



Cisco Solution Support

Internet of Things

Service Definition

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About This Document

Read this document to learn about how Cisco® Solution Support covers our Internet of Things (IoT) 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 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.

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- **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, IoT, networking or security 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 IoT 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 IoT 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 IoT Solutions"), they should be built from around 50% or more of Cisco products to be eligible for Solution Support.
2. Named Cisco IoT solutions listed below and Cisco Validated Designs listed here. Click the solution name to see its unique list of products.

[Cisco Connected Communities Infrastructure - Cisco Validated Design](#)

[Cisco Connected Manufacturing Solutions](#)

- Connected Factory Network
- Connected Wireless
- Connected Security
- Real Time Location System (Track and Trace)
- Energy Monitoring
- Equipment Health Monitoring

[Cisco Connected Utilities Solutions](#)

- Cisco Substation Automation

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- Cisco Substation Security
 - Cisco Utility Wide Area Network (WAN)
 - Field Area Network

[Cisco Digital Transportation](#)

[Cisco Extended Enterprise – Cisco Validated Design](#)

[Cisco Kinetic Platform](#)

[Cisco Kinetic Platform for Cities](#)

[Cisco Kinetic for Energy – Oil and Gas](#)

[Cisco Remote and Mobile Assets - Cisco Validated Design](#)

[Cisco Smart City LoRa](#)

[Cisco Video Surveillance](#)

[Cisco Vision Dynamic Signage Director](#)

In either case, Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for our IoT 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 "Products and Coverage Levels for Named Cisco IoT 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 Alliance 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 IoT 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 Named Cisco IoT Solutions.”

Customer Requirements

The following requirements must be met in order to receive support through 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 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 components** in your solution must be covered by their product support with a service equivalent to 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 or 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 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 Case"](#) 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 Cisco Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner 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 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 Alliance Partners. You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or third-party technology providers.
- 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 IoT Solutions

The following tables show where Solution Support is available for products in named Cisco IoT 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 IoT 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.

Use the following definitions to interpret the “coverage” column code:

- **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 Connected Communities Infrastructure - Cisco Validated Design

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Catalyst IE3000 Rugged Series Switches	C		
Cisco	Cisco Industrial Ethernet IE4000, IE5000 Series Switches	C		
Cisco	Cisco Catalyst 3850 Series Switches	C		
Cisco	Cisco Catalyst 9300 Series Switches	C		

Cisco	Cisco Catalyst 9500 Series Switches	C		
Cisco	Cisco Nexus 5000 Series Switches	C		
Cisco	Cisco 800 Series Industrial Integrated Services Routers	C	Mobile Gateway	
Cisco	Cisco 1101 Industrial Integrated Services Router	C	Remote Gateway	
Cisco	Cisco ASR 1000 Series Aggregation Services Router	C	Fusion Router	
Cisco	Cisco 1000 Series Connected Grid Router	C	Cisco Resilient Mesh Router	
Cisco	Cisco Connected Grid WPAN Module for the Cisco 1000 Series Connected Grid Router	C	CR-Mesh RF module	
Cisco	Cisco Cloud Services Router 1000V Series	C	Virtual Router	
Cisco	Cisco IC3000 Industrial Compute Gateway	C	Compute Gateway	
Cisco	Cisco Wireless Gateway for LoRaWAN	C	LoRaWAN Gateway	
Cisco	Cisco UCS 6300 Series Fabric Interconnects	C	Fabric Interconnects	
Cisco	Cisco UCS B Series and C Series M5-generation servers	C		
Cisco	Cisco Firepower 2100 Series	C		
Cisco	Cisco Video Surveillance 8000 Series IP Cameras	C		
Cisco	Cisco Video Surveillance Manager (VSM)	C		
Cisco	Cisco Identity Service Engine (ISE)	C	Authentication & Policy Server	

Cisco	Cisco SD-Access	C	User Policy and Device Provisioning	
Cisco	Cisco DNA Center Appliance	C		Mandatory service attach
Cisco	Cisco DNA Center	C		Cannot be purchased standalone; must purchase the Cisco DNA Center Appliance
Cisco	Cisco Field Network Director (FND)	C	Network Monitoring and Management	
Cisco	Cisco Kinetic for Cities (CKC)	C		
Cisco	Cisco Prime Network Registrar (CPNR)	C	DHCP / DNS Server	
	Cisco LoRaWan Enterprise Solution		Connectivity Gateway	
	Wireless Lighting Controller	P		
	LightingGale (LG) Cloud Server Virtual Application	P		
iOmniscient	IOmniscient Video Analytics	P		
	Microsoft Windows Server 2016	P	RSA Certificate Authority (CA)	
	Microsoft Windows Server 2016	P	ECC Certificate Authority (CA)	
	Microsoft Windows Server 2016	P	Active Directory (AD) and Network Policy Server	

Refer to [Cisco Validated Design](#) documentation for specific product models supported.

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Cisco Connected Manufacturing Solutions

Company	Product Name	Coverage	Product Area	Notes
AiRista	AiRista RFID and bluetooth tags	P	Location Tracking	For Track and Trace
Cisco	Cisco IE 2000, IP67, 3000, 4000 and 5000 Series	C	Industrial Ethernet (IE) Switches	
Cisco	Firewall ASA 5,500 Series	C	Firewall	
Cisco	Cisco Router ASR 9,000/ISR 3900/ ISR 2900/CGR 2010, 5508 Wireless Controller	C	WAN Routers	
Cisco	Cisco Switches Catalyst 6500/3750-X/3650-X Series	C	LAN Switching	
Cisco	Cisco Wireless LAN 5508 Controller / AP 2600 / AP 3600, AiroNet 2602e, 3602e Access Points	C	Wireless LAN	
Cisco	Cisco Prime NMS	C	Network Management	
Cisco	Cisco Industrial Network Director	C	Network Management	
Cisco	IOx	C	Edge Container Software	
Cisco	Cisco Kinetic Platform	C	Kinetic Software	Includes Gateway Management Module, Edge Fog Module, and Data Control Module
i-Socket	Electricity Meters, Thermal Sensors, Flow Meters	P	Sensors	For Energy Monitoring
Panduit	Amp Sensor, Pressure Sensor, Vibration Sensor	P	Sensors	For Equipment Health Monitoring

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Cisco Connected Utilities Solutions

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Switch CGS 2,500/ IE 3,000, IE 2,000/2000U/IE 4,000/IE 5,000	C	Connected Grid Switches	
Cisco	Cisco Firewall ASA 5,500 series	C	Firewall	
Cisco	Cisco Router ASR 9,000/ISR 3900/ ISR 2900/CGR 2010	C	WAN Routers	
Cisco	Cisco Switches Catalyst 6500/3750-X/3650-X Series	C	LAN Switches	
Cisco	Cisco Wireless LAN 5508 Controller / AP 2600 / AP 3600	C	Wireless LAN	
Cisco	Cisco UCS Servers UCS-B / UCS-C Series	C	UCS	
Cisco	Cisco Industrial Security Appliance ISA 3000/ Identity Service Engine ISE Series	C	Security Appliance & Engine	
Cisco	Cisco Video Surveillance VSOM, IP Cameras, and so on	C	Physical Security	
Cisco	Cisco Prime NMS	C	Network Management	
Cisco	Field Network Director	C	Network Management	
Cisco	CGR 1000 Series Routers	C	CGR Routers	
Cisco	CAT 3850	C	Switches	
ITRON	ITRON Smart Meters	P	Utility Meters	

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Cisco Digital Transportation

Company	Product Name	Coverage	Product Area	Notes
Advantech	Advantech Intelligent Transportation Systems	P	Platform Management	
Cisco	Cisco Access Point 3600	C	Access Points	
Cisco	Cisco Wireless LAN Controller	C	LAN Controllers	
Cisco	Cisco Router ASR 1000/900/901/903, ISR 3900/4400	C	WAN Routers	
Cisco	Cisco IE 2000/4000 Switches	C	LAN Switches	
Cisco	Cisco UCS Servers UCS-B / UCS-C Series	C	UCS server	
Cisco	Cisco Instant Connect	C	Collaboration	
Cisco	Cisco Video Surveillance, IP Cameras	C	Physical security	
Davra	Davra RuBan Application Enablement Platform	P	Network Management	
Fluidmesh	Fluidmesh FM4200 Wireless Radio	P	Collaboration	
Klas	Klas TRX R2/R6, TRX S10/S26	P	Trackside management	
Lilee	Lilee ME-100 Onboard Communication Gateway	P	Wireless management	

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Cisco Extended Enterprise – Cisco Validated Design

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Industrial Ethernet Series Switches IE2000, IE4000, IE4010, IE5000	C	Industrial Ethernet (IE) Switches	IE2000 is not supported as an extended node by Cisco DNA Center
Cisco	Cisco Catalyst Rugged Series Switches IE3200, IE3300, IE3400	C	Industrial Ethernet (IE) Switches	IE3200 is not supported as an extended node by Cisco DNA Center

Cisco	Cisco Aironet Series Outdoor Access Points 1540, 1560	C	Rugged outdoor Access point	
Cisco	Cisco Video Surveillance 8030 IP Camera	C	IP Video Surveillance Camera	
Cisco	Cisco Catalyst Series Switches 9300, 9400	C	Enterprise access layer	
Cisco	Cisco Catalyst Series Switches 9500	C	Enterprise core layer	
Cisco	Cisco 5520 Wireless Controller	C	Wireless LAN Controller	AIR-CT5520-50-K9 only
Cisco	Cisco Firepower 2140 Security Appliance	C	Next Generation Fire Wall	FPR2140-NGFW-K9 only
Cisco	Cisco Identity Services Engine (ISE)	C	Policy Management	
Cisco	Cisco DNA Center Appliance	C	Network Management	Mandatory service attach
Cisco	Cisco DNA Center Software	C	Network Management	Cannot be purchased standalone; must purchase the Cisco DNA Center Appliance

Refer to [Cisco Validated Design](#) documentation for specific product models supported.

For Fabric deployment of Extended Enterprise with Cisco DNA Center, Cisco Catalyst IE 3300, IE3400, IE4000, IE4010, and IE5000 series switches are supported as extended nodes by Cisco DNA Center.

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Cisco Kinetic Platform

Company	Product Name	Coverage	Product Area	Notes
Cisco	Gateway Management Module	C	Kinetic Software	
Cisco	Edge Fog Processing Module	C	Kinetic Software	
Cisco	Data Control Module	C	Kinetic Software	
Cisco	Visualization Software	C	Kinetic Software	

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Cisco Kinetic Platform for Cities

Company	Product Name	Coverage	Product Area	Notes
Cimcon	6Lowpan and Zigbee	P	Lighting	
Cisco	Cisco Connected Digital Platform	C	Management	
Cisco	Cisco Video Surveillance & IP Cameras	C	Safety & Security	
Cisco	Cisco Video Analytics	C	Management	
CivicSmart	Liberty Smart Parking Meters	P	Parking	
CyberTech	Geoshield	P	Safety & Security	
Flashnet	Flashnet Lighting Systems	P	Lighting	
LeapCraft	CPH Sense	P	Environment	
TVilight	CitySense Plus, Skylite and CityManager	P	Lighting	
WorldSensing	Mobility	P	Parking	

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Cisco Kinetic for Energy – Oil and Gas

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Kinetic Platform	C	Kinetic Software	Includes Gateway Management Module, Edge Fog Module, and Data Control Module
Cisco	Cisco Gas Detection Application	C	Kinetic Software	

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Cisco Remote and Mobile Assets (RaMa) – Cisco Validated Design

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco 800 Series Industrial Integrated Services Routers	C	Remote / Mobile Gateways	

Cisco	Cisco 1101 Industrial Integrated Services Router	C	Remote Gateways	
Cisco	Cisco ASR 1000 Series Aggregation Services Router	C	VPN Headend	
Cisco	Cisco Cloud Services Router 1000V Series	C	VPN Headend	
Cisco	Cisco 4000 Family Integrated Services Router	C	VPN Headend	
Cisco	Cisco Aironet 3500 Series Access Point	C	Fixed AP Controller	
Cisco	Cisco Aironet 3700 Series Access Point	C	Fixed AP Controller	
Cisco	Cisco Identity Services Engine (ISE)	C	Policy Management	
Cisco	Cisco IOx	C	Edge Container Software	
Cisco	Cisco Kinetic Gateway Management Module (GMM)	C	Gateway & Application Management	
Cisco	Cisco Prime Network Registrar (CPNR)	C	IPAM server	

Refer to [Cisco Validated Design](#) documentation for specific product models supported.

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Cisco Smart City LoRa

Company	Product Name	Coverage	Product Area	Notes
Actility	Actility Altix ThinkPark Solution Platform	P	Management	
Cisco	Cisco Warbler modem, antennas and gateways	C	Wireless & Manage	

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Cisco Video Surveillance

Company	Product Name	Coverage	Product Area	Notes
Cisco	Cisco Unified Media Service (UME) UCS-C22—M3/M4, UCSB-B200-M3, UCS-E160D-M1/K9, UCS-E140S-M1/K9	C	Manage	
Cisco	Cisco ISSI Gateway UCS-C220-M3/M4-VMWAare, UCS-E160D-M1/K9, UCSB-B200-M3	C	Manage	
Cisco	Cisco UCS – VMWare configuration UCS C220 – M4L, M3, M4, M2, UCSB-B200-ME,	C	Manage	
Cisco	Cisco UCS E Series VMWare Configuration UCS-E160D-M1/K9, UCS-E140S-M1/K9	C	Manage	
Cisco	Cisco RMS Routers and LMR Gateways 2811, 3825, 3845, 2821, 2901, 2911, 2921, 2951, 3925, 3945, 3925e, 3945e	C	Manage	
Cisco	Cisco Multiflex Interface Cards 2811, 2821, 3725, 3825, 3845, 2901, 2911, 2921, 2951, 3925, 3945, 3925e, 3945e	C	Manage	
Cisco	Intuvision Edge and Server Analytics	C	Manage	
Cisco	Cisco Video Surveillance Manager software	C	Manage	
Cisco	Cisco Video Surveillance IP Camera	C	Manage	
Identiv	Identiv Connected Physical Access Manager	P	Software Platform	

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Cisco Vision Dynamic Signage Director

Company	Product Name	Coverage	Product Area	Notes
Ateme	Cisco 9096 Encoders	A	Video headend	
BrightSign	SV-4K and SV-2K Media Player	A	Digital signage media players	
Cisco	Vision Dynamic Signage Director	C	Software application and licenses	
Cisco	Vision Dynamic Signage Director Digital Media Player (DMP) Licenses	C	Software application and licenses	
Cisco	DMP 4310	C	Video endpoint	
Cisco	Connected Stadium	C	Network switches, IP multicast	
Cisco	Video Headend	C	Television broadcast encoders and transmission equipment	
Cisco	Cisco Unified Computing System	C	Servers	
Cisco	Cisco D9096 Vision Dynamic Signage Director Encoder	C	Video headend	
Fujitsu	Fujitsu IP 9610	P	Video headend	Fujitsu encoders are Sold into Japan only. Cisco D9094 encoder is available for all other countries
VMware	ESX Hypervisor	A	Cisco UCS	

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Coverage Limitations and Exclusions for Cisco IoT Solutions

This document defines Solution Support for our IoT solutions. The products covered by this service are listed in “Products and Coverage Levels for Cisco IoT Solutions.”

Base functionality of the listed products in “Products and Coverage Levels for Cisco IoT 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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