



Global Enterprise Modernization Software and Support (GEMSS)

Standard Operations Procedure (SOP) Ver 1.6

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Section 1 | Purpose of the SOP

The purpose of this SOP is to help Department of the Air Force (DAF) users to consume products and services to which they are entitled under the contract and to assist users in meeting their requirements under specific roles, responsibilities, and processes.

Section 2 | Contract Summary

2.1 Contract Information

Contract Name:	Cisco GEMSS
Cisco Contract Number:	204246961
Reseller:	Iron Bow Technologies
Period of Performance (PoP):	Base: July 1, 2021 - June 20, 2022 OY1: June 21, 2022 - June 20, 2023 OY2: June 21, 2023 - June 20, 2024 OY3: June 21, 2024 - April 23, 2025 OY4: April 24, 2025 - April 23, 2026

2.2 Contract Overview | What is GEMSS?

In June 2021, the Defense Information Technology Contracting Organization (DITCO), in collaboration with the United States Secretary of the Air Force (USAF), signed an agreement, the U.S. Air Force Cisco Global Enterprise Modernization Software and Services (GEMSS) contract. This next-generation contract expands the Air Force’s access to SmartNet technical services for Cisco equipment and unlimited Cisco DNA Advantage software licenses for Cisco routing, switching, and wireless technologies.

Cisco is partnered with the prime contract holder, Iron Bow Technologies. Combined, they will be providing support over the life of the contract. This contract replaces JELA II.

2.3 Summary of Coverage | What is included?

2.3.1 Cisco SmartNet Total Care (SNTC)—Unlimited 24/7/365

- 24/7/365 SmartNet Total Care (SNTC) with 8X5XNBD support for all Department of USAF-owned, Cisco-branded hardware and software.
- 4-hour replacement for up to a 10 percent of the USAF’s identified install base list for equipment available within a 4-hour delivery radius of a Cisco Depot.
- Software Support Service (SWSS) offers technical support coverage for the software application products and suites you have licensed on a perpetual basis.

2.3.2 Cisco DNA Advantage Software Coverage

The GEMSS agreement gives the Air Force the ability to consume Cisco software for the following technologies:

Software Covered:

- Cisco DNA Advantage for Routing — Includes traditional features that are being used today in addition to software-defined functionality.
- Cisco DNA Advantage for Switching — Includes traditional features while adding software-defined access, automation and provisioning, enhanced security, and analytics.
- Cisco DNA Advantage for Wireless — Location based services, automated onboarding, secure access.
- Network Management — Access to centralized software for management and automation.

Refer to Appendix D for compatible Cisco DNA platforms.

2.3.3 High-Touch Technical Support (HTTS)

- Personalized, high-touch support: expedited routing and call handling with limited after-hours on-call support
- Ability to transmit and receive classified information via Secret Internet Protocol Router Network (SIPR) and Voice over Secured Internet Protocol (VoSIP). Note: Most technologies are supported from 8:00 a.m. – 8:00 p.m. (Eastern).

HTTS Deliverables and Activities

HTTS Deliverables and Activities	
24/7 access to expert engineers	<ul style="list-style-type: none"> • Troubleshooting by experts who are familiar with the customer’s network for faster resolution issue. • Engineers assess the effects of the issue on the customer business, define a solution that limits network disruption and assist the customer’s network operation staff in implementing the appropriate solution for the network.
Network service level support	<ul style="list-style-type: none"> • Service requests are reviewed at a network level instead of a device level. • Resolution will address symptoms beyond the device taking into consideration customer-specific factors. • Provide response to Customer within 15 minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response shall be within 60 minutes.
Dedicated toll-free number, faster and easier entitlement process	<ul style="list-style-type: none"> • Customer will only be asked for service contract number and basic information on customer CCO profile. • The case will be created as quickly as possible and dispatched to the right engineer.

HTTS Deliverables and Activities	
Possibility working with the same engineers on a recurrent basis	<ul style="list-style-type: none"> A more consistent and personalized support and expedite issue resolution.
Collection of information about the customer’s business operation	<ul style="list-style-type: none"> Help to solve network issues more quickly and efficiently and customer’s internal staff can focus on day-to-day operations.

2.3.4 High-Touch Operations Management (HTOM)

- Cisco single point of contact for all support assistance, prioritization, and management within this contract. For questions and concerns, contact afhtom@cisco.com.

2.3.5 Cisco Advanced Services (AS)

- Cisco AS delivered by appropriately cleared Cisco operations managers and network engineers.

Section 3 | Roles and Responsibilities

3.1 Contracting Office: DITCO

- Provides Contracting officer for the SAF Cisco Enterprise Agreement
- Executes the contract
- Provides contract support.

3.2 AF Contract Officer Representative (COR): PEO-BES

- Serves as the Contracting Officer Representative (COR)
- Provides Acquisition Documentation Support
- Supports SAF-AA with funding actions.

3.3 AF Enterprise Software License Manager: ACC/A6I

- Serves as the Department of the Air Force-wide software requirements manager for GEMSS contract
- Validates requirements approved by MAJCOM Software Benefits Administrators (SBAs) and submits price quote requests to the JELA vendor. 3.4 Software Benefit Administrators: MAJCOM HQ A6s
- Ensures all GEMSS applicable software products are purchased using GEMSS contract
- Supports Base Software License Manager in validated SW requirements.

3.5 Enterprise Agreement Strategic Lead: SAF-CN5C

- Provides strategic guidance to USAF GEMSS stakeholders on the contract

- Supports GEMSS COR on funding actions with DITCO AF-CNSR and SAF-AA

3.6 Vendor: Cisco

- Provides SME support on products and licensing.

3.7 Reseller: Iron Bow Technologies

- Onboards the USAF organization
- Maintains the USAF GEMSS Portal
- Manages Smart Account structure for GEMSS enrollees
- Manages Education on Smart Account structure and licensing access
- Assists on software and licensing downloads and activation.

Section 4 | Contract Utilization Process

4.1 How to Obtain SmartNet Support

Unlimited 24/7/365 Smart Net Total Care (SNTC) support for all Department of Air Force-owned, Cisco-branded hardware and software and SWSS-eligible application software owned as of 21 June 2019 covered for the Base Year. Use this as the first option for any existing Cisco product or service issues. Cases can be opened by navigating to [Cisco Support Case Manager \(SCM\)](#).

4.1.1 How to Open Service Requests with Cisco TAC

Severity Levels 1 and 2

1. Call the Technical Assistance Center at 800-553-2447, Option 1
2. Live Customer Hand-off to a Cisco engineer

Severity Levels 3 and 4

Open your service request using the online tool, [Support Case Manager](#) (<http://mycase.cloudapps.cisco.com/case>).

Information Needed to Open a Service Request:

- Your Cisco.com ID and contact information (full name)
- Severity of your service request (See [Severity Level Descriptions](#).)
- Preferred contact method (email, phone number)
- GEMSS Contract# 204246961 and device serial number
- Description of your issue (symptoms, business impact, technology)
- Site information (for verification purposes)
- Details on troubleshooting steps you have taken.

Severity Level Descriptions

Severity 1 (S1): Network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources to resolve the situation.

Severity 2 (S2): Operation of an existing network or environment is severely degraded. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.

Severity 3 (S3): Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.

Severity 4 (S4): Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

4.1.2 Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, we encourage you to escalate the case by following the process below:

- During normal business hours (Eastern): Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Severity Level 1 or 2. If at any time you need assistance during this process, please contact your HTOM directly (via phone) or the HTOM Team at afhtom@cisco.com.
- After normal business hours (Eastern) including weekends/holidays: Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Severity Level 1 or 2. The on-shift TAC Duty Manager can also be engaged at this time. Outside of 8:00 a.m. – 6:00 p.m. on normal business days, advanced support is available by engaging the on-call U.S. Public Sector HTOM by email at gsghtom@epage.cisco.com.

4.2 Software Licenses | USAF GEMSS Portal

The USAF GEMSS Portal is a single point of access for support and access to USAF documentation and resources. The GEMSS Portal allows for end users to submit request for Cisco DNA Advantage licenses and gain access to the USAF GEMSS Smart Account. You can access the GEMSS Portal, by going directly to the following link:

<https://ironbow.servicenowservices.com/gemss>

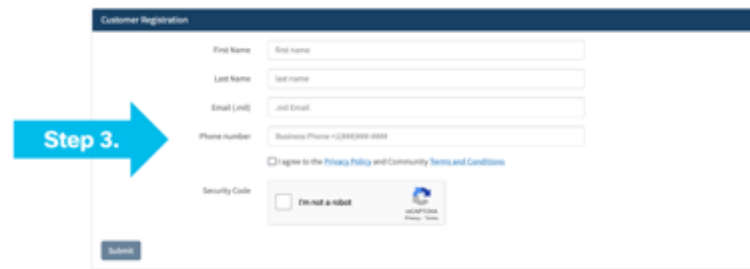
4.2.1 Requesting Access to the USAF GEMSS Portal

To request access:

1. Begin by navigating to the [USAF GEMSS Portal](#).
2. Click the New *User? Register here* hyperlink.



3. Complete the Request Form with your organizational email address (e.g., john.doe.ctr@us.af.mil) and hit *Submit*. Once approved you will receive a confirmation email to log into the GEMSS Portal.



Note: Personal email addresses will not be accepted. For additional assistance, please contact the licensing specialist by email: gemss@ironbow.com.

4.2.2 Requesting a new Virtual Account for your organization

4.2.2.1 To Obtain MAJCOM-level Virtual Account

If you do not have a Virtual Account under the GEMSS Smart Account, submit a request through [USAF GEMSS Portal](#). When submitting your request, make sure to include the following information:

- Smart Account Domain: en-ea.us.af.mil
- Reason for Request
- Cisco.com ID
- Air Force MAJCOM/COCOM
- Air Force Unit (if applicable).

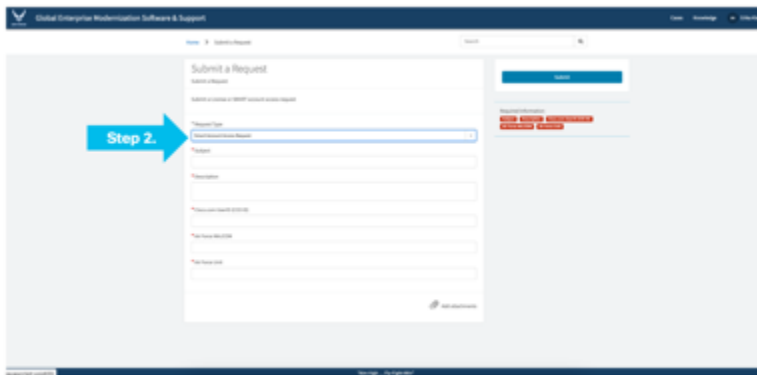
Steps:

Begin by navigating to the [USAF GEMSS Portal](#) and log in using your username and password for your GEMSS account:

1. Click the *Submit Request* button.



2. Complete the form with *Required Information*.



3. Click *Submit*.



Note: Once complete, you will receive a confirmation email, that you have received access to the portal.

4.2.2.2 Requesting Access to MAJCOM-Level Virtual Account

If you do not have access to your organization’s MAJCOM-level Virtual Account under the GEMSS USAF Smart Account, submit a request through [USAF GEMSS Portal](#). When submitting your request, make sure to include the following information:

- Smart Account Domain: en-ea.us.af.mil
- Reason for Request
- Cisco.com ID
- Air Force MAJCOM/COCOM
- Air Force Unit (if applicable)
- Software Benefit Administrator (SBA). See [Appendix B](#) if you do not know your SBA.

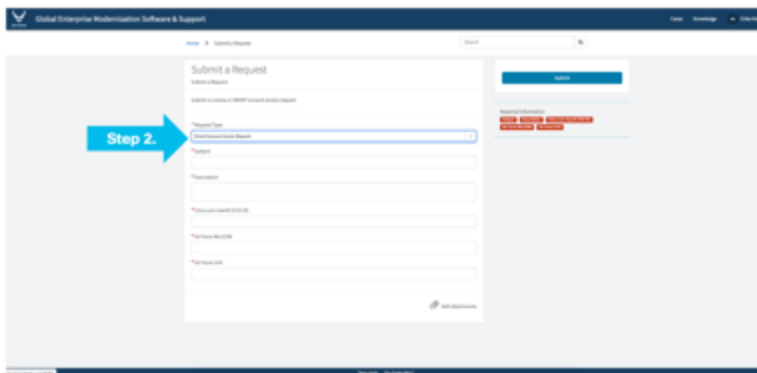
Steps:

Begin by navigating to the [USAF GEMSS Portal](#) and log in using your username and password for your GEMSS account:

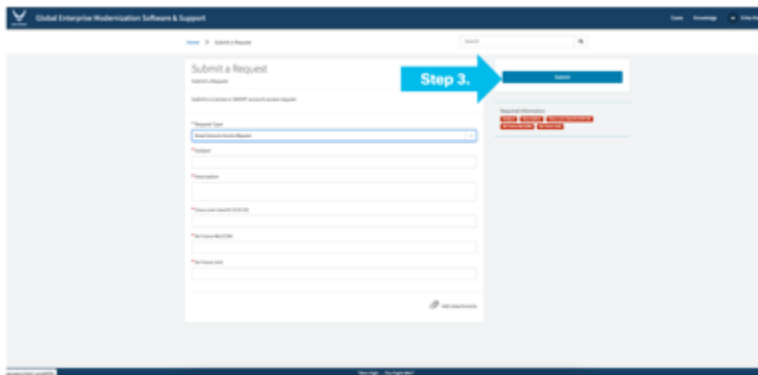
1. Click the *Submit Request* button.



2. Complete the form with *Required* Information.



3. Click *Submit*.



Note: Once complete, you will receive a confirmation email that you have received access to the portal.

4.2.3 Existing Purchases | Procuring Licenses for Existing Hardware

For existing products that require licenses, users will need to request the licenses via [USAF GEMSS Portal](#). Upon request, users will need to provide the following information:

- Hardware Product Model
- Unit and MAJCOM for Smart Account provisioning domain
- Quantity of licenses requested
- For SDWAN routing licenses, include bandwidth tier (15M, 100M, 1GB, 10GB).

Steps:

Begin by navigating to the [USAF GEMSS Portal](#) and log in using your username and password for your GEMSS account:

1. Click the *Submit Request* button.



2. Complete the form with *Required Information*.
3. Click *Submit*.

Once complete, Iron Bow will deposit licenses to your organization's MAJCOM Virtual Account. Licenses can be accessed at [Cisco Software Central \(http://software.Cisco.com\)](http://software.Cisco.com). For more information on accessing licenses, refer to [Appendix A: Accessing GEMSS Licenses](#).

4.2.4 New Purchases | Procuring Licenses for New Hardware

New Cisco hardware platforms are bundled with software licenses and support. At the time of purchase, to remove the cost of these items, procurements must be associated with the correct Smart Account. To take advantage of the EA, you will need to provide contracting and procurement with the following information:

- Smart Account Name: GEMSS USAF
- Smart Account Domain: en-ea.us.af.mil
- Virtual Account: MAJCOM and Unit
- Is this to replace EOL products or net new purchase
- EOL S/N (if applicable).

Appendix A | Accessing GEMSS Software Licenses with Cisco Smart Accounts

A1 What is a Smart Account?

Licenses will be distributed using the GEMSS USAF Smart Account. A Cisco Smart Account is a license inventory management tool. Once network infrastructure licenses have been deposited to your organization’s Virtual Account, they can be accessed at [Cisco Software Central](#). **Figure A.1** shows the GEMSS Smart Account Structure.

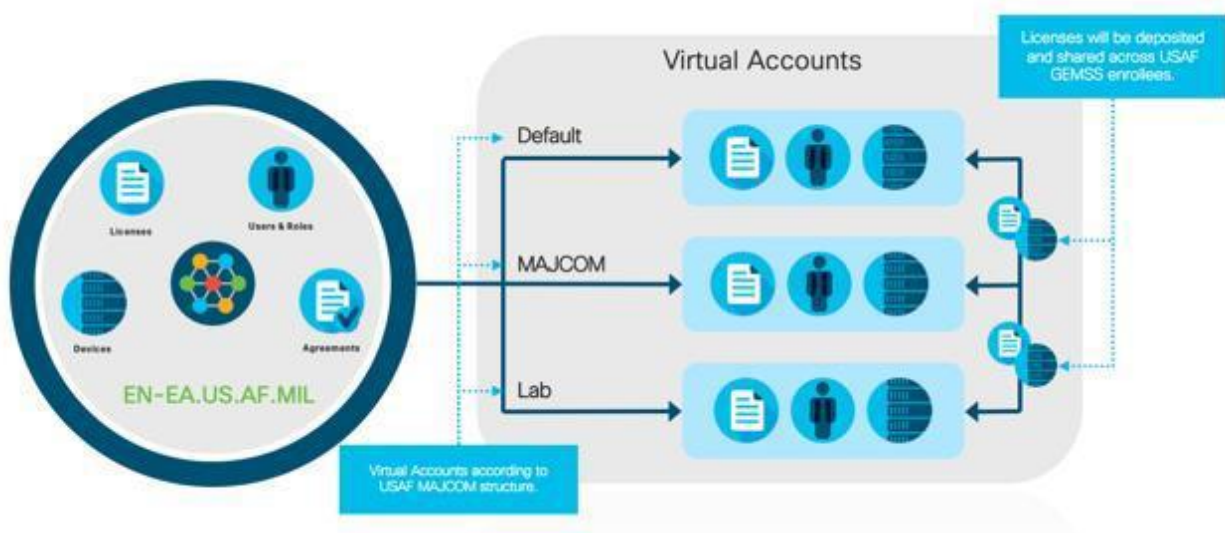


Figure A.1 – GEMSS Smart Account Structure

A2 How is USAF GEMSS Smart Account Structured?

The GEMSS Smart Account is subdivided by Virtual Accounts at the MAJCOM level. USAF will be the primary holder of the GEMSS Smart Account and [Software Benefit Administrators \(SBAs\)](#) will be the primary administrators of Virtual Accounts for license access by their organization.

The GEMSS contract has a Smart Account with Domain: en-ea.us.af.mil. Virtual Account Administrators will be appointed at each MAJCOM/COCOM organization that will be the primary point of contact for access to GEMSS licenses (see **Figure A.2**).

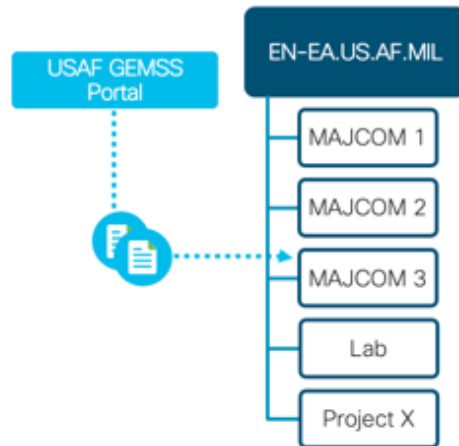


Figure A.2 – GEMSS Smart Account Primary Point of Contact

Note: Only GEMSS licenses will be tracked using the GEMSS Smart Account. If your organization has other technologies that are not covered under GEMSS, continue using your organization’s local Smart Account.

A3 Requirements

To access GEMSS licenses, you will need:

- A valid Cisco.com ID
- Access to the GEMSS Smart Account, if you do not have access to the GEMSS Smart Account, submit a request at the [USAF GEMSS Portal](#).

A3.1 Creating a Cisco.com ID

Access to GEMSS licenses requires a valid Cisco.com ID (CCO ID). If you do not have a CCO ID, start by going to Cisco.com (See **Figure A.3**):

1. Click on the *User* & *icon* in the upper right-hand corner.
2. Click the *Create an Account* button.
3. Complete the form using your organizational email address (e.g., mail.mil, af.mil, us.af.mil, etc.) and click *Register*.

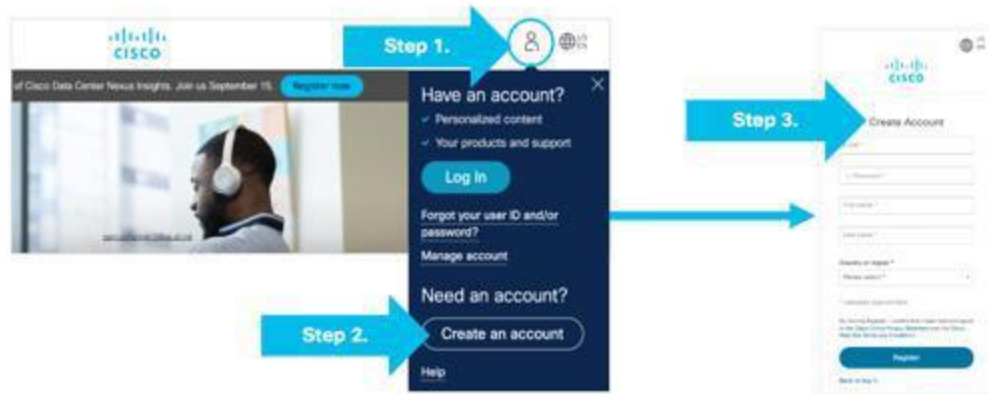


Figure A.3 – Creating a Cisco.com ID

Note: A new Cisco.com ID is NOT required, but make sure your existing CCO ID is associated with your organization’s email address. Personal CCO IDs will not be accepted.

A3.2 Accessing the EA Licenses

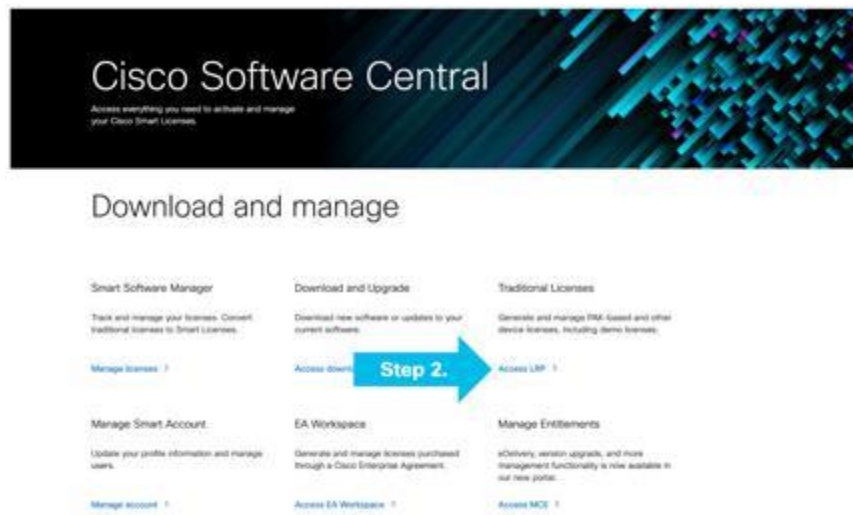
Traditional Licensing | License Registration Portal

Traditional PAK-based Licenses can be accessed from the License Registration Portal (LRP). To access licenses, begin by going to [Cisco Software Central](#) (CSC), then:

1. Log in using your Cisco.com ID, by clicking *User* ⁸ *icon* in the upper right-hand corner.



2. Click on *Access LRP* under Traditional Licenses. This will take you to the License Registration Portal (LRP), where you can download the license files (.lic).



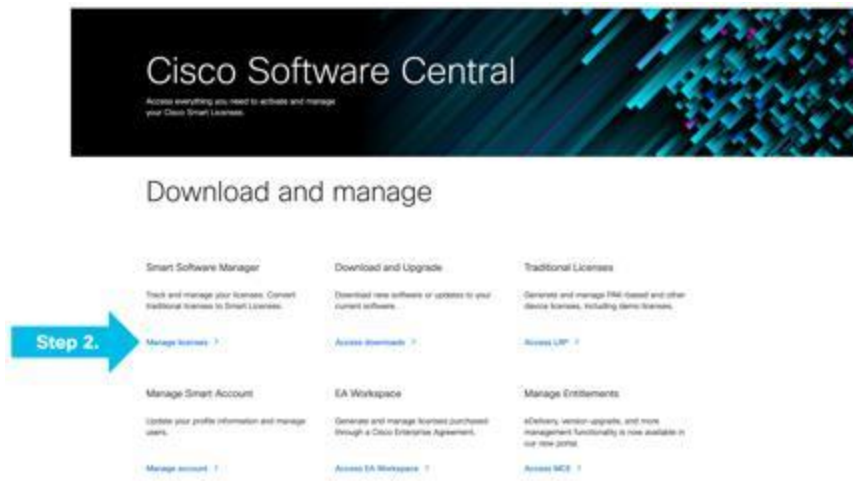
Smart Licensing | Cisco Smart Software Manager

Smart Licenses can be accessed from Cisco Smart Software Manager (CSSM). To access licenses, begin by going to [Cisco Software Central](#) (CSC):

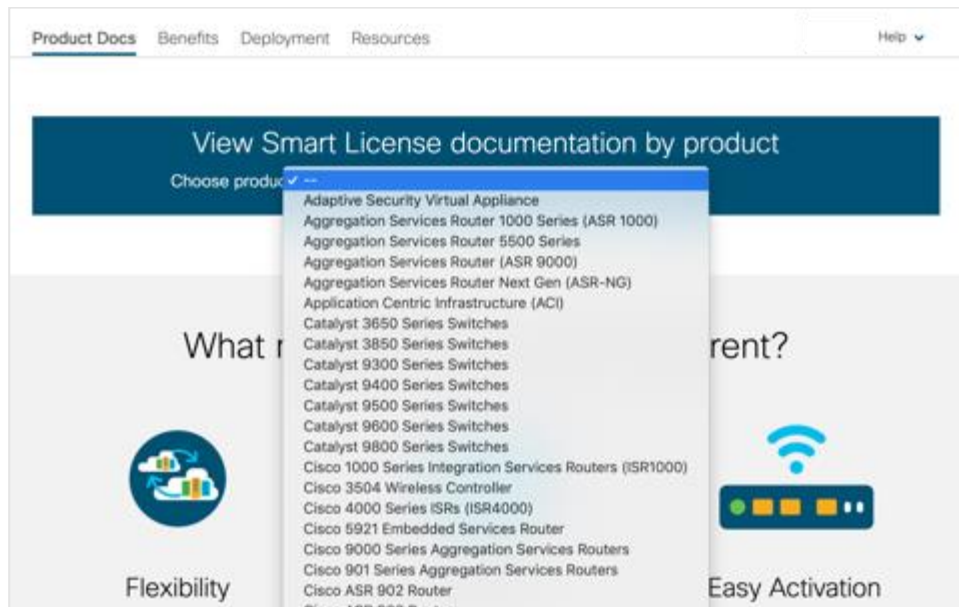
1. Log in using your Cisco.com ID, by clicking *User*  icon in the upper right-hand corner.



2. Click on *Manage licenses* under Smart Software Manager. This will take you to the CSSM, where you can download the license files (.lic).



Note: For more information on how to configure Smart Licensing on Cisco products, go to Cisco.com and search for Cisco Smart Licensing, or click [here](#). All documentation (e.g., install, upgrade, maintenance guides, etc.) is available on this page under Product Docs, or refer to the configuration guides on Cisco.com.



Appendix B | Points of Contact Lists

B1 DISA Contract Officer (CO)

Name	Email
Carrie Ross	carrie.m.ross.civ@mail.mil

B2 DAF Contract Officer Representative (COR)

Name	Email
Gerald Vallow	gerald.vallow.2@us.af.mil

B3 Enterprise Software License Manager (ESLM)

Name	Email
Forace McDaniels	forace.mcdaniels@us.af.mil

B4 Software Benefit Administrators (SBA) – By MAJCOM/COCOM

MAJCOM	SBA POC	EMAIL
ACC	ACC Software Benefits (Primary Email)	ACCA6.A6IC.SoftwareBenefitsAd@us.af.mil
ACC	Alexis Wainscott (Pri)	alexis.wainscott.ctr@us.af.mil
ACC	Maria Otzelberger (Alt)	maria.otzelberger.ctr@us.af.mil
ACC_AF JWICS	Christine Cardenas	christine.cardenas.1.ctr@us.af.mil
ACC_AF_JWICS	Celina Cordova	celina.cordova.1.ctr@us.af.mil
AETC	AETC Software Benefits	aetc.a6oi.softwarebenefits@us.af.mil
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AETC	Roger Engle - Alt	roger.engle.3@us.af.mil
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JWAC	Celeste Henkel	celeste.m.henkel.civ@mail.mil
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NORTHCOM/NORAD	Curt Barr	curt.m.barr.civ@mail.mil
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SMC	Micheal D. Hart	micheal.hart@us.af.mil
STRATCOM	David James - Alt	david.a.james58.civ@mail.mil
STRATCOM	Donald Flick	Donald.j.flick.civ@mail.mil
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TBMCS-U	Christopher Fantasia - Alt	christopher.fantasia.3@us.af.mil
TBMCS-U	Sue Oliva	susan.oliva.ctr@us.af.mil
TRANSCOM	Larry Faulk	larry.w.faulk2.civ@mail.mil
TRANSCOM	Michele Sager - Alt	michele.l.sager.ctr@mail.mil
TRANSCOM	Michael Davis	michael.o.davis28.civ@mail.mil
USAFE	Christopher Mishler	christopher.mishler@us.af.mil
USAFE	Dominic Moless - Alt	dominic.moless@us.af.mil

B5 Iron Bow Technologies Points of Contact

Pre-Sales	Post-Sales (CX)	Leadership
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Appendix C | Additional Resources

C1 Resources on Cisco.com

[Cisco Networking Overview](#)

[Cisco DNA Architecture Overview](#)

[Cisco DNA Advantage for Switching](#)

[Cisco DNA Advantage for Routing \(SD-WAN\)](#)

[Cisco DNA Advantage for Wireless](#)

[Cisco Prime Infrastructure](#)

[Cisco Routing Platforms](#)

[Cisco Switching Platforms](#)

[Cisco Wireless Platforms](#)



Appendix D | Compatibility Matrix—Cisco DNA Center

Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Router	Cisco Catalyst 8500 Series Edge Platforms	C8500-12X	IOS-XE 16.12.1	IOS-XE 16.12.1	2.1.2.4	Yes	Yes
Router	Cisco Catalyst 8500 Series Edge Platforms	C8500-12X4QC	IOS-XE 16.12.1	IOS-XE 16.12.1	2.1.2.4	Yes	Yes
Router	Cisco Catalyst 8300 Series Edge Platforms	C8300-1N1S-4T2X C8300-1N1S-6T	IOS-XE 16.12.1	IOS-XE 16.12.1	2.1.2.4	Yes	Yes
Router	Cisco Catalyst 8300 Series Edge Platforms	C8300-2N2S-4T2X C8300-2N2S-6T	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.2.4	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200-48PL C9200-48PL-4G C9200-48PL-4X	IOS-XE 17.3.1	IOS-XE 17.3.1	2.1.2.3	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1109-4PLTE2PWE C1109-4PLTE2P	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.2.3	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1117-4PLTELA	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.2.3	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9105AXI-B C9105AXW-B	IOS-XE 17.3.1	IOS-XE 17.3.1	2.1.2.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200-24PB-A C9200-48PB-A	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.1.0	Yes	Yes
Switch	Cisco Catalyst 9600 Series Switches	C9606R (SVL)	IOS-XE 16.12.3a	IOS-XE 16.2.1	2.1.1.0	Yes	No
Switch	Cisco Catalyst 9500 Series Switches	C9500-16X C9500-40X C9500-12Q C9500-24Q (SVL)	IOS-XE 16.12.3a	IOS-XE 16.2.2	2.1.1.0	Yes	No



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 9500 Series Switches	C9500-48Y4C C9500-24Y4C C9500-32QC C9500-32C (SVL)	IOS-XE 16.12.3a	IOS-XE 16.2.1	2.1.1.0	Yes	No
Switch	Cisco Catalyst 9400 Series Switches	C9404R C9407R C9410R (SVL)	IOS-XE 16.12.3a	IOS-XE 16.2.1	2.1.1.0	Yes	No
Switch	Cisco Catalyst 9300 Series Switches	C9300-24T C9300-48T C9300-24UX C9300-48UXM (SVL)	IOS-XE 16.2.1	IOS-XE 16.2.1	2.1.1.0	Yes	No
Switch	Cisco Catalyst 9300 Series	C9300-24S C9300-48S (SVL)	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.1.0	Yes	No
Switch	Cisco Catalyst 9300 Series Switches	C9300-48UN (SVL)	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.1.0	Yes	No
Router	Cisco 1000 Series Integrated Services Routers	C1109-4PLTE2P	IOS-XE 17.1.1	IOS-XE 17.1.1	2.1.1.0	Yes	Yes
Router	Cisco 4000 Series Integrated Services Routers	ISR 4451-X	IOS-XE 16.6.3	IOS-XE 3.16	1.3.3.4	No	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300L-48PF-4X C9300L-48PF-4G	IOS-XE 16.12.3a	IOS-XE 16.12.1	1.3.3.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48H C9300-24H	IOS-XE 17.1.1	IOS-XE 17.1.1	1.3.3.0	Yes	Yes
Switch	Cisco Catalyst Digital Building Series Switches	CDB-4PF CDB-4PC	IOS 15.2(7)E0a	IOS 15.2(7)E0a	1.3.3.0	Yes	No
Wireless	Catalyst 9100 Series Access	C9120AXE	IOS-XE 16.12.3	AireOS 8.10	1.3.3.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9120AXE/I/P -EWC	IOS-XE 16.12.3	IOS-XE 16.12.2	1.3.3.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9120AXP	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.3.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9130AXI-EWC	IOS-XE 16.12.3	IOS-XE 16.12.2	1.3.3.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9130AXE-EWC	IOS-XE 16.12.3	IOS-XE 16.12.2	1.3.3.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 9300 Series Switches	C9300-24UB	IOS-XE 16.12.3a	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-24UXB	IOS-XE 16.12.3a	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48UB	IOS-XE 16.12.3a	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1111 C1111-4PLTELA C1111-8PLTELA	IOS-XE 16.9.4	IOS-XE 16.9.4	1.3.1.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1121	IOS-XE 16.12.1a	IOS-XE 16.12.1a	1.3.1.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1121X	IOS-XE 16.12.1a	IOS-XE 16.12.1a	1.3.1.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1161	IOS-XE 16.12.1a	IOS-XE 16.12.1a	1.3.1.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1161X	IOS-XE 16.12.1a	IOS-XE 16.12.1a	1.3.1.0	Yes	Yes
Router	Cisco 900 Series Routers	C951 C959	IOS-XE 16.12.1a	IOS-XE 16.12.1a	1.3.1.0	Yes	Yes
Router	Cisco VG Series Voice Gateways	VG450	IOS-XE 16.10.1	IOS-XE 16.10.1	1.3.1.0	Yes	No
Wireless	Catalyst 9100 Series Access Points	C9115AXE-X	AireOS 8.10.122.0	AireOS 8.9.100	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9115AXE-X	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9120AXE	AireOS 8.10.122.0	AireOS 8.9.100	1.3.1.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Catalyst 9100 Series Access Points	C9120AXP	AireOS 8.10.122.0	AireOS 8.9.100	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9120AXP	AireOS 8.10.122.0	AireOS 8.9.100	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9120AXI	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9130AXI	AireOS 8.10.122.0	AireOS 8.10	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9130AXI	IOS-XE 16.12.3	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9130AXE	AireOS 8.10.122.0	AireOS 8.10	1.3.1.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9130AXE	IOS-XE 16.12.3	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Wireless	Catalyst 9800 Series Wireless Controllers	C9800-L-C-K9	IOS-XE 16.12.3	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Wireless	Catalyst 9800 Series Wireless Controllers	C9800-L-F-K9	IOS-XE 16.12.3	IOS-XE 16.12.1	1.3.1.0	Yes	Yes
Wireless	Cisco Aironet AP (1840 Series)	AP1840	AireOS 8.8.130.0	AireOS 8.9.111	1.3.1.0	Yes	Yes
Virtual	Cisco NGFWv	N/A	6.4.0	6.4.0	1.3.1.0	Yes	No
Virtual	Fortinet	N/A	Fortigate 5.6.2	Fortigate 5.4	1.3.1.0	Yes	No
Virtual	Palo Alto	N/A	8.1.3	8.1.3	1.3.1.0	Yes	No



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Virtual	Riverbed	N/A	9.0	9.0	1.3.1.0	No	No
Virtual	Silver Peak	N/A	7.3.9.0	7.3.9.0	1.3.1.0	No	No
Switch	Cisco Catalyst 9200 Series Switches	C9200-24PXG	IOS-XE 16.12.3a	IOS-XE 16.11.1	1.3.0.0	No	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200-48PXG	IOS-XE 16.12.3a	IOS-XE 16.11.1	1.3.0.0	No	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-24PXG-2Y	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.3.0.0	No	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-24PXG-4X	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.3.0.0	No	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-48PXG-2Y	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.3.0.0	No	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-48PXG-4X	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.3.0.0	No	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300L	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.3.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300L-24T-4G C9300L-48T-4G C9300L-24P-4G C9300L-48P-4G C9300L-24T-4X C9300L-48T-4X C9300L-24P-4X C9300L-48P-4X	IOS-XE 16.12.3a	IOS-XE 16.11.1c	1.3.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300L-48PF-4G C9300L-48PF-4X C9300L-48UXG-2Q C9300L-24UXG-2Q C9300L-48UXG-4X C9300L-24UXG-4X	IOS-XE 16.12.3a	IOS-XE 16.12.2	1.3.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 9600 Series Switches	C9600	IOS-XE 16.12.3a	IOS-XE 16.11.1c	1.3.0.0	Yes	Yes
Router	Cisco 800 Series Routers	C891FJ-K9	IOS 15.6(3)M5	IOS 15.5(3)M2	1.3.0.0	Yes	No
Router	Cisco 800 Series Routers	C892FSP-K9	IOS 15.6(3)M5	IOS 15.5(3)M2	1.3.0.0	Yes	No
Router	Cisco 900 Series Routers	C921 C921J	IOS 15.8(3)M2	IOS 15.8(3)M1	1.3.0.0	Yes	No
Router	Cisco 900 Series Routers	C931 C931J	IOS 15.8(3)M2	IOS 15.8(3)M1	1.3.0.0	Yes	No
Router	Cisco 900 Series Routers	C941 C941J	IOS 15.8(3)M2	IOS 15.8(3)M1	1.3.0.0	Yes	No
Wireless	Catalyst 9100 Series Access	C9115AXI-X	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.0.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9115AXI/E-EWC	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.0.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9117AXI-X	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.0.0	Yes	Yes
Wireless	Catalyst 9100 Series Access	C9117AXI/E-EWC	IOS-XE 16.12.3	IOS-XE 16.11.1c	1.3.0.0	Yes	Yes
Wireless	Catalyst 9800 Series Wireless Controllers	Cat9400 Embedded Wireless	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.3.0.0	Yes	Yes
Wireless	Catalyst 9800 Series Wireless Controllers	Cat9500 Embedded Wireless	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.3.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1840 Series)	AP1840	IOS-XE 16.12.3	IOS-XE 16.12.1	1.3.0.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1840 Series)	1840.0	AireOS 8.8.125	AireOS 8.9.111	1.3.0.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200-24P	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200-24T	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200-48P	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.2.8.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 9200 Series Switches	C9200-48T	IOS-XE 16.12.3a	IOS-XE 16.10.1	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-24P-4G	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-24P-4X	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-24T-4G	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-24T-4X	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-48P-4G	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-48P-4X	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-48T-4G	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Catalyst 9200 Series Switches	C9200L-48T-4X	IOS-XE 16.12.3a	IOS-XE 16.9.2	1.2.8.0	Yes	Yes
Switch	Cisco Nexus 9500 Series	N9K-C9504	NXOS 9.2.1	NXOS 9.2.1	1.2.8.0	Yes	No
Switch	Cisco Nexus 9500 Series	N9K-C9508	NXOS 9.2.1	NXOS 9.2.1	1.2.8.0	Yes	No
Switch	Cisco Nexus 9500 Series	N9K-C9516	NXOS 9.2.1	NXOS 9.2.1	1.2.8.0	Yes	No
Wireless	Catalyst 9800 Series Wireless Controllers	C9800-40-K9	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.2.8.0	Yes	Yes
Wireless	Catalyst 9800 Series Wireless Controllers	C9800-80-K9	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.2.8.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Catalyst 9800 Wireless Controller (Cloud)	C9800-CL-K9	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.2.8.0	Yes	Yes
Router	Cisco 4000 Series Integrated Services Routers	ISR 4321	IOS-XE 16.6.3	IOS-XE 3.16	1.2.5.0	Yes	Yes
Router	Cisco 4000 Series Integrated Services Routers	ISR 4331	IOS-XE 16.6.3	IOS-XE 3.16	1.2.5.0	Yes	Yes
Router	Cisco 4000 Series Integrated Services Routers	ISR 4461	IOS-XE 16.8.1	IOS-XE 16.9.1	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1540 Series)	1542d	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1540 Series)	1542i	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1560 Series)	1560.0	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1800 Series)	1800.0	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1815 Series)	1815i	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1815 Series)	1815m	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1815 Series)	1815w	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1830 Series)	1832i	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Cisco Mobility Express for Aironet (1850 Series)	1852e	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1850 Series)	1852i	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (2800 Series)	2800.0	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (2800 Series)	2800e	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (2800 Series)	2800i	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (3800 Series)	4800.0	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (3800 Series)	3800e	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (3800 Series)	3800i	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (3800 Series)	3800p	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (4800 Series)	4800.0	AireOS 8.8.130.0	AireOS 8.8.100	1.2.5.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9115AXI-X	AireOS 8.10.122.0	AireOS 8.9.100	1.2.10.0	Yes	Yes
Wireless	Catalyst 9100 Series Access Points	C9117AXI-X	AireOS 8.10.122.0	AireOS 8.9.100	1.2.10.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Catalyst 9800 Series Wireless Controllers	Cat9300 Embedded Wireless	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.2.10.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-24P	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-24T	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-24U	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-24UX	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48P	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48T	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48U	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48UN	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 9300 Series Switches	C9300-48UXM	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst Digital Building Series Switches	CDB	IOS 15.2(6)E1	IOS 15.2(6)E1	1.2.0.0	No	No
Router	Cisco 1000 Series Integrated Services Routers	C1101-4P	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEP	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWA	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWB	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWD	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWE	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWF	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWH	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWN	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWQ	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWR	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1101-4PLTEPWZ	IOS-XE 16.8.1	IOS-XE 16.8.1	1.2.0.0	Yes	Yes
Switch	Cisco Catalyst 2960 Series	C2960-P	IOS 15.2(4)E3	IOS 15.2(2)E3	1.1.1.0	Yes	No



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 2960 Series	C2960-C	IOS 15.2(4)E3	IOS 15.2(2)E3	1.1.0.0	Yes	No
Switch	Cisco Catalyst 2960 Series	C2960-CG	IOS 15.2(4)E3	IOS 15.2(2)E3	1.1.0.0	Yes	No
Switch	Cisco Catalyst 2960 Series	C2960-CPD	IOS 15.2(4)E3	IOS 15.2(2)E3	1.1.0.0	Yes	No
Switch	Cisco Catalyst 9300 Series Switches	C9300 Stack	IOS-XE 16.12.3a	IOS-XE 16.6.3	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9400 Series Switches	C9400 (Sup1E)	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9400 Series Switches	C9400-SUP-1	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9400 Series Switches	C9400-SUP-1XL 1XL-Y	IOS-XE 16.12.3a	IOS-XE 16.8.1a	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9400 Series Switches	C9404R	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9400 Series Switches	C9407R	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9400 Series Switches	C9410R	IOS-XE 16.12.3a	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-12Q	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-16X	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 9500 Series Switches	C9500-24Q	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-24Y4C	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-32C	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-32QC	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-40X	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Switch	Cisco Catalyst 9500 Series Switches	C9500-48Y4C	IOS-XE 16.12.3a	IOS-XE 16.8.1	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1112-8P	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1112-8PLTEEA	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8P	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PLTEEA	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PLTEEAWE	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PLTELA	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PLTELAWE	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PLTELAWZ	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PM	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PMLTEEA	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PMWE	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PWA	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PWE	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1113-8PWZ	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1116	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1117	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 1000 Series Integrated Services Routers	C1118	IOS-XE 16.7.1	IOS-XE 16.6.2	1.1.0.0	Yes	Yes
Router	Cisco 4000 Series Integrated Services Routers	ISR 4221	IOS-XE 16.6.3	IOS-XE 16.4.2	1.1.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Router	Cisco 4000 Series Integrated Services Routers	ISR 4351	IOS-XE 16.6.3	IOS-XE 3.16	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1815 Series)	1815i	AireOS 8.5.130	AireOS 8.5.120	1.1.0.0	No	No
Wireless	Cisco Aironet AP(1815 Series)	1815m	AireOS 8.5.130	AireOS 8.5.120	1.1.0.0	No	No
Wireless	Cisco Aironet AP(1815 Series)	1815t	AireOS 8.5.130	AireOS 8.5.120		No	No
Wireless	Cisco Aironet AP(1850 Series)	1852e	AireOS 8.5.120	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1540 Series)	1542d	IOS-XE 16.10.1e	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1540 Series)	1542d	AireOS 8.5.120	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1540 Series)	1542i	IOS-XE 16.10.1e	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1540 Series)	1542i	AireOS 8.5.120	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1560 Series)	1560.0	IOS-XE 16.10.1e	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1560 Series)	1560.0	AireOS 8.5.120	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1600 Series)	AP 1600	IOS-XE 16.10.1e	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1700 Series)	AP 1700	AireOS 8.5.120	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Cisco Aironet AP (1800 Series)	1800.0	AireOS 8.5.161.0	AireOS 8.5.120	1.1.0.0	No	No
Wireless	Cisco Aironet AP (1800 Series)	1800.0	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1815 Series)	1815i	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1815 Series)	1815m	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1815 Series)	1815w	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1815 Series)	1815w	AireOS 8.5.161.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1830 Series)	1832i	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	No
Wireless	Cisco Aironet AP (1830 Series)	1832i	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1850 Series)	1852e	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1850 Series)	1852i	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (2700 Series)	AP 2700	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (2800 Series)	AP 2800 E	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (2800 Series)	AP 2800 E	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Cisco Aironet AP (2800 Series)	AP 2800 I	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (2800 Series)	AP 2800 I	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3700 Series)	AP 3700	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3800 Series)	AP 3800 E	IOS-XE 16.12.3	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3800 Series)	AP 3800 E	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3800 Series)	AP 3800 I	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3800 Series)	AP 3800 I	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3800 Series)	AP 3800 P	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (3800 Series)	AP 3800 P	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (4800)	AP 4800	AireOS 8.8.130.0	AireOS 8.5.120	1.1.0.0	Yes	Yes
Wireless	Cisco Aironet AP (4800 Series)	AP 4800	IOS-XE 16.12.3	IOS-XE	1.1.0.0	Yes	Yes
Wireless	Cisco Mobility Express for Aironet (1850 Series)	1852i	IOS-XE 16.12.3	IOS-XE 16.10.1e	1.1.0.0	Yes	Yes
Virtual	ASA	ASAv	9.6.1	9.6.1	1.1.0.0	No	Yes
Virtual	ENCS	ENCS 5100	3.11.2	3.10.1	1.1.0.0	No	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Virtual	ENCS	ENCS 5400	3.11.2	3.10.1	1.1.0.0	No	Yes
Virtual	ISRV	ISRV	IOS-XE 16.6.3	15.3(1)S1	1.1.0.0	No	Yes
Virtual	UCS C-Series Rack Servers	UCS-C220	3.11.2	3.10.1	1.1.0.0	No	Yes
Virtual	UCS E-Series Blade Servers for ISR routers	UCSE on ISR43xx	3.11.2	3.10.1	1.1.0.0	No	Yes
Virtual	UCS E-Series Blade Servers for ISR routers	UCSE on ISR44xx	3.11.2	3.10.1	1.1.0.0	No	Yes
Virtual	WAAS	vWAAS	16.2	16.2	1.1.0.0	No	Yes
Switch	Cisco Catalyst 2960 Series	C2960-CX	IOS 15.2(4)E3	IOS 15.2(3)E2	1.0.0.0	Yes	No
Switch	Cisco Catalyst 2960 Series	C2960CX-8PC-L	IOS 15.2(4)E3	IOS 15.2(3)E2	1.0.0.0	Yes	No
Switch	Cisco Catalyst 2960-L Series	C2960-L	IOS 15.2(5)E	IOS 15.2(5)E	1.0.0.0	Yes	No
Switch	Cisco Catalyst 2960-X Series	C2960-X	IOS 15.2(4)E3	IOS 15.2(2)E3	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 2960-XR Series	C2960-XR	IOS 15.2(4)E3	IOS 15.2(2)E3	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 2960-XR Series	C2960-XR Stack	IOS 15.2(4)E3	IOS 15.2(2)E3	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 3560-CX Series	C3560-CX	IOS 15.2(6)E2	IOS 15.2(3)E2	1.0.0.0	Yes	No
Switch	Cisco Catalyst 3650 Series	C3650 (Copper)	IOS-XE 16.6.3	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 3650 Series	C3650-Stack	IOS-XE 16.6.3	IOS-XE 16.6.3	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 3850 Series	C3850 (Copper/Fiber)	IOS-XE 16.6.3	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 3850 Series	C3850-Stack (Copper/Fiber)	IOS-XE 16.6.3	IOS-XE 16.6.3	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4500-VSS	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4500X	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 4500 Series Switches	C4503E (SUP 7E 7LE 8LE)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4503E (Sup 8E 9E)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4506E (SUP 7E 7LE 8LE)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4506E (Sup 8E 9E)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4507R+E (SUP 7E 7LE 8LE)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4507R+E (Sup 8E 9E)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4510R+E (SUP 7E 7LE 8LE)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 4500 Series Switches	C4510R+E (Sup 8E 9E)	IOS-XE 3.10E	IOS-XE 3.6.5E	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6500 Series Switches	C6500-VSS	IOS 15.5(1)SY1	≥ 15.0SY ≥ 15.3SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6500 Series Switches	C6503E (Sup 2T 6T)	IOS 15.5(1)SY1	≥ 15.0SY ≥ 15.3SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6500 Series Switches	C6504E (Sup 2T 6T)	IOS 15.5(1)SY1	≥ 15.0SY ≥ 15.3SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6500 Series Switches	C6506E (Sup 2T 6T)	IOS 15.5(1)SY1	≥ 15.0SY ≥ 15.3SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6500 Series Switches	C6509E (Sup 2T 6T)	IOS 15.5(1)SY1	≥ 15.0SY ≥ 15.3SY	1.0.0.0	Yes	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Switch	Cisco Catalyst 6500 Series Switches	C6513E (Sup 2T 6T)	IOS 15.5(1)SY1	≥ 15.0SY ≥ 15.3SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6800 Series Switches	C6807-XL (Sup 2T 6T)	IOS 15.5(1)SY1	≥ 15.1SY ≥ 15.3SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6800 Series Switches	C6840-X	IOS 15.5(1)SY1	≥ 15.2(2)SY	1.0.0.0	Yes	Yes
Switch	Cisco Catalyst 6800 Series Switches	C6880-X	IOS 15.5(1)SY1	≥ 15.1SY	1.0.0.0	Yes	Yes
Switch	Cisco Nexus 7000 Series Switches	N7700 + M3 Linecards (Sup2E)	NX-OS 8.2	NX-OS 7.3.1	1.0.0.0	Yes	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1001-HX	IOS-XE 16.6.3	IOS-XE 16.3.1	1.0.0.0	No	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1001-X	IOS-XE 16.6.3	IOS-XE 3.12.0	1.0.0.0	No	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1002-HX	IOS-XE 16.6.3	IOS-XE 16.3.1	1.0.0.0	No	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1002-X	IOS-XE 16.6.3	IOS-XE 3.7.0	1.0.0.0	No	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1006-X (RP2)	IOS-XE 16.6.3	IOS-XE 3.16.0	1.0.0.0	No	Yes



Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1006-X (RP3)	IOS-XE 16.6.3	IOS-XE 16.3.1	1.0.0.0	No	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1009-X (RP2)	IOS-XE 16.6.3	IOS-XE 3.16.0	1.0.0.0	No	Yes
Router	Cisco 1000 Series Aggregation Services Routers	ASR 1009-X (RP3)	IOS-XE 16.6.3	IOS-XE 16.3.1	1.0.0.0	No	Yes
Router	Cisco 4000 Series Integrated Services Routers	ISR 4431	IOS-XE 16.6.3	IOS-XE 3.16	1.0.0.0	Yes	Yes
Wireless	Cisco 3504 Wireless Controller	AIR-CT3504	AireOS 8.5.161.0, AireOS 8.8.130.0, AireOS 8.10.122.0, AireOS 8.10.130.0	AireOS 8.5.120	1.0.0.0	Yes	Yes
Wireless	Cisco 5520 Wireless Controller	AIR-CT5520	AireOS 8.5.161.0, AireOS 8.8.130.0, AireOS 8.10.122.0, AireOS 8.10.130.0	AireOS 8.5.120	1.0.0.0	Yes	Yes
Wireless	Cisco 8540 Wireless Controller	AIR-CT8540	AireOS 8.5.161.0, AireOS 8.8.130.0, AireOS 8.10.122.0, AireOS 8.10.130.0	AireOS 8.5.120	1.0.0.0	Yes	Yes

Device	Family	Model	Recommended Release	Minimum Supported Release ¹	Minimum Cisco DNA Center Release	Cisco DNA Essentials license ²	Cisco DNA Advantage license
Wireless	Cisco Aironet AP (1700 Series)	AP-1700	AireOS 8.5.161.0	AireOS 8.5.120	1.0.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1700 Series)	AP-2700	AireOS 8.5.161.0	AireOS 8.5.120	1.0.0.0	Yes	Yes
Wireless	Cisco Aironet AP (1700 Series)	AP-3700	AireOS 8.5.161.0	AireOS 8.5.120	1.0.0.0	Yes	Yes
Virtual	Cisco Cloud Services Router 1000V Series	CSRv	IOS-XE 16.6.3	15.3(1)S1	1.0.0.0	Yes	Yes

Footnotes

¹ Min supported version will only support Discovery and Inventory.

² For all devices, not fully supported for Essentials in 1.2, will be fully supported in subsequent releases .

³ For updated version on SDA Support, click here to go to SDA Compatibility Matrix Page

⁴ PnP may require enabling TLS v1.0 on Cisco DNA Center appliance unless using TLS v1.1 compliant images:

5.0 SD-Access Extension for IoT

6.0 ASA Device support is on ASA OS only

7.0 SVL Support on Cat 9k devices are only on Essentials and Advantage support expected to be available by end of CY'20

8.0 Appliance support has only Inventory, Discovery. SWIM and other features will be available in upcoming releases.



Attachment 1 | DoD Cisco Advanced Services SKUs on ESI Contract

See attached DoD Cisco Advanced Services SKUs on ESI contract.