2017 Cisco Catalyst IOS Software Update Program for Cisco Catalyst 9300, 9400, and 9500 Series Switches

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Covered Products

The Cisco Catalyst IOS Software Update Program ("Program") applies to the following Cisco® Catalyst® switches:

- Cisco Catalyst 9300 Series fixed access switches
- Cisco Catalyst 9400 Series modular access switches
- Cisco Catalyst 9500 Series fixed core and aggregation switches

Program Summary

The Cisco Catalyst IOS Software Update Program (formerly the "IOS Software Update Policy") was put in place to complement the warranty used with this product line – Enhanced Limited Lifetime Warranty for Cisco Catalyst 9300, 9400, and 9500 Series. These switches use a new 2-tier software licensing model: (i) Network Essentials or Network Advantage (the "Network Stack") and (ii) Cisco DNA™ Essentials or Cisco DNA Advantage (the "DNA Stack"). The Network Stack is licensed on a perpetual basis, whereas the DNA Stack is licensed on a subscription basis. This Program applies to Cisco ONE™ license purchases as well as to a-la-carte license purchases.

The table below provides an insight into Technical Services features.

Service Features	BU Software Policy	Enhanced Limited Lifetime Warranty	Cisco SNTC for Network Stack only (optional)	Software Subscription Support included with DNA Stack	Cisco solution Support (DNA + Network)
Warranty: 90 days of Cisco TAC support; local business hours, 8x5		●			
Warranty: Hardware replacement (next business day where available)		●			
Warranty: Duration is lifespan of hardware product		●			
Global 24x7 product-level technical support			●		●
24-hour access to Cisco® online resources			●	●	●
Hardware replacement (2- and 4- hour, next business day)			●	●	●
Operating system software updates and upgrades	●		●	●	●
Proactive diagnostics/immediate alerts on devices through Cisco Smart Call Home			●	●	●
Web-based user community for self-service support of smart capabilities			●	●	●
Primary point of contact with solution-level expertise					●

Service Features	BU Software Policy	Enhanced Limited Lifetime Warranty	Cisco SNTC for Network Stack only (optional)	Software Subscription Support included with DNA Stack	Cisco solution Support (DNA + Network)
Accountability for issue resolution, no matter where it resides					●
Coordination between Cisco TAC and solution partner product support teams					●
Case management from first call to resolution					●
Differentiated delivery experience					●
JumpStart/Onboarding					●

This Program allows customers using a valid Cisco.com ID to receive the following:

- Free Updates:
  - For critical bugs to maintain the compliance of the Software with published specifications, release notes, and industry wide compliance as long as the original customer continues to own or use the product, or up to 1 year from the end-of-sale date for this product, whichever occurs earlier.
  - For vulnerability and security bugs as long as the original customer continues to own or use the product, or up to 3 years from the end-of-sale date for this product, whichever occurs earlier.
  - No support contract is required in order to obtain these software updates.
- Free Major Releases if the customer is moving from one release to another within the same license level (e.g., moving from the 16.3.x release to the 16.5.x release within the Cisco DNA Advantage license) for any of the Network Stack or DNA Stack licenses. No support contract is required in order to obtain these Major Releases.
- Upgrades for DNA Stack licenses (e.g., move from Cisco DNA Essentials to Cisco DNA Advantage licenses) are possible for an additional fee. If the customer chooses to upgrade a DNA Stack license, a corresponding upgrade for the Network Stack license on the applicable switch is free.

All software (including Updates and Upgrades) is available on the Software Download Center tool located here: https://software.cisco.com/download/navigator.html, and is subject to the terms and conditions of Cisco's End User License Agreement and any supplemental terms, located here: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html.

This Program is subject to change without notice.

More information about Cisco Solution Support, Cisco Smart Net Total Care®, and Cisco Smart Foundation is located here:

https://www.cisco.com/go/solutionsupport

https://www.cisco.com/go/smartnet

https://www.cisco.com/go/smartfoundation

Definitions

"**Maintenance Release**" means an incremental Software release that provides maintenance fixes and may provide additional Software functions. Cisco designates a Maintenance Release as a change in the digits to the right of the tenths or hundredths digit of the Software version number [x.x.(x) or x.x.x.(x)].

"**Major Release**" means a release of Software that provides additional software functions. Cisco designates a Major Release as a change in the ones digit of the Software version number [(x).x.x].

"**Minor Release**" means an incremental release of Software that provides maintenance fixes and additional software functions. Cisco designates a Minor Release as a change in the tenths digit of the Software version number [x.(x).x].

"**Software**" means the software programs provided by Cisco, including any copies, Updates, Upgrades, modifications, enhancements, and any derivative works thereof.

"**Update**" means a Maintenance Release or Minor Release.

"**Upgrade**" means a separately licensed and priced Software release that contains an enhanced configuration or feature set.