



Cisco Networking Academy
Mind Wide Open

Networking Academy Maintenance

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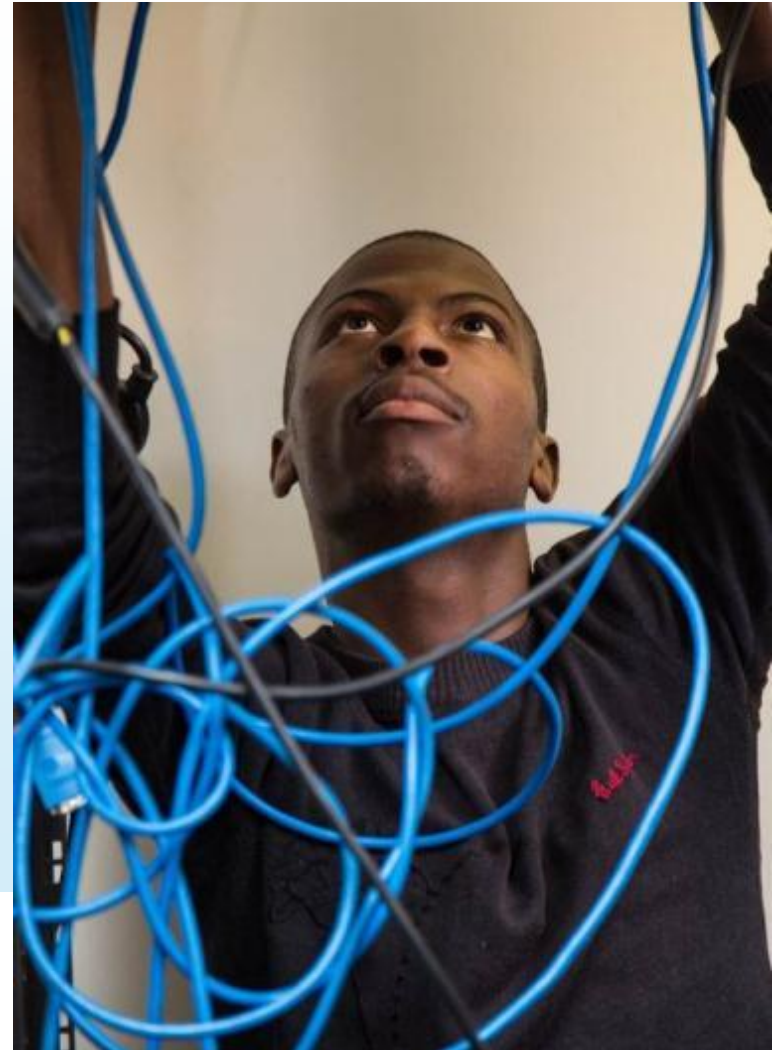
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NetAcad Maintenance Overview



Networking Academy Maintenance

- The Cisco Networking Academy Maintenance service was developed to help academies maintain the software on their Networking Academy lab equipment and reduce the total costs required to deliver the critical hands-on aspects of our courses.
- Key Features
 - Ability to download supported versions of Cisco software needed for Networking Academy labs
 - Ability to enable technology packages and advanced feature sets required for academy labs
 - Registered access to Cisco.com
 - Program support through the Cisco Networking Academy Support Desk
 - Available to all academies at no cost

Academy Lab Equipment Support Options

Features	No Support Contract	Networking Academy Maintenance	Cisco Service
Contract Cost	n/a	No cost	Cost varies based on equipment covered. Academy discounts apply.
Equipment Covered	n/a	All equipment in the Image and Hardware Support Document	Only equipment specified in contract
IOS Upgrades	Academy purchases	Included	Included
Advanced Feature Sets	Academy purchases	Included	Academy purchases
Registered Access to Cisco.com	Guest access	Included	Included
Hardware Replacement	n/a	Not included	Included

NetAcad Maintenance & Cisco Service

- Cisco Networking Academy Maintenance does **not** provide hardware replacement.
- If an academy requires hardware replacement services for their Networking Academy lab equipment, we recommend purchasing Cisco service, which is available at discounted rates for Cisco Academies.
- Cisco Academies typically purchase Cisco service (1) to provide hardware replacement for critical Networking Academy lab equipment or (2) to provide hardware replacement and software support for equipment that is not covered under NetAcad Maintenance.

Cisco Software Downloads



Cisco Software Downloads

- The Maintenance service can be used to download software for Cisco products used in Networking Academy labs such as routers and switches.
- The Networking Academy Maintenance Image & Hardware Support document lists the tested and supported software versions for the curriculum labs.
- Only software for the Cisco products listed in the Image & Hardware Support document and in the curriculum equipment lists are covered under Networking Academy Maintenance
- Academies must have a valid license for any software accessed or downloaded using NetAcad Maintenance
- For information on downloading software, see the Networking Academy Maintenance IOS Download Guide

Access to Advanced Feature Sets



Access to Advanced Feature Sets

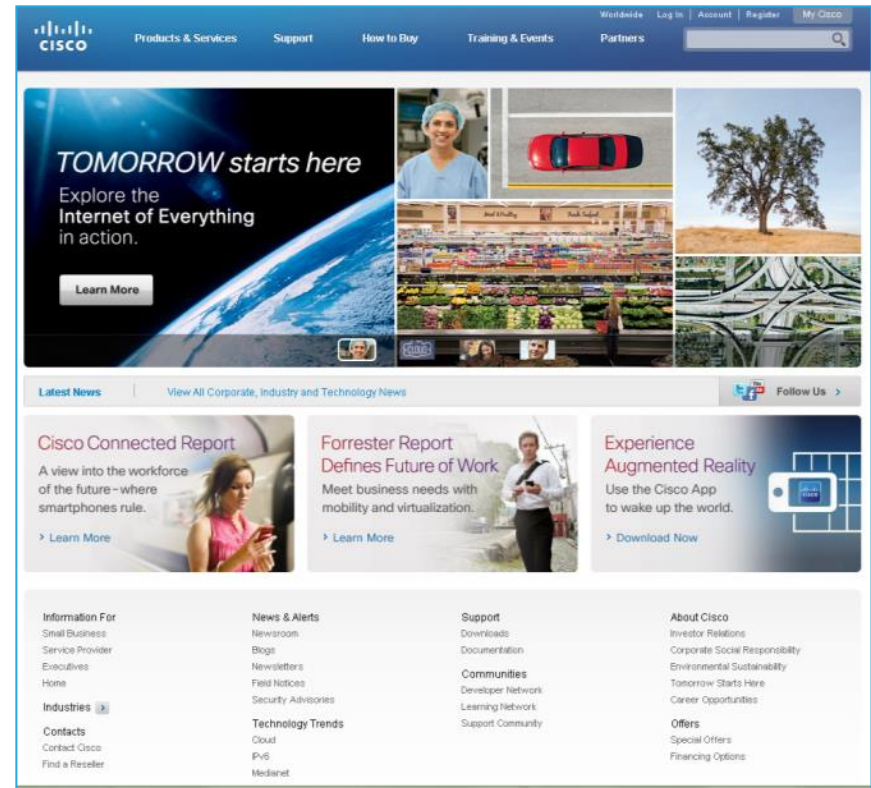
- The Maintenance service allows academies to enable technology packages and advanced feature sets on Cisco products that use a universal software image (ISR-G2 routers) and are needed for Networking Academy course labs.
- Academies with the Maintenance service are authorized to use Right to Use (RTU) licenses for specific technology packages and advanced feature sets.
- The Networking Academy Maintenance Image & Hardware Support document and the curriculum equipment lists specify the technology packages and feature sets needed for course labs.
- Only the technology packages and feature sets listed in those documents are covered under Networking Academy Maintenance
- For more information, see the [ISR-G2 Software Licensing Overview](#) and the [ISR-G2 Security Technology Package Activation Procedure](#).

Registered Access to Cisco.com



Registered Access to Cisco.com

- Networking Academy Maintenance service gives academies registered access to Cisco.com.
- This level of access enables academies to access router and switch software upgrades, self-help technical documents, and support tools.
- Instructors at academies that participate in the service can access Cisco.com to download approved Cisco software as described on the Cisco Software Downloads slide.



Technical and Program Support



Program Support

- The service provides support through the Networking Academy Support Desk for instructors who encounter difficulties with software or feature sets used for curriculum labs
- The Support Desk will contact the Cisco TAC for any higher-level support needs.
- Instructors can also contact the Support Desk if they encounter difficulties with any aspect of the Networking Academy Maintenance service, including software downloads or activating feature sets.

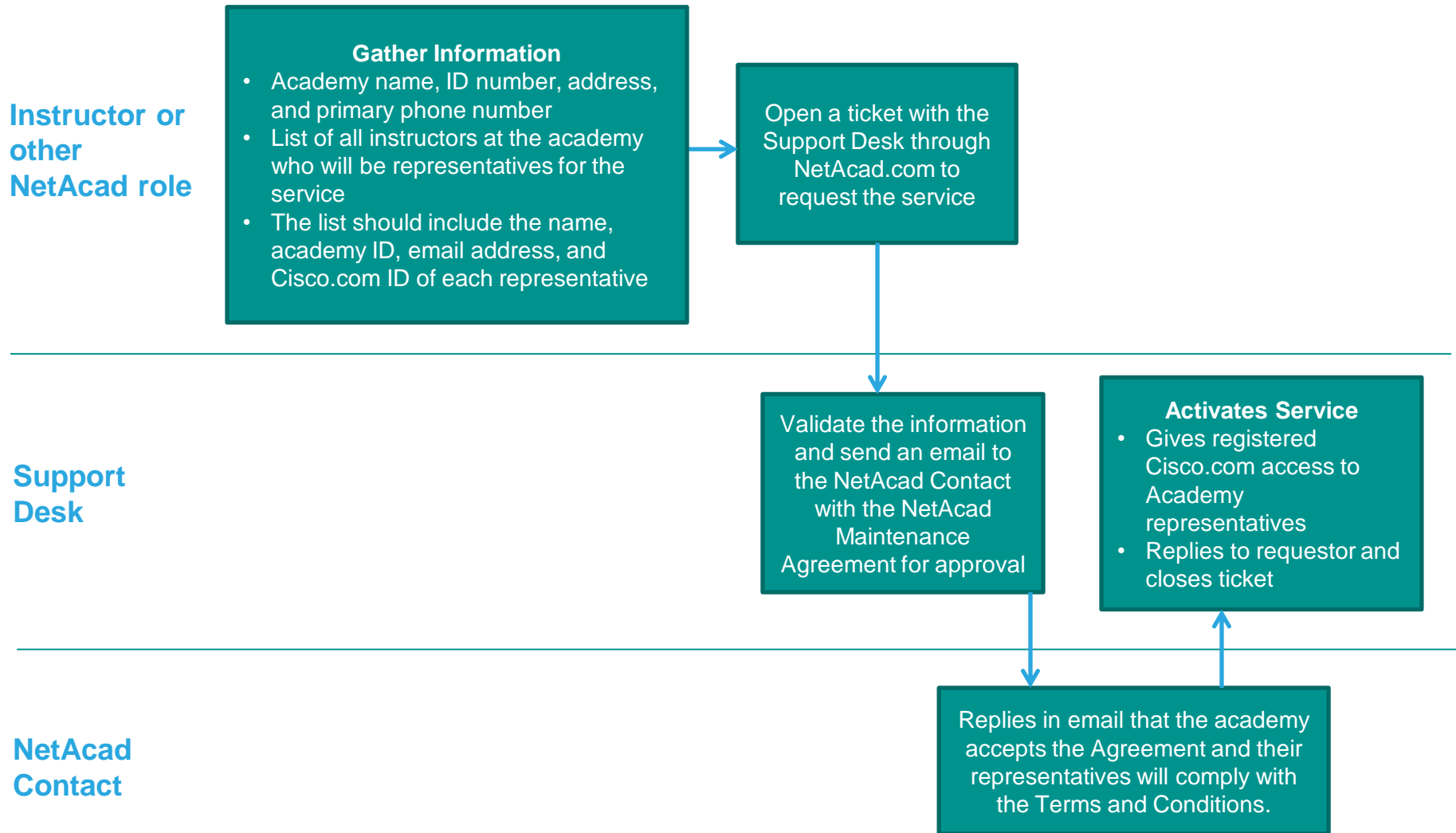


The screenshot shows the Cisco Networking Academy website's support section. At the top, there is a navigation bar with links for NetSpace Home, About Us, Program, Offerings, and Communities. A user is logged in as Rick. The main content area is titled 'Communities Support' and includes a 'Community Support Forums' section with a list of links for various forums: IT Essentials Support Forum, CCNA Discovery & CCNA Exploration Support Forum, CCNA Security Support Forum, CCNP Support Forum, Packet Tracer Support Forum, and Passport21 Support Forum. Below this, there are sections for 'FAQs', 'Curriculum / Assessment Erratas', and 'Contact Support'.

How to Sign Up



NetAcad Maintenance Sign-Up Process



For more detailed information about the sign-up process, please see the NetAcad Maintenance Datasheet

Resources



Resources

The following documents contain additional information about the service and related topics. They are available in the Equipment Information section of **Cisco NetSpace** or **Academy Connection**

Networking Academy Maintenance Datasheet
Networking Academy Maintenance Terms & Conditions
Networking Academy Maintenance Overview PPT (this presentation)
Networking Academy Maintenance FAQs
Networking Academy Maintenance Image & Hardware Support
Networking Academy Maintenance IOS Download Guide
ISR-G2 Software Licensing Overview
ISR-G2 Security Technology Package Activation Procedure
ISR-G2 Unified Communications Technology Package Activation Procedure
Lab Equipment Lists for all curricula

Thank you.



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