Cisco Prime LAN Management Solution 4.1

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding Cisco Prime™ LAN Management Solution (LMS) Release 4.1. For more information on the product, refer to the LMS product page at http://www.cisco.com/go/lms.

Q. What is new in Cisco Prime LMS 4.1?

A. Cisco Prime LMS 4.1 comes with a new Cisco Prime user experience that promotes real-time actionable information with an intuitive set of predefined dashboards. In addition to the functionality delivered in previous versions of LMS, significant new enhancements and features are being delivered in the Cisco Prime LMS Release 4.1. A summary of the new functional areas can be found in Table 1.

Table 1. Cisco Prime LAN Management Solution 4.1 New Functions and Benefits

Features	Functions	Benefits
Work Centers	• Medianet Work Center for day 1-to-N network support of medianet services • Enhanced EnergyWise Work Center that better uses EnergyWise software development kits (SDKs) and improves usability • TrustSec/Identity Work Center to support MAC Security and Security Group Access (SGA) configuration • Enhanced Smart Install Work Center to support the latest developments in the technology	• Simplify deployment and management of medianet endpoints and network services • Realize energy cost savings faster through new EnergyWise enhancements, leverage EnergyWise to manage EnergyWise-capable PCs and smart IP phones • Leverage advances in Cisco security services more quickly and effortlessly
Configuration	• Cisco Smart Business Architecture (SBA) templates	• More quickly and reliably utilize Cisco best practices
Troubleshooting	• Smart Services Interaction for contextual Technical Assistance Center (TAC) case creation and Cisco Support Community interaction	• Smartly tap into the Cisco Support Community knowledge base, streamline interactions with TAC
Usability	• Cisco Prime user interface • Device center enhancements	• Improved usability • Fast and easy access to quickly launch other tools for problem isolation and remediation
Network discovery	• Link Layer Discovery Protocol (LLDP)-based network discovery	• Improves autodiscovery of Cisco devices and other third-party devices running LLDP
Platform support	• LMS Virtual Appliance	• Improves time to deploy and reduces errors associated with installation for a quick error-free implementation • Takes away the OS dependencies and reduces operational overhead of the underlying OS
Licensing	• Incremental license support	• Minimal initial investment • Ability to incrementally add additional licenses to accommodate network growth

For a complete listing of new capabilities, refer to the Cisco Prime LMS 4.1 data sheet located at http://www.cisco.com/go/lms.

Q. What is a Cisco Prime LMS 4.1 Virtual Appliance?

A. Cisco Prime LMS 4.1 Virtual Appliance is a bundle of a Linux-based OS and the LMS application that comes in a preinstalled manner. Customers will get a single Open Virtual Archive (OVA) file that can be instantiated directly on a supported VMware virtualization environment.

Note: With the introduction of the Linux-based Virtual Appliance in this release, future releases of Cisco Prime LMS will no longer include support for Solaris operating systems. It is highly recommended that customers using the Solaris version of this product consider validating the Virtual Appliance version to facilitate future transition.

Q. Does the Cisco Prime LMS 4.1 Virtual Appliance come with a virtualization environment?

A. No, customers willing to run the Cisco Prime LMS 4.1 Virtual Appliance need to take care of setting up the VMware virtualization environment on their own. Cisco Prime LMS 4.1 Virtual Appliance is supported on VMware ESX server 4.1 and VMware vSphere Hypervisor (ESXi server 4.1).

Q. How is LMS 4.1 licensed and sold?

A. Cisco Prime LMS 4.1 uses a size-based incremental licensing model. Device licenses can be combined and added when applied to a single server installation instance. Customers have the option of adding incremental licenses for additional devices as their network grows. Whether you have 50 or 10,000 Cisco devices, ordering Cisco Prime LMS 4.1 to fit your network requirements is easy and simple.

- Cisco Prime LMS is electronically downloadable or is available as physical media.
- Electronic base software and licenses are designated with a prefix of R.
- Additive electronic licenses are designated with a prefix of L, which can be ordered along with a physical or electronic software base kit part number to match the required network sizing.

Refer to the Cisco Prime LMS 4.1 product bulletin located at http://www.cisco.com/go/lms for the exact part number that matches your requirement and place your order through the Ordering Tool at Cisco.com.

Q. How is a device defined for Cisco Prime LMS 4.1 licensing?

A. A device is uniquely identified through the assigned IP address and system object ID (SysOid) combination. A single chassis will be counted as multiple devices if the chassis is configured with multiple IP addresses. For example, a switch with multiple service cards, such as Cisco Network Analysis Module (NAM), a firewall, and so on, or a stackable switch that has an IP address assigned to each switch that participates in the stack will be treated as multiple devices within Cisco Prime LMS.

Note: IP Phones and controller-based access points do not count as managed devices within LMS.

Q. I'm an existing LMS customer. Are upgrades to Cisco Prime LMS 4.1 covered under my existing Software Application Support (SAS) contract?

A. CiscoWorks LMS 4.0 customers with active SAS contracts can obtain a no charge service release update to LMS 4.1 through the Product Upgrade Tool at http://www.cisco.com/upgrade.

SAS does not cover major upgrades from LMS 2.x and 3.x; an upgrade part number will need to be purchased to move to Cisco Prime LMS 4.1. The upgrade part number reflects a significant discount to help maintain customer investment protection in the Cisco Prime LMS product line.

Q. Can I migrate my existing CiscoWorks LMS data directly to LMS 4.1?

A. Data migration process will vary depending on the LMS version from which the data need to be migrated. Migrating data to LMS 4.1:

- LMS 4.1 supports local upgrade or direct inline upgrade only from LMS 4.0 and LMS 4.0.1
- LMS 3.2, and LMS 3.2 SP1 customers can do remote upgrade through LMS back and restore mechanism

- LMS 3.1, LMS 3.0, LMS 3.0 December 2007 Update, LMS 2.6 and LMS 2.6 Service Pack 1 customers need to do a remote upgrade to LMS 4.0 and then install LMS 4.1

Q. What happens if I acquire a new business and need to add more devices?

A. LMS 4.1 now supports additive licensing to meet your growing business needs. Refer to the LMS 4.1 product bulletin, located at http://www.cisco.com/go/lms, for a detailed description of part numbers.

Q. Are device counts cumulative? Can I purchase two of the 50 device part numbers to cover support for 100 devices?

A. Yes, to accommodate the growing needs of the network, Cisco Prime LMS 4.1 is now following an additive licensing model. This allows customers the flexibility to purchase incremental licenses based on their needs and add them to their server(s).

Q. How do I know what device families are supported by Cisco Prime LMS?

A. You can use the device finder utility within the product to search for supported devices by platform and name or you can go to the Supported Device Table(s) at http://www.cisco.com/go/lms to find information on device support.

Q. What are the minimum hardware and software requirements for installing and running Cisco Prime LMS 4.1?

A. Please refer to the Cisco Prime LMS 4.1 installation guide at http://www.cisco.com/go/lms for details.

Q. Can I try the product before I purchase?

A. Yes, a 90-day evaluation copy for 100 devices is available on the Marketplace section of Cisco.com at http://www.cisco.com/go/nmsevals.

Q. Can I turn my evaluation version into a production version of the product?

A. Yes, you can purchase an eDelivery part number with an L prefix or R prefix and apply the PAK to the evaluation version, and it will be a production-ready version for the number of licensed devices.

Q. Which part number should I choose for the upgrade?

A. Refer to the Cisco Prime LMS 4.1 product bulletin located at http://www.cisco.com/go/lms for the exact upgrade part number that matches your existing license tier and place your order through the Ordering Tool at Cisco.com.

Q. Where can I get more information on LMS 4.1?

A. More detailed information on LMS 4.1 can be found at http://www.cisco.com/go/lms.

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