Cisco Prime Home 5.1

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding Cisco Prime™ Home Release 5.1. For more information on the product refer to the data sheets.

General Information

Q. What is Cisco Prime?

A. The Cisco Prime portfolio of enterprise and service provider management offerings empowers IT organizations to more effectively manage their networks and the services they deliver. Built on a service-centered foundation, the Cisco Prime portfolio of products supports integrated lifecycle management through an intuitive workflow-oriented user experience.

The suite of Cisco Prime solutions for service providers provides A-to-Z management for IP next-generation networks, mobility, video, and managed services.

Q. What is Cisco Prime Home?

A. Cisco Prime Home provides management solutions for service providers that address the growing need for home network configuration and support. The solution provides a feature-rich, TR-069-based remote management and provisioning solution that provides visibility into the home network, reduces operational costs, and improves the subscriber experience. Powerful customer support tools, an intuitive consumer portal, and extensive analytics combine to make the home network easier to set up and support.

Q. Who should deploy Cisco Prime Home?

A. Service providers looking to reduce their operational costs associated with home networking support will immediately see returns on their investment with Cisco Prime Home, through reduced call volumes, shorter call times, and fewer truck rolls. Furthermore, service providers that are looking to add new revenue-generating services will see Cisco Prime Home as a platform for facilitating valuable consumer applications such as parental controls and managed Wi-Fi and firewall services.

Q. What are the different deployment options for Cisco Prime Home?

A. Cisco offers a hosted deployment option, under which service providers can subscribe to Cisco Prime Home services without providing any hardware or networking equipment themselves. This is the fastest way to get started with Cisco Prime Home with no associated capital costs for the service provider.

The solution is also offered with onsite deployment, in which case the service provider supplies the hardware (for example, a Cisco UCS™ platform), and maintains Cisco Prime Home in its own network operations center. Each option provides the same set of Cisco Prime Home features and applications.

Q. Can a service provider migrate from one deployment option to another?

A. Yes, and it is not uncommon to see a server provider begin with a hosted trial and migrate to an onsite installation for broad deployment of the service.

Q. What Broadband Forum protocols/data models are supported by Cisco Prime Home?

A. Cisco Prime Home supports the standard TR-069 protocol and is compatible with both the TR-098 and TR-181i2 device object models. Cisco Prime Home also supports device-specific data models and toplogies such as TR-104, TR-111, TR-135, TR-140, and TR-157. Through its flexible device interoperability Software Development Kit (SDK), Cisco Prime Home can easily add support for new data models as they are introduced and can also manage custom device vendor extensions.

Q. What types of devices does Cisco Prime Home manage and provision?

A. Cisco Prime Home may be used to manage any TR-069-compliant device including residential gateways (DSL, cable, fiber), IP set-top boxes, next-generation converged IP set-top boxes, Network Attached Storage (NAS), femtocells, IP phones, powerline adapters, IP cameras, and more.

For other connected (non-TR-069) devices in the home such as PCs, tablets, and smartphones, Cisco Prime Home can manage by proxy through the residential gateway to provide services such as Wi-Fi analysis, click-through to the LAN device UI, firewall configuration, and parental controls.

Q. On what platforms is Cisco Prime Home supported?

A. Platform support for Cisco Prime Home 5.0 currently includes CentOS 6.2 and later and Red Hat Enterprise Linux 6.2 and later.

Q. What licensing method does Cisco Prime Home utilize?

A. Licensing for Cisco Prime Home is based on the number of managed TR-069 devices. The licensing models for onsite and hosted deployments differ. Onsite deployments require a one-time purchase of the base software application (the base package) plus device license blocks that are available in increments of 50,000, 100,000, and 500,000 managed devices. Customers may purchase additional device license blocks at any time as their networks grow. All licenses are perpetual right-to-use licenses. Cisco® annual maintenance and standard support, Software Application Support (SAS), is required for onsite deployments.

For hosted deployments, customers must order a base package. This base package includes access to the customer support portal for up to five users. For hosted deployments, the license blocks are purchased as an annual subscription per managed device that includes maintenance and support. Device license blocks are available in increments of 10,000, 25,000, 50,000, 100,000, and 500,000 managed devices. Licenses to provision additional customer service representative (CSR) users are also available.

Licenses for (optional) Cisco Prime Home Analytics and parental control applications are also available.

These products are available as one-year subscriptions for different increments of devices, beginning with 10,000 devices for Cisco Prime Home Analytics (hosted deployment), 50,000 devices for Cisco Prime Home Analytics (onsite deployment), and 1000 devices for the parental controls applications.

Q. Does Cisco Prime Home support all TR-069 devices across all manufacturers?

A. Cisco Prime Home manages hundreds of device makes and models across many TR-069 device manufacturers today. Support for interoperability for new third-party devices with Cisco Prime Home is available for a fee.

Q. What is Cisco Prime Home Plus?

A. Cisco Prime Home Plus is a Cisco partner program that helps enable virtually any kind of customer premises equipment (CPE) to be managed by Cisco Prime Home through integration of the Cisco Prime Home Plus client stack. Cisco Prime Home Plus provides a TR-069 client as well as value added extensions such as bandwidth monitoring and whole home parental controls. Cisco Prime Home Plus–enabled devices are guaranteed to be interoperable with Cisco Prime Home, and will have the fullest level of functionality available in the Cisco Prime Home system.

Q. Is Cisco Prime Home supported by the Cisco Technical Assistance Center (TAC)?

A. Yes, the Cisco TAC worldwide has received Cisco Prime Home training and provides 24-hour support.

Q. Does Cisco Prime Home require Software Application Support (SAS)?

A. The purchase of an annual Cisco SAS maintenance contract is required for onsite deployments to help ensure Cisco Technical Assistance Center support and access to the Software Center on Cisco.com for patches and bug fixes. The Cisco SAS maintenance contract also entitles the customer to free minor upgrades and maintenance releases.

Q. Where can more information be obtained?

A. For more information about Cisco Prime Home, go to http://www.cisco.com/go/prime-home, contact your local account representative, or send an email to ask-prime-home@cisco.com.

Bandwidth Monitor

Q. How does the Cisco Prime Home Bandwidth Monitor work?

A. The Bandwidth Monitor uses an application running in the residential gateway to track, store, and report usage to the Cisco Prime Home server on a frequent basis, typically every five minutes.

Q. What CPE devices support the Bandwidth Monitor?

A. Bandwidth Monitor is available on DSL, cable, and Ethernet gateways running the Cisco Prime Home Plus software.

Q. Does the Bandwidth Monitor require additional CPE memory or processing power?

A. Yes, like all CPE applications, the Bandwidth Monitor will utilize additional memory and processing. Customers should work with their device vendor to make sure devices meet their performance needs while running the Bandwidth Monitor.

Q. Does the Bandwidth Monitor require any additional server storage?

A. For onsite customers, the Bandwidth Monitor requires an additional "collector" application server to be installed and configured, which is available through Cisco Advanced Services. For hosted customers, this is included in the subscription to the Bandwidth Monitor application.

Q. For onsite deployments of Cisco Prime Home, is the Bandwidth Monitor data backed up nightly like other Cisco Prime Home data?

A. No, Cisco does not back up the Bandwidth Monitor data with the Cisco Prime Home hosted service, due to the large quantity of data and because this data is not required for device or service configuration.