

# Cisco Prime Collaboration 10.0

## Ordering Guide

October 2013

For ordering assistance, email [ask-primecollab@cisco.com](mailto:ask-primecollab@cisco.com)

This document describes the pricing, packaging structure, and ordering for Cisco Prime Collaboration that supports the  
**Cisco Unified Communications System Release 10.0**

<b><u>Introduction</u></b>	<b>3</b>
<a href="#">Purpose, Audience, and Scope</a>	3
<a href="#">Cisco Prime Collaboration Packaging: Standard and Advanced Options</a>	3
<a href="#">Ordering and Quoting Tools</a>	3
<a href="#">Orderability and First Customer Shipment</a>	3
<a href="#">Cisco Prime Product Assured Software Subscription</a>	3
<b><u>Ordering Steps</u></b>	<b>4</b>
<a href="#">How to Count Endpoints for Cisco Prime Collaboration Licenses</a>	4
<b><u>Cisco Prime Collaboration Product Numbers and Pricing - New Installations or Add-ons</u></b>	<b>5</b>
<a href="#">Endpoint and Scale-Based Licensing</a>	5
<a href="#">Cisco Prime Collaboration Mass Bundle Product Numbers - New Installations or Add-ons</a>	6
<a href="#">Cisco Prime Collaboration Assurance and Analytics Individual Product Numbers</a>	7
<a href="#">Cisco 1040 Sensor Ordering</a>	8
<a href="#">Cisco Prime Collaboration Provisioning Product Numbers</a>	9
<b><u>All Upgrades</u></b>	<b>9</b>
<a href="#">Cisco Prime Collaboration Assurance Upgrade Product Numbers</a>	10
<a href="#">Cisco Prime Collaboration Analytics Upgrade Product Numbers</a>	10
<a href="#">Cisco Prime Collaboration Provisioning Upgrade Product Numbers</a>	11
<b><u>Cisco Services</u></b>	<b>11</b>

## Introduction

### Purpose, Audience, and Scope

**Purpose:** This document describes the pricing, packaging structure, and ordering for Cisco Prime™ Collaboration as part of the Cisco® Unified Communications (UC) System Release 10.0.

For more detailed information about Cisco Prime Collaboration, go to the external website

<http://www.cisco.com/go/primecollaboration> or email [ask-primecollab@cisco.com](mailto:ask-primecollab@cisco.com).

Cisco Prime Collaboration is the evolution of the separate management products for Cisco voice and video, and replaces the Cisco Prime Unified Communications Management Suite (UCMS) and its four component products as well as Cisco Prime Collaboration Manager. The four component products of Cisco Prime UCMS are Cisco Prime Unified Provisioning Manager (UPM), Cisco Prime Unified Operations Manager (UOM), Cisco Prime Unified Service Monitor (USM), and Cisco Unified Service Statistics Manager (USSM).

### Cisco Prime Collaboration Packaging: Standard and Advanced Options

Beginning with version 10.0, Cisco Prime Collaboration is provided in two different offerings. Cisco Prime Collaboration Standard is included with all Cisco Unified Workspace Licensing and Cisco User Connect Licensing, and Cisco Prime Collaboration Advanced is available for upgrade. The Standard option is only available and compatible with Cisco UC 10.0. The Advanced option supports Cisco UC 8.x - UC 10.x. The Standard option enables provisioning of all voice and video services purchased and fault monitoring across voice and video for a single cluster environment. For deployments that require more advanced management, Cisco Prime Collaboration Advanced offers multi-cluster scale, additional automation, deeper diagnostic capabilities, and long-term reporting. This order guide addresses Cisco Prime Collaboration Advanced only.

Customers who are interested in Cisco Prime Collaboration Advanced may activate the “Advanced Evaluation” from within the Prime Collaboration Standard GUI, for a 60 day term, or may purchase a permanent Cisco Prime Collaboration Advanced. For more information about license installation, please refer to the Cisco Prime Collaboration Quick Start Guide 10.0 posted on Cisco.com under ‘Install and Upgrade Guides.

### Ordering and Quoting Tools

Cisco Prime Collaboration is a configured product. The Cisco Commerce Workspace tool is the only ordering mechanism and is located at <https://cisco-apps.cisco.com/cisco/psn/commerce>.

### Orderability and First Customer Shipment

Table 1 lists the first order date and the first customer shipment (FCS) date for Cisco Prime Collaboration.

**Table 1.** Projected First Orderability and Customer Shipment Dates

Product	First Order Date	FCS Date
Cisco Prime Collaboration 10.0	November 12, 2013	November 19, 2013

### Cisco Prime Product Assured Software Subscription

The Cisco Prime Product Assured Software Subscription has been created to provide a way for customers to prepurchase major software upgrades for Cisco Prime management products. It is modeled and administered like the Unified Communications Software Subscription (UCSS) for Cisco Unified Communications products.

---

Product Assured Software Subscription is a subscription product that will allow the customer to download major software releases at no additional charge for the duration of the activated subscription term, which can be for 1, 2, 3, and 5 years. Product Assured Software Subscription will apply to contracts for Cisco Prime Collaboration when linked by the Cisco Commerce Workspace tool to an active Cisco Prime Collaboration Essential Operate Service (ESW) contract.

Product Assured Software Subscription customers will obtain major upgrade images and licenses using the Product Upgrade Tool (PUT). The Software Application Support (SAS) service product numbers used in the past are completely replaced by the ESW service product numbers. Cisco ESW provides customer entitlement to Cisco Technical Assistance Center (TAC) support and access to Cisco.com technical resources, peer-to-peer online forums, newsletters and online tools, and maintenance and minor software application updates. ESW is required for download access to the Cisco.com software download site and on all subscription orders to entitle access to PUT.

Cisco Prime Product Assured Software Subscription product numbers appear on Cisco Commerce Workspace as an option to each product number. They are not listed in this ordering guide. The Cisco Prime Product Assured Software Subscription is priced at 10 percent of the product list price, per year, with discounts built in for 2-, 3-, and 5-year contracts.

**Note:** Major license revisions are represented by letter. Cisco Prime Collaboration 10.x licenses have revision B in the product number, for example L-PC-B-PAAN-500.

## Ordering Steps

1. Determine which Cisco Prime Collaboration options are needed: Provisioning, Assurance and/or Analytics
2. Determine the endpoint types and scale required for each. Review the notes that follow about how to count endpoints differently for the Provisioning and Assurance options in various scenarios
3. Understand the customer preference for obtaining major upgrades (subscription versus pay as needed)

## How to Count Endpoints for Cisco Prime Collaboration Licenses

### Assurance Option

- Specify a single phone for each IP phone/soft phone pair (Cisco Jabber, Cisco Unified Personal Communicator (UPC), Cisco IP Communicator, and Cisco Unified Client Services Framework (CSF) that shares the same phone number or numbers.
- Mobile phones are counted separately.
- Analog phones connected to a voice gateway are not counted.

### Provisioning Option

- All phones and UC registered video endpoints are managed individually and are therefore counted individually. This includes softphones Cisco Jabber, Cisco UPC, Cisco IP Communicator, and Cisco Unified CSF.
- Active analog ports on a voice gateway are counted as phones.

## Analytics Option

- All Assurance endpoints are counted.
- The total number of endpoints ordered for the Analytics option must match or exceed the total number of all voice and video endpoints ordered for the Assurance option.

## Cisco Prime Collaboration Product Numbers and Pricing - New Installations or Add-ons

### Endpoint and Scale-Based Licensing

Cisco Prime Collaboration licensing is based on endpoint count and value.

Table 2 lists the different endpoint categories for Cisco Prime Collaboration Assurance.

**Table 2.** Cisco Prime Collaboration Assurance Endpoint Categories

Mass Endpoints	Midrange Endpoints	High-End Single-Codec Endpoints	Multicodec Endpoints
Cisco IP Phones	Cisco Codec EX60	Cisco TelePresence® System 1000	Cisco TelePresence System 3000
Cisco Cius®	Cisco Codec EX90	Cisco TelePresence System 1100	Cisco TelePresence System 3010
Cisco Jabber Video for Cisco TelePresence (Movi™)	Cisco Codec C90	Cisco TelePresence System 1300	Cisco TelePresence System 3200
Cisco IP Video Phone E20	Cisco Codec C60	Cisco TelePresence System 1400	Cisco TelePresence System 3210
	Cisco Codec C40	Cisco Profile 42-C20	Cisco TelePresence System TX9000
	Cisco Codec C20	Cisco Profile 42-C60	Cisco TelePresence System TX9200
	Cisco TelePresence System 150 MXP	Cisco Profile 52-Dual	
	Cisco TelePresence System 1000 MXP	Cisco Profile 52	
	Cisco Tandberg 1500 MXP	Cisco Profile 65	
	Cisco TelePresence System 1700 MXP	Cisco Profile 65-Dual	
	Cisco Telepresence System Codec 3000 MXP	Cisco Profile 52-6000MXP	
	Cisco TelePresence System Codec 6000 MXP		
	Cisco TelePresence System MX200		
	Cisco TelePresence System MX300		
	Cisco TelePresence System 500		
	Cisco TelePresence SX20 Quick Set		
	Polycom		

- IP devices (call control, conferencing devices, and so on) with a maximum limit of 5000 devices are supported and not counted for licensing purposes. Refer to the Quick Start Guide to see what maximum device counts are recommended for each endpoint scale range to help ensure best performance.

**IMPORTANT:** Cisco Prime Collaboration software image product numbers must be ordered for access to Electronic Software Delivery (ESD). These product numbers include **R-PC-10-ASSW-K9=** for Assurance/Analytics and **R-PC-10-PRSW-K9=** for Provisioning. **This is required or the product will stay in evaluation mode, even after licenses are installed!.**

- The **R-** image product number is used only for a new installation or upgrade. When the customer orders add-on licenses to increase the scale of an existing deployment, there is no need to order an additional **R-** image product number.
- Enter the device license product number, **L-PC-B-AS-DEVICE**, **L-PC-B-PR-DEVICE**, **L-PC-B-PAAN**, **L-PC-B-AAN**, **L-PC-B-ASSUR-UPG**, or **L-PC-B-PROV-UPG**, in Cisco Commerce Work Center and the software licensing options will appear. Select the number of each option required.
- Select the Product Assured Software Subscription contract length (optional).
- All software deployment scale is controlled using a license file. The licenses are “additive” and stackable on the virtual machine (VM), so you can combine any of the license product numbers to reach an endpoint count not listed in the table.

### Cisco Prime Collaboration Mass Bundle Product Numbers - New Installations or Add-ons

Bundles are available for Cisco Prime Collaboration mass endpoints (only). These bundles make ordering easier and provide a discount as compared to the full list price of the individual options. They include:

- PAAN - Cisco Prime Collaboration Provisioning, Assurance, and Analytics
- AAN - Cisco Prime Collaboration Assurance and Analytics

To add video endpoints to a mass bundle order, select individual midrange, high-end single-codec, or multicodec endpoint product numbers under L-PC-B-AS-DEVICE for Assurance and add incremental Analytics to match. Make sure the total endpoint counts match for the Analytics and Assurance options. Then select additional individual Provisioning endpoint product numbers under L-PC-B-PR-DEVICE for all video devices registered to Cisco UC. Provisioning does not support video endpoints registered to the Cisco® Video Communication Server (VCS).

The following tables include product numbers and descriptions for the Cisco Prime Collaboration bundles.

**Table 3.** Cisco Prime Collaboration Provisioning, Assurance, and Analytics Mass Bundle Product Numbers - New Installations or Add-ons

Product Number	Description
<b>R-PC-10-ASSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>R-PC-10-PRSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>L-PC-B-PAAN</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle, configuration required
<b>L-PC-B-PAAN-500</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 500 endpoint license
<b>L-PC-B-PAAN-1K</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 1000 endpoints
<b>L-PC-B-PAAN-5K</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 5000 endpoints
<b>L-PC-B-PAAN-10K</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 10,000 endpoints
<b>L-PC-B-PAAN-20K</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 20,000 endpoints
<b>L-PC-B-PAAN-30K</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 30,000 endpoints
<b>L-PC-B-PAAN-60K</b>	Cisco Prime Collaboration B Provisioning/Assurance/Analytics License Bundle - 60,000 endpoints

**Table 4.** Cisco Prime Collaboration Assurance and Analytics Mass Bundle Product Numbers - New Installation or Add-on

Product Number	Description
<b>R-PC-10-ASSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>L-PC-B-AAN</b>	Cisco Prime Collaboration B Assurance/Analytics License Bundle, configuration required
<b>L-PC-B-AAN-500</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 500 endpoints
<b>L-PC-B-AAN-1K</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 1000 endpoints
<b>L-PC-B-AAN-5K</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 5000 endpoints
<b>L-PC-B-AAN-10K</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 10,000 endpoints
<b>L-PC-B-AAN-20K</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 20,000 endpoints
<b>L-PC-B-AAN-30K</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 30,000 endpoints
<b>L-PC-B-AAN-60K</b>	Cisco Prime Collaboration B Assurance/Analytics Bundle - 60,000 endpoints

### Cisco Prime Collaboration Assurance and Analytics Individual Product Numbers

Tables 5 and 6 include product numbers and descriptions for Cisco Prime Collaboration Assurance by endpoint category.

**Table 5.** Cisco Prime Collaboration Mass Endpoint Assurance Product Numbers - New Installation or Add-on

Product Number	Description
<b>R-PC-10-ASSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>L-PC-B-AS-DEVICE</b>	Cisco Prime Collaboration Assurance/Analytics B Top Level License, configuration required
<b>L-PC-B-500-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 500 endpoints
<b>L-PC-B-1K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 1000 endpoints
<b>L-PC-B-2K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 2000 endpoints
<b>L-PC-B-5K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 5000 endpoints
<b>L-PC-B-10K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 10,000 endpoints
<b>L-PC-B-20K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 20,000 endpoints
<b>L-PC-B-30K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 30,000 endpoints
<b>L-PC-B-60K-MA-LIC</b>	Cisco Prime Collaboration B Assurance License - 60,000 endpoints

**Table 6.** Cisco Prime Collaboration Midrange, High-End, and Multicodec Endpoint Assurance Product Numbers - New Installation or Add-on

Product Number	Description
<b>R-PC-10-ASSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>L-PC-B-AS-DEVICE</b>	Cisco Prime Collaboration Assurance/Analytics B Top Level License, configuration required
<b>L-PC-B-50-MID-LIC</b>	50 midrange endpoint Cisco Prime Collaboration license
<b>L-PC-B-100-MD-LIC</b>	100 midrange endpoint Cisco Prime Collaboration license
<b>L-PC-B-200-MD-LIC</b>	200 midrange endpoint Cisco Prime Collaboration license
<b>L-PC-B-500-MD-LIC</b>	500 midrange endpoint Cisco Prime Collaboration license
<b>L-PC-B-1K-MID-LIC</b>	1000 midrange endpoint Cisco Prime Collaboration license
<b>L-PC-B-10-HI-LIC</b>	10 high-end, single-codec endpoint Cisco Prime Collaboration license
<b>L-PC-B-20-HI-LIC</b>	20 high-end, single-codec endpoint Cisco Prime Collaboration license
<b>L-PC-B-50-HI-LIC</b>	50 high-end, single-codec endpoint Cisco Prime Collaboration license

Product Number	Description
L-PC-B-100-HI-LIC	100 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-B-200-HI-LIC	200 high-end, single-codec endpoint Cisco Prime Collaboration license
L-PC-B-1-MULT-LIC	1 multicodec endpoint Cisco Prime Collaboration license
L-PC-B-10-MUL-LIC	10 multicodec endpoint Cisco Prime Collaboration license

Again, the total Cisco Prime Collaboration Analytics endpoint count must match the total Cisco Prime Collaboration Assurance endpoint count. If you configure a phone bundle and then add video assurance endpoints, be sure to add additional Cisco Prime Collaboration Analytics endpoints at the same time. Total Endpoint Count = Mass + Midrange + High-end Single-Codec + Multicodec Endpoints.

Table 7 includes product numbers and descriptions for Cisco Prime Collaboration Analytics.

**Table 7.** Cisco Prime Collaboration Analytics Product Numbers - New Installation or Add-on

Product Number	Description
R-PC-10-ASSW-K9=	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
L-PC-B-AS-DEVICE	Cisco Prime Collaboration Assurance/Analytics B Top Level License, configuration required
L-PC-B-AN-50-LIC	Cisco Prime Collaboration B Analytics License for 50 endpoints
L-PC-B-AN-100-LIC	Cisco Prime Collaboration B Analytics License for 100 endpoints
L-PC-B-AN-500-LIC	Cisco Prime Collaboration B Analytics License for 500 endpoints
L-PC-B-AN-1K-LIC	Cisco Prime Collaboration B Analytics License for 1000 endpoints
L-PC-B-AN-2K-LIC	Cisco Prime Collaboration B Analytics License for 2000 endpoints
L-PC-B-AN-5K-LIC	Cisco Prime Collaboration B Analytics License for 5000 endpoints
L-PC-B-AN-10K-LIC	Cisco Prime Collaboration B Analytics License for 10,000 endpoints
L-PC-B-AN-20K-LIC	Cisco Prime Collaboration B Analytics License for 20,000 endpoints
L-PC-B-AN-30K-LIC	Cisco Prime Collaboration B Analytics License for 30,000 endpoints
L-PC-B-AN-60K-LIC	Cisco Prime Collaboration B Analytics License for 60,000 endpoints

## Cisco 1040 Sensor Ordering

**Note:** Cisco 1040 will be **End of Sale** in June 2014. Cisco Prime Network Analysis Manager (NAM) will still be available.

### Determine Whether Cisco 1040 Sensors Are Required

Cisco Prime Collaboration Assurance collects its voice statistics from Cisco Unified Communications Manager, the Cisco 1040 Sensor, and Cisco Prime (NAM) products. The key difference between getting statistics from the Cisco Unified Communications Manager and the Cisco 1040 Sensor or Cisco Prime NAM is that the Cisco 1040 Sensor and Cisco Prime NAM provide call quality statistics every minute **during** the call, and Cisco Unified Communications Manager-based call quality statistics are only available at the **end** of the call. The Cisco 1040 Sensor is also easy to ship to a site and install as an ad hoc diagnostic probe.

### Determine the Number of Cisco 1040 Sensors Required

The number of Cisco 1040 Sensors required is based on the number of phones in the network and whether you monitor both the incoming and outgoing calls. Each sensor can monitor up to 100 simultaneous Real-Time Transport Protocol (RTP) streams per minute. It is recommended that the sensors be placed as close as possible to the phones to ensure the call quality is tapped at the best point in the network to accurately measure the end-user experience.



The Cisco 1040 Sensors are ordered in packages (packs) that contain 2 sensors or 5 sensors. The number of RTP streams supported by Cisco Prime NAM depends on the NAM platform. For information on NAM, refer to the product web page at [http://www.cisco.com/en/US/products/ps5740/Products\\_Sub\\_Category\\_Home.html](http://www.cisco.com/en/US/products/ps5740/Products_Sub_Category_Home.html).

Tables 8 and 9 include product numbers and descriptions for Cisco 1040 Sensors and the associated Cisco SMARTnet® services.

**Table 8.** Cisco 1040 Sensor Product Numbers

Product Number	Description
<b>CUSM-1040-2PK=</b>	Cisco 1040 Sensor 2 Pack
<b>CUSM-1040-5PK=</b>	Cisco 1040 Sensor 5 Pack

**Table 9.** Cisco 1040 Sensor Service Product Numbers

Product Number	Description
<b>CON-P2ST-10402PK</b>	SMARTnet 8X5XNBD Cisco 1040 Sensor 2 Pack
<b>CON-P2ST-10405PK</b>	SMARTnet 8X5XNBD Cisco 1040 Sensor 5 Pack

## Cisco Prime Collaboration Provisioning Product Numbers

**Note:** The Cisco Prime Collaboration Provisioning API is included in Cisco Prime Collaboration Provisioning Advanced at no charge.

Table 10 includes product numbers and descriptions for Cisco Prime Collaboration Provisioning.

**Table 10.** Cisco Prime Collaboration Provisioning Product Numbers - New Installation or Add-on

Product Number	Description
<b>R-PC-10-PRSW-K9=</b>	Cisco Prime Collaboration 10.0 Provisioning Software, base license
<b>L-PC-B-PR-DEVICE</b>	Cisco Prime Collaboration Provisioning B Top Level License, configuration required
<b>L-PC-B-1K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 1000 endpoints
<b>L-PC-B-2K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 2000 endpoints
<b>L-PC-B-5K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 5000 endpoints
<b>L-PC-B-10K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 10,000 endpoints
<b>L-PC-B-20K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 20,000 endpoints
<b>L-PC-B-30K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 30,000 endpoints
<b>L-PC-B-60K-PR-LIC</b>	Cisco Prime Collaboration B Provisioning License - 60,000 endpoints

## All Upgrades

Cisco Prime Collaboration 10.0 is a major upgrade from all previous versions of Cisco Prime Collaboration, Cisco Prime Collaboration Manager, Cisco Prime UCMS, Cisco USSM, and Cisco Prime UOM, USM, and UPM. All upgrades require the purchase of an upgrade product number, unless a Product Assured Software subscription is in place (available for Cisco Prime Collaboration 9.x only). The Cisco Prime Unified Service Monitor (USM) features are included in Cisco Prime Collaboration Assurance.

The database upgrade is supported from two versions back, so for any upgrades that are installed, the installer will need to review the install guides for instructions on how to migrate a database from more than two versions back.

## Cisco Prime Collaboration Assurance Upgrade Product Numbers

Tables 11, 12, and 13 include product numbers and descriptions for upgrades to Cisco Prime Collaboration 10.0.

**Table 11.** Cisco Prime Collaboration Assurance Upgrade Product Numbers - Upgrade from Any Cisco Prime Unified Operations Manager, Cisco Prime Unified Service Monitor, Cisco Prime Collaboration Manager, and Cisco Prime Collaboration Assurance 9.x

Product Number	Description
<b>R-PC-10-ASSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>L-PC-B-ASSUR-UPG</b>	Cisco Prime Collaboration B Mass-Operations Manager (OM) Upgrade License, Configuration required
<b>L-PC-B-MAOM-500U</b>	Cisco Prime Collaboration B 500 mass-OM upgrade
<b>L-PC-B-MAOM-1KU</b>	Cisco Prime Collaboration B 1000 mass-OM upgrade
<b>L-PC-B-MAOM-2KU</b>	Cisco Prime Collaboration B 2000 mass-OM upgrade
<b>L-PC-B-MAOM-5KU</b>	Cisco Prime Collaboration B 5000 mass-OM upgrade
<b>L-PC-B-MAOM-10KU</b>	Cisco Prime Collaboration B 10,000 mass-OM upgrade
<b>L-PC-B-MAOM-20KU</b>	Cisco Prime Collaboration B 20,000 mass-OM upgrade
<b>L-PC-B-MAOM-30KU</b>	Cisco Prime Collaboration B 30,000 mass-OM upgrade
<b>L-PC-B-MAOM-60KU</b>	Cisco Prime Collaboration B 60,000 mass-OM upgrade
<b>L-PC-B-MID-50-UPG</b>	Cisco Prime Collaboration B 50 midrange endpoint upgrade
<b>L-PC-B-MID-100-UPG</b>	Cisco Prime Collaboration B 100 midrange endpoint upgrade
<b>L-PC-B-MID-200-UPG</b>	Cisco Prime Collaboration B 200 midrange endpoint upgrade
<b>L-PC-B-MID-500-UPG</b>	Cisco Prime Collaboration B 500 midrange endpoint upgrade
<b>L-PC-B-MID-1K-UPG</b>	Cisco Prime Collaboration B 1000 midrange endpoint upgrade
<b>L-PC-B-HI-10-UPG</b>	Cisco Prime Collaboration B 10 high-range endpoint upgrade
<b>L-PC-B-HI-20-UPG</b>	Cisco Prime Collaboration B 20 high-range endpoint upgrade
<b>L-PC-B-HI-50-UPG</b>	Cisco Prime Collaboration B 50 high-range endpoint upgrade
<b>L-PC-B-HI-100-UPG</b>	Cisco Prime Collaboration B 100 high-range endpoint upgrade
<b>L-PC-B-HI-200-UPG</b>	Cisco Prime Collaboration B 200 high-range endpoint upgrade
<b>L-PC-B-MULT-1-UPG</b>	Cisco Prime Collaboration B 1 multirange endpoint upgrade
<b>L-PC-B-MULT-10UPG</b>	Cisco Prime Collaboration B 10 multirange endpoint upgrade

## Cisco Prime Collaboration Analytics Upgrade Product Numbers

**Table 12.** Cisco Prime Collaboration Analytics Product Numbers - Upgrade from Any Cisco Unified Service Statistics Manager and Cisco Prime Collaboration Analytics 9.5

Product Number	Description
<b>R-PC-10-ASSW-K9=</b>	Cisco Prime Collaboration 10.0 Assurance/Analytics Software, base license
<b>L-PC-B-AN-U</b>	Cisco Prime Collaboration Analytics B Upgrade, configuration required
<b>L-PC-B-AN-50-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade License for 50 endpoints
<b>L-PC-B-AN-100-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 100 endpoints
<b>L-PC-B-AN-500-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 500 endpoints
<b>L-PC-B-AN-1K-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 1000 endpoints
<b>L-PC-B-AN-5K-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 5000 endpoints
<b>L-PC-B-AN-10K-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 10,000 endpoints
<b>L-PC-B-AN-20K-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 20,000 endpoints
<b>L-PC-B-AN-30K-L-U</b>	Cisco Prime Collaboration Analytics B Upgrade for 30,000 endpoints

L-PC-B-AN-60K-L-U	Cisco Prime Collaboration Analytics B Upgrade for 60,000 endpoints
-------------------	--

## Cisco Prime Collaboration Provisioning Upgrade Product Numbers

**Table 13.** Cisco Prime Collaboration Provisioning Product Numbers - Upgrade from Any Cisco Prime Unified Provisioning Manager and Cisco Prime Collaboration Provisioning 9.x

Product Number	Description
R-PC-10-PRSW-K9=	Cisco Prime Collaboration 10.0 Provisioning Software, base license
L-PC-B-PROV-UPG	Cisco Prime Collaboration Provisioning Upgrade, Configuration required
L-PC-B-500-PR-UPG	Cisco Prime Collaboration B 500 Provisioning upgrade
L-PC-B-1K-PR-UPG	Cisco Prime Collaboration B 1000 Provisioning upgrade
L-PC-B-2K-PR-UPG	Cisco Prime Collaboration B 2000 Provisioning upgrade
L-PC-B-5K-PR-UPG	Cisco Prime Collaboration B 5000 Provisioning upgrade
L-PC-B-10K-PR-UPG	Cisco Prime Collaboration B 10,000 Provisioning upgrade
L-PC-B-20K-PR-UPG	Cisco Prime Collaboration B 20,000 Provisioning upgrade
L-PC-B-30K-PR-UPG	Cisco Prime Collaboration B 30,000 Provisioning upgrade
L-PC-B-60K-PR-UPG	Cisco Prime Collaboration B 60,000 Provisioning upgrade

## Cisco Services

### Cisco Unified Communications Services

Gain an **accelerated return on investment** for Cisco Unified Communications deployments with a resilient, converged network that meets business needs. Using the Cisco Lifecycle Services approach, Cisco and its channel partners provide a broad portfolio of unified communications services that address all aspects of network deployment, operation, and optimization.

#### Essential Operate Services (ESW)

ESW is required for any Product Assured Software Subscription service order. It replaces SAS for all upgrades from Cisco Prime UCMS or Cisco Prime Collaboration Manager. The ESW product numbers for all Cisco Prime Collaboration 10.0 products are listed in the Table 14 (coming soon!). Please note that all the Cisco Prime Collaboration 10.0 ESW is now calculated at 13 percent of the product price.

**Table 14.** ESW Product Numbers Coming soon!

#### Customized Service

Cisco Advanced Services can provide **prepare, plan, design, and implement services** for Cisco Unified Communications network management products, including Cisco Prime Collaboration. These flexible services can be tailored to take care of all the day-1 planning and implementation of the management system. This will help ensure the efficient operation of the new management system right away. Day-2 contracts are also available to handle the ongoing operation and optimization of the network using the management applications. Contact your Cisco sales representative for Advanced Services Statement of Work templates, which may be found at the Unified Communications Planning and Design website at

<http://zed.cisco.com/confluence/display/UC/UC%20P&D%20Service>.

---

## Training

Cisco Advanced Services provides scheduled Instructor Led Training (ILT) for Cisco Prime Collaboration through a Cisco training partner, Applied Concepts. To see the current course schedule, visit <http://www.cisco.com/web/learning/le31/ase/offerings/networkmgmt/index.html>.

## Support

Sample service pricing is included in the product tables above for access to Cisco.com minor product update downloads and TAC support. For more Information about how to order Cisco Prime Collaboration Services, access Cisco Services Ordering Guide at [http://www.cisco.com/en/US/partner/products/svcs/ps2961/ps2664/serv\\_group\\_home.html](http://www.cisco.com/en/US/partner/products/svcs/ps2961/ps2664/serv_group_home.html).

## Mapping Status Lookup

All service part numbers and product part numbers can be cross-referenced at the internal Cisco URL <http://wwwin.cisco.com/cgi-bin/CustAdv/SvMap/dash/cgi-bin/rMappingStatusMenu.pl>.

## Cisco Service Contract Center

Cisco Service Contract Center, the next generation of service management, helps you increase profitability and efficiency by simplifying the way you manage and sell your Cisco service contracts.

Now there is one simple and easy-to-use web-based solution you can use to quote and book your service orders and manage your service contracts and renewal opportunities. Cisco Service Contract Center helps you accelerate your business by allowing you to focus your attention on selling and on servicing your customers instead of waiting for reports, searching for information, reconciling prices, reentering quotes, solving problems, and cleaning up contracts.

Access the Cisco Service Contract Center at

<http://apps.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction>.



Americas Headquarters  
Cisco Systems, Inc.  
San Jose, CA

Asia Pacific Headquarters  
Cisco Systems (USA) Pte. Ltd.  
Singapore

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)