Frequently Asked Questions
For
cloud-delivered Cisco Catalyst SD-WAN

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Overview

1. **What is cloud-delivered Cisco Catalyst SD-WAN?**

Cloud-delivered Cisco Catalyst SD-WAN **(also referred to as "CDCS" in other sections within this document)** is a new way for customers to consume and deploy SD-WAN fabric. It is an outcome-based Cisco SD-WAN that will be the platform for all SD-WAN services. It offers an automated solution delivery with Cisco overseeing the lifecycle management of the SD-WAN fabric. It provides rich, actionable, end-to-end insights while lowering total cost of ownership.

2. **When will it launch?**

The limited availability of cloud-delivered Catalyst SD-WAN has been announced on May 24th, 2023. In June 2023, it was announced in Cisco Live US and became generally available in November 2023.
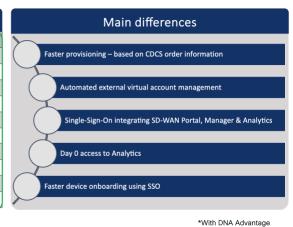
3. **Which regions will cloud-delivered Catalyst SD-WAN be supported in?**

CDCS is available in all regions. If you have any customers and would like to confirm a particular regional availability, please work with PM team (cdcs-questions@cisco.com) to confirm.

4. How is cloud-delivered Catalyst SD-WAN different from existing deployment model?

Currently there are two types of Catalyst SD-WAN fabric deployment models: Customer/MSP hosted model, and Cisco hosted model. Under either of these two models, customers or MSPs must share the responsibilities with Cisco for provisioning and managing the Catalyst SD-WAN fabric to keep it operational. Such tasks include fabric life cycle management, fabric upgrade, certificate management, etc.
With the introduction of CDCS, customers are offered a new way to consume Catalyst SD-WAN fabric. Cisco will own almost all operational responsibilities. Customers only need to manage their edge devices and network. Customers can enjoy flexible cloud consumption, operational simplicity, and rich analytics features that are encompassed in CDCS. Please see the table below:

Offer Comparison			
	On-Prem	**Cisco Hosted**	**CDCS**
Fabric provisioning	C	✓	✓
Monitoring: Infra, service & capacity	C	✓	✓
DR and backups	C	✓	✓
Life cycle management of SD-WAN fabric	C	C	✓
SSO (Portal, Manager, Analytics)	C	C	✓
Fabric upgrades	C	C	✓
Certificate management	C	C	✓
SD-WAN Analytics included	C	C	✓
Edge device configuration	C	C	C
Edge device upgrades	C	C	C

C : Customer responsibility
✓ : Cisco responsibility

Main differences
Faster provisioning – based on CDCS order information
Automated external virtual account management
Single-Sign-On integrating SD-WAN Portal, Manager & Analytics
Day 0 access to Analytics
Faster device onboarding using SSO

*With DNA Advantage

4. **What are the target customer segments of cloud-delivered Cisco Catalyst SD-WAN? How could I determine if it is the best SD-WAN option for me?**

The target market for CDCS is any enterprise with a cloud-first strategy requiring feature flexibility of Cisco Catalyst SD-WAN, the ideal customer profile is up to 800 devices. For any customers interested in this service and planning to have >800 devices, please contact our PM team at cdcs-questions@cisco.com.

5. How is cloud-delivered Cisco Catalyst SD-WAN different from Meraki SD-WAN? Does it change the competitive positioning between Catalyst and Meraki SD-WAN?

CDCS is a further enhancement of the current Cisco-hosted Catalyst SD-WAN deployment. It is an additional option for customers/partners to consume Catalyst SD-WAN and doesn't alter positioning between Catalyst and Meraki SD-WAN.

6. What's the difference between Cisco-hosted shared deployment and cloud-delivered?

CDCS is a further enhancement of the current Cisco-hosted shared deployment. Notable differences are in following functionalities:
- Automation (Smart Account/Virtual Account information pulled from Sales order)
- Automated External Management in the backend – Faster and error free
- Faster fabric creation (within 1 hour)
- SSO between Portal/Manager/Analytics
- Day 0 access to analytics
- Faster device onboarding
- SSO also works for device onboarding.

7. What are the features that don't work with CDCS?

CDCS is a further enhancement of the current Cisco-hosted MT deployment model, some of the features that are available on dedicated ST environment are not available on CDCS.

We are diligently working on closing the feature gaps, but as of July 2023, here are the features that CDCS do not support:

- Lawful Intercept (available in/after 20.12)
- RADIUS/TACACS at tenant level (available in/after 20.12)
- Enterprise certificate at tenant level (In Roadmap)
- Trust Sec (i.e. SDA-SDWAN integration)
- SDWAN-ACI integration
- vBranch on ENCS
- FedRAMP Certification
- AWS Gov Cloud
- Cloud Dock

8. Can you explain the "flexible consumption model" of cloud-delivered Catalyst SD-WAN?

Today, CDCS subscription is term based, i.e., 3Y, 5Y, etc. When flexible consumption model is introduced, it will provide a new option to Cisco customers that they can choose shorter term pricing options, such as monthly pricing model. This way customer can utilize their OPEX instead of CAPEX for SD-WAN consumption. Please stay tuned when this feature will become available.

9. How is cloud-delivered Catalyst SD-WAN different from the service that MSP is offering? Is it competing with MSPs?

First and foremost, CDCS does not compete with MSPs. Partners are integral part of the offer; they can continue to utilize existing MSP hosted and Cisco Hosted models to build their own managed services. With CDCS's intrinsic simplicity, MSPs now has additional option from Cisco, wherein MSPs utilize this as a platform and can easily overlay their core services for faster time to market of their managed services, specifically for serving small/medium size customer segments.

10. Is SD-WAN Analytics included in cloud-delivered Catalyst SD-WAN?

CDCS offers two types of licenses, Advantage and Essential.
For Advantage licenses, SD-WAN Analytics is included by default, meaning that the fabric will automatically have Analytics enabled when it is created.

Eligibility and Migration

11. How to get access to cloud-delivered Cisco Catalyst SD-WAN fabric?

CDCS has designated SKUs that can be purchased from Cisco Commerce Workplace. After customers purchase CDCS SKUs within the designated MLB (multi-level bundle), customer will receive email instructions to log onto Cisco Catalyst SD-WAN Portal to create and access their fabrics.

The instructions for purchasing CDCS can be accessed here Cloud-delivered Catalyst Ordering Guide.

12. Who can access cloud-delivered Cisco Catalyst SD-WAN?

Any new or Existing Cisco Catalyst SD-WAN Customers can opt for cloud-delivered Catalyst SD-WAN.

New customers refer to Cloud-delivered Catalyst Ordering Guide. Existing customers can open a TAC case and request Cloud Operations team to migrate them to CDCS.

13. Can I migrate from On-Premises/Cisco-hosted SD-WAN to cloud-delivered Catalyst SD-WAN?

Yes, please open a TAC case with Cisco Catalyst SD-WAN Team and you can ask for migration.

14. Can I purchase cloud-delivered Catalyst SD-WAN if I'm EA customer?

Integration of CDCS with EAWS is on our feature roadmap. However, as of May 2024, it is not available and EA customers cannot purchase it directly within EAWS. Please stay tuned for future enhancements.

15. Does cloud-delivered Cisco Catalyst SD-WAN offer HA licenses?

Yes, HA licenses are available in cloud-delivered Cisco Catalyst SD-WAN. Please contact your account team for more details.

16. Do I have to purchase hardware/software edges within the CDCS MLB bundle?

CDCS licenses can only be purchased within the CDCS MLB bundle. For hardware/software edges, it is required but recommended to purchase within the same order.
If you have edges that were purchased prior to coming to CDCS, please contact us at (cdcs-questions@cisco.com). We will work with you to understand your case and help onboard those devices if possible.

Operations

17. What platforms are available in cloud-delivered Catalyst SD-WAN?

The list of available devices for ordering via CDCS is subjected to change as the program evolves, but as of May 2024, the following devices are available for ordering with cloud-delivered Catalyst SD-WAN bundled SKU: CD-SDWAN and CD-SDWAN-PROMO.

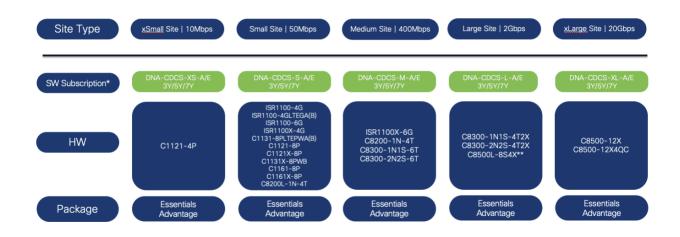| Size	Platforms
XS	C1121-4P
S	ISR1100-4G, ISR1100-4GLTEGA(B), ISR1100-6G, ISR1100X-4G, C1131-8PLTEPWA(B), C1121-8P, C1121X-8P, C1131X-8PWB, C1161-8P, C1161X-8P, C8200L-1N-4T
M	ISR1100X-6G, C8200-1N-4T, C8300-1N1S-6T, C8300-2N2S-6T
L	C8300-1N1S-4T2X, C8300-2N2S-4T2X, C8500L-8S4X
XL	C8500-12X, C8500-12X4QC
Virtual Router	Catalyst 8000v

18. What are the subscription options for cloud-delivered Catalyst SD-WAN?

As of May 2024, you can find the following cloud-delivered Catalyst SD-WAN SKUs on CCW, when you search for the MLB bundle "CD-SDWAN".
For more details, please refer to the cloud-delivered Cisco Catalyst SD-WAN Ordering Guide.

CDCS future releases aim to provide flexible subscription terms for customers and provide the possibility to help customers move such costs from CapEx to OpEx. Please stay tuned for updates.

19. **What happens if I don't renew cloud-delivered Catalyst SD-WAN subscription? Do I lose service right away?**

If you don't renew CDCS after your subscription expired, you can still log in to Catalyst SD-WAN Portal and see your expired fabric; but you will lose access to manage or make any changes to your fabric.
You can always renew or purchase new CDCS subscription even after your previous subscription expired.

20. **Is there a plan for Meraki dashboard to support Catalyst devices? Will cloud-delivered Catalyst SD-WAN be part of that Meraki dashboard?**

TBD. Please stay tuned as we will share details when more information is available in the future.

21. **What software version will be used for cloud-delivered Catalyst SD-WAN? What is the upgrade/support process?**

CDCS will only use long-lived release versions for SD-WAN fabric. Cisco doesn't intend to share the release version to customers. However, we'll still publish the recommended releases for the hardware so that they're compatible.

Cisco is responsible to manage and upgrade fabric version of cloud-delivered Catalyst SD-WAN. Changes will be performed during a scheduled maintenance window. Customers will be given prior notice, and CDCS services may be impacted during the upgrade.

22. **Does the customer need to manage and configure the controllers and edge devices while using cloud-delivered Catalyst SD-WAN?**

The management tasks of controllers are the responsibilities of Cisco, and customers of CDCS do not need to manage and configure controllers in their SD-WAN fabric. However, customers do need to manage and configure edge devices, such as adding or removing devices, sync, and onboard devices, purchasing or renewing licenses, etc.

23. **If I have legacy devices that I did not purchase with cloud-delivered Catalyst order, and such devices are not on the supported device list. Can I still use them?**

No, as of May 2024, legacy devices that are outside of CDCS supported platforms cannot be used for cloud-delivered Catalyst SD-WAN.

24. **If I have previously purchased cloud-delivered Catalyst SD-WAN supported platforms, can I use them?**

Yes, such devices can be used for CDCS, so far as there are active DNA licenses associated with the devices. Additional steps are needed, and more details will be provided in a separate document.

25. **Why does cloud-delivered Catalyst SD-WAN require external management access to my SA/VA?**

To perform operations on SD-WAN Fabric, Cisco SD-WAN Cloud Operations and SD-WAN portal need to be allowed with external management access for customer-owned SA and VA. Without this, for each operation that needs to be performed, an explicit access request is required. Some of the operations are time-sensitive and require external management access to be allowed.

26. Is there Role-based access control (RBAC) for cloud-delivered Catalyst SD-WAN?

Yes, there will be RBACs. different roles can be created and managed on Cisco Catalyst SD-WAN Portal, allowing only authorized users to perform operations.

27. What application does role management for CDCS? Is it SD-WAN Manager, or SD-WAN Portal?

Role management responsibilities are shared across SD-WAN Manager and Portal. Admins can create/define user roles in SD-WAN Manager, and assign/manager user roles in SD-WAN Portal.