



WARRANTY AND SUPPORT

- Q.** What is the warranty for Cisco Catalyst Express 500 Series switches?
- A.** Cisco Catalyst Express 500 Series switches provide Limited Lifetime Hardware Warranty. For more details on the Limited Lifetime Hardware Warranty, please visit: http://www.cisco.com/univercd/cc/td/doc/es_inpck/lh2ben_.htm
- Q.** Are software updates included on the Cisco Catalyst Express 500 Series switches?
- A.** Yes, software updates are included at no cost on the Cisco Catalyst Express 500 Series switches. They can be downloaded at: <http://www.cisco.com/public/sw-center/sw-switching.shtml>
- Q.** What service and support is available for the Cisco Catalyst Express 500 Series Switch?
- A.** Service and support is available with the Cisco Catalyst Express 500 Series switches via SMB Support Assistant, which provides simple to use portal and client, 8x5 TAC and Advanced Replacement Next Business Day. For more information, please go to: <http://www.cisco.com/go/smbsa>
- Q.** Is there any additional incentive offered for SMB Support Assistant?
- A.** Cisco believes customers should consider longer duration contracts to avoid the risk of disruption that can occur when a service contract expires. Cisco is offering discounts on multi-year contracts sold in the U.S. and EMEA. This includes an incremental 25% discount for three years of service and 40% incremental for five years of service.

PRODUCT INFORMATION

- Q.** Where can I find product specifications and other information on the Cisco Catalyst Express 500 Series switches?
- A.** For product literature such as datasheets and product specifications, visit: <http://www.cisco.com/go/catalystexpress500>



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CISCO SYSTEMS



Q&A

Cisco Catalyst Express 500 Series Switches

GENERAL

- Q.** What are the Cisco® Catalyst® Express 500 Series switches?
- A.** The Cisco Catalyst Express 500 Series switches deliver Cisco class networking tailored for businesses with fewer than 250 employees. Powered by Cisco Systems® technology and managed through a GUI, they are nonblocking, wire-speed, Layer 2-managed Fast Ethernet and Gigabit Ethernet switches. The user-friendly GUI makes setting up, running and troubleshooting networks easy. Built-in Cisco Smartports with preset Cisco recommended network configurations, Quality of Service (QoS) and security settings allow for transparent integration of data, video, IP Communications and wireless LAN applications.

Table 1 Cisco Catalyst Express 500 Series Descriptions

Product Name/(SKU)	Description
Cisco Catalyst Express 500-24TT (WS-CE500-24TT)	<ul style="list-style-type: none">Twenty-four 10/100 ports for desktop connectivityTwo 10/100/1000BASE-T ports for uplink or server connectivity
Cisco Catalyst Express 500-24LC (WS-CE500-24LC)	<ul style="list-style-type: none">Twenty 10/100 ports for desktop connectivityFour 10/100 Power over Ethernet (PoE) ports for desktop, wireless access point, IP telephony, or closed-circuit TV camera connectivityTwo 10/100/1000BASE-T or Small Form-factor Pluggable (SFP) ports for uplink or server connectivity
Cisco Catalyst Express 500-24PC (WS-CE500-24PC)	<ul style="list-style-type: none">Twenty-four 10/100 PoE ports for desktop, wireless, IP telephony, or closed-circuit TV camera connectivityTwo 10/100/1000BASE-T or SFP ports for uplink or server connectivity
Cisco Catalyst Express 500G-12TC (WS-CE500G-12TC)	<ul style="list-style-type: none">Eight 10/100/1000BASE-T and four 10/100/1000BASE-T or SFP ports for switch aggregation or server connectivity

PRODUCT POSITIONING

- Q.** How are the Cisco Catalyst Express 500 Series switches positioned relative to the Cisco Catalyst 2960 switches?
- A.** The Cisco Catalyst 2960 switches are entry-level enterprise switches, whereas Cisco Catalyst Express 500 Series switches are targeted at businesses with 20 to 250 employees. Enterprise branch offices should be deploying Cisco Catalyst 3000 Series and Catalyst 2960 switches, because of the need to actively manage, upgrade and configure a large number of devices.

TECHNICAL DETAILS

Management

- Q.** How do I manage the Cisco Catalyst Express 500 Series switches?
- A.** The Cisco Catalyst Express 500 Series switches can be managed either through the embedded device manager or with Cisco Network Assistant, downloadable from the Cisco Website at no charge: <http://www.cisco.com/go/cna>
- Q.** Is there a Command-Line Interface (CLI) on the Cisco Catalyst Express 500 Series switches?
- A.** No, these switches cannot be managed through the CLI.



- Q.** Are there plans to add CLI or Telnet to Cisco Catalyst Express 500 Series switches?
- A.** No, there are no plans to add CLI or Telnet to these switches.
- Q.** Can Cisco Catalyst Express 500 Series switches be remotely configured?
- A.** Yes, Cisco Catalyst Express 500 Series switches can be remotely configured via the embedded Device Manager or with Cisco Network Assistant.
- Q.** Can Cisco Catalyst Express 500 Series switches be remotely monitored?
- A.** Yes, Cisco Catalyst Express 500 Series switches can be remotely monitored via the embedded Device Manager, the Cisco Network Assistant, or SNMP-capable applications via read-only MIBs.
- Q.** Do I have to accept the suggested Smartports role?
- A.** No, you can choose not to accept the suggested Smartports role.

Interoperability

- Q.** Will Cisco Catalyst Express 500 Series switches interoperate with other Cisco switches?
- A.** Yes, these switches interoperate with other Cisco switches.
- Q.** Will Cisco Catalyst Express 500 Series switches interoperate with other vendors’ switches?
- A.** Yes, these switches interoperate with other vendors’ switches. You can apply Cisco Smartports “switch” port role to the port, but it will not autosuggest a Smartports port role or detect configuration errors.

Power

- Q.** Is there redundant-power-supply support on the Cisco Catalyst Express 500 Series switches?
- A.** The Cisco Redundant Power System (RPS) 675 supports the Cisco Catalyst Express 500-24PC only. It does not support the Cisco Catalyst Express 500-24TT, Catalyst Express 500-24LC or Catalyst Express 500G-12TC.
- Q.** Do Cisco Catalyst Express 500 Series switches support the IEEE 802.3af inline power standard and Cisco Prestandard Inline Power?
- A.** Yes, these switches support both IEEE 802.3af inline and Cisco Prestandard Inline Power.
- Q.** Which ports support inline power on the Cisco Catalyst Express 500-24LC?
- A.** Ports 1 to 4 on the Cisco Catalyst Express 500-24LC can support up to 15.4W at the same time.
- Q.** What is the maximum power per port supported on the Cisco Catalyst Express 500-24PC and the Cisco Catalyst Express 500-24LC?
- A.** For the Cisco Catalyst Express 500-24LC, each of the four PoE ports can support up to 15.4W per port. All four ports can supply 15.4W at the same time. For the Cisco Catalyst Express 500-24PC, each of the 24 10/100 ports can support up to 15.4W per port. All 24 ports can supply 15.4W at the same time. There is no need to do creative power budgeting or worry about exceeding the power limit or adding an external power shelf.
- Q.** Do the Cisco Catalyst Express 500-24PC and Catalyst Express 500-24LC support power management?
- A.** No, because the Cisco Catalyst Express 500-24PC and Catalyst Express 500-24LC can support the IEEE maximum of 15.4W on all PoE cable ports simultaneously, power management is not necessary on these switches.



- Q.** What are the power requirements of the Cisco Catalyst Express 500 Series switches?
- A.** Please refer to the table below:

Switch Model	Power Consumption (maximum)	Power Dissipation	Power Rating
Cisco Catalyst Express 500-24TT (WS-CE500-24TT)	30W or 102 BTUs per hour	30W	0.050kVA
Cisco Catalyst Express 500-24LC (WS-CE500-24LC)	110W or 375 BTUs per hour	45W	0.120kVA
Cisco Catalyst Express 500-24PC (WS-CE500-24PC)	460W or 1570 BTUs per hour	90W	0.460kVA
Cisco Catalyst Express 500G-12TC (WS-CE500G-12TC)	45W or 154 BTUs per hour	45W	0.075kVA

- Q.** Why are some of the power dissipation numbers lower than the power consumption numbers?
- A.** The difference between the power consumption number and the power dissipation number is the amount of power dissipated in the powered end-devices.

SFP Support

- Q.** Do the Cisco Catalyst Express 500 Series switches support the Cisco Catalyst 3560 Interconnect Cable?
- A.** No, the Cisco Catalyst Express 500 Series switches do not support the Catalyst 3560 SFP Interconnect Cable. Simply use the 10/100/1000BaseT port to interconnect adjacent switches.
- Q.** Which Small Form-factor Pluggables (SFPs) are supported on the Cisco Catalyst Express 500 Series switches?
- A.** The Cisco Catalyst Express 500 Series switches support the following Cisco SFPs:
- Cisco 1000BASE-SX SFP
 - Cisco 1000BASE-LX SFP
 - Cisco 100BASE-BX SFP
 - Cisco 100BASE-FX SFP
 - Cisco 100BASE-LX SFP
- Q.** Are the Cisco Coarse-Wave Division Multiplexing (CWDM) and Dense-Wave Division Multiplexing (DWDM) SFPs supported on the Cisco Catalyst Express 500 Series switches?
- A.** No, the Cisco CWDM and DWDM SFPs are not supported.

Security

- Q.** What do the different levels of security mean in Cisco Catalyst Express 500 Series switches?
- A.** There are three levels of access security. The default level is set to Low.
- **Low** – Only one device, or one PC and phone, is allowed per port.
 - **Medium** – Only devices that were on the network during port lock-down are allowed on the network. Other devices need to be authorised by the IT manager for network access.
 - **High** – Only devices that were on the network during port lock-down and users authenticated through IEEE 802.1x are allowed on the network.