

# Cisco Catalyst 9400 Series Switches

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## Things to know

### **Before placing an order, please review the following:**

- The Cisco Catalyst 9400 Series offer structure has three main components: the switch hardware, a Network stack perpetual license, and choice between a Cisco DNA or Cisco Catalyst (DNX) software subscription license.
- The software subscription licenses and Network Stack perpetual licenses are smart product IDs (SKUs). The subscription license, which comes with a perpetual license, is required with a hardware purchase.
- 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 provides a detailed overview of the ordering process for Cisco Catalyst 9400 Series Switches on CCW.

## Hardware and software order overview

Cisco Catalyst 9400 Series switches can be ordered through Cisco Commerce Workspace as a Cisco DNA or Catalyst Essentials or Advantage subscription. Both options include switch hardware coupled with Cisco IOS and the Network Stack software.

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## What is the difference between the Catalyst and Cisco DNA software subscription for Switching?

The 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 9400 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 DNA and Catalyst 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.<sup>1</sup>

## Cisco Catalyst software subscription Overview

	Network Essentials	Network Advantage	Catalyst Essentials	Catalyst Advantage
<b>Audience</b>	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
<b>License type</b>	Perpetual license, one-time purchase	Perpetual license, one-time purchase	3/5/7 year term subscription, license portability, hardware and software support	Includes Essentials, 3/5/7 year term subscription, license portability, hardware and software support
<b>Management options</b>	CLI, WebUI	CLI, WebUI	CLI, WebUI, Cisco Catalyst Center	CLI, WebUI, Cisco Catalyst Center

## Catalyst software subscription feature matrix

For the latest features, please view the [Switching feature matrix](#).

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<sup>1</sup> 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.

## How to order a Cisco Catalyst 9400 Series Switch

Both a network stack license and Cisco DNA or Catalyst software subscription license are mandatory at the time of purchase. Network Advantage is included with the hardware, while a Cisco DNA Advantage (-A) term license needs to be selected at the time of order.

To order in CCW, follow these steps:

1. Select the appropriate Cisco Catalyst 9400 Series Switch SKU: C9404R, C9407R, C9410R. A C9407R is used in this step-by-step guide.
2. Choose the preferred consumption model –Cisco DNA Advantage.
3. Choose the Cisco DNA term license (3, 5, or 7 years).
4. Add other components (secondary supervisor, line cards, additional power supplies, power cables, and accessories).

### Step-by-step ordering in CCW

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) for the respective hardware SKU.

The Cisco ThousandEyes Network and Application Synthetics license is included by default upon the selection of a Cisco DNA Advantage option with a 3 year, 5 year or a 7 year subscription. Each Catalyst 9400 Cisco DNA Advantage subscription entitles the customer to run the equivalent of one ThousandEyes network or web test every 5 mins from a ThousandEyes enterprise agent (22 units per month), up to a maximum of 110,000 units per month of ThousandEyes test capacity per customer.

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 DNA Advantage subscription and follow the same term as the Cisco DNA subscriptions.

FULL CONFIGURATION SUMMARY C9407R		Global Price List in US Dollars (USD)				
<a href="#">← Back to Configuration</a>						
<ul style="list-style-type: none"> <li>• Power Calculator to determine the correct power supply. The Power Calculator can be found at <a href="https://cpc.cloudapps.cisco.com/cpc/launch.jsp">https://cpc.cloudapps.cisco.com/cpc/launch.jsp</a> (CE202227)</li> <li>• 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 <a href="http://www.cisco.com/c/en/us/services/technical/solution-support.html">http://www.cisco.com/c/en/us/services/technical/solution-support.html</a>. The term of the hardware support contract match the software subscription license term. Deselection of Solution Support will eliminate solution coverage of your Cisco DNA or Cisco ONE software subscriptions . (CE202330)</li> <li>• C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)</li> <li>• C9400-SSD-240GB is defaulted under SSD OPTIONS. (CE100033)</li> </ul>						
SKU	Qty	Estimated Lead Time	Unit List Price (USD)	Extended List Price (USD)	Included	
<b>NETWORK LICENSE</b>						
1.1 C9400-NW-A Cisco Catalyst 9400 Network Advantage License	1	21 Days	0.00	0.00	Yes	
<b>SOFTWARE SUBSCRIPTION</b>						
1.2 C9400-DNA-A Cisco Catalyst 9400 DNA Advantage Term License	1	21 Days	0.00	0.00	No	
1.2.1 C9400-DNA-A-5Y Cisco Catalyst 9400 DNA Advantage - 5 Year License Duration: 60 Month(s)			0.00	0.00	No	
1.3 PI-LFAS-T Prime Infrastructure Lifecycle & Assurance Term - Smart Lic <a href="#">More</a>	2	14 Days	0.00	0.00	Yes	
1.3.1 PI-LFAS-AP-T-5Y PI Dev Lic for Lifecycle & Assurance Term 5Y Duration: 60 Month(s)			0.00	0.00	No	
1.4 TE-EMBEDDED-T Cisco ThousandEyes Enterprise Agent IBN Embedded <a href="#">More</a>	1	14 Days	0.00	0.00	Yes	
1.4.1 TE-EMBEDDED-T-5Y ThousandEyes - Enterprise Agents Duration: 60 Month(s)			0.00	0.00	No	
1.5 D-DNAS-EXT-S-T Cisco DNA Spaces Extend Term License for Catalyst Switches <a href="#">More</a>	1	21 Days	0.00	0.00	Yes	
1.5.1 D-DNAS-EXT-S-5Y Cisco DNA Spaces Extend for Catalyst Switching - 5Year Duration: 60 Month(s)			0.00	0.00	No	

The Cisco Spaces Extend license is included by default upon the selection of a Cisco DNA Advantage option with a 3 year, 5 year or a 7 year subscription. Each Catalyst 9400 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 DNA Advantage subscription and follow the same term as the Cisco DNA subscriptions.

SKU	Qty	Estimated Lead Time	Unit List Price (USD)	Extended List Price (USD)	Included
<b>NETWORK LICENSE</b>					
1.1 C9400-NW-A Cisco Catalyst 9400 Network Advantage License	1	21 Days	0.00	0.00	Yes
<b>SOFTWARE SUBSCRIPTION</b>					
1.2 C9400-DNA-A Cisco Catalyst 9400 DNA Advantage Term License	1	21 Days	0.00	0.00	No
1.2.1 C9400-DNA-A-5Y Cisco Catalyst 9400 DNA Advantage - 5 Year License Duration: 60 Month(s)			0.00	0.00	No
1.3 PI-LFAS-T Prime Infrastructure Lifecycle & Assurance Term - Smart Lic <a href="#">More</a>	2	14 Days	0.00	0.00	Yes
1.3.1 PI-LFAS-AP-T-5Y PI Dev Lic for Lifecycle & Assurance Term 5Y Duration: 60 Month(s)			0.00	0.00	No
1.4 TE-EMBEDDED-T Cisco ThousandEyes Enterprise Agent IBN Embedded <a href="#">More</a>	1	14 Days	0.00	0.00	Yes
1.4.1 TE-EMBEDDED-T-5Y ThousandEyes - Enterprise Agents Duration: 60 Month(s)			0.00	0.00	No
1.5 D-DNAS-EXT-S-T Cisco Spaces Extend Term License for Catalyst Switches <a href="#">More</a>	1	21 Days	0.00	0.00	Yes
1.5.1 D-DNAS-EXT-S-5Y Cisco Spaces Extend for Catalyst Switching - 5Year Duration: 60 Month(s)			0.00	0.00	No

**For Cisco DNA Advantage**, the term-based Cisco DNA license is preselected to the 5-year term by default but can be changed to a 3- or 7-year term. A Cisco DNA term license is mandatory (customers must select one of the term options to complete the configuration).

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification Warnings (3):

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400JK9-1612 is defaulted under Software Image. (CE100033)

Option Search Multiple Options Search

C9407R > SOFTWARE SUBSCRIPTION > Software Subscription > C9400-DNA-A Key

**Subscription**

Subscriptions

SKU	Duration (Months)	Unit List Price (USD)
<input type="radio"/> C9400-DNA-A-3Y Cisco Catalyst 9400 DNA Advantage 3 Year License	36 Range 36 to 59	-----
<input checked="" type="radio"/> C9400-DNA-A-5Y Cisco Catalyst 9400 DNA Advantage - 5 Year License	60 Range 60 to 83 Requested Start/End Date	-----
<input type="radio"/> C9400-DNA-A-7Y Cisco Catalyst 9400 DNA Advantage 7 Year License	84 Range 84 to 84	-----

[Clear Selection](#)

Subtotal: 21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

The primary supervisor selection is mandatory, and the default supervisor is the C9400-SUP-1XL, which provides higher bandwidth of up to 240G per slot for the C9404 chassis and includes Cisco StackWise Virtual by default. This supervisor provides options for 1/10/40G uplink connectivity. The other supervisor options are C9400X-SUP-2/2XL supporting up to 480 Gbps per slot and 100G uplink option, C9400-SUP-1XL-Y with 25G uplink option, and 1/10/40G and C9400-SUP-1, which provides lower bandwidth of 80G per slot and uplink options of 1/10/40G.

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification ▼  
Select Country (Not Required)

Category	Qty	Extended List Price (USD)
NETWORK LICENSE		
C9400-NW-A	1	0.00
<b>CARDS</b>		
C9400-SUP-1XL	1	██████████
C9400-SSD-240GB	1	██████████
Software Image		
S9400UK9-1612	1	0.00
Power Supply		
Power Cables		
Accessory Kit		
Subtotal		██████████
Estimated Lead Time		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (3):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search ▼ Multiple Options Search ▼

C9407R > CARDS Key ▼

Primary Supervisor | Redundant Supervisor | 10/100/1000/Line Cards | 1G Fiber Line Cards | 10G Fiber Linecard

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input type="radio"/> C9400-SUP-1 <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series Supervisor 1 Module	<input type="text" value="Qty"/>	21 days	██████████
<input type="radio"/> C9400-SUP-1XL-Y <span style="color: green;">CP SVP***</span> Cisco Catalyst 9400 Series Supervisor 1XL with 25G Module	<input type="text" value="Qty"/>	21 days	██████████
<input checked="" type="radio"/> C9400-SUP-1XL <span style="color: green;">CP SVP***</span> Cisco Catalyst 9400 Series Supervisor 1XL Module	<input type="text" value="1"/>	21 days	██████████

[Clear Selection](#) | [Show Incompatible SKUs](#)

The supervisor is selected with 240 GB of SSD storage by default. You can choose a different SSD storage size if desired. Please refer to the screen shots below.

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification ▼  
Select Country (Not Required)

Category	Qty	Extended List Price (USD)
C9400-NW-A	1	0.00
<b>CARDS</b>		
C9400-SUP-1XL	1	██████████
C9400-SSD-240GB	1	██████████
Software Image		
S9400UK9-1612	1	0.00
Power Supply		
Power Cables		
Accessory Kit		
Network PNP License		
Subtotal		██████████
Estimated Lead Time		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (3):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search ▼ Multiple Options Search ▼

C9407R > CARDS > Primary Supervisor > C9400-SUP-1XL Key ▼

SFP Options | SFP+ Options | QSFP Options | **SSD OPTIONS**

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input checked="" type="radio"/> C9400-SSD-240GB Cisco Catalyst 9400 Series 240GB M2 SATA memory (Supervisor)	<input type="text" value="1"/>	21 days	██████████
<input type="radio"/> C9400-SSD-480GB Cisco Catalyst 9400 Series 480GB M2 SATA memory (Supervisor)	<input type="text" value="1"/>	21 days	██████████
<input type="radio"/> C9400-SSD-960GB Cisco Catalyst 9400 Series 960GB M2 SATA memory (Supervisor)	<input type="text" value="1"/>	21 days	██████████
<input type="radio"/> C9400-SSD-NONE No SSD Memory Selected	<input type="text" value="1"/>	21 days	0.00

[Clear Selection](#) | [Show Incompatible SKUs](#)

An optional secondary supervisor can be selected as part of the configuration.

**Note:** Applicable only to a la carte and Cisco DNA Advantage bundle configurations.



OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification Select Country (Not Required)

Category	Qty	Extended List Price (USD)
C9400-SUP-1XL	1	██████████
C9400-SSD-240GB	1	██████████
C9400-SUP-1XL/2	1	██████████
C9400-SSD-240GB	1	██████████
<b>Software Image</b>		
SS400UK9-1612	1	0.00
<b>Power Supply</b>		
<b>Power Cables</b>		
<b>Accessory Kit</b>		
<b>Subtotal</b>		██████████
<b>Estimated Lead Time</b>		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (4):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- SS400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search Multiple Options Search

C9407R > CARDS Key

Primary Supervisor | **Redundant Supervisor** | 10/100/1000/Line Cards | 1G Fiber Line Cards | 10G Fiber Linecard

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input checked="" type="radio"/> C9400-SUP-1XL/2 <span>C2</span> <span>EVP***</span> Cisco Catalyst 9400 Series Redundant Supervisor 1XL Module	1	21 days	██████████

[Clear Selection](#) | [Show Incompatible SKUs](#)

An optional transceiver may be selected for the supervisor uplink ports.

**Optional 1G SFP selection:**

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification Select Country (Not Required)

Category	Qty	Extended List Price (USD)
<b>NETWORK LICENSE</b>		
C9400-NW-A <span>IC</span>	1	0.00
<b>SOFTWARE SUBSCRIPTION</b>		
C9400-DNA-A	1	0.00
C9400-DNA-A-3Y <span>36 Mon(s)</span>		██████████
<b>CARDS</b>		
C9400-SUP-1XL	1	██████████
C9400-SSD-240GB	1	██████████
<b>Software Image</b>		
<b>Subtotal</b>		██████████
<b>Estimated Lead Time</b>		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (2):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- SS400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search Multiple Options Search

C9407R > CARDS > Primary Supervisor > C9400-SUP-1XL Key

SFP Options | SFP+ Options | QSFP Options | SSD OPTIONS

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input type="checkbox"/> GLC-GE-100FX 100FX SFP on GE ports	Qty	14 days	██████████
<input type="checkbox"/> GLC-BX-U 1000BASE-BX SFP, 1310nm	Qty	14 days	██████████
<input type="checkbox"/> GLC-BX-D 1000BASE-BX SFP, 1490nm	Qty	14 days	██████████
<input type="checkbox"/> GLC-EX-SMD 1000BASE-EX SFP transceiver module, SMF, 1310nm, DOM	Qty	14 days	██████████
<input type="checkbox"/> GLC-SX-MMD 1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	Qty	14 days	██████████
<input type="checkbox"/> GLC-LH-SMD 1000BASE-LX/LH SFP transceiver module, MMF/SMF, 1310nm, DOM	Qty	14 days	██████████
<input type="checkbox"/> GLC-ZX-SMD 1000BASE-ZX SFP transceiver module, SMF, 1550nm, DOM	Qty	14 days	██████████
<input type="checkbox"/> GLC-TE 1000BASE-T SFP transceiver module for Category 5 copper wire	Qty	28 days	██████████

### Optional 10G SFP+ selection:

**OPTION SELECTION C9407R** Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification Select Country (Not Required)

Category	Qty	Extended List Price (USD)
C9400-NW-A	2	0.00
<b>CARDS</b>		
C9400-SUP-1XL	1	████████
C9400-SSD-240GB	1	████████
C9400-SUP-1XL/2	1	████████
C9400-SSD-240GB	1	████████
<b>Software Image</b>		
SS400UK9-1612	1	0.00
<b>Power Supply</b>		
<b>Power Cables</b>		
<b>Subtotal</b>		████████
<b>Estimated Lead Time</b>		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (4):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- SS400UK9-1612 is defaulted under Software Image. (CE100033)

**Option Search** **Multiple Options Search**

C9407R > CARDS > Primary Supervisor > C9400-SUP-1XL Key

SFP Options | **SFP+ Options** | QSFP Options | SSD OPTIONS

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input type="checkbox"/> SFP-10G-LRM 10GBASE-LRM SFP Module	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> SFP-10G-AOC1M 10GBASE Active Optical SFP+ Cable, 1M	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> SFP-10G-AOC2M 10GBASE Active Optical SFP+ Cable, 2M	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> SFP-10G-AOC3M 10GBASE Active Optical SFP+ Cable, 3M	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> SFP-10G-AOC5M 10GBASE Active Optical SFP+ Cable, 5M	<input type="text" value="Qty"/>	14 days	████████

### Optional 40G QSFP selection:

**OPTION SELECTION C9407R** Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification Select Country (Not Required)

Category	Qty	Extended List Price (USD)
C9400-DNA-A-3Y 38 Mtns)		████████
<b>CARDS</b>		
C9400-SUP-1XL	1	████████
C9400-SSD-240GB	1	████████
<b>Software Image</b>		
SS400UK9-1612	1	0.00
<b>Power Supply</b>		
C9400-PWR-3200AC	2	████████
<b>Power Cables</b>		
CAB-SABS-C19-IND	2	0.00
<b>Subtotal</b>		████████
<b>Estimated Lead Time</b>		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (2):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- SS400UK9-1612 is defaulted under Software Image. (CE100033)

**Option Search** **Multiple Options Search**

C9407R > CARDS > Primary Supervisor > C9400-SUP-1XL Key

SFP Options | SFP+ Options | **QSFP Options** | SSD OPTIONS

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input type="checkbox"/> QSFP-H40G-CU0-5M 40GBASE-CR4 Passive Copper Cable, 5m	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> QSFP-40G-LR4 QSFP 40GBASE-LR4 Transceiver Module, LC, 10KM	<input type="text" value="Qty"/>	7 days	████████
<input type="checkbox"/> QSFP-40G-CSR-5 40GBASE-CSR QSFP Transceiver Module with LC Connector <a href="#">More</a>	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> QSFP-H40G-CU2M 40GBASE-CR4 Passive Copper Cable, 2m	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> QSFP-H40G-CU4M 40GBASE-CR4 Passive Copper Cable, 4m	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> QSFP-H40G-AOC20M 40GBASE Active Optical Cable, 20m	<input type="text" value="Qty"/>	25 days	████████
<input type="checkbox"/> QSFP-40G-ER4 QSFP 40GBASE-ER4 Transceiver Module, LC, 40KM <a href="#">More</a>	<input type="text" value="Qty"/>	14 days	████████
<input type="checkbox"/> QSFP-H40G-AOC25M 40GBASE Active Optical Cable, 25m	<input type="text" value="Qty"/>	14 days	████████

The optional line cards can be selected as part of the configuration. The maximum line card quantity allowed is eight for the C9410R, five for the C9407R, and two for the C9404R chassis variants. Line cards can be selected from copper line cards, 1G fiber line cards, and 10G fiber line card. Copper line cards can be further selected from Multigigabit line cards and 1G line cards with power options of Cisco UPOE+, UPOE, PoE+, or data only.

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

**Country Specification**  
Select Country (Not Required)

Category	Qty	Extended List Price (USD)
<b>NETWORK LICENSE</b>		
C9400-NW-A	2	0.00
<b>CARDS</b>		
C9400-SUP-1XL	1	██████████
C9400-SSD-240GB	1	██████████
C9400-SUP-1XL/2	1	██████████
C9400-SSD-240GB	1	██████████
<b>Software Image</b>		
S9400UK9-1612	1	0.00
<b>Power Supply</b>		
Subtotal		██████████
Estimated Lead Time		21 days

[Reset Configuration](#) Cancel Done

**Warnings (4):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search Multiple Options Search

**C9407R > CARDS** Key

Primary Supervisor | Redundant Supervisor | 10/100/1000/Line Cards | 1G Fiber Line Cards | 10G Fiber Linecard

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input type="checkbox"/> C9400-LC-48H <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 48-Port UPOE+ 10/100/1000 (RJ-45)	<input type="text" value="Qty"/>	21 days	██████████
<input type="checkbox"/> C9400-LC-48P <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	<input type="text" value="Qty"/>	21 days	██████████
<input type="checkbox"/> C9400-LC-48T <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 48-Port 10/100/1000 (RJ-45)	<input type="text" value="Qty"/>	21 days	██████████
<input type="checkbox"/> C9400-LC-48U <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 48-Port UPOE 10/100/1000 (RJ-45)	<input type="text" value="Qty"/>	21 days	██████████
<input type="checkbox"/> C9400-LC-48UX <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 48Port UPOE w/ 24p mGig 24p RJ-45	<input type="text" value="Qty"/>	21 days	██████████

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

**Country Specification**  
Select Country (Not Required)

Category	Qty	Extended List Price (USD)
<b>NETWORK LICENSE</b>		
C9400-NW-A	2	0.00
<b>CARDS</b>		
C9400-SUP-1XL	1	██████████
C9400-SSD-240GB	1	██████████
C9400-SUP-1XL/2	1	██████████
C9400-SSD-240GB	1	██████████
<b>Software Image</b>		
S9400UK9-1612	1	0.00
<b>Power Supply</b>		
Subtotal		██████████
Estimated Lead Time		21 days

[Reset Configuration](#) Cancel Done

**Warnings (4):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search Multiple Options Search

**C9407R > CARDS** Key

Primary Supervisor | Redundant Supervisor | 10/100/1000/Line Cards | 1G Fiber Line Cards | 10G Fiber Linecard

SKU	Qty	Estimated Lead Time	Unit List Price (USD)
<input type="checkbox"/> C9400-LC-48S <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 48-Port Gigabit Ethernet(SFP)	<input type="text" value="Qty"/>	28 days	██████████
<input type="checkbox"/> C9400-LC-24S <span style="color: green;">SVP***</span> Cisco Catalyst 9400 Series 24-Port Gigabit Ethernet(SFP)	<input type="text" value="Qty"/>	21 days	██████████

[Show Incompatible SKUs](#)

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification  ⓘ

Select Country (Not Required) ▼

Category <span style="font-size: 0.8em;"> ⓘ</span>	Qty	Extended List Price (USD)
<b>NETWORK LICENSE</b> <span style="float: right;">▲</span>		
C9400-NW-A <span style="font-size: 0.8em;"> ⓘ</span>	2	0.00
<b>CARDS</b> <span style="float: right;">▲</span>		
C9400-SUP-1XL	1	[REDACTED]
C9400-SSD-240GB	1	[REDACTED]
C9400-SUP-1XL/2	1	[REDACTED]
C9400-SSD-240GB	1	[REDACTED]
<b>Software Image</b> <span style="float: right;">▲</span>		
S9400UK9-1612	1	0.00
<b>Power Supply</b> <span style="font-size: 0.8em;"> ⓘ</span> <span style="float: right;">▲</span>		
<b>Subtotal</b>		[REDACTED]
<b>Estimated Lead Time</b>		21 days

[Reset Configuration](#) Cancel Done

**Warnings (4):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search  ⓘ
Multiple Options Search  ⓘ
▼

C9407R > CARDS Key

Primary Supervisor | Redundant Supervisor | 10/100/1000/Line Cards | 1G Fiber Line Cards | 10G Fiber Linecard

SKU	Qty	Estimated Lead Time <span style="font-size: 0.8em;"> ⓘ</span>	Unit List Price (USD)
<input type="radio"/> C9400-LC-24XS <span style="font-size: 0.8em;"> BVP***</span> Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet(SFP+)	<input type="text" value="Qty"/>	21 days	[REDACTED]

[Show Incompatible SKUs](#)

Software image selection is available as a configurable option. The universal version can be selected for all regions where there's no restriction under U.S. export control. The NPE version is for all other regions. Please refer to the U.S. export control applicable for your region.

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification  ⓘ

Select Country (Not Required) ▼

Category <span style="font-size: 0.8em;"> ⓘ</span>	Qty	Extended List Price (USD)
<b>Software Image</b> <span style="float: right;">▲</span>		
S9400UK9-1612	1	0.00
<b>Power Supply</b> <span style="float: right;">▲</span>		
C9400-PWR-3200AC	2	[REDACTED]
<b>Power Cables</b> <span style="float: right;">▲</span>		
CAB-SABS-C19-IND	2	0.00
<b>Accessory Kit</b> <span style="float: right;">▲</span>		
<b>Network PNP License</b> <span style="float: right;">▲</span>		
NETWORK-PNP-LIC <span style="font-size: 0.8em;"> ⓘ</span>	1	0.00
<b>Subtotal</b>		[REDACTED]
<b>Estimated Lead Time</b>		21 days

[Reset Configuration](#) Cancel Done

**Warnings (2):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search  ⓘ
Multiple Options Search  ⓘ
▼

C9407R > Software Image Key

Software Image

SKU	Qty	Estimated Lead Time <span style="font-size: 0.8em;"> ⓘ</span>	Unit List Price (USD)
<input checked="" type="radio"/> S9400UK9-1612 Cisco Catalyst 9400 XE 16.12 UNIVERSAL	<input type="text" value="1"/>	21 days	0.00
<input type="radio"/> SC9400NPE-1612 Cisco Catalyst 9400 XE 16.12 UNIVERSAL - NPE	<input type="text" value="1"/>	21 days	0.00

[Clear Selection](#) | [Show Incompatible SKUs](#)

The next mandatory selection is the power supply. The choices are between 3200AC, 2100AC, and 3200DC power supplies. Power supplies can be mixed in the configuration; for example, two 3200AC and two 3200DC power supplies can be configured together. A maximum of eight power supplies can be configured for the C9407R and C9410R, and a maximum of four power supplies can be configured for the C9404R chassis.

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification  ⓘ

Select Country (Not Required) ▼

Category <span style="font-size: small;"> ⓘ</span>	Qty	Extended List Price (USD)
<b>NETWORK LICENSE</b>		
C9400-NW-A <span style="font-size: small;"> ⓘ</span>	1	0.00
<b>SOFTWARE SUBSCRIPTION</b>		
C9400-DNA-P	1	0.00
C9400-DNA-P-5Y 60 Mth(s)	████████	████████
ISE-BASE-T <span style="font-size: small;"> ⓘ</span>	100	0.00
ISE-BASE-TRK-5Y 60 Mth(s)	100	0.00
ISE-PLS-T <span style="font-size: small;"> ⓘ</span>	100	0.00
ISE-PLS-TRK-5Y 60 Mth(s)	100	0.00
SWATCH-T <span style="font-size: small;"> ⓘ</span>	400	0.00
<b>Subtotal</b>	████████	████████
<b>Estimated Lead Time</b>	21 days	

[Reset Configuration](#) Cancel Done

**Warnings (4):**

- The quantity of Power Cables must be equal to the quantity of AC Power Supply selected. Please adjust the quantity. (CE201292)
- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)

✔ The item, C9400-PWR-2100AC, has been successfully removed.

Option Search  ⓘ Multiple Options Search  ⓘ ▼

C9407R > Power Supply Key ▼

**Power Supply**

SKU	Qty	Estimated Lead Time <span style="font-size: small;"> ⓘ</span>	Unit List Price (USD)
<input type="checkbox"/> C9400-PWR-2100AC <small>Cisco Catalyst 9400 Series 2100W AC Power Supply</small>	Qty	21 days	████████
<input checked="" type="checkbox"/> C9400-PWR-3200DC <small>Cisco Catalyst 9400 Series 3200W DC Power Supply</small>	2	21 days	████████
<input checked="" type="checkbox"/> C9400-PWR-3200AC <small>Cisco Catalyst 9400 Series 3200W AC Power Supply</small>	2	21 days	████████

[Show Incompatible SKUs](#)

For every AC power supply configured, a power cable must be selected. Power cables are available for specific regions. There's an option for CAB-OPTOUT to skip the selection of an AC power cable. For DC power supplies, CAB-OPTOUT is mandatory.

OPTION SELECTION C9407R Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification  ⓘ

Select Country (Not Required) ▼

Category <span style="font-size: small;"> ⓘ</span>	Qty	Extended List Price (USD)
<b>Software Image</b>		
S9400UK9-1612	1	0.00
<b>Power Supply</b>		
C9400-PWR-3200DC	2	████████
C9400-PWR-3200AC	2	████████
<b>Power Cables</b>		
<b>Accessory Kit</b>		
<b>Network PNP License</b>		
NETWORK-PNP-LIC <span style="font-size: small;"> ⓘ</span>	1	0.00
<b>Subtotal</b>	████████	████████
<b>Estimated Lead Time</b>	21 days	

[Reset Configuration](#) Cancel Done

**Warnings (4):**

- The quantity of Power Cables must be equal to the quantity of AC Power Supply selected. Please adjust the quantity. (CE201292)
- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)

✔ The item, C9400-PWR-2100AC, has been successfully removed.

Option Search  ⓘ Multiple Options Search  ⓘ ▼

C9407R > Power Cables Key ▼

**Power Cables**

SKU	Qty	Estimated Lead Time <span style="font-size: small;"> ⓘ</span>	Unit List Price (USD)
<input type="radio"/> CAB-I309-C19-CH <small>IEC-309 to IEC-C19 13ft China Cable</small>	Qty	21 days	0.00
<input type="radio"/> CAB-9K16A-CH <small>Power Cord 250VAC 16A, China, Src Plug GB16C</small>	Qty	14 days	0.00
<input type="radio"/> CAB-CEE77-C19-EU <small>CEE 7/7 to IEC-C19 13ft Europe</small>	Qty	14 days	0.00
<input type="radio"/> CAB-EL224-C19-BR <small>EL224 to IEC-C19 14ft Brazil</small>	Qty	21 days	0.00
<input type="radio"/> CAB-I309-C19-INTL <small>IEC-309 to IEC-C19 13ft Int</small>	Qty	21 days	0.00
<input type="radio"/> CAB-L620P-C19-US <small>NEMA L6-20 to IEC-C19 14ft US</small>	Qty	21 days	0.00
<input type="radio"/> CAB-S132-C19-ISRL <small>S132 to IEC-C19 14ft Israel</small>	Qty	10 days	0.00

The optional accessory configuration allows configuring a console cable for the chassis console port for virtual terminal (vty) access.

OPTION SELECTION C9407R ⓘ Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification ⓘ  
Select Country (Not Required) ▼

Category ⓘ	Qty	Extended List Price (USD)
Software Image		
S9400UK9-1612	1	0.00
Power Supply		
C9400-PWR-3200DC	2	██████
C9400-PWR-3200AC	2	██████
Power Cables		
CAB-I309-C19-CH	2	0.00
Accessory Kit		
Network PNP License		
NETWORK-PNP-LIC ⓘ	1	0.00
Subtotal		██████
Estimated Lead Time		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (3):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search ⓘ Multiple Options Search ⓘ

C9407R > Accessory Kit [Key](#) ▼

Accessory Kit

SKU	Qty	Estimated Lead Time ⓘ	Unit List Price (USD)
<input type="checkbox"/> CAB-CON-C9K-RJ45 Console Cable 6ft with RJ-45-to-RJ-45	1	21 days	0.00

[Show Incompatible SKUs](#)

Finally, a Network Plug and Play (PNP) license can be configured. It is selected by default and offers plug-and-play functionality for the chassis.

OPTION SELECTION C9407R ⓘ Global Price List US Availability (USD)

**Configuration Summary** [View Full Summary](#)

Country Specification ⓘ  
Select Country (Not Required) ▼

Category ⓘ	Qty	Extended List Price (USD)
Software Image		
S9400UK9-1612	1	0.00
Power Supply		
C9400-PWR-3200DC	2	██████
C9400-PWR-3200AC	2	██████
Power Cables		
CAB-I309-C19-CH	2	0.00
Accessory Kit		
Network PNP License		
NETWORK-PNP-LIC ⓘ	1	0.00
Subtotal		██████
Estimated Lead Time		21 days

[Reset Configuration](#) [Cancel](#) [Done](#)

**Warnings (3):**

- C9400-SUP-1XL is defaulted under Primary Supervisor. (CE100033)
- S9400UK9-1612 is defaulted under Software Image. (CE100033)

Option Search ⓘ Multiple Options Search ⓘ

C9407R > Network PNP License [Key](#) ▼

Network PNP Lic

SKU	Qty	Estimated Lead Time ⓘ	Unit List Price (USD)
<input checked="" type="radio"/> NETWORK-PNP-LIC ⓘ <a href="#">CP</a> <a href="#">SA</a> Network Plug-n-Play Connect for zero-touch device deployment	1	2 days	0.00
<input type="radio"/> NETWORK-PNP-NONE Network Plug-n-Play Opt Out SKU	Qty	14 days	0.00

[Clear Selection](#) | [Show Incompatible SKUs](#)

---

## How to order Cisco ThousandEyes internet and cloud intelligence with your existing Catalyst 9400 switches

Customers with existing Catalyst 9400 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 9400 switches

Customers ordering new Catalyst 9400 switches with Cisco DNA Advantage licensing:

The Cisco Spaces Onboarding team does proactive outreach to customers that order Cisco DNA Advantage on eligible 9400 switches. Customers may also contact the Cisco Spaces team to request account activation by following the format below

Customers with existing Catalyst 9400 switches with Cisco DNA Advantage licensing:

Customers should contact the Cisco 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](mailto:spaces@cisco.com)
- Title the Subject Heading as “Activate Cisco Spaces for Catalyst Switching”
- Provide Company / Account name
  - 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 DNA Advantage ordered)
  - Provide Web Order / Sales #
  - New/Existing Cisco Spaces account

## Default accessories shipped with the switch

Cisco Catalyst 9400 Series Switches ship with the following components and accessories by default:

- Fan trays for each chassis variant: C9404-FAN, C9407-FAN, or C9410-FAN
- Mounting brackets
- Blank plate for line card slots (if applicable)
- Blank plate for power supply slot (if applicable)

## Licensing

Cisco Catalyst 9400 Series Switch hardware is available with Cisco DNA or Catalyst Advantage.

**Table 1.** License levels and options

License level	Network stack offer (perpetual and embedded)	Cisco DNA or Catalyst software subscription offer (term based)
-A	Network Advantage	Advantage (3, 5, or 7 years)
-E	Network Essentials	Essentials (3, 5, or 7 years) *

\* Available only with Catalyst 9400 bundles

## Smart Accounts

As with all Cisco Catalyst 9000 family switches, Smart Accounts are mandatory when ordering a Cisco Catalyst 9400 Series Switch. [A Smart Account](#) is a central data repository that provides visibility into and access control over 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.

## Additional information

- [Operations Exchange](#) site featuring Smart Account overviews and training sessions; navigate to the Smart Account Resources panel on the page.
- [Smart Account one-page aid](#).
- To create Smart Accounts, visit: <https://www.cisco.com/c/en/us/buy/smart-accounts.html>.

## Smart Licensing

Smart Licensing is a cloud-based license management platform built to simplify the purchase, deployment, and management of Cisco software assets. Entitlements are immediately deposited into a customer's virtual account for use. This eliminates the need to install license files on every device. Products that are Smart License enabled communicate to Cisco to report consumption. The primary location for managing product registration and monitoring Smart License consumption is the Cisco Smart Software Manager. License ownership and consumption are readily available to help customers make better purchase decisions based on consumption or other business needs.



## Cisco Smart Software Manager

Cisco Smart Software Manager enables the management of software licenses. The interface allows customers to activate their 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

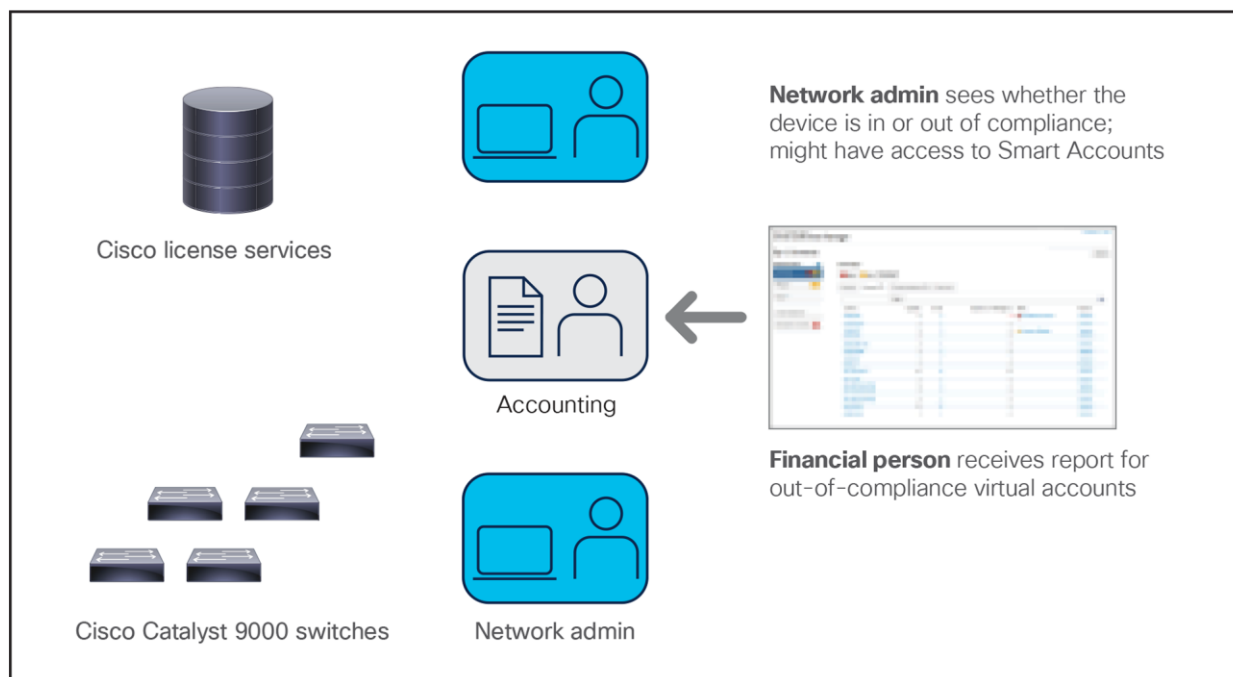
### Important information about Smart Account and Smart License availability

- Cisco Catalyst 9400 Series Switch SKUs are smart SKUs. License entitlements will be deposited into the Cisco Smart Software Manager and the Smart Account.
- In addition to viewing entitlements, customers can track license consumption.

A Smart Account is mandatory at the time of the order of a Cisco Catalyst 9400 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 9400 Series Switches

The Cisco Catalyst 9000 switch family comes in different licensing packages in comparison to previous - generation Cisco Catalyst platforms. Smart Licenses are transferable between the same types of devices (for example, from one Cisco Catalyst 9400 Series Switch to another). (See the figure below.)



**Figure 1.**  
Deploying Smart Licenses

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In the deployment model shown in Figure 1, the Smart Account Cisco back end and Cisco Catalyst switches do not have a communication channel to report usage and consumption. They operate as separate entities. The switches must be configured in Right To Use (RTU) mode with the correct license level to enable the purchased feature set. License usage and consumption reporting is performed in Cisco Smart Software Manager.

## Services and warranty

The Solution Support service option is strongly recommended; it provides coverage for a 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 program<sup>1</sup>, 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).

## 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.



**Figure 2.**  
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.

		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
<b>Expert resources</b>	Communities	Cisco Community	Cisco Community	Cisco Community	Cisco and Success Tracks Community
	Success tips				●
	Ask the experts (1:many interactive webinars)				●

		Existing included support	Smart Net Total Care	New included support	Success Tracks Level 1
<b>Support</b>	24/7 access to the Cisco TAC for software, hardware, iOS support	Cisco Catalyst software only	Cisco Catalyst hardware only	●	●
	Software, PAK iOS updates	Software	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 <b>OR</b> hardware/iOS	●	●	●	
	TAC engineer focused across software <b>and</b> hardware/iOS <b>and</b> multivendor products				●
	No triage required to open a case				●
	Case prioritization over SNTC, SWSS, included support service requests				●
<b>Insights and analytics</b>	Adoption view				●
	Assets and license view		Via SNTC portal		●
	Case management		Via SNTC portal		●
	Security advisories, field notices, priority bugs				●
	Rapid problem resolution				●
<b>Contextual learning</b>	E-learning (on demand courses)				●

Comparison of Cisco support models for Catalyst Software subscriptions.

## Cisco Enhanced Limited Lifetime hardware warranty

Cisco Catalyst 9400 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 8x5 Cisco Technical Assistance Center (TAC) support.

## Ordering information

Table 2 provides ordering information for Cisco Catalyst 9400 Series Switches.

**Table 2.** Ordering information

Product number	Description
<b>C9404R (=)</b>	Cisco Catalyst 9400 Series 4-slot chassis
<b>C9407R (=)</b>	Cisco Catalyst 9400 Series 7-slot chassis
<b>C9410R (=)</b>	Cisco Catalyst 9400 Series 10-slot chassis
<b>C9400X-SUP-2 (=)</b>	Cisco Catalyst 9400 Series Supervisor 2 Module
<b>C9400X-SUP-2/2</b>	Cisco Catalyst 9400 Series Redundant Supervisor 2 Module
<b>C9400X-SUP-2XL (=)</b>	Cisco Catalyst 9400 Series Supervisor 2XL Module
<b>C9400X-SUP-2XL/2</b>	Cisco Catalyst 9400 Series Redundant Supervisor 2XL Module
<b>C9400-SUP-1 (=)</b>	Cisco Catalyst 9400 Series Supervisor 1 Module
<b>C9400-SUP-1/2</b>	Cisco Catalyst 9400 Series Redundant Supervisor 1 Module
<b>C9400-SUP-1XL (=)</b>	Cisco Catalyst 9400 Series Supervisor 1XL Module
<b>C9400-SUP-1XL/2</b>	Cisco Catalyst 9400 Series Redundant Supervisor 1XL Module
<b>C9400-SUP-1XL-Y (=)</b>	Cisco Catalyst 9400 Series Supervisor 1XL-Y with 25G Module
<b>C9400-SUP-1XL-Y/2</b>	Cisco Catalyst 9400 Series Redundant Supervisor 1XL-Y with 25G Module
<b>C9400-LC-24XY</b>	Cisco Catalyst 9400 Series 20-Port 25G (SFP28), 4-Port 10G (SFP+)
<b>C9400-LC-12QC</b>	Cisco Catalyst 9400 Series 12-Port 40G (QSFP+) or 4-Port 100G (QSFP28), 4-Port 40G (QSFP+)
<b>C9400-LC-48U (=)</b>	Cisco Catalyst 9400 Series 48-Port UPOE 10/100/1000 (RJ-45)
<b>C9400-LC-48P (=)</b>	Cisco Catalyst 9400 Series 48-Port PoE+ 10/100/1000 (RJ-45)
<b>C9400-LC-48T (=)</b>	Cisco Catalyst 9400 Series 48-Port 10/100/1000 (RJ-45)
<b>C9400-LC-48UX (=)</b>	Cisco Catalyst 9400 Series 48-Port UPOE w/ 24p mGig 24p RJ-45
<b>C9400-LC-24XS (=)</b>	Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet (SFP+)
<b>C9400-LC-24S (=)</b>	Cisco Catalyst 9400 Series 24-Port 1 Gigabit Ethernet (SFP)
<b>C9400-LC-48S (=)</b>	Cisco Catalyst 9400 Series 48-Port 1 Gigabit Ethernet (SFP)
<b>C9400-LC-48H (=)</b>	Cisco Catalyst 9400 Series 48-Port UPOE+ 10/100/1000 (RJ-45)
<b>C9400-LC-48HN (=)</b>	Cisco Catalyst 9400 Series 48-Port UPOE+ 5G multigigabit (RJ-45)

Product number	Description
<b>C9400-LC-48HX (=)</b>	Cisco Catalyst 9400 Series 48-Port UPOE+ 10G multigigabit (RJ-45)
<b>C9400-LC-48XS (=)</b>	Cisco Catalyst 9400 Series 48-Port 10G (SFP+)
<b>C9400-PWR-3200AC (=)</b>	Cisco Catalyst 9400 Series 3200W AC Power Supply
<b>C9400-PWR-2100AC (=)</b>	Cisco Catalyst 9400 Series 2100W AC Power Supply
<b>C9400-PWR-3200DC (=)</b>	Cisco Catalyst 9400 Series 3200W DC Power Supply
<b>C9400-S-BLANK (=)</b>	Cisco Catalyst 9400 Series Slot Blank Cover
<b>C9400-PWR-BLANK (=)</b>	Cisco Catalyst 9400 Series Power Supply Blank Cover
<b>C9410-FAN=</b>	Cisco Catalyst 9400 Series 10-slot chassis Fan Tray
<b>C9407-FAN=</b>	Cisco Catalyst 9400 Series 7-slot chassis Fan Tray
<b>C9404-FAN=</b>	Cisco Catalyst 9400 Series 4-slot chassis Fan Tray
<b>C9410-ACC-KIT=</b>	Cisco Catalyst 9400 Series 10-slot chassis Accessory Kit
<b>C9407-ACC-KIT=</b>	Cisco Catalyst 9400 Series 7-slot chassis Accessory Kit
<b>C9404-ACC-KIT=</b>	Cisco Catalyst 9400 Series 4-slot chassis Accessory Kit
<b>C9404-RACK-19-KIT=</b>	Cisco Catalyst 9400 Series 4-slot chassis Rack Mount
<b>C9407-RACK-19-KIT=</b>	Cisco Catalyst 9400 Series 7-slot chassis Rack Mount
<b>C9410-RACK-19-KIT=</b>	Cisco Catalyst 9400 Series 10-slot chassis Rack Mount
<b>C9400-DNA-E</b>	Cisco Catalyst 9400 Cisco DNA Essentials Term License
<b>C9400-DNA-E-3Y</b>	Cisco Catalyst 9400 Cisco DNA Essentials 3 Year License
<b>C9400-DNA-E-5Y</b>	Cisco Catalyst 9400 Cisco DNA Essentials 5 Year License
<b>C9400-DNA-E-7Y</b>	Cisco Catalyst 9400 Cisco DNA Essentials 7 Year License
<b>C9400-DNA-A</b>	Cisco Catalyst 9400 Cisco DNA Advantage Term License
<b>C9400-DNA-A-3Y</b>	Cisco Catalyst 9400 Cisco DNA Advantage 3 Year License
<b>C9400-DNA-A-5Y</b>	Cisco Catalyst 9400 Cisco DNA Advantage 5 Year License
<b>C9400-DNA-A-7Y</b>	Cisco Catalyst 9400 Cisco DNA Advantage 7 Year License
<b>C9410-SHELF-KIT=</b>	Cisco Catalyst 9400 Series 10-slot chassis Shelf Install Kit
<b>C9407-SHELF-KIST=</b>	Cisco Catalyst 9400 Series 7-slot chassis Shelf Install Kit
<b>C9400-LIC=</b>	Electronic SW License for C9400 Switches

Product number	Description
<b>C9400-DNA-E-A</b>	C9400 NW and Cisco DNA Essentials to NW and Cisco DNA Advantage Upgrade
<b>C9400-DNA-E-A-3</b>	C9400 NW and Cisco DNA Essentials and Cisco DNA Advantage Upgrade License (3Y)
<b>C9400-DNA-E-A-5</b>	C9400 NW and Cisco DNA Essentials and Cisco DNA Advantage Upgrade License (5Y)
<b>C9400-DNA-E-A-7</b>	C9400 NW and Cisco DNA Essentials and Cisco DNA Advantage Upgrade License (7Y)

**Table 3.** Cisco Catalyst Software SKUs

SKU	Product Description
<b>C9400-DNX-A-3Y</b>	C9400 Adv Catalyst Software subscription, Chassis, 3 Yr Lic
<b>C9400-DNX-A-5Y</b>	C9400 Adv Catalyst Software subscription, Chassis, 5 Yr Lic
<b>C9400-DNX-A-7Y</b>	C9400 Adv Catalyst Software subscription, Chassis, 7 Yr Lic
<b>C9400-DNX-A-XY</b>	C9400 Adv Catalyst Software subscription, Chassis, 10 Yr Lic
<b>C9400-DNX-E-3Y</b>	C9400 Ess Catalyst Software subscription, Chassis, 3 Yr Lic
<b>C9400-DNX-E-5Y</b>	C9400 Ess Catalyst Software subscription, Chassis, 5 Yr Lic
<b>C9400-DNX-E-7Y</b>	C9400 Ess Catalyst Software subscription, Chassis, 7 Yr Lic

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## 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.
- [AMER SW training schedule](#): List of live software training sessions currently offered.
- [Training reservation form](#): Form to request a live software training session.

**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

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