



Cisco Solution Support

Data Center

Service Definition

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About This Document

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

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

Solution Support Overview

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

Solution Support helps you:

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

¹ January 2019 internal Cisco study of 10,000 support cases.

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

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

Read the IDC [full report](#) and [executive summary for more details](#).

Features and benefits include:

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

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

Cisco Data Center Products / Solutions and Engineer Expertise

Solution Support is available to cover:

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

[Data Center Solutions](#) (general data center configurations)

Azure Stack

FlashStack

FlexPod

Cisco OpenStack solutions

Cisco SAP HANA solutions

SwiftStack

VersaStack

Virtual Desktop Infrastructure

Data Centers built using Cisco UCS and DC Networking

[Cisco Application Centric Infrastructure \(ACI\)](#)

[Cisco Hybrid Cloud Platform with Google](#)

[Cisco Network Assurance Engine \(CNAE\)](#)

[Cisco Tetration Analytics](#)

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

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

Note: This service is available for Cisco solutions that are comprised of:

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

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

Cisco and Solution Support Alliance Partner Product Coverage

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

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

Core Products

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

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

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

Cisco Accountable Products

This description is relevant only for multivendor solutions.

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

Cisco is accountable for resolving issues with these Solution Support Alliance Partner products based on the product support contract you have with them. We are able to offer support accountability for these products because we have established a direct support relationship with these Solution Support Alliance Partners. We have working relationships with their engineer and support teams, access to Solution Support Partner product training, and Solution Support Alliance Partner products represented in Cisco support labs.

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

Solution Support Alliance Partner Accountable Products

This description is relevant only for multivendor solutions.

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

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

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

For more details about eligible products, see "Products and Coverage Levels for Data Center Solutions."

Customer Requirements

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

- **Fully operational environment:** Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.
- **Solution Support contracts:** All Cisco products deployed in your solution environment must be covered by Solution Support in order to receive solution-level support as described in this

document. Purchasing Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.

- **Product support contracts:** Cisco product support is required for all Cisco components in your Cisco solution that have Solution Support as a service option.
 - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Cisco Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care™ Service or Software Support, respectively.

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

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

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

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

Processes for Resolving Solution-Level Issues

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

Figure 1 Solution Support Engagement Model



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

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

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

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

Note:

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

Working with Solution Support Engineers

Standard Work Flow

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


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

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

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

Note:

For multivendor solutions:

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

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

Alternate Work Flow

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

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

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

Products and Coverage Levels for Named Cisco Solutions

The following tables show where Solution Support is available for products in named Cisco data center solutions and Cisco Validated Designs.

In addition to the following named solutions, Solution Support is available for Cisco hardware or software products that can be used to build a Cisco data center solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners from the tables below, they must contain 50% or more of Cisco products to be eligible for Solution Support.

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

Cisco Data Center Solutions – (general data center configurations)

Company	Product or Product Family	Coverage	Product Area	Comment
AppSense, Inc.	AppSense Environment Manager or Management Center	A	Manage and Secure	
Atlantis Computing	Atlantis ILIO	A	Storage	
Avago Technologies	LSI 9200-8e SAS HBA	P	Storage	
BMC Software, Inc.	BMC Cloud Lifecycle Management (CLM)	A	Manage and Secure	
Bull Atos Technologies	SAP HANA bullion S servers Bull R-16 servers	A	Compute	
Canonical Group, Ltd.	Canonical Ubuntu OpenStack®	P	Software	See Appendix C
Canonical Group, Ltd.	Canonical Ubuntu Server LTS	P	Software	
Cisco	Cisco UCS 5108 Blade Server Chassis	Core	Compute	

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco UCS B-Series Blade Servers	Core	Compute	
Cisco	Cisco UCS C-Series Rack Servers	Core	Compute	
Cisco	Cisco UCS Director	Core	Manage and Secure	
Cisco	Cisco UCS Fabric Extender	Core	Compute	
Cisco	Cisco UCS Fabric Interconnect	Core	Compute	
Cisco	Cisco UCS Invicta	Core	Storage	Product moving to EOL
Cisco	Cisco UCS Manager	Core	Manage and Secure	
Cisco	Cisco 7206 Network Processing Engine NPE-G1	Core	Network	Data center use only
Cisco	Cisco Application Control Engine (ACE) 4710	Core	Manage and Secure	
Cisco	Cisco Application Control Engine (ACE) Appliance Device Manager	Core	Manage and Secure	
Cisco	Cisco Adaptive Security Device Manager (ASDM)	Core	Manage and Secure	
Cisco	Cisco Application Centric Infrastructure (ACI) Fabric	Core	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions.
Cisco	Cisco ASA 5580 Adaptive Security Appliance	Core	Manage and Secure	
Cisco	Cisco Catalyst®	Core	Network	Data center use only
Cisco	Contiv	Core	Software	
Cisco	Citrix NetScaler 1000V	Core	Software	
Cisco	Cisco Enterprise Cloud Suite	Core	Manage and Secure	
Cisco	Cisco Intelligent Automation for Cloud	Core	Manage and Secure	
Cisco	Cisco Data Center Network Manager (DCNM)	Core	Manage and Secure	
Cisco	Cisco HyperFlex Servers	Core	Compute and Storage	
Cisco	Cisco MDS	Core	Storage	
Cisco	Cisco Network Analysis Module (NAM) Appliance 2220	Core	Manage and Secure	
Cisco	Cisco Nexus® 1000v	Core	Network	
Cisco	Cisco Nexus® 5000 Series Switches	Core	Software	
Cisco	Cisco Nexus® 7000 Series Switches	Core	Network	

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Nexus® 9000 Series Sw itches	Core	Netw ork	See Note 1
Cisco	Cisco Prime Infrastructure	Core	Softw are	
Cisco	Cisco Unified Presence Client (CUPC)	Core	Softw are	
Cisco	Cisco Virtual Security Gatew ay	Core	Softw are	
Cisco	Cisco Virtualization Experience (VXC) Client	Core	Endpoint	
Cisco	Cisco Virtualization Experience (VXC) Manager	Core	Manage and Secure	
Cisco	Cisco Wide Area Application Engine WAE-674	Core	Netw ork	
Cisco	Wide Area Application Services (WAAS)	Core	Manage and Secure	
Cisco	Cisco Wide Area Application Services (WAAS) and Virtual Wide Area Application Services (vWAAS)	Core	Softw are	
Cisco	Cisco OpenStack Netw orking Extensions	Core	Softw are	
Cisco	C880	A	Compute	
Citrix Systems, Inc.	Citrix XenDesktop	A	Softw are	
Citrix Systems, Inc.	Citrix XenServer	A	Softw are	
Citrix Systems, Inc.	Citrix Provisioning Services (PVS)	A	Softw are	
Citrix Systems, Inc.	Citrix XenApp	A	Softw are	
Citrix Systems, Inc.	Citrix NetScaler	A	Softw are	
Cloudera, Inc.	Cloudera Enterprise Version (Subscription) includes CDH and Cloudera Manager	P	Softw are	
Cohesity	DataPlatform	P	Softw are	
Cohesity	CloudArchive	P	Softw are	
Cohesity	CloudTier	P	Softw are	
Cohesity	DataProtect	P	Softw are	
Cohesity	CloudSpin	P	Softw are	
Comm vault	Commvault Softw are	P	Softw are	Formerly Simpana
Comm vault	ScaleProtect w ith Cisco UCS	P	Softw are	

Company	Product or Product Family	Coverage	Product Area	Comment
Dell Technologies, Inc.	EMC® Unisphere	A	Manage and Secure	
Dell Technologies, Inc.	EMC® Celerra®NS-480	A	Storage	
Dell Technologies, Inc.	EMC® VNX 5499/5x00	A	Storage	
Dell Technologies, Inc.	EMC® Symmetrix family (VMAX, DMX and PowerMax)	A	Storage	
Dell Technologies, Inc.	EMC® CLARiiON® (AX and CX)	A	Storage	
Dell Technologies, Inc.	EMC® VNX® series unified storage	A	Storage	
Dell Technologies, Inc.	Dell EMC Unity™ All-Flash	A	Storage	
Dell Technologies, Inc.	EMC® Celerra® (Native Block)	A	Storage	
Dell Technologies, Inc.	EMC® Isilon (NFS/CIFS)	A	Storage	
Dell Technologies, Inc.	Dell Wyse Xenith, Wyse P20	P	Endpoint	
Dell Technologies, Inc.	Dell Wyse R90LEW, X90LW	P	Endpoint	
Dell Technologies, Inc.	Dell Wyse V10L	P	Endpoint	
Dell Technologies, Inc.	Dell Wyse R50	P	Endpoint	
Docker	Docker Data center	P	Software	
F5 Networks, Inc.	F5 BIG-IP Local Traffic Manager	P	Software	
F5 Networks, Inc.	F5 BIG-IP Global Traffic Manager	P	Software	
Hitachi Data Systems	Hitachi USP-V, USP-VM and VSP, AMS 1000	P	Storage	P because there are no Cisco internal lab

Company	Product or Product Family	Coverage	Product Area	Comment
Hitachi Data Systems	Hitachi AMS 2000 Family	P	Storage	resources for HDS storage P because there are no Cisco internal lab resources for HDS storage
Hitachi Data Systems	Hitachi Unified Storage Family	P	Storage	P because there are no Cisco internal lab resources for HDS storage
HortonWorks, Inc.	Hortonworks Data Platform	P	Software	
IBM	IBM System Storage Products	P	Storage	
IBM	IBM FlashSystem 900	P	Storage	
IBM	IBM SAN Volume Controller	P	Software	
IBM	IBM FlashSystem V9000	P	Storage	
IBM	IBM Storwize V5000	P	Storage	
IBM	IBM Storwize V7000	P	Storage	
IBM	Cloud Object Storage	P	Storage	
MapR Technologies, Inc.	MapR M5 (Hadoop), M7 (NoSQL)	P	Software	
McAfee, Inc.	McAfee MOVE Antivirus	P	Manage and Secure	
McAfee, Inc.	McAfee VirusScan and AntiSpyware Enterprise (VSE)	P	Manage and Secure	
Microsoft Corporation	Microsoft Hyper-V	A	Software	Customer may be billed by Microsoft for consultation
Microsoft Corporation	Microsoft Windows Server	A	Software	Customer may be billed by Microsoft for consultation
Microsoft Corporation	Microsoft System Center	P	Manage and Secure	Customer may be billed by Microsoft for consultation
Microsoft Corporation	Microsoft Azure Stack	A	Software	Customer should have a Microsoft Azure subscription
Mirantis, Inc.	Mirantis OpenStack® Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions
NetApp, Inc.	NetApp SnapManager Data Protection	A	Manage and Secure	
NetApp, Inc.	NetApp Data ONTAP Software	A	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
NetApp, Inc.	NetApp OnCommand Management Software	A	Software	
NetApp, Inc.	NetApp Fabric-Attached Storage (FAS)	A	Storage	
NetApp, Inc.	NetApp E-Series	A	Storage	
NetApp, Inc.	NetApp V-Series	A	Storage	
NetApp, Inc.	SOLIDFIRE FlashArray	P	Storage	SW Should be running on Cisco UCS Servers
NetApp, Inc.	NetApp FlexArray	A	Storage	
NetApp, Inc.	NetApp SANtricity	A	Storage	
NetApp, Inc.	NetApp DS2246, DS4244	A	Storage	
NetApp, Inc.	NetApp SnapDrive for Windows	A	Storage	
Nimble Storage, Inc.	Nimble CS Series Storage	P	Storage	
Nimble Storage, Inc.	Nimble AF Predictive Flash Arrays	P	Storage	
NVIDIA Corporation	NVIDIA GPUs including GRID P40, GRID Enterprise Software, Tesla P4, Tesla P40, Tesla M60, Tesla P100, Tesla M10, Tesla Volta 100	P	Graphics Processing Unit	
Oracle Corporation	Oracle Virtual Machine (VM)	A	Software	
Oracle Corporation	Oracle Linux	A	Software	
Oracle Corporation	Oracle Solaris	A	Software	
Pure Storage, Inc.	Pure Storage FlashStack	P	Storage	
Pure Storage, Inc.	Pure Storage FlashArray	P	Storage	
Pure Storage, Inc.	Pure Storage FlashBlade	P	Storage	
Red Hat, Inc.	Red Hat eNovance Service Provider Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions. Recent Red Hat acquisition, product may be direct from eNovance.
Red Hat, Inc.	Red Hat Enterprise Linux (RHEL)	A	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
Red Hat, Inc.	Red Hat Enterprise Linux for SAP	A	Software	
Red Hat, Inc.	Red Hat Enterprise Linux OpenStack® Platform	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions.
Red Hat, Inc.	Red Hat Ceph InTank	P	Software	Best effort, limited coverage
Red Hat, Inc.	Red Hat Enterprise Virtualization (RHEV)	A	Software	
SanDisk	Fusion-IO ioDrive2	A	Storage	
Scality	Scality RING	P	Software	
SimpliVity	SimpliVity OmniStack	P	Software	
StorMagic	SvSAN	P	Software	
SUSE	SUSE Cloud	P	Software	See Coverage Limitations and Exclusions for Cisco Data Center Solutions.
SUSE	SUSE Linux Enterprise Server	A	Software	
SUSE	SUSE Linux Enterprise Server for SAP Applications	A	Software	
Swiftstack	Swiftstack5	A	Software	
Tintri, Inc.	Tintri VMstore	P	Software	
Trend Micro	Trend Micro Deep Security Manager	P	Manage and Secure	
Trend Micro	Trend Micro Deep Security Virtual Appliance	P	Manage and Secure	
Unidesk	Unidesk VDI Management Software	P	Manage and Secure	Best effort, limited coverage
Veeam Software	Veeam Availability Suite	P	Software	
VMware, Inc.	VMware vSphere	A	Software	May also be Core if supported by Cisco
VMware, Inc.	VMware vCenter	A	Software	May also be Core if supported by Cisco
VMware, Inc.	VMware vSAN	P	Software	Coverage limited by Cisco experience with product
VMware, Inc.	VMware Horizon View	A	Software	
VMware, Inc.	VMware View	A	Software	
VMware, Inc.	VMware vCloud	A	Software	
VMware, Inc.	VMware vCloud Air	P	Software	

Company	Product or Product Family	Coverage	Product Area	Comment
VMware, Inc.	VMware vCloud Director	P	Software	
VMware, Inc.	VMware Update Manager	A	Software	
VMware, Inc.	VMware Horizon Advanced	P	Software	
VMware, Inc.	VMware SRM (Site Recovery Manager)	P	Software	
Zenoss, Inc.	Zenoss Service Dynamics™	A	Software	

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Cisco Application Centric Infrastructure (ACI)

Company	Product or Product Family	Coverage	Product Area	Comment
A10 Networks	A10 Thunder	A	L4-7 ADC	
Avi Networks	Avi Networks ADC	A	L4-7 ADC	
AppDynamics	Cisco AppDynamics	Core	Monitoring Analytics	
Cisco	Cisco ACI Multisite Controller	Core	Software	
Cisco	Cisco ACI APIC-Server	Core	Compute	
Cisco	Cisco ACI APIC-Virtual	Core	Software	
Cisco	Cisco Nexus® 9000 Series Switches	Core	Network	
Cisco	Cisco Nexus® 9300 ACI Leaf SW Licensing	Core	Software	
Cisco	Cisco Nexus® 2000 Series Switches	Core	Network	
Cisco	Cisco UCS Director	Core	Manage and Secure	
Cisco	Cisco CloudCenter	Core	Cloud Management	
Cisco	Cisco FirePOWER	Core	L4-7 Security	
Cisco	Cisco ASA	Core	L4-7 Security	
Citrix Systems	Citrix NetScaler	A	L4-7 ADC	
Fortinet	Fortinet Fortigate Firewall	A	L4-7 Security	
F5 Networks	F5 BIG-IP	A	L4-7 ADC	
IBM	IBM Cloud Orchestrator	A	Orchestration	
Infoblox	Infoblox DNS Firewall	A	L4-7 Security	
Mirantis, Inc.	Mirantis OpenStack®	A	Orchestration	
Radware	Radware ADC	A	L4-7 ADC	
Radware	Radware Defense Pro	A	L4-7 Security	
Red Hat, Inc.	Red Hat OpenStack® Platform	A	Orchestration	
Splunk	Splunk Analytics	A	Monitoring	
VMware, Inc.	VMware vSphere	A	Orchestration	

Company	Product or Product Family	Coverage	Product Area	Comment
VMware, Inc.	VMware vCenter	A	Orchestration	
Vnomic	Vnomic for SAP HANA	A	Automation	
Zenoss, Inc.	Zenoss Service Dynamics™	A	Monitoring	

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Cisco Hybrid Cloud Platform with Google

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco Application Centric Infrastructure (ACI)	Core	Software	
Cisco	Container Network Interface – ACI CNI, Contiv VPP & Calico	Core	Software Plugins	
Cisco	Cisco Cloud Services Router 1000V	Core	Network	
Cisco	Cisco CloudCenter	Core	Software	
Cisco	Cisco HyperFlex	Core	Compute and Storage	
Cisco	Cisco Stealthwatch Cloud	Core	Software	
Google	Google Apigee	P	Software	
Google	Google Cloud Platform	P	Software	
Google	Google Istio	P	Software	

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Cisco Network Assurance Engine (Candid NAE)

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Cisco NAE Virtual Appliance	Core	Software	
Cisco	Cisco ACI APIC-Server	Core	Compute	
Cisco	Cisco ACI APIC-Virtual	Core	Software	
Cisco	Cisco Nexus® 9000 Series Switches	Core	Network	
Cisco	Cisco Nexus® 9300 ACI Leaf SW Licensing	Core	Software	
Citrix Systems	Citrix NetScaler	A	L4-7 ADC	
F5 Networks	F5 BIG-IP	A	L4-7 ADC	
Splunk	Splunk Analytics	A	Monitoring	

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Cisco Tetration Analytics

Company	Product or Product Family	Coverage	Product Area	Comment
Cisco	Tetration Serving Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration 39RU specific
Cisco	Tetration Base Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration 39RU specific
Cisco	Tetration Compute Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration 39RU specific
Cisco	Tetration Universal Node: Cisco UCS C-Series Rack Servers	Core	Compute	Tetration-M 8RU specific
Cisco	Cisco Nexus 9300 Platform Sw itches	Core	Netw ork	Tetration-M 8RU, Tetration 39RU
Cisco	Tetration Analytics SW licensing	Core	Softw are	Tetration, Tetration-M, Tetration-V
Avi Networks	Avi Netw orks ADC	A	L4-7 ADC	
Citrix Systems	Citrix NetScaler	A	L4-7 ADC	
F5 Networks	F5 BIG-IP	A	L4-7 ADC	
IBM	IBM QRadar	A	Event Management	
Splunk	Splunk Analytics	A	Monitoring	

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Coverage Limitations and Exclusions for Cisco Data Center Solutions

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




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