Department of the Air Force (DAF)

Global Enterprise Modernization Software and Support (GEMSS)

Standard Operating Procedures (SOP)

Version 2.4, March 2025

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Section 1 | Purpose

This document provides the standard operating procedures for the Department of the Air Force (DAF) Global Enterprise Modernization Software and Support (GEMMS) contract. This and many other resources are found at Iron Bow's GEMSS Resource website. For any questions or concerns, please email GEMSS@ironbow.com for a prompt reply.

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

In June 2021, the Defense Information Technology Contracting Organization (DITCO), in collaboration with the Secretary of the Air Force (SAF), signed an agreement, the Department of the Air Force's Cisco Global Enterprise Modernization Software and Support (GEMSS) contract. This contract provides the DAF access to SmartNet Total Care for all Cisco devices, which provides 24x7 technical support through online and a toll-free telephone call-in service, provides next business day hardware replacement, and provides software downloads. Additionally, the contract provides unlimited Cisco DNA Advantage licenses for Cisco Catalyst-based routing, switching, and wireless technologies. The prime contract holder, Iron Bow Technologies, is partnered with Cisco to provide all capabilities within this contract. This contract replaced the Cisco JELA contract.

2.3 How to Get Cisco Devices Covered by the GEMSS Program?

The DAF uses many methods to implement programs, which may include Cisco devices to achieve the program's Fully Operational Capability (FOC) status. Some purchased devices may not follow the traditional DAF acquisition methods and funding streams (e.g. 3080, 3400) used by operational units.

How do I know if my devices are covered by the GEMSS program? If the devices are DAF-owned and the devices are processing DAF data, operating on a DAF network (e.g. NIPRNet, SIPRNet), the Cisco devices are covered by the GEMSS program.

If the devices do not appear in the Unit's Cisco Virtual Account under the DAF Smart Account (NEXTGEN USAF), then the following procedure is used to add the devices to a Virtual Account:

- Unit's network technician that maintains the devices will submit a Hardware Request Form, found on the GEMSS Resource website (https://ironbow.com/gemss-usaf-space-force)
- First Civilian or Military will email the completed form to GEMSS@IronBow.com (requests received from contractor emails will have device ownership verified before approval)

For contracted companies that purchase, operate, and or maintain Cisco devices, the Contractor Officer Representative (COR) or first government employee (non-contractor) with oversight of the mission affected by the Cisco devices, will send an email approval to GEMSS@IronBow.com that states the Unit name and office symbol with a completed Hardware Request Form listing the devices that are supporting the Unit's mission. Similar evidence will be accepted for approval like the SF 1449, contracting document that confirms the devices were purchased through a DoD/DAF contracting agency.

2.4 Summary of Coverage

2.4.1 Cisco SmartNet Total Care (SNTC)

- Provides unlimited 24x7x365 Technical Assistance Center (TAC) online and 800 telephone service; case prioritization occurs using one of four severity levels
    - Severity 1 or 2 – Call 1-800-553-2447, Option 1 for immediate response
    - Severity 3 or 4 – Open a new case at https://mycase.cloudapps.cisco.com/case
- Provides 8x5xNext-Business-Day replacement for all DAF-owned, Cisco-branded, hardware
- Provides unlimited Internetwork Operating System (IOS) update and patch downloads
    - Access Download from Cisco Software Central: https://software.cisco.com

2.4.2 Cisco DNA Advantage Licensing

Provides the ability to consume Cisco licensing for the following technologies:

- Cisco DNA Advantage for Routing — Includes traditional features 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
- Catalyst Center Network Management Software— Access to centralized software for management, automation, configuration, and monitoring

Refer to Appendix G or navigate to the Cisco Capability Matrix website for compatible Cisco DNA devices.

2.4.3 High-Touch Operations Management (HTOM)

Cisco single point of contact for all Technical Assistance Center (TAC) support assistance, prioritization, and management. For questions and concerns, contact afhtom@cisco.com.

2.4.4 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 (SIPRNet) and Voice over Secured Internet Protocol (VoSIP).

    Note: Most technologies are supported from 8:00 a.m. – 8:00 p.m. (Eastern)

2.4.5 Cisco Certified Architects and Engineers for Enterprise-wide Solutions

There are five full-time equivalent Cisco-certified architect and engineers to deliver and manage, design and strategically engineer, solutions for Headquarters Air Force (HAF). This team works hand-and-glove with HAF and 16 AF on enterprise-wide engineering solutions. If a Unit or Program has an enterprise-wide requirement, the detailed requirement can be routed through SAF/CNS Front Office for prioritization.

Section 3 | Technical Assistance Center (TAC) Support

3.1 What's covered?

The DAF is provided unlimited 24x7 TAC support for all DAF-owned, Cisco-branded, hardware and software and SWSS-eligible application software (owned as of 21 June 2019).

3.2 How to Open a TAC Case

TAC Cases can be opened by navigating to [Cisco Support Case Manager (SCM)](#) (member must login in with their Cisco CCO ID credentials that are associated with a .MIL email address).

For Severity Levels 1 and 2 TAC Cases:

1. Call the Technical Assistance Center at 800-553-2447, Option 1
2. Provide TAC the GEMSS contract #204246961
3. Live Customer Hand-off to a Cisco engineer

For Severity Levels 3 and 4 TAC Cases:

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 [section 3.3, 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.

3.3 Severity Level Descriptions

Severity 1 (S1): Network or environment is down or there is a critical impact to the unit's mission. The Unit and Cisco will commit full-time resources to resolve the situation. Cisco is committed to restore services within 4 hours.

Severity 2 (S2): Network or environment is severely degraded. The Unit and Cisco will commit full-time resources during standard business hours to resolve the situation. Cisco is committed to restore services within 8 hours.

Severity 3 (S3): Network or environment is impaired. The Unit and Cisco commit resources during standard business hours to resolve. Cisco is committed to restoring services by the next business day.

Severity 4 (S4): Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on the unit's mission. Cisco is committed to restoring services by the next business day.

3.4 Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, the Unit/Program/Agency can escalate the case with the following process:

*   During normal business hours 8:00 am – 8:00pm (Eastern): Contact Cisco TAC at 1-800-553-2447 and request the TAC case have its severity level raised. The HTOM Team can also be contacted by emailing afhtom@cisco.com.
*   After normal business hours (including weekends/holidays): Contact Cisco TAC at 1-800-553-2447 and request to raise the TAC case's severity level with the on-shift TAC Duty Manager. Outside of 8:00 a.m. – 8:00 p.m. on regular duty days, advanced support is available by engaging the on-call U.S. Public Sector HTOM by email at ggsghtom@epage.cisco.com.

Section 4 | GEMSS Portal

The GEMSS Portal allows DAF personnel to submit request for Cisco DNA Advantage licenses and gain access to their unit's DAF GEMSS Virtual Account. You can access the GEMSS Portal, by going directly to: https://ironbow.servicenowservices.com/gemss. See Appendix A for the steps to create a GEMSS Portal account.

4.1 DAF Smart Account and Virtual Account Overview

There is one Smart Account for the entire DAF, **NEXTGEN USAF**. Each Unit, Program, or Agency with Cisco devices that process DAF IT data will have the Cisco devices assigned to a Virtual Account under the DAF Smart Account. **NOTE:** Devices must be assigned under the DAF Smart Account to ensure GEMSS coverage.

Each virtual account is setup using the nomenclature, Parent Name-Unit or Program Name-[N, S, or T]. The first part of the name will identify what parent organization the Unit or Program reports to (e.g. MAJCOM or Combatant Command). The second part is the Unit or Program's abbreviation. For the 375th Communications Squadron an abbreviation like 375 CS will be used. The last letter denotes the classification, N = NIPRNet, S = SIPRNet, T = Top Secret. A complete virtual account may look like, AMC-375 CS-N. A new virtual account request is submitted through the GEMSS Portal, see Appendix B for the steps. Submit the following information with the request:

- Smart Account Domain: en-ea.us.af.mil
- Reason for Request
- Cisco Connection Online (CCO) ID(s) that require virtual account access
- DAF Unit or Program Name
- Name of the Parent CCMD, MAJCOM, or FLDCMD the Unit or Program is assigned

4.2 Maintaining Parent-Level and Unit-Level Virtual Accounts

Each Unit or Program's Virtual Account is assigned to a Parent Virtual Account, which is either a Combatant Commands (CCMD), Major Commands (MAJCOM), or Field Commands (FLDCMD). Each Parent Virtual Account has an assigned Command representative who is an Admin User (e.g. government person on A6 staff). Only the Command representative, the GEMSS Team, and Cisco will have Admin permissions, all others will only be granted User permissions (e.g. personnel accessing Unit's virtual account will only have User access not Admin access). Below is a list of actions the Parent and sub-Virtual Account users will perform annually.

NOTE: Users will only be granted access to an account when their Cisco account is associated with a .MIL, an AFIT.edu, or USAFA.edu email address. Exceptions require the first government person that oversees the contractor, the COR of the contract, or the Command representative to email an exception request with a justification to GEMSS@IronBow.com. Personal email addresses will not be permitted under any circumstances (e.g. Gmail, Yahoo, etc.).

- Parent and sub-Virtual Accounts should be reviewed for proper user access; submit any add or delete for access to GEMSS@IronBow.com when personnel PCS, retire, or are added/removed from a contract
- Devices are removed from MCE when turned into DLA Disposition Services (DRMO); submit a Hardware Request Form from the GEMSS Resource website (https://ironbow.com/gemss-usaf-space-force) or the Unit's verified DPAS inventory to GEMSS@IronBow.com to maintain account accuracy
- Devices listed in MCE are verified accurate to ensure Cisco postures replacement devices in geographically-close warehouses; otherwise, device replacement timelines will be impacted
- Review, at the start of each Fiscal Year, the list of unsupported devices (LDOS status) and integrate into long-range predictive planning (budget execution, POM planning, UFR consideration) to maintain a healthy Cisco ecosystem, see Appendix D for the process to export a list of unsupported devices.

To gain permissions to a Virtual Account, submit a request through DAF GEMSS Portal, see Appendix B for the steps, or email the info to GEMSS@IronBow.com. When submitting the request, include the following information:

- Smart Account Domain: en-ea.us.af.mil
- Reason for Request
- Your CCO ID (CCO IDs must be associated with a .MIL email address)
- Name of CCMD, MAJCOM, or FLDCMD requesting permissions to
- Name of DAF Unit or Program (as applicable)
- Name of Cisco Software Benefit Administrator (SBA)

4.3 Procuring Licenses for Existing Hardware

For existing products that require licenses, users will need to request the licenses via DAF GEMSS Portal, see Appendix D for the steps. Users will need to provide the following information:

- Hardware Product Model
- Name of Unit or Program's Virtual Account and Parent Virtual Account
- Quantity of licenses requested
- For SDWAN routing licenses, include bandwidth tier (15M, 100M, 1GB, 10GB)

Once complete, the GEMSS Team will deposit licenses in the Unit's or Program's Virtual Account. Licenses can be accessed at Cisco Software Central (http://software.Cisco.com). For more information on accessing licenses, refer to Appendix C and Appendix E.

4.4 Procuring Licenses for New Devices

New devices are bundled with software licenses and support. To remove these costs, the purchase must be associated with the DAF GEMSS Smart Account, by providing the Contracting Squadron with the following information:

- Smart Account Name: NEXTGEN USAF
- Smart Account Domain: en-ea.us.af.mil
- Name of Unit or Program's Virtual Account
- List of model and serial number of any LDOS devices being replaced

For more information on accessing licenses, refer to Appendix C and Appendix E.

Section 5 | Device Information and Replacement

The Cisco Software Central (https://software.cisco.com) website is the location where units can access various details about the Unit or Program's Virtual Account, assigned devices and licenses, and access software downloads. Appendix D provides a process to export a list of unsupported devices, which allows for the long-range planning and replacement of devices. If a device requires replacement now, call TAC support, see section 3.2 for the process to contact TAC support.

5.1 My Cisco Entitlement (MCE) Devices

The MCE database is accessed through the Cisco Software Central website. On the right side of the second row of links is the *Manage Entitlements* link. Upon clicking this link, you must login using your CCO ID credentials. For awareness, user's CCO IDs must be associated with a .MIL email address. Once logged in, at the top, click on the Devices tab. This will show all devices assigned to the Unit or Program's Virtual Account. There are many key pieces of information a Unit or Program can extract from this list to provide a better understanding about their network ecosystem. There are standard columns that list the name of the device, model, and serial number, but

there is also a key column to watch called *End of Support*, which provides a date when each device will enter LDOS status. When a device enters LDOS status Cisco is no longer required to replace or support the device.

5.2 Device Replacement

Under the GEMSS contract, all Cisco devices are covered for replacement. If a Cisco device is no longer function and has not entered LDOS status, submit a TAC case to initiate a replacement, see section 3.2. When a TAC case is entered, the Unit or Program's technician and a Cisco certified technician will work through the issue. If it's determined, in order to restore services, the device requires replacement, then the Cisco technician will begin the replacement process based on the severity code assigned to the TAC, see section 3.3, for Cisco's response times based on the TAC case's severity code.

Section 6 | Software Downloads

The GEMSS contract provides access to software downloads for all Cisco products. To download new software or updates navigate to the Cisco Software Central (https://software.cisco.com) website. The "Access Downloads" link provides access to a website where current software is found by searching for model number. The website will also track the user's download history to assist in finding recent downloads.

Network Management Software (Catalyst Center)
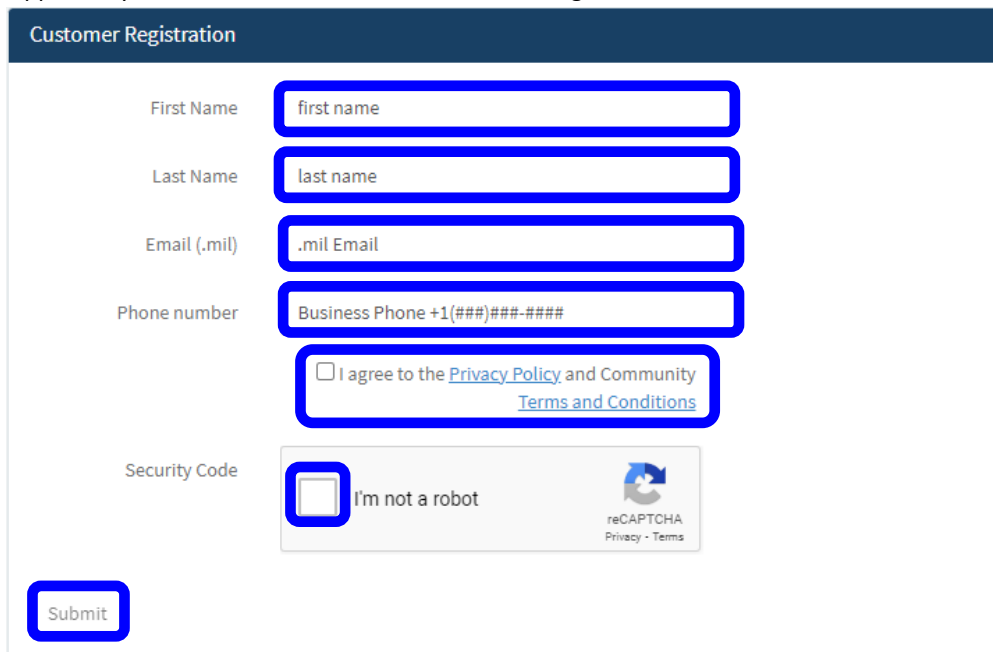
The Cisco Catalyst Center (formerly know as DNA Center) is available as a software download, covered under the GEMSS contract. This network management product provides a way to manage the configuration, management, and monitoring of all Cisco devices on the network. For more details about Catalyst Center and how to use it, see the Catalyst Center website.

Appendix A | How to Create a GEMSS Portal Account

1. Begin by navigating to the DAF GEMSS Portal

2. Click the *New User? Register here* hyperlink
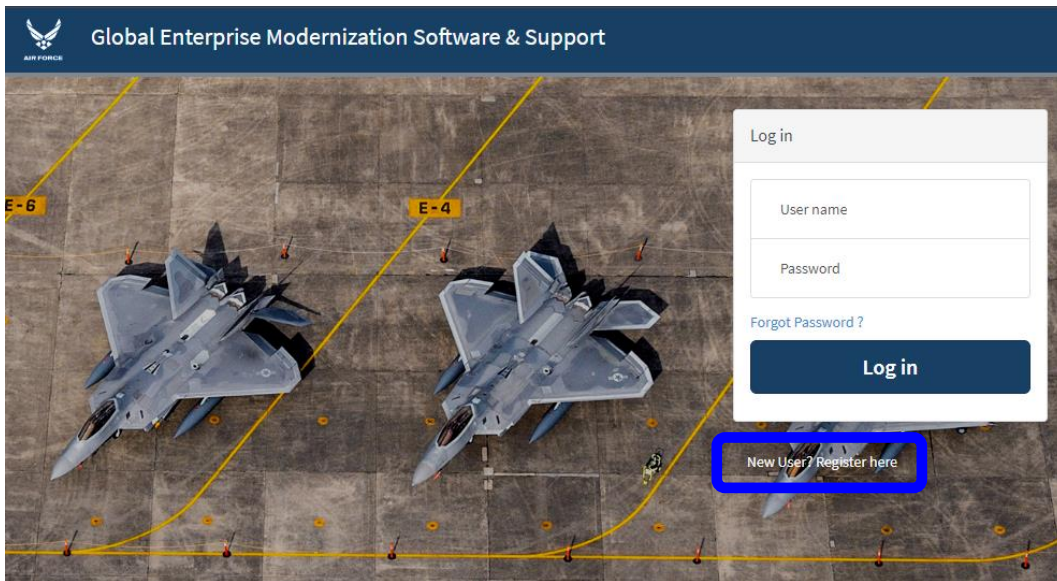
3. Complete the Request Form using a ".Mil" email address (e.g., john.doe@spaceforece.mil), click the checkbox to agree to the Policy, click the "I'm Not a Robot" checkbox, then click *Submit*. Once approved you will receive a confirmation email to log into the GEMSS Portal.

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

Appendix B | How to Request a New Virtual Account or Access to an Existing Virtual Account

Logon to the DAF GEMSS Portal using your GEMSS Account username and password

1. Click the *Submit a Request* button.

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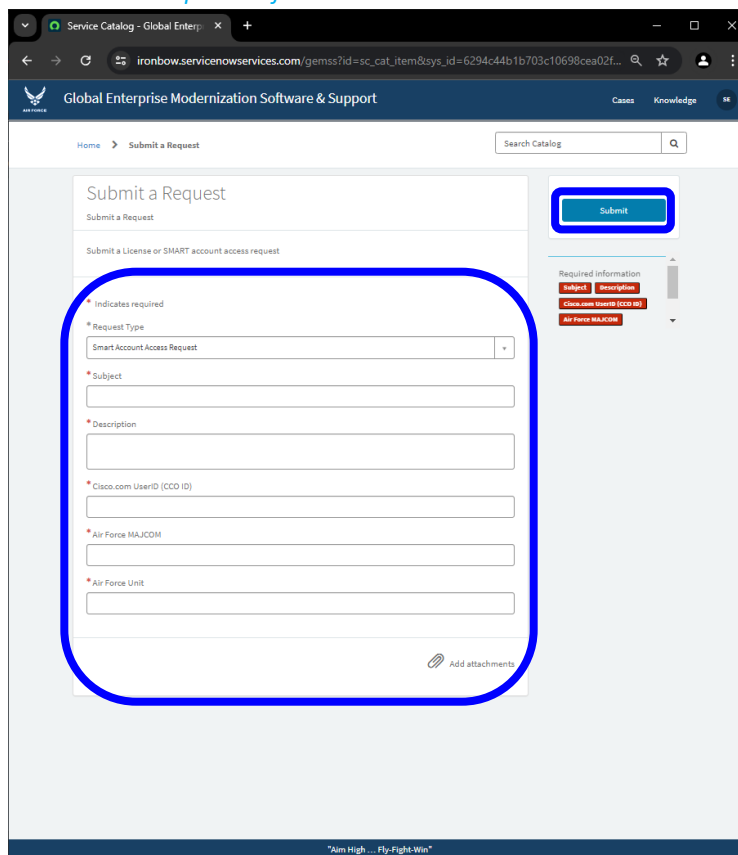
3. Click the *Submit* button.

Note: Once the request is completed, an email confirmation is sent to the user. Additionally, the status of any request can be checked under "My Open Cases."

Appendix C | How to Request Licenses for Existing Devices

Begin by navigating to the DAF GEMSS Portal and log in using your username and password for your GEMSS account:

1. Click the *Submit a Request* button.

2. Complete the form with *Required Information*.

3. Click *Submit*.

Note: Once the request is completed, an email confirmation is sent to the user. Additionally, the status of any request can be checked under "My Open Cases."

Appendix D | Export a list of Devices that enter Last Day of Support (LDOS)

A list of LDOS devices assigned to a virtual account identifies what devices are no longer being supported by Cisco. This can provide inputs into the Program Objective Memorandum (POM) planning process. Here is how to export a list of devices that will reach LDOS by the end of the Fiscal Year.

1. Navigate to Cisco Software Central (https://software.cisco.com)
2. Click *Access MCE* link on the right side of the second row of links
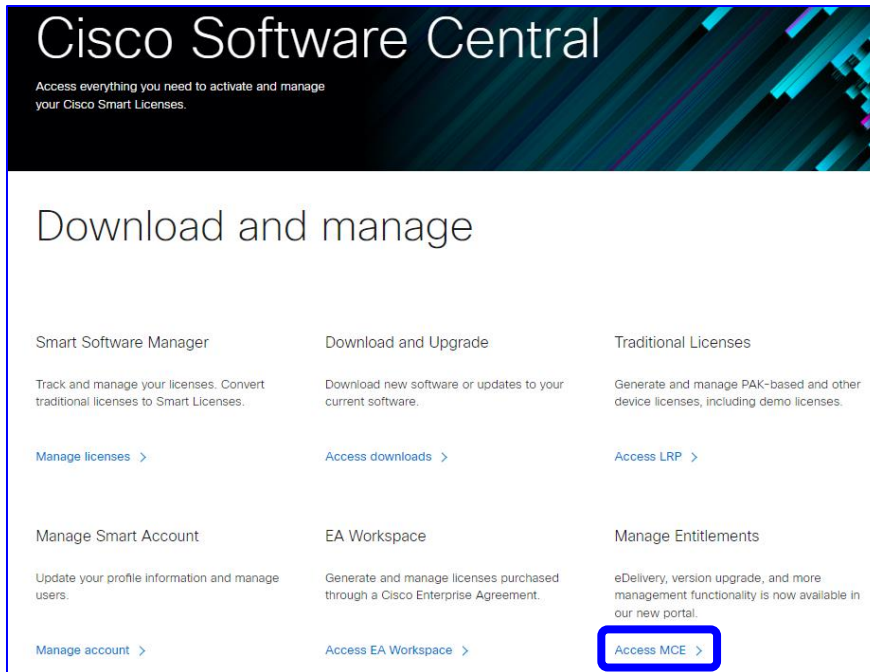
3. Login using CCO ID credentials or use the "Create a new account" link if your CCO ID is not associated with a ".Mil" email address.
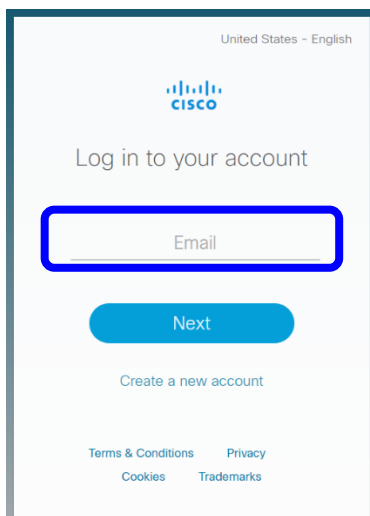
4. Click Devices tab at the top and verify you are viewing the correct Virtual Account (top-right side of website). If any filters are already applied, remove them. On this example, a filter for "End of Support" equal to "Not Passed" is already applied. Click the "X" to remove all filters.
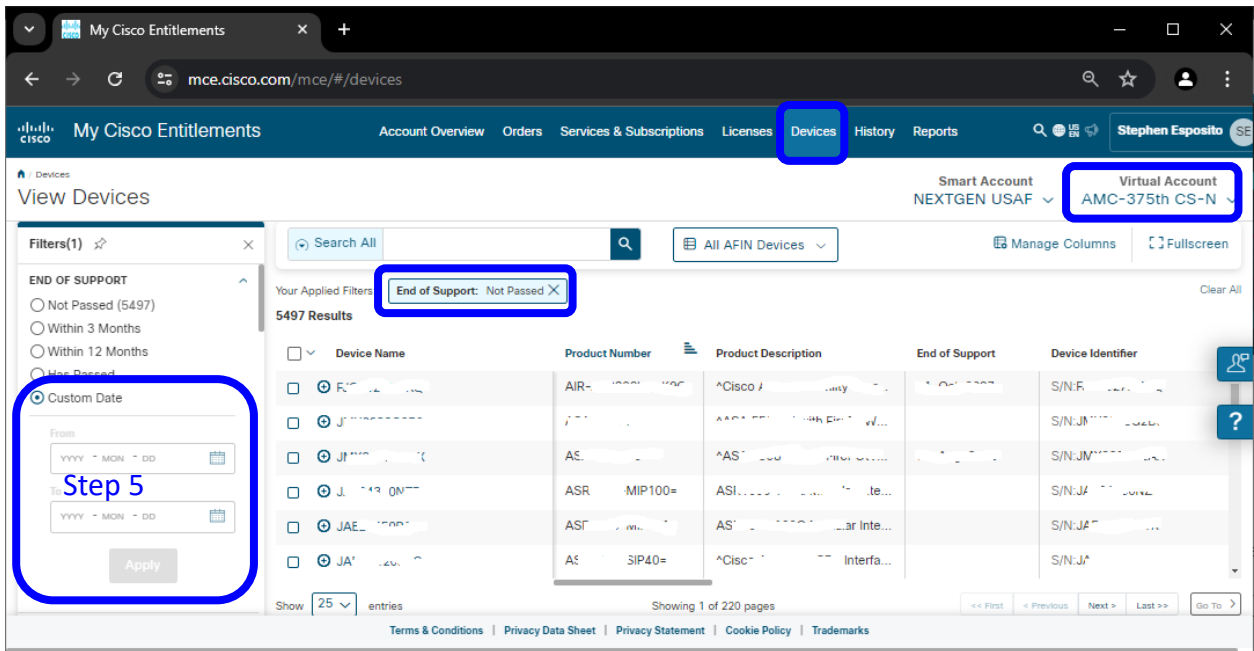
5.   Add in a filter on the left side, click the Custom Date radio button. Add the From date to the earliest possible (e.g. 2014 – Jan – 01) then add the end date of the Fiscal Year you are planning for (e.g. 2026 – Sep – 30) in the To block. Then click the Apply button. This will provide a list of devices that will enter LDOS status by the end of Fiscal Year 2026.

6.   To export the list, click on the upside-down carat then click the checkbox for Select All on All Pages then click the Export link from the popup menu.
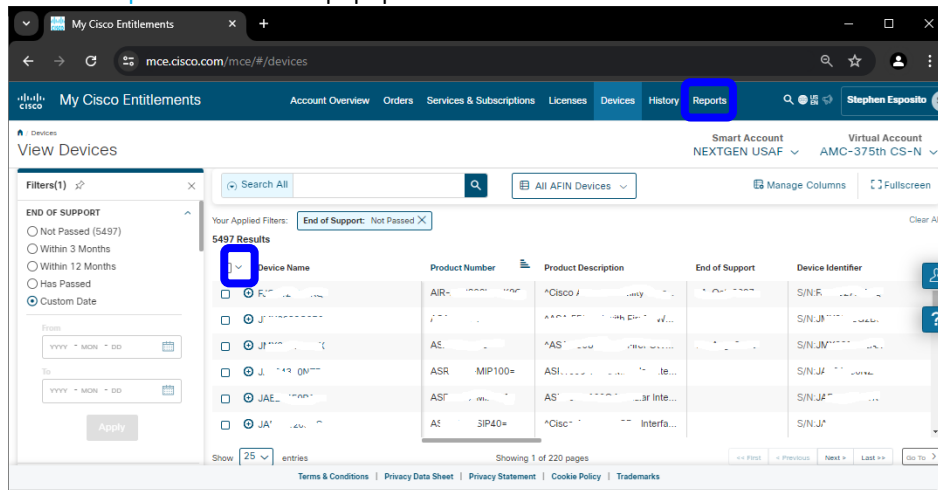
7.   Click the Reports tab at the top to download the Excel spreadsheet of devices.

Appendix E | Accessing GEMSS Software Licenses with Cisco Smart Accounts

E.1 Accessing Traditional Licensing

Traditional PAK-based Licenses can be accessed from the License Registration Portal. To access licenses, navigate to Cisco Software Central , then:

1. Log in using your CCO ID, by clicking *User* (CCO IDs must be associated with a .MIL email address)

2. Click on *Access LRP* under Traditional Licenses, where the license files (.lic) are available for download.

E.2 Accessing Smart Licensing

Smart Licenses can be accessed from Cisco Smart Software Manager. To access licenses, navigate to Cisco Software Central :

1. Log in using your CCO ID, by clicking *User* (CCO IDs must be associated with a .MIL email address)

2. Click on *Manage licenses* under Smart Software Manager, where the license files (.lic) is available for download.
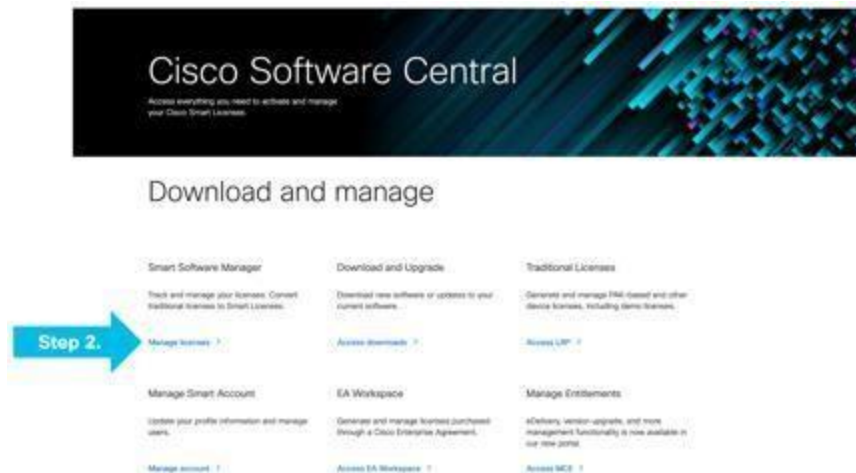
Note: For more information on how to configure Smart Licensing on Cisco products, go to Cisco.com and search for Cisco Smart Licensing, or click here.

Appendix F | Abbreviations and Definitions

CCMD	Combatant Command (e.g., TRANSCOM, NORTHCOM)
CCO ID	Cisco Connection Online Identification. The user credentials created at Cisco.com to access device details from the Cisco Software Central website (CCO IDs must be associated with a .MIL email address).
DAF	Department of the Air Force
FLDCMD	Field Command (Space Force)
LDOS	Last Day of Support. Cisco's term that defines a date when a device will no longer be supported, replace, or create software updates for.
MAJCOM	Major Command (Air Force)
MCE	My Cisco Entitlements. A section of the Cisco Software Central website that provides the user access to details like what devices are assigned to their unit, cost of devices owned, and what date the device will enter LDOS status.
SDWAN	Software Defined Wide Area Network

Appendix G | Cisco Delivery/Support Team

CISCO DAF Delivery/Support Team

Appendix H | Compatibility Matrix—Cisco Catalyst Center

The current Cisco Compatibility Matrix website.

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

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	C9500-16X|C9500-40X|C9500-12Q| C9500-24Q (SVL)	IOS-XE 16.12.3a	IOS-XE 16.2.2	2.1.1.0	Yes	No
Switch	Cisco Catalyst 9500 Series Switches	C9500-48Y4C|C9500-24Y4C| C950032QC|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|C930024UX| 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	Switches 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	Points 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	Points Catalyst 9100 Series Access	C9120AXP	IOS-XE 16.12.3	IOS-XE 16.11.1c	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
Wireless	Points Catalyst 9100 Series Access Points	C9130AXI-EWC	IOS-XE 16.12.3	IOS-XE 16.12.2	1.3.3.0	Yes	Yes
Wireless	Points Catalyst 9100 Series Access Points	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 | C11118PLTELA	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

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	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

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

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 (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

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	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

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 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

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

1.0   Min supported version will only support Discovery and Inventory.

2.0   All devices, not fully supported for Essentials in 1.2, will be fully supported in subsequent releases.

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

4.0   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 release