



Cisco Solution Support

Enterprise Networking

Service Definition

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About This Document

Read this document to learn about how Cisco® Solution Support covers our enterprise networking solutions, including:

- Service overview
- What solutions and products are covered
- Customer requirements
- How the service works

Cisco Solution Support Overview

Cisco Solution Support is an essential element of your Cisco solution by helping you maintain its performance, reliability, and return on investment. This service delivers centralized support across the Cisco and Solution Support Partner products in your deployment. If an issue arises, simply contact us. Our team of solution experts is your primary point of contact and owns your case from first call to resolution. And because Cisco Solution Support resolves complex issues on average 44 percent more quickly than product support alone,¹ it's the right kind of support for your solution environment.

Cisco Solution Support helps you:

- **Innovate with confidence:** Adopt new technologies to grow your business. Our Cisco expert engineers are here to help you succeed.
- **Focus on your business:** We take the lead to manage technology issues so you can focus on your customers and business.
- **Resolve issues quickly:** You can get the most out of your technology with a technical service that solves solution-level issues faster than product support alone.

¹ 2016 internal Cisco study of 10,000 support cases.

Moreover, IDC, a leading provider of global IT research and advice, conducted a Business Value Analysis with global customers that are using Cisco Solution Support. The report found that these Cisco customers will achieve the following savings over five years:

- 17% lower 5-year cost of operations in hardware environments
- 213% 5-year service ROI
- 9% lower IT hardware costs
- 32% more efficient management of environments
- 21% fewer issues requiring response

Read the IDC executive summary [here](#).

Features and benefits include:

- **Primary point of contact:** Cisco solution experts are accountable for resolving your issue no matter where it resides, for continuity of service from first call until resolution.
- **Solution expertise:** Our deep knowledge about how your solution works as a whole means we often resolve issues immediately, helping minimize disruption.
- **Product support team coordination:** Our seamless collaboration with Cisco TAC, strong relationships with Solution Support Partners, and global experience with solving solution-level issues means we can effectively manage support to best resolve your case.
- **Fast response and resolution:** Priority service levels connect you to solution experts who resolve complex issues on average 44 percent more quickly than product support alone.

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- **Open door policy:** Initiate a case even if you're not sure you have an issue. There's no need to diagnose or isolate your problem before contacting our solution experts.
 - **Proactive approach:** We look beyond the scope of your case to identify any potential issues, helping minimize or eliminate business disruption and maintain solution performance and reliability.
 - **Broad availability:** You have the flexibility to define your solution and get the right kind of support for it. Available for our collaboration, data center, IoT, enterprise networking or security solutions.
 - **One service, deep coverage:** Get solution-level support and Cisco product support in one service that's easy to order and renew.
 - **Retain direct contact with Solution Support Partners:** If you have isolated your issue to a partner's product, you have the flexibility to contact them directly for their product support.
 - **Reliable cost of expansion:** Available on our standardized price list and ordering tools, this service has predictable costs as you expand your solution or build new ones.

Cisco Enterprise Networking Product and Solution Eligibility and Engineer Expertise

Cisco Solution Support is available to cover:

1. Cisco hardware or software products, which can be used to build a Cisco enterprise networking solution. If these solutions are comprised of products from Cisco and those of our Solution Support Partners (see "Eligible Products and Coverage Levels for Named Cisco Enterprise networking Solutions"), they should be built from around 50% or more of Cisco products to be eligible for Cisco Solution Support.
2. Named Cisco enterprise networking solutions listed here. Click the solution name to see its unique list of products eligible for support.

[Cisco Enterprise Function Virtualization](#)

[Cisco Intelligent Wide Area Network \(IWAN\)](#)

[Cisco Microsoft Azure ExpressRoute](#)

[Cisco Software-Defined Access \(SD-Access\)](#)

[Cisco Software-Defined WAN \(SD-WAN\)](#)

[Cisco Workplace Analytics](#)

In either case, Cisco Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for our enterprise networking solutions. They have deep expertise in Cisco products, and understand how our products and those of our Solution Support Partners with whom we have established relationships and support processes work together in your deployment.

Note: In scenario 1 above, you may deploy a certain combination of products for which our teams have not had experience supporting. Cisco Solution Support engineer teams will still apply their deep experience working within the solution category, Cisco products, and understanding of how our products work with those of our Solution Support Partners.

Note: Eligible Cisco solutions may be comprised of either of the following:

- Cisco and Solution Support Partner products (multivendor) or
- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the tables in "Eligible Products and Coverage Levels for Named Cisco Enterprise networking Solutions" to see if your solution is multivendor or contains only Cisco products.

Cisco and Solution Support Partner Product Coverage

The following section describes how individual products are covered by Cisco Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the "Core products" tier.
- Solution Support Partner products fall under the "Cisco accountable" or "Solution Support Partner accountable" tiers.

Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) to resolve issues with core products according to the product service levels chosen in your Cisco Solution Support contract.

Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) Solution Support Partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these Solution Support Partner products based on the product support contract you have with them. We are able to offer support accountability for these

products because we have established a direct support relationship with these Solution Support Partners. We have working relationships with their engineer and support teams, access to Solution Support Partner product training, and Solution Support Partner products represented in Cisco support labs.

Solution Support Partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

Solution Support Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Support Partner Accountable products are defined as (1) Solution Support Partner products and (2) may be listed in the [Cisco Marketplace](#) and are often tested and certified by the solution technology partner for use in a Cisco enterprise networking solution, or (3) Solution Support Partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these Solution Support Partner products and coordinates issue resolution.

The Solution Support Partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see "Eligible Products and Coverage Levels for Named Cisco Enterprise networking Solutions."

Customer Requirements

The following requirements must be met in order to receive support through Cisco Solution Support.

- **Fully operational environment:** Cisco Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.
- **Cisco Solution Support contracts:** Any Cisco products deployed in your solution environment must be covered by Cisco Solution Support in order to receive solution-level support as described in this document. Purchasing Cisco Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.
- **Product support contracts:** Product support is required for all components in your Cisco solution.
 - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Cisco Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Cisco Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care™ Service or Software Support, respectively.

If you have a multivendor solution, the following is also required:

- **Solution Support Partner and components** in your solution must be covered by their product support with a service equivalent to Cisco Smart Net Total Care or Software Support. Solution Support Partner or product support contracts are necessary for:
 - Solution Support Partners or to provide expertise and directly resolve issues with their products
 - Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on
 - Cisco Solution Support engineers to coordinate issue resolution with Solution Support Partner or product support teams

Note: The following services are not acceptable as required product support:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Cisco Smart Net Total Care for UCS Hardware Only, or any similar services from Solution Support Partners or third-party vendors.
- Community support programs.
- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer.

Processes for Resolving Solution-Level Issues

This section describes how to open support cases and how Cisco Solution Support engineers work with you and, for multivendor solutions, Solution Support Partners (Figure 1).

Figure 1 Cisco Solution Support Engagement Model



Opening a Cisco Solution Support Case for Cisco or Solution Support Partner Products

You or your Cisco brand resale partner opens a case using your Cisco Solution Support contract entitlement by calling the Cisco 800 number (for severity 1 and 2 cases) or through the [Cisco TAC online case tool](#) (for severity 3 or 4 cases) and provides the following information:

-
- The severity level of your service request
 - Cisco product serial number (for the product you think is involved in the issue or interacting with a Solution Support Partner product in the issue)
 - The name of your Cisco solution
 - Description of the problem you are experiencing and symptoms (business effects, technology, and so on)

You will then be routed to the appropriate Cisco Solution Support engineer team. For complete details, review [“Opening a Cisco Solution Support Service Request”](#) on Cisco.com.

Note:

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Cisco Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Cisco Solution Support case on any Cisco product in your solution that interacts with the Solution Support Partner or and we will step in to begin coordinating your case.

Working with Cisco Solution Support Engineers

Standard Work Flow

After you have opened a Cisco Solution Support case as described in the prior section, the Cisco Solution Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.
- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Cisco Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, Solution Support Partner(s) or third-party vendors.
- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, Solution Support Partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

Note:

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with Solution Support Partner product support team(s), you must pass support entitlement as required by Solution Support Partners. You must also provide system and case information and access to both Cisco and Solution Support Partners or third-party vendors. ^[1]_{SEP}
- If a Solution Support Partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the Solution Support Partner may open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a Solution Support Partner, then determine that the issue involves multiple products and requires Cisco Solution Support.

After you have opened a Cisco Solution Support case as described in the prior section, notify the Cisco Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Partner. The Cisco Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

Eligible Products and Coverage Levels for Named Cisco Enterprise Networking Solutions

The following tables show eligible products and coverage by Cisco Solution Support for each of our named Cisco enterprise networking solutions. Use the following definitions to interpret the “coverage” column code:

- **C (core product):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.
- **A (Cisco accountable product):** Solution Support Partner products covered by the service with Cisco accountable and Solution Support Partners responsible for product issue resolution. Applicable to multivendor solutions only.
- **P (Solution Support Partner accountable product):** Solution Support Partner products covered by the service with Cisco coordinating issue resolution and Solution Support Partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

Note: Cisco Solution Support is also eligible for Cisco hardware or software products, which can be used to build a Cisco enterprise networking solution. If these solutions are comprised of products from Cisco and those of our Solution Support Partners (see the tables below), they must contain 50% or more of Cisco products to be eligible for Cisco Solution Support.

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Cisco Enterprise Network Function Virtualization Solution

Company	Product Name	Coverage	Product Area	Notes
Avi Networks	Avi Networks VNF	P	Virtualization	
Cisco	Cisco 4000 Series Integrated Services Router	C	WAN Routers	
Cisco	Cisco 5400 Enterprise Network Compute System (ENCS)	C	WAN Routers	
Cisco	Cisco Enterprise Network Function Virtualization	C	Software	
Cisco	Cisco Integrated Services Router Virtual Network Function (ISRV)	C	Software	
Cisco	Cisco Unified Computing System (Cisco UCS) E-series server module	C	Compute	
Cisco	Cisco Unified Computing System (Cisco UCS) C-series server	C	Compute	

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Cisco Intelligent WAN

Company	Product Name	Coverage	Product Area	Notes
Akamai	Akamai Connect (caching)	P	Network	
Cisco	Cisco APIC-EM	C	Network Management	
Cisco	Cisco ASR 1000 Series Aggregation Services Routers	C	Network	
Cisco	Cisco Catalyst Series Network Analysis Module (NAM-3)	C	Network Management	
Cisco	Cisco IWAN App	C	Network Management	
Cisco	Cisco Prime 2400 Series Appliances	C	Network Management	
Cisco	Cisco Prime Infrastructure	C	Network Management	
Cisco	Cisco Prime Network Analysis Module (NAM)	C	Network Management	

Cisco	Cisco Prime Virtual Network Analysis Module (vNAM)	C	Network Management	
Cisco	Cisco 4000 Series Integrated Services Router	C	Network	
Cisco	Cisco 3900 Series Integrated Services Router	C	Network	
Cisco	Cisco 2900 Series Integrated Services Router	C	Network	
Cisco	Cisco 800 BB Series Integrated Services Router	C	Network	
Cisco	Cisco UCS 6200 Fabric Interconnects	C	Compute	
Cisco	Cisco UCS 5100 Series Blade Server Chassis	C	Compute	
Cisco	Cisco UCS B-Series Blade Server	C	Compute	
Cisco	Cisco UCS C-Series Rack Server	C	Compute	
Cisco	Cisco UCS E-Series Server	C	Compute	
Cisco	Cisco UCS Fabric Extender	C	Compute	
Cisco	Cisco UCS Fabric Interconnect	C	Compute	
Cisco	Cisco UCS Manager	C	Manage and Secure	
Cisco	Cisco UCS Director	C	Manage and Secure	
Cisco	Cisco UCS Invicta	C	Storage	
Cisco	Cisco WAAS Central Manager	C	Manage and Secure	
Cisco	Cisco Wide Area Application Engine WAE-674	C	Network	
Cisco	Cisco Wide Area Application Services (WAAS) and Virtual Wide Area Application Services (vWAAS)	C	Software	
LiveAction	LiveAction for Cisco IWAN Management	A	Monitoring and Management Software	

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Cisco Microsoft Azure ExpressRoute Solution

Company	Product Name	Coverage	Product Area	Notes
Microsoft	Azure ExpressRoute	P	Cloud Connectivity	
Cisco	Cisco ASR 1000 Series Aggregation Services Routers	C	WAN Routers	

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Cisco Software-Defined Access (SD-Access)

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco 3504 Wireless Controller	C	Network	
Cisco	Cisco 5520 Wireless Controller	C	Network	
Cisco	Cisco 8540 Wireless Controller	C	Network	
Cisco	Cisco Aironet 1540 Series Access Points	C	Cisco	
Cisco	Cisco Aironet 1800 Series Access Points	C	Cisco	
Cisco	Cisco Aironet 2800 Series Access Points	C	Cisco	
Cisco	Cisco Aironet 3800 Series Access Points	C	Network	
Cisco	Cisco Aironet 4800 Series Access Points	C	Network	
Cisco	Cisco Catalyst Series 2960XR Switch	C	Network	
Cisco	Cisco Catalyst Series 3650 Switch	C	Network	
Cisco	Cisco Catalyst Series 3850 Switch	C	Network	
Cisco	Cisco Catalyst Series 4500 Switch	C	Network	
Cisco	Cisco Catalyst Series 6000 Switch	C	Network	
Cisco	Cisco Catalyst Series 9200 Switch	C	Network	
Cisco	Cisco Catalyst Series 9300 Switch	C	Network	
Cisco	Cisco Catalyst Series 9400 Switch	C	Network	
Cisco	Cisco Catalyst Series 9500 Switch	C	Network	
Cisco	Cisco DNA Advantage License	C	Network	
Cisco	Cisco DNA Center Appliance	C	Network Management	Mandatory service attach

Cisco	Cisco DNA Center Software	C	Network Management	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco DNA Essentials License	C	Network	
Cisco	Cisco One DNA Advantage License	C	Network	
Cisco	Cisco Identity Services Engine (ISE)	C	Security	
Cisco	Cisco Network Controller	C	Network	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco Industrial Ethernet 2000 Series Switch	C	Network	Select Cisco DNA-ready models
Cisco	Cisco Industrial Ethernet 3000 Series Switch	C	Network	Select Cisco DNA-ready models
Cisco	Cisco Industrial Ethernet 4000 Series Switch	C	Network	Select Cisco DNA-ready models
Cisco	Cisco Industrial Ethernet 5000 Series Switch	C	Network	Select Cisco DNA-ready models
Cisco	Cisco Network Data Platform (NDP)	C	Network	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco Nexus 7000 Series Switch	C	Network	Select Cisco DNA-ready models
Cisco	Cisco One DNA Advantage License	C	Network	
Cisco	Cisco StealthWatch	C	Security	

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Cisco Software-Defined WAN (SD-WAN)

Company	Product Name	Coverage	Product Area	Notes
Akamai	Akamai Connect (caching)	P	Network	
Cisco	Cisco 1100 Series Integrated Services Routers	C	Network	
Cisco	Cisco ASR 1000 Series Aggregation Services Routers	C	Network	
Cisco	Cisco 4000 Series Integrated Services Router	C	Network	
Cisco	Cisco DNA Advantage License	C	Network	On-premise and cloud licenses available
Cisco	Cisco DNA Center Appliance	C	Network Management	Mandatory service attach
Cisco	Cisco DNA Center Platform	C	Network Management	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco DNA Center Software	C	Network Management	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco DNA Essentials License	C	Network	On-premise and cloud licenses available
Cisco	Cisco Network Controller	C	Network	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco Network Data Platform (NDP)	C	Network	Cannot be purchased standalone; Must purchase the Cisco DNA Center Appliance
Cisco	Cisco One DNA Advantage License	C	Network	On-premise and cloud licenses available
Cisco	Cisco vEdge Routers	C	Network	
LiveAction	LiveAction for Cisco IWAN Management	A	Monitoring and Management Software	

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Workplace Analytics

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco 3010 Series Hyperlocation Module with Advanced Security (Halo Modules)	C	Wireless	
Cisco	Cisco 2504 Wireless Controller	C	Wireless Controller	
Cisco	Cisco 5508 Wireless Controller	C	Wireless Controller	
Cisco	Cisco 5520 Wireless Controller	C	Wireless Controller	
Cisco	Cisco 7510 Wireless Controller	C	Wireless Controller	
Cisco	Cisco 8510 Wireless Controller	C	Wireless Controller	
Cisco	Cisco 8540 Wireless Controller	C	Wireless Controller	
Cisco	Cisco Aironet 3702 Series Access Points - Indoor	C	Wireless Controller	
Cisco	Cisco Aironet 3702 Series Access Points - Outdoor	C	Wireless Controller	
	Cisco Aironet Hyperlocation Antenna	C	Antenna	
Cisco	Cisco Mobility Services Engine	C	Security	
Cisco	Cisco Prime Infrastructure	C	Infrastructure	
Cisco	Cisco Wireless Services Module 2 (WiSM2)	C	Application	
Rifiniti	Wireless solutions plus partner	P	Analytics	Analytics software (Optimo) – 3 rd party vendor relationship

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Coverage Limitations and Exclusions for Cisco Enterprise Networking Solutions

This document defines Cisco Solution Support for Cisco enterprise networking solutions. Base functionality of the listed products in “Eligible Products and Coverage Levels for Named Cisco Enterprise networking Solutions” is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Cisco Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.




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