10G/1G SFP+ uplinks, full PoE+ Network Advantage
C9300L-48PF-4X-M	Catalyst 9300 48-port 1G copper with fixed 4x10G/1G SFP+ uplinks, full PoE+, Meraki Advanced or Enterprise
C9300L-24UXG-4X-E	Catalyst 9300 24-port 8XmGig (100M/1G/2.5G/5G/10G) + 16x 10M/100M/1G copper with fixed 4x10G/1G SFP+ uplinks, UPOE, Network Essentials
C9300L-24UXG-4X-A	Catalyst 9300 24-port 8XmGig (100M/1G/2.5G/5G/10G) + 16x 10M/100M/1G copper with fixed 4x10G/1G SFP+ uplinks, UPOE, Network Advantage
C9300L-24UXG-4X-M	Catalyst 9300 24-port 8XmGig (100M/1G/2.5G/5G/10G) + 16x 10M/100M/1G copper with fixed 4x10G/1G SFP+ uplinks, UPOE, Meraki Advanced or Enterprise
C9300L-48UXG-4X-E	Catalyst 9300 48-port fixed uplinks UPOE, 12x mGig (100M/1G/2.5G/5G/10G) + 36x 10M/100M/1G copper, 4x 10G uplinks, Network Essentials
C9300L-48UXG-4X-A	Catalyst 9300 48-port 12x mGig (100M/1G/2.5G/5G/10G) + 36x 10M/100M/1G copper with fixed 4x 10G/1G SFP+ uplinks, UPOE, Network Advantage
C9300L-48UXG-4X-M	Catalyst 9300 48-port 12x mGig (100M/1G/2.5G/5G/10G) + 36x 10M/100M/1G copper with fixed 4x 10G/1G SFP+ uplinks, UPOE, Meraki Advanced or Enterprise
C9300LM-48UX-4Y-E	Catalyst 9300 mini 48-port 1G copper, UPOE, 8-port 10G Multigigabit, 40-port 1G, 4x 10G SFP+ fixed uplinks, Network Essentials
C9300LM-48UX-4Y-A	Catalyst 9300 mini 48-port 1G copper, UPOE, 8-port 10G Multigigabit, 40-port 1G, 4x 25G SFP28 fixed uplinks, Network Advantage
C9300LM-48U-4Y-E	Catalyst 9300 mini 48-port 1G copper, UPOE, 4x 10G SFP+ fixed uplinks, Network Essentials
C9300LM-48U-4Y-A	Catalyst 9300 mini 48-port 1G copper, UPOE, 4x 25G SFP28 fixed uplinks, Network Advantage
C9300LM-48T-4Y-E	Catalyst 9300 mini 48-port 1G copper, data, 4x 10G SFP+ fixed uplinks, Network Essentials

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Product ID	Product Description
C9300LM-48T-4Y-A	Catalyst 9300 mini 48-port 1G copper, data, 4x 25G SFP28 fixed uplinks, Network Advantage
C9300LM-24U-4Y-E	Catalyst 9300 mini 24-port 1G copper, UPOE, 4x 10G SFP+ fixed uplinks, Network Essentials
C9300LM-24U-4Y-A	Catalyst 9300 mini 24-port 1G copper, UPOE, 4x 25G SFP28 fixed uplinks, Network Advantage

Table 4. Network Module Ordering information

Product ID	Product Description
C9300X-NM-8M	Catalyst 9300 8 x 10G mGig copper network module
C9300X-NM-8M=	Catalyst 9300 8 x 10G mGig copper network module, spare
C9300X-NM-8Y	Catalyst 9300 8 x 25G/10G/1G multi-rate SFP28 network module
C9300X-NM-8Y=	Catalyst 9300 8 x 25G/10G/1G multi-rate SFP28 network module, spare
C9300X-NM-2C	Catalyst 9300 2 x 100G/40G dual rate QSFP28 network module
C9300X-NM-2C=	Catalyst 9300 2 x 100G/40G dual rate QSFP28 network module, spare
C9300X-NM-4C	Catalyst 9300 4 x 100G/40G dual rate QSFP28 network module
C9300X-NM-4C=	Catalyst 9300 4 x 100G/40G dual rate QSFP28 network module, spare
C9300-NM-4G	Cisco Catalyst 9300 4 x 1GE SFP network module
C9300-NM-4G=	Cisco Catalyst 9300 4 x 1GE SFP network module, spare
C9300-NM-8X	Cisco Catalyst 9300 8 x 10GE SFP+ network module
C9300-NM-8X=	Cisco Catalyst 9300 8 x 10GE SFP+ network module, spare
C9300-NM-2Q	Cisco Catalyst 9300 2 x 40GE QSFP+ network module
C9300-NM-2Q=	Cisco Catalyst 9300 2 x 40GE QSFP+ network module, spare
NM-BLANK-T1=	Cisco Catalyst Type 1 Network Module Blank, spare

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Table 5. Stacking Cable Ordering information

Product ID	Product Description
Catalyst 9300 Series switches: modular uplink models (C9300 SKUs)	
STACK-T1-50CM	50CM type 1 stacking cable
STACK-T1-50CM=	50CM type 1 stacking cable, spare
STACK-T1-1M	1M type 1 stacking cable
STACK-T1-1M=	1M type 1 stacking cable, spare
STACK-T1-3M	3M type 1 stacking cable
STACK-T1-3M=	3M type 1 stacking cable, spare
Catalyst 9300 Series switches: fixed uplink models (C9300L SKUs)	
C9300L-STACK-KIT	Stacking Kit – includes 2 Stack Adaptors and 1 Stack Cable (50cm by default)
STACK-T3-50CM	50CM type 3 stacking cable
STACK-T3-50CM=	50CM type 3 stacking cable, spare
STACK-T3-1M	1M type 3 stacking cable
STACK-T3-1M=	1M type 3 stacking cable, spare
STACK-T3-3M	3M type 3 stacking cable
STACK-T3-3M=	3M type 3 stacking cable, spare
C9300L-STACK-KIT2	Stacking Kit 2 – includes 2 Stack Adaptors and 1 Stack Cable (50cm by default)
STACK-T3A-50CM	50CM type 3A stacking cable
STACK-T3A-50CM=	50CM type 3A stacking cable, spare
STACK-T3A-1M	1M type 3A stacking cable
STACK-T3A-1M=	1M type 3A stacking cable, spare
STACK-T3A-3M	3M type 3A stacking cable
STACK-T3A-3M=	3M type 3A stacking cable, spare

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Table 6. Cisco Catalyst 9300 Series Software license ordering information24-Port Cisco DNA Software License Ordering Information

License Type	SKU	Description
Catalyst 9300 Switches: Copper models with modular uplink (C9300X and C9300 SKUs)		
Essentials	C9300-DNA-E-24	C9300 Cisco DNA Essentials, 24-port term licenses
	C9300-DNA-E-24-3Y	C9300 Cisco DNA Essentials, 24-port, 3-year term license
	C9300-DNA-E-24-5Y	C9300 Cisco DNA Essentials, 24-port, 5-year term license
	C9300-DNA-E-24-7Y	C9300 Cisco DNA Essentials, 24-port, 7-year term license
Advantage	C9300-DNA-A-24	C9300 Cisco DNA Advantage, 24-port term licenses
	C9300-DNA-A-24-3Y	C9300 Cisco DNA Advantage, 24-port, 3-year term license
	C9300-DNA-A-24-5Y	C9300 Cisco DNA Advantage, 24-port, 5-year term license
	C9300-DNA-A-24-7Y	C9300 Cisco DNA Advantage, 24-port, 7-year term license
Catalyst 9300 Switches: 1G Fiber models with modular uplink (C9300 SKUs)		
Essentials	C9300-DNA-E-24S	C9300 Cisco DNA Essentials, 24-port term licenses
	C9300-DNA-E-24S-3Y	C9300 Cisco DNA Essentials, 24-port, 3-year term license
	C9300-DNA-E-24S-5Y	C9300 Cisco DNA Essentials, 24-port, 5-year term license
	C9300-DNA-E-24S-7Y	C9300 Cisco DNA Essentials, 24-port, 7-year term license
Advantage	C9300-DNA-A-24S	C9300 Cisco DNA Advantage, 24-port term licenses
	C9300-DNA-A-24S-3Y	C9300 Cisco DNA Advantage, 24-port, 3-year term license
	C9300-DNA-A-24S-5Y	C9300 Cisco DNA Advantage, 24-port, 5-year term license
	C9300-DNA-A-24S-7Y	C9300 Cisco DNA Advantage, 24-port, 7-year term license
Catalyst 9300 Switches: 25G Fiber models with modular uplink (C9300X SKUs)		
Essentials	C9300-DNA-L-E	C9300X Cisco DNA Essentials, 24-port term licenses
	C9300-DNA-L-E-3Y	C9300X Cisco DNA Essentials, 24-port, 3-year term license
	C9300-DNA-L-E-5Y	C9300X Cisco DNA Essentials, 24-port, 5-year term license
	C9300-DNA-L-E-7Y	C9300X Cisco DNA Essentials, 24-port, 7-year term license

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License Type	SKU	Description
Advantage	C9300-DNA-L-A	C9300X Cisco DNA Advantage, 24-port term licenses
	C9300-DNA-L-A-3Y	C9300X Cisco DNA Advantage, 24-port, 3-year term license
	C9300-DNA-L-A-5Y	C9300X Cisco DNA Advantage, 24-port, 5-year term license
	C9300-DNA-L-A-7Y	C9300X Cisco DNA Advantage, 24-port, 7-year term license
Catalyst 9300L Switches: Fixed uplink models (C9300L)		
Essentials	C9300L-DNA-E-24	C9300L Cisco DNA Essentials, 24-port term licenses
	C9300L-DNA-E-24-3Y	C9300L Cisco DNA Essentials, 24-port, 3-year term license
	C9300L-DNA-E-24-5Y	C9300L Cisco DNA Essentials, 24-port, 5-year term license
	C9300L-DNA-E-24-7Y	C9300L Cisco DNA Essentials, 24-port, 7-year term license
Advantage	C9300L-DNA-A-24	C9300L Cisco DNA Advantage, 24-port term licenses
	C9300L-DNA-A-24-3Y	C9300L Cisco DNA Advantage, 24-port, 3-year term license
	C9300L-DNA-A-24-5Y	C9300L Cisco DNA Advantage, 24-port, 5-year term license
	C9300L-DNA-A-24-7Y	C9300L Cisco DNA Advantage, 24-port, 7-year term license
Catalyst 9300LM Switches: mini fixed uplink models (C9300LM)		
Essentials	C9300LM-DNA-E-24	C9300LM Cisco DNA Essentials, 24-port term licenses
	C9300LM-DNA-E-24-3Y	C9300LM Cisco DNA Essentials, 24-port, 3-year term license
	C9300LM-DNA-E-24-5Y	C9300LM Cisco DNA Essentials, 24-port, 5-year term license
	C9300LM-DNA-E-24-7Y	C9300LM Cisco DNA Essentials, 24-port, 7-year term license
Advantage	C9300LM-DNA-A-24	C9300LM Cisco DNA Advantage, 24-port term licenses
	C9300LM-DNA-A-24-3Y	C9300LM Cisco DNA Advantage, 24-port, 3-year term license
	C9300LM-DNA-A-24-5Y	C9300LM Cisco DNA Advantage, 24-port, 5-year term license
	C9300LM-DNA-A-24-7Y	C9300LM Cisco DNA Advantage, 24-port, 7-year term license

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Table 7. 48-Port Cisco DNA Software License Ordering Information

License Type	SKU	Description
Catalyst 9300 Switches: Copper models with modular uplink (C9300 SKUs)		
Essentials	C9300-DNA-E-48	C9300 Cisco DNA Essentials, 48-port term licenses
	C9300-DNA-E-48-3Y	C9300 Cisco DNA Essentials, 48-port, 3-year term license
	C9300-DNA-E-48-5Y	C9300 Cisco DNA Essentials, 48-port, 5-year term license
	C9300-DNA-E-48-7Y	C9300 Cisco DNA Essentials, 48-port, 7-year term license
Advantage	C9300-DNA-A-48	C9300 Cisco DNA Advantage, 48-port term licenses
	C9300-DNA-A-48-3Y	C9300 Cisco DNA Advantage, 48-port, 3-year term license
	C9300-DNA-A-48-5Y	C9300 Cisco DNA Advantage, 48-port, 5-year term license
	C9300-DNA-A-48-7Y	C9300 Cisco DNA Advantage, 48-port, 7-year term license
Catalyst 9300 Switches: 1G Fiber models with modular uplink (C9300 SKUs)		
Essentials	C9300-DNA-E-48S	C9300 Cisco DNA Essentials, 48-port term licenses
	C9300-DNA-E-48S-3Y	C9300 Cisco DNA Essentials, 48-port, 3-year term license
	C9300-DNA-E-48S-5Y	C9300 Cisco DNA Essentials, 48-port, 5-year term license
	C9300-DNA-E-48S-7Y	C9300 Cisco DNA Essentials, 48-port, 7-year term license
Advantage	C9300-DNA-A-48S	C9300 Cisco DNA Advantage, 48-port term licenses
	C9300-DNA-A-48S-3Y	C9300 Cisco DNA Advantage, 48-port, 3-year term license
	C9300-DNA-A-48S-5Y	C9300 Cisco DNA Advantage, 48-port, 5-year term license
	C9300-DNA-A-48S-7Y	C9300 Cisco DNA Advantage, 48-port, 7-year term license
Catalyst 9300 Switches: fixed uplink models (C9300L SKUs)		
Essentials	C9300L-DNA-E-48	C9300L Cisco DNA Essentials, 48-port term licenses
	C9300L-DNA-E-48-3Y	C9300L Cisco DNA Essentials, 48-port, 3-year term license
	C9300L-DNA-E-48-5Y	C9300L Cisco DNA Essentials, 48-port, 5-year term license
	C9300L-DNA-E-48-7Y	C9300L Cisco DNA Essentials, 48-port, 7-year term license
Advantage	C9300L-DNA-A-48	C9300L Cisco DNA Advantage, 48-port term licenses
	C9300L-DNA-A-48-3Y	C9300L Cisco DNA Advantage, 48-port, 3-year term license
	C9300L-DNA-A-48-5Y	C9300L Cisco DNA Advantage, 48-port, 5-year term license
	C9300L-DNA-A-48-7Y	C9300L Cisco DNA Advantage, 48-port, 7-year term license

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Table 8. Cisco Catalyst Software License Ordering Information

SKU	Description
C9300-DNX-A-12Y-3Y	C9300X Cisco Catalyst Advantage, 12-port 25G Fiber, 3-year term license
C9300-DNX-A-12Y-5Y	C9300X Cisco Catalyst Advantage, 12-port 25G Fiber, 5-year term license
C9300-DNX-A-12Y-7Y	C9300X Cisco Catalyst Advantage, 12-port 25G Fiber, 7-year term license
C9300-DNX-E-12Y-3Y	C9300X Cisco Catalyst Essentials, 12-port 25G Fiber, 3-year term license
C9300-DNX-E-12Y-5Y	C9300X Cisco Catalyst Essentials, 12-port 25G Fiber, 5-year term license
C9300-DNX-E-12Y-7Y	C9300X Cisco Catalyst Essentials, 12-port 25G Fiber, 7-year term license
C9300-DNX-A-24Y-3Y	C9300 Cisco Catalyst Advantage, 24-port 1G Copper, 3-year term license
C9300-DNX-A-24Y-5Y	C9300 Cisco Catalyst Advantage, 24-port 1G Copper, 5-year term license
C9300-DNX-A-24Y-7Y	C9300 Cisco Catalyst Advantage, 24-port 1G Copper, 7-year term license
C9300-DNX-E-24-3Y	C9300 Cisco Catalyst Essentials, 24-port 1G Copper, 3-year term license
C9300-DNX-E-24-5Y	C9300 Cisco Catalyst Essentials, 24-port 1G Copper, 5-year term license
C9300-DNX-E-24-7Y	C9300 Cisco Catalyst Essentials, 24-port 1G Copper, 7-year term license
C9300-DNX-A-24S-3Y	C9300 Cisco Catalyst Advantage, 24-port 1G Fiber, 3-year term license
C9300-DNX-A-24S-5Y	C9300 Cisco Catalyst Advantage, 24-port 1G Fiber, 5-year term license
C9300-DNX-A-24S-7Y	C9300 Cisco Catalyst Advantage, 24-port 1G Fiber, 7-year term license
C9300-DNX-E-24S-3Y	C9300 Cisco Catalyst Essentials, 24-port 1G Fiber, 3-year term license
C9300-DNX-E-24S-5Y	C9300 Cisco Catalyst Essentials, 24-port 1G Fiber, 5-year term license
C9300-DNX-E-24S-7Y	C9300 Cisco Catalyst Essentials, 24-port 1G Fiber, 7-year term license
C9300-DNX-A-24Y-3Y	C9300X Cisco Catalyst Advantage, 24-port 25G Fiber, 3-year term license
C9300-DNX-A-24Y-5Y	C9300X Cisco Catalyst Advantage, 24-port 25G Fiber, 5-year term license
C9300-DNX-A-24Y-7Y	C9300X Cisco Catalyst Advantage, 24-port 25G Fiber, 7-year term license
C9300-DNX-E-24Y-3Y	C9300X Cisco Catalyst Essentials, 24-port 25G Fiber, 3-year term license
C9300-DNX-E-24Y-5Y	C9300X Cisco Catalyst Essentials, 24-port 25G Fiber, 5-year term license
C9300-DNX-E-24Y-7Y	C9300X Cisco Catalyst Essentials, 24-port 25G Fiber, 7-year term license
C9300-DNX-A-48-3Y	C9300 Cisco Catalyst Advantage, 48-port 1G Copper, 3-year term license
C9300-DNX-A-48-5Y	C9300 Cisco Catalyst Advantage, 48-port 1G Copper, 5-year term license
C9300-DNX-A-48-7Y	C9300 Cisco Catalyst Advantage, 48-port 1G Copper, 7-year term license

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SKU	Description
C9300-DNX-E-48-3Y	C9300 Cisco Catalyst Essentials, 48-port 1G Copper, 3-year term license
C9300-DNX-E-48-5Y	C9300 Cisco Catalyst Essentials, 48-port 1G Copper, 5-year term license
C9300-DNX-E-48-7Y	C9300 Cisco Catalyst Essentials, 48-port 1G Copper, 7-year term license
C9300-DNX-A-48S-3Y	C9300 Cisco Catalyst Advantage, 48-port 1G Fiber, 3-year term license
C9300-DNX-A-48S-5Y	C9300 Cisco Catalyst Advantage, 48-port 1G Fiber, 5-year term license
C9300-DNX-A-48S-7Y	C9300 Cisco Catalyst Advantage, 48-port 1G Fiber, 7-year term license
C9300-DNX-E-48S-3Y	C9300 Cisco Catalyst Essentials, 48-port 1G Fiber, 3-year term license
C9300-DNX-E-48S-5Y	C9300 Cisco Catalyst Essentials, 48-port 1G Fiber, 5-year term license
C9300-DNX-E-48S-7Y	C9300 Cisco Catalyst Essentials, 48-port 1G Fiber, 7-year term license
C9300L-DNX-A-24-3Y	C9300L/LM Cisco Catalyst Advantage, 24-port 1G Copper, 3-year term license
C9300L-DNX-A-24-5Y	C9300L/LM Cisco Catalyst Advantage, 24-port 1G Copper, 5-year term license
C9300L-DNX-A-24-7Y	C9300L/LM Cisco Catalyst Advantage, 24-port 1G Copper, 7-year term license
C9300L-DNX-E-24-3Y	C9300L/LM Cisco Catalyst Essentials, 24-port 1G Copper, 3-year term license
C9300L-DNX-E-24-5Y	C9300L/LM Cisco Catalyst Essentials, 24-port 1G Copper, 5-year term license
C9300L-DNX-E-24-7Y	C9300L/LM Cisco Catalyst Essentials, 24-port 1G Copper, 7-year term license
C9300L-DNX-A-48-3Y	C9300L/LM Cisco Catalyst Advantage, 48-port 1G Copper, 3-year term license
C9300L-DNX-A-48-5Y	C9300L/LM Cisco Catalyst Advantage, 48-port 1G Copper, 5-year term license
C9300L-DNX-A-48-7Y	C9300L/LM Cisco Catalyst Advantage, 48-port 1G Copper, 7-year term license
C9300L-DNX-E-48-3Y	C9300L/LM Cisco Catalyst Essentials, 48-port 1G Copper, 3-year term license
C9300L-DNX-E-48-5Y	C9300L/LM Cisco Catalyst Essentials, 48-port 1G Copper, 5-year term license
C9300L-DNX-E-48-7Y	C9300L/LM Cisco Catalyst Essentials, 48-port 1G Copper, 7-year term license

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Table 9. Cisco Meraki Software License Ordering Information

License Type	SKU	Description
Enterprise	LIC-C9300-24E-1Y	C9300 Cisco Meraki Enterprise Software license, 24-port, 1 Year Term license
	LIC-C9300-24E-3Y	C9300 Cisco Meraki Enterprise Software license, 24-port, 3 Year Term license
	LIC-C9300-24E-5Y	C9300 Cisco Meraki Enterprise Software license, 24-port, 5 Year Term license
	LIC-C9300-24E-7Y	C9300 Cisco Meraki Enterprise Software license, 24-port, 7 Year Term license
	LIC-C9300-24E-10Y	C9300 Cisco Meraki Enterprise Software license, 24-port, 10 Year Term license
	LIC-C9300-48E-1Y	C9300 Cisco Meraki Enterprise Software license, 48-port, 1 Year Term license
	LIC-C9300-48E-3Y	C9300 Cisco Meraki Enterprise Software license, 48-port, 3 Year Term license
	LIC-C9300-48E-5Y	C9300 Cisco Meraki Enterprise Software license, 48-port, 5 Year Term license
	LIC-C9300-48E-7Y	C9300 Cisco Meraki Enterprise Software license, 48-port, 7 Year Term license
	LIC-C9300-48E-10Y	C9300 Cisco Meraki Enterprise Software license, 48-port, 10 Year Term license
Advanced	LIC-C9300-24A-1Y	C9300 Cisco Meraki Advanced Software license, 24-port, 1 Year Term license
	LIC-C9300-24A-3Y	C9300 Cisco Meraki Advanced Software license, 24-port, 3 Year Term license
	LIC-C9300-24A-5Y	C9300 Cisco Meraki Advanced Software license, 24-port, 5 Year Term license
	LIC-C9300-24A-7Y	C9300 Cisco Meraki Advanced Software license, 24-port, 7 Year Term license
	LIC-C9300-24A-10Y	C9300 Cisco Meraki Advanced Software license, 24-port, 10 Year Term license
	LIC-C9300-48A-1Y	C9300 Cisco Meraki Advanced Software license, 48-port, 1 Year Term license
	LIC-C9300-48A-3Y	C9300 Cisco Meraki Advanced Software license, 48-port, 3 Year Term license
	LIC-C9300-48A-5Y	C9300 Cisco Meraki Advanced Software license, 48-port, 5 Year Term license

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License Type	SKU	Description
	LIC-C9300-48A-7Y	C9300 Cisco Meraki Advanced Software license, 48-port, 7 Year Term license
	LIC-C9300-48A-10Y	C9300 Cisco Meraki Advanced Software license, 48-port, 10 Year Term license

Tables 10 and 11 provide Cisco DNA Software license upgrade ordering information.

Table 10. Cisco Catalyst 9300 24-Port Cisco DNA Software License Upgrade

License Type	SKU	Description
License PID	C9300-LIC=	Electronic Software License for Cisco Catalyst 9300 Series switches (C9300 SKUs)
License level upgrade-Essentials to Advantage (on both NW stack and Cisco DNA)	C9300-24-E-A-3	24-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade license (3Y)
	C9300-24-E-A-5	24-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade license (5Y)
	C9300-24-E-A-7	24-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade license (7Y)
License PID	C9300L-LIC=	Electronic SW License for Cisco Catalyst 9300 Series switches (C9300L and C9300LM SKUs)
License level upgrade-Essentials to Advantage (on both NW stack and Cisco DNA)	C9300L-24-E-A-3	24-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade license (3Y)
	C9300L-24-E-A-5	24-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade license (5Y)
	C9300L-24-E-A-7	24-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade license (7Y)

Table 11. Cisco Catalyst 9300 48 Port Cisco DNA Software license upgrade

License Type	SKU	Description
License PID	C9300-LIC=	Electronic SW License for Cisco Catalyst 9300 Series modular uplink models (C9300 SKUs)
License level upgrade-Essentials to Advantage (on both NW stack and Cisco DNA)	C9300-48-E-A-3	48-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade License (3Y)
	C9300-48-E-A-5	48-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade License (5Y)
	C9300-48-E-A-7	48-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade License (7Y)
License PID	C9300L-LIC=	Electronic SW License for Cisco Catalyst 9300 Series fixed uplink models (C9300L and C9300LM SKUs)

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License Type	SKU	Description
License level upgrade-Essentials to Advantage (on both NW stack and Cisco DNA)	C9300L-48-E-A-3	48-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade License (3Y)
	C9300L-48-E-A-5	48-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade License (5Y)
	C9300L-48-E-A-7	48-port NW and Cisco DNA Essentials to NW and Cisco DNA Advantage upgrade License (7Y)

Distribution ordering addendum

This section details the steps necessary to order Cisco Catalyst 9300 Switches through distribution partners.

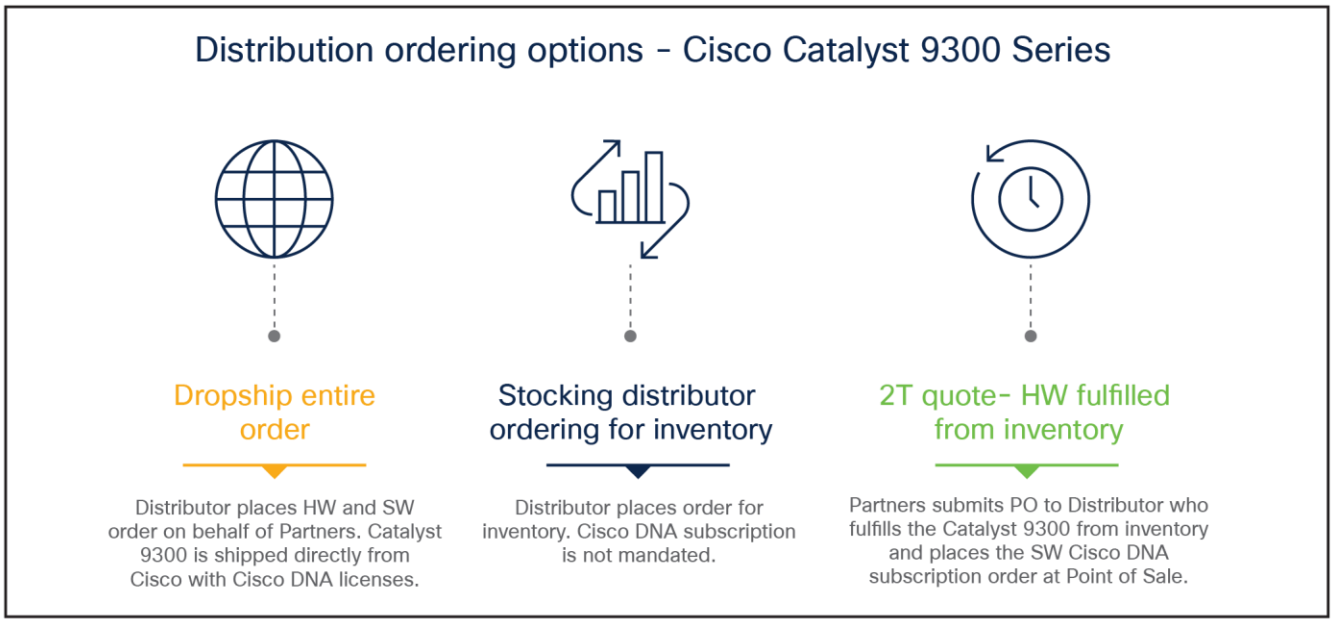

Figure 2.
Distribution ordering options for Cisco Catalyst 9300 Series switches

Cisco Catalyst 9300 Series switches for stocking

By selecting “Stocking” as “Intended Use”, the system will show only hardware and does not include the Cisco DNA subscription (the subscription must be ordered at point of sale).

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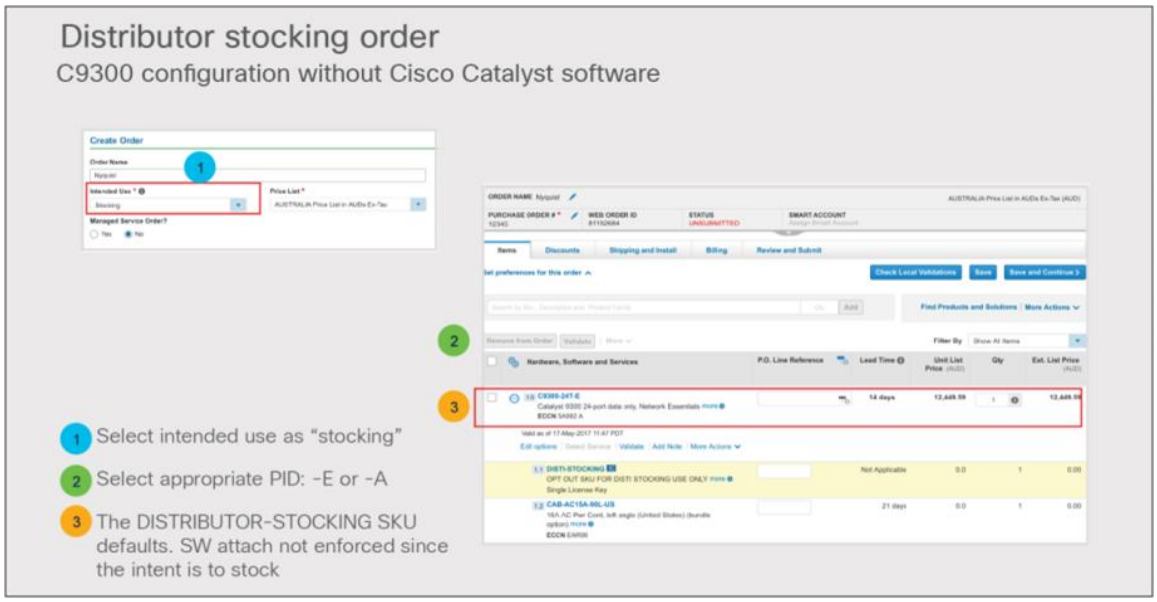

Figure 3.
Distributor ordering Cisco Catalyst 9300 Series switches for stocking

Figure 4 shows the scenario where the distributor will dropship the entire order from Cisco to the end customer. The intended-use drop-down menu is set to Resale, which allows the default options for hardware support and software to become available. Hardware support can be changed to premium Solution Support or Smart Net Total Care, or it can be removed completely.

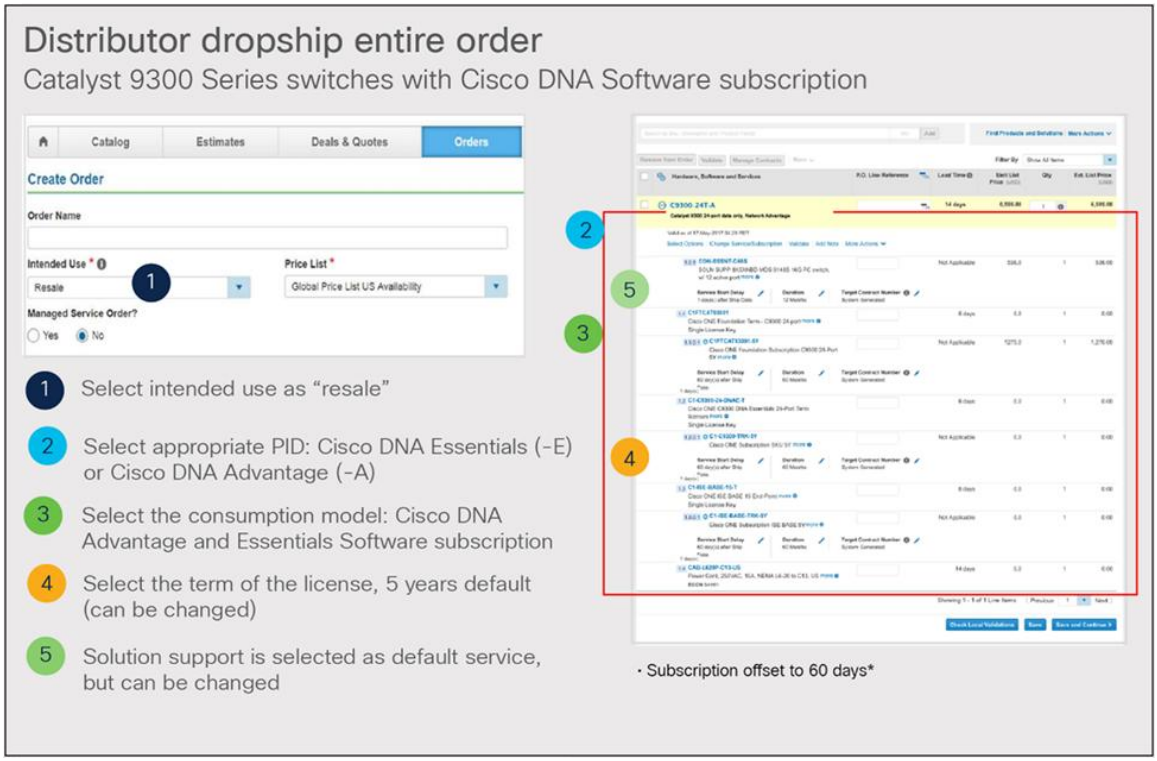

Figure 4.
Distributor drop shipping the entire order

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Figure 5 shows the distributor drop-shipping the entire order from Cisco to the end customer using Cisco DNA Essentials or Advantage software subscriptions.

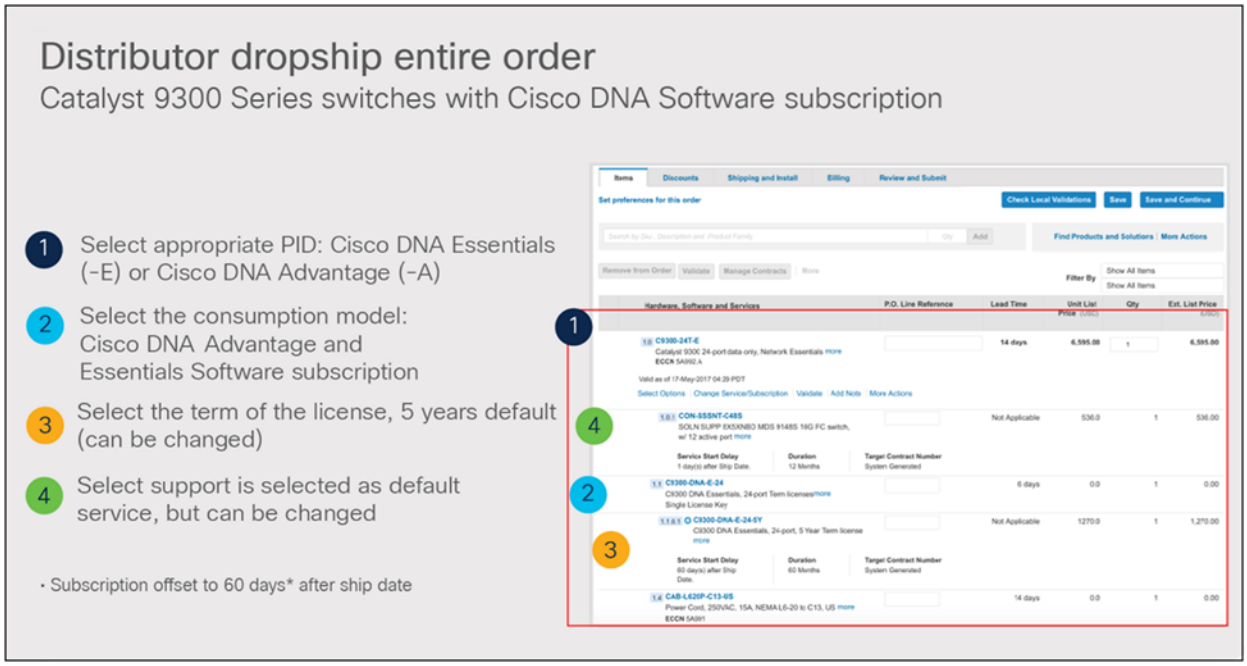

Figure 5.
Distributors drop-shipping entire Cisco Catalyst 9300 Series switch Cisco DNA Essentials or Advantage software subscription order

Figure 6 shows the partner quote request to the distributor. The distributor can choose to fulfill the entire order by drop-shipping or fulfill the hardware from stock and create a dropship order for Cisco DNA software.

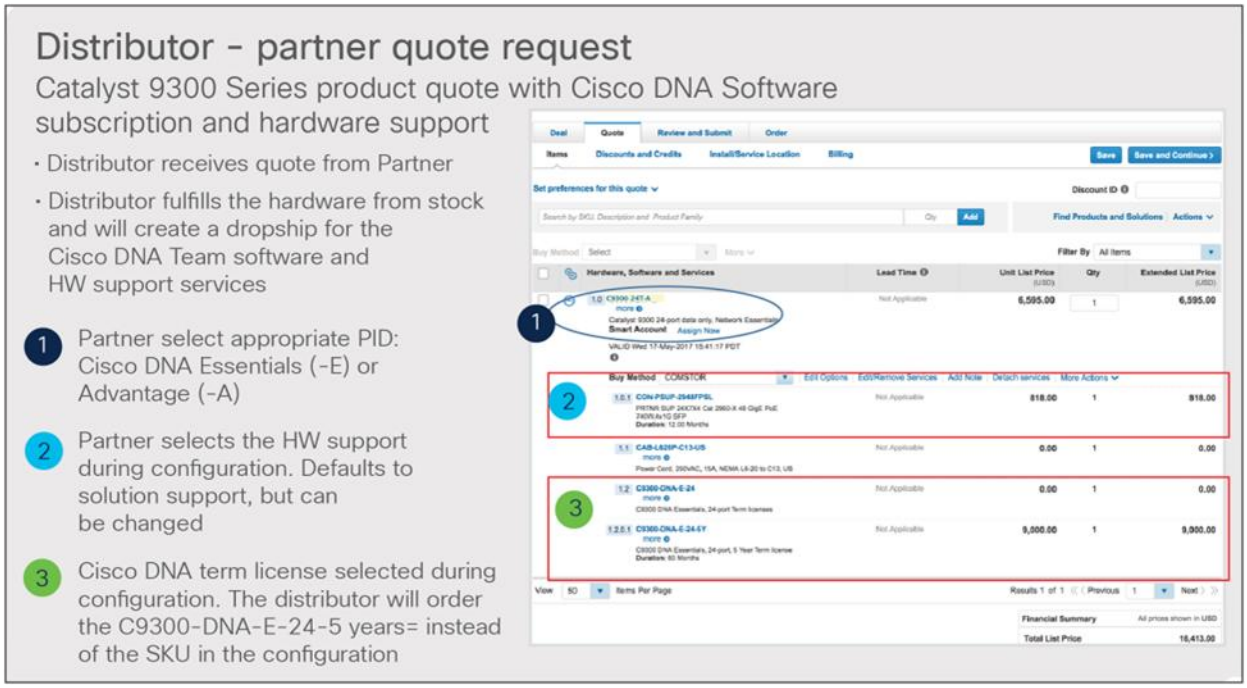

Figure 6.
Distributor fulfilling partner quote

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Figure 7 shows the SKUs that the distributor has to use when ordering software as a dropship in Cisco DNA Essentials or Advantage subscription option scenarios.

SKU details for distributor ordering software as dropship

	A la Carte		
Product type	Reseller quote	Distributor stock	Distributor dropship
Switch	C9300-24T-E	C9300-24T-E	1
Cisco Catalyst Essentials	C9300-DNA-E-24		C9300-DNA-E-24=
Cisco Catalyst Advantage	C9300-DNA-A-24		C9300-DNA-A-24=

1 Distributor fulfills the hardware from stock for the quote from partner and creates a dropship for the Cisco Catalyst term software. When placing the order for Cisco Catalyst Term software, the Distributor will use C9300-DNA-E-24= or C9300-DNA-A-24=

Figure 7.
SKU details for distributor ordering software as dropship

Important links

Smart Accounts: All you need to know

- Operations exchange: Partner and distributor software training: A comprehensive list of external software training resources and detailed training modules for ordering and license management
- Smart Account leading practices for customers: A leading practices guide that can help customers decide how to structure their Smart Accounts, including if they need multiple Smart Accounts
- Smart Account decision tree: A short branching survey that helps partners and customers understand what type of Smart Accounts to create
- Cisco Smart Accounts on Cisco.com: The primary Cisco.com site for Smart Accounts

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