



Q&A

Cisco Catalyst Express 500 Series Switches

GENERAL

Q. What are the Cisco® Catalyst® Express 500 Series Switches?

- A.** The Cisco Catalyst Express 500 Series Switches deliver networking tailored for businesses with fewer than 250 employees. Powered by Cisco Systems® technology and managed through a GUI, they are nonblocking, wire-speed, Layer 2-managed Fast Ethernet and Gigabit Ethernet switches. The user-friendly GUI makes setting up, running, and troubleshooting networks easy. Built-in Cisco Smartports with preset Cisco recommended network configurations, quality of service (QoS), and security settings allow for transparent integration of data, video, IP Communications, and wireless LAN applications.

Table 1 gives descriptions of the switches.

Table 1. Cisco Catalyst Express 500 Series Descriptions

Product Name and Number	Description
Cisco Catalyst Express 500-24TT (WS-CE500-24TT)	<ul style="list-style-type: none">• Twenty-four 10/100 ports for desktop connectivity• Two 10/100/1000BASE-T ports for uplink or server connectivity
Cisco Catalyst Express 500-24LC (WS-CE500-24LC)	<ul style="list-style-type: none">• Twenty 10/100 ports for desktop connectivity• Four 10/100 Power over Ethernet (PoE) ports for desktop, wireless access point, IP telephony, or closed-circuit TV camera connectivity• Two 10/100/1000BASE-T or Small Form-Factor Pluggable (SFP) ports for uplink or server connectivity
Cisco Catalyst Express 500-24PC (WS-CE500-24PC)	<ul style="list-style-type: none">• Twenty-four 10/100 PoE ports for desktop, wireless, IP telephony, or closed-circuit TV camera connectivity• Two 10/100/1000BASE-T or SFP ports for uplink or server connectivity
Cisco Catalyst Express 500G-12TC (WS-CE500G-12TC)	<ul style="list-style-type: none">• Eight 10/100/1000BASE-T and four 10/100/1000BASE-T or SFP ports for switch aggregation or server connectivity

PRODUCT POSITIONING

Q. How are the Cisco Catalyst Express 500 Series Switches positioned relative to the Cisco Catalyst 2960 Series Switches?

- A.** The Cisco Catalyst 2960 Series Switches are entry-level enterprise switches, whereas Cisco Catalyst Express 500 Series Switches are targeted at businesses with 20 to 250 employees. Enterprise branch offices should be deploying Cisco Catalyst 3000 and Catalyst 2960 Series Switches, because of the need to actively manage, upgrade, and configure a large number of devices.

TECHNICAL DETAILS

Management

Q. How do I manage the Cisco Catalyst Express 500 Series Switches?

- A.** The Cisco Catalyst Express 500 Series Switches can be managed either through the embedded Device Manager or with Cisco Network Assistant, downloadable from the Cisco Website at no charge: <http://www.cisco.com/go/cna>.

Q. Is there a command-line interface (CLI) on the Cisco Catalyst Express 500 Series Switches?

- A.** No, these switches cannot be managed through a CLI.

Q. Are there plans to add CLI or Telnet to Cisco Catalyst Express 500 Series Switches?

A. No, there are no plans to add CLI or Telnet to these switches.

Q. Can Cisco Catalyst Express 500 Series Switches be remotely configured?

A. Yes, Cisco Catalyst Express 500 Series Switches can be remotely configured using the embedded Device Manager or with Cisco Network Assistant.

Q. Can Cisco Catalyst Express 500 Series Switches be remotely monitored?

A. Yes, Cisco Catalyst Express 500 Series Switches can be remotely monitored using the embedded Device Manager, the Cisco Network Assistant, or Simple Network Management Protocol (SNMP)-capable applications via read-only MIBs.

Q. Do I have to accept the suggested Smartports role?

A. No, you can choose not to accept the suggested Smartports role.

Interoperability

Q. Will Cisco Catalyst Express 500 Series Switches interoperate with other Cisco switches?

A. Yes, these switches interoperate with other Cisco switches.

Q. Will Cisco Catalyst Express 500 Series Switches interoperate with other vendors' switches?

A. Yes, these switches interoperate with other vendors' switches. You can apply Cisco Smartports "switch" port role to the port, but it will not autosuggest a Smartports port role or detect configuration errors.

Power

Q. Is there redundant-power-supply support on the Cisco Catalyst Express 500 Series Switches?

A. The Cisco Redundant Power System (RPS) 675 supports the Cisco Catalyst Express 500-24PC only. It does not support the Cisco Catalyst Express 500-24TT, Catalyst Express 500-24LC, or Catalyst Express 500G-12TC.

Q. Do Cisco Catalyst Express 500 Series Switches support the IEEE 802.3af inline power standard and Cisco Prestandard Inline Power?

A. Yes, these switches support both IEEE 802.3af inline and Cisco Prestandard Inline Power.

Q. Which ports support inline power on the Cisco Catalyst Express 500-24LC?

A. Ports 1 through 4 on the Cisco Catalyst Express 500-24LC can support up to 15.4 watts (W) at the same time.

Q. What is the maximum power per port supported on the Cisco Catalyst Express 500-24PC and the Cisco Catalyst Express 500-24LC?

A. For the Cisco Catalyst Express 500-24LC, each of the four PoE ports can support up to 15.4W per port. All four ports can supply 15.4W at the same time. For the Cisco Catalyst Express 500-24PC, each of the twenty-four 10/100 ports can support up to 15.4W per port. All 24 ports can supply 15.4W at the same time. There is no need to do creative power budgeting or worry about exceeding the power limit or adding an external power shelf.

Q. Do the Cisco Catalyst Express 500-24PC and Catalyst Express 500-24LC support power management?

A. No, because the Cisco Catalyst Express 500-24PC and Catalyst Express 500-24LC can support the IEEE maximum of 15.4W on all PoE-cable ports simultaneously, power management is not necessary on these switches.

Q. What are the power requirements of the Cisco Catalyst Express 500 Series Switches?

A. Table 2 lists the power requirements of the Cisco Catalyst Express 500 Series Switches.

Table 2. Power Requirements

Switch Model	Power Consumption (maximum)	Power Dissipation	Power Rating
Cisco Catalyst Express 500-24TT (WS-CE500-24TT)	30W or 102 BTUs per hour	30W	0.050kVA
Cisco Catalyst Express 500-24LC (WS-CE500-24LC)	110W or 375 BTUs per hour	45W	0.120kVA
Cisco Catalyst Express 500-24PC (WS-CE500-24PC)	460W or 1570 BTUs per hour	90W	0.460kVA
Cisco Catalyst Express 500G-12TC (WS-CE500G-12TC)	45W or 154 BTUs per hour	45W	0.075kVA

Q. Why are some of the power dissipation numbers lower than the power consumption numbers?

A. The difference between the power consumption number and the power dissipation number is the amount of power dissipated in the powered end devices.

SFP Support

Q. Do the Cisco Catalyst Express 500 Series Switches support the Cisco Catalyst 3560 Small Form-Factor Pluggable (SFP) interconnect cable?

A. No, the Cisco Catalyst Express 500 Series Switches do not support the Catalyst 3560 SFP interconnect cable. Simply use the 10/100/1000BASE-T port to interconnect adjacent switches.

Q. Which SFPs are supported on the Cisco Catalyst Express 500 Series switches?

A. The Cisco Catalyst Express 500 Series switches support the following Cisco SFPs:

- 100BASE-BX-10D
- 100BASE-BX-10U
- 100BASE-FX-FE
- 100BASE-FX-GE
- 100BASE-LX
- 1000BASE-LX/LH
- 1000BASE-SX

Q. Are the Cisco Coarse Wavelength-Division Multiplexing (CWDM) and Dense Wavelength-Division Multiplexing (DWDM) SFPs supported on the Cisco Catalyst Express 500 Series Switches?

A. No, the Cisco CWDM and DWDM SFPs are not supported.

Security

Q. What do the different levels of security mean in Cisco Catalyst Express 500 Series Switches?

A. There are three levels of access security. The default level is Low.

- **Low:** Only one device, or one PC and IP phone, is allowed per port.
- **Medium:** Only authorized devices (via MAC address) are allowed on the network.
- **High:** Only authorized devices and authenticated users (via IEEE 802.1X) are allowed on the network.

SOFTWARE UPDATES

Q. For which fixed-configuration and stackable Cisco Catalyst switch product series can I obtain a “no additional cost” Cisco IOS® Software update?

A. Cisco offers ongoing Cisco IOS Software updates for the following fixed-configuration and stackable Cisco Catalyst switch product series at no additional cost. For the life of the product, updates within the Cisco IOS package purchased (such as LAN Base, IP Base, IP Services, etc.) will be made available to customers.

- Cisco Catalyst Express 500 Series Switches
- Cisco Catalyst 2900 XL Series Switches
- Cisco Catalyst 2940 Series Switches
- Cisco Catalyst 2948G-GE-TX Series Switch
- Cisco Catalyst 2950 Series Switches
- Cisco Catalyst 2950 LRE Series Switches
- Cisco Catalyst 2955 Series Switches
- Cisco Catalyst 2960 Series Switches
- Cisco Catalyst 2970 Series Switches
- Cisco Catalyst 3500 XL Series Switches
- Cisco Catalyst 3550 Series Switches
- Cisco Catalyst 3560 Series Switches
- Cisco Catalyst 3750 Series Switches
- Cisco ME 2400 Series Ethernet Access Switches
- Cisco ME 3400 Series Ethernet Access Switches

Note that **upgrades** are different from **updates**. For example, an upgrade from the IP Base Package to the IP Services Package provides significant new functions; therefore, this upgrade requires the purchase of a software license upgrade. Updates are incremental software features and bug fixes that are released within a Cisco IOS package for which you own a license.

This statement supersedes any previous warranty or software statement and is subject to change without notice.

Q. How do I get a “no additional cost” Cisco IOS Software update for my fixed-configuration and/or stackable Cisco Catalyst switch?

A. Customers that own a software license for any of the aforementioned fixed-configuration and/or stackable Cisco Catalyst switch product series (listed previously) may obtain a software update at the Cisco.com Website.

Go to the following URL: <http://tools.cisco.com/support/downloads/pub/MDFTree.x?butype=switches> or from www.cisco.com click on “Downloads” and select “Switch Software”. To download software, you will be required to log in using your Cisco.com username and password. If you do not have a Cisco.com username, you can obtain one by clicking on “Register” at the top of any Cisco.com Webpage (<http://tools.cisco.com/RPF/register/register.do>).

WARRANTY AND SERVICE

Limited Lifetime Warranty

The hardware warranty available on Cisco Catalyst 3750, Catalyst 3560, Catalyst 3550, Catalyst 2970, Catalyst 2960, Catalyst 2950, Catalyst 2940, Catalyst Express 500, Catalyst 3500 XL, and Catalyst 2900 XL Series Switches is the Limited Lifetime Hardware Warranty. This warranty automatically comes with the purchase of eligible Cisco Catalyst products, free of charge. Additionally, it offers free

advanced replacement of products within 10 business days. For details on the Limited Lifetime Hardware Warranty, visit:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/lh2ben.htm

Q. What service and support are available for the Cisco Catalyst Express 500 Series Switch?

A. Cisco and its partners offer the essential services to be successful with your Cisco Catalyst Express 500 Series Switch, the new Cisco SMB Support Assistant. This technical support program helps SMBs control costs, ensure operational efficiency, and protect their network investment.

With Cisco SMB Support Assistant, you can:

- Open a Service Request (case) 24 hours a day, 7 days a week; SMB Technical Assistance Center (TAC) engineers will respond within one business day during normal business hours.
- Receive Next Business Day Advance Replacement of Hardware, where available, otherwise Same Day Ship.
- Utilize management tools designed for SMBs: Start-up and Configuration Assistance, Basic Health Checks and Troubleshooting, Inventory and Contract Management.

For more details on this program visit the Cisco SMB Support Assistant Website at <http://www.cisco.com/go/smbsa>.

Q. Is SmartNet offered on the Cisco Catalyst Express 500 Series Switches?

A. No, SmartNet is not offered on the Cisco Catalyst Express 500 Series Switches.

Q. Is there any additional incentive offered for SMB Support Assistant?

A. Cisco believes customers should consider longer duration contracts to avoid the risk of disruption that can occur when a service contract expires. Cisco is offering discounts on multi-year contracts sold in the United States and EMEA. This includes an incremental 25 percent discount for three years of service and 40 percent incremental for five years of service.

ADDITIONAL PRODUCT INFORMATION

Q. Where can I find product specifications and other information on the Cisco Catalyst Express 500 Series Switches?

A. For product literature such as data sheets and product specifications, visit <http://www.cisco.com/go/catalystexpress500>.



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