

Cisco ThousandEyes Activation Guide for Catalyst 9000 Switches

Cisco DNA Advantage or Premier for Catalyst 9300/9400

Your Cisco Catalyst® 9300/9400 series of switches includes access to Cisco® ThousandEyes, an innovative provider of intelligent agents for monitoring enterprise and internet connectivity, as part of your Cisco DNA Advantage or Premier license. For switches purchased prior to April 5, 2021, there are specific steps required to activate entitlement.

Complete the following steps to activate Cisco ThousandEyes, using the linked resources for more detailed demonstrations and instructions:



Step 1: Activate Cisco ThousandEyes

View and activate your Cisco ThousandEyes entitlement via your Cisco Smart Software Manager account. Once you've requested a Cisco ThousandEyes account, one will be provisioned for your organization, and entitlements will be deposited into your account. Keep an eye out for a subsequent email from Cisco ThousandEyes, triggered to help you set up your user credentials.



Organizations with existing Cisco ThousandEyes accounts can expect an email notifying the account administrator of the subscription update, providing additional instructions if required.

[Explore detailed instructions on entitlement activation.](#)



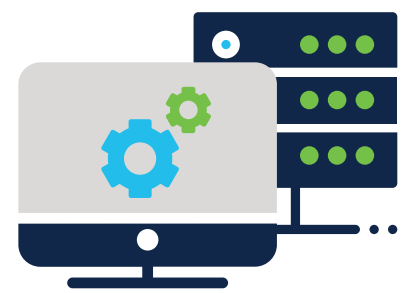
Step 2: Update Catalyst 9300/9400 IOS XE

In order to turn your existing switches into vantage points from which to run Cisco ThousandEyes proactive testing, your switch must be running the latest version of IOS® XE – version 17.3.3 or later for [Catalyst 9300](#); version 17.5.1 for [Catalyst 9400](#).

To use Cisco ThousandEyes before your next planned IOS XE upgrade, you must install a [Cisco ThousandEyes Enterprise Agent on supported hardware or virtual infrastructure](#).

Step 3: Install Cisco ThousandEyes agent on Catalyst 9300/9400

Once your switches are running the latest version of IOS XE, it's time to upload and [install the Cisco ThousandEyes agent image](#) available through your Cisco ThousandEyes account.



[View the demonstration of agent installation using Cisco DNA Center™.](#)



Step 4: Ensure internet access for Cisco ThousandEyes agent

If you have deployed the Cisco ThousandEyes Enterprise Agent – via switch or another appliance – behind a firewall or a similar device, configure the device to allow for Cisco ThousandEyes management and testing traffic.

The basic requirements for Enterprise Agents are DNS resolvers for domain resolution, NTP for time synchronization, and TCP 443 outbound access – which also allows for proxy configuration for agent use, if required for internet access.

[Explore advanced instructions, including the need for IPs/hostnames for whitelisting agent access.](#)

Step 5: Set up Cisco ThousandEyes tests

Each Catalyst 9300 or 9400 Cisco DNA Advantage or Premier subscription entitles the customer to run the equivalent of one Cisco ThousandEyes network or web test every five minutes from a Cisco ThousandEyes enterprise agent (22 units per month), up to a maximum of 110,000 units per month of Cisco ThousandEyes test capacity per customer. Cisco ThousandEyes Cloud Agent access is not included in the Cisco DNA license entitlement.



To get started with Cisco ThousandEyes tests, use the following resources for self-setup, or engage CX support for a more guided setup.

[View the Cisco ThousandEyes Getting Started tutorial.](#)

[Explore in-depth Cisco ThousandEyes test setup information.](#)

[Engage CX support for help setting up Cisco ThousandEyes tests by accessing the registration page.](#)

Need more help?

For additional assistance with dashboards and reports, testing, integrations, API scripting, and alerts, or if you need more Cisco ThousandEyes testing capacity, please contact your Cisco Partner or Account Manager.

Expanded Cisco ThousandEyes capacity and advanced services are also available for purchase.