

Cisco Element Manager System Release 3.2 November 2002 Feature Upgrade

Q. What is this upgrade release and how does it relate to other Cisco element managers?

A. This is not a new Cisco Element Manager release. This is an upgrade for element managers based on Cisco Element Manager System (formerly called CEMF) Release 3.2. All existing Cisco EMS Release 3.2 element managers are supported by this upgrade release.

Q. Which EMSs are supported by this upgrade release?

A. All released EMSs based upon Cisco Element Manager System (formerly called CEMF) Release 3.2.

This includes:

Cisco Element Managers for Internet Routers:

Cisco 12000 Manager Release 2.2

Cisco 7200/7400 Manager Release 1.2.1

Cisco Cable Manager Release 2.3

Cisco Element Managers for Switches:

Cisco 6500/7600 Manager Release 2.0 and 2.1

Cisco Catalyst[®] 8500 Manager Release 1.0

Cisco DSL Manager Release 3.4 and 3.4(2)

Cisco Element Managers for Voice:

Cisco Media Gateway Manager Release 2.0 (MGM)

Cisco Media Gateway Controller Node Manager (MNM) Release 2.3.1 and 2.3.2

Cisco Universal Gateway Manager Release 2.0 and 2.1 (UGM)

All future Cisco Element Manager releases based upon Cisco Element Manager System—formerly the Cisco Element Management Framework (Cisco EMF)—will include this functionality, including the Cisco 12000/10700 Internet Router Manager Release 3.0, and the Cisco Catalyst Switch Manager Release 3.0.

Q. Is this upgrade related to Cisco EMF?

A. To reflect the focus of Cisco Internet OSS on Cisco element managers, rather than developer frameworks, the Cisco EMF is being rebranded under the Cisco Element Manager product family. Cisco EMF is still the underlying technology used in many Cisco EMSs and will now be referred to as the Cisco Element Manager System (Cisco EMS).

Q. Do I need to reinstall my Cisco Element Manager to take advantage of this release? Do I need to upgrade my Cisco Element Manager databases?

A. No. This is an upgrade release.

Q. When will this upgrade be available?

A. This upgrade will ship at the end of November 2002. As well as the upgrade to the Cisco EMS release, this upgrade will include CDs for Resource Management Essentials (RME).

Q. What are the main features in this release?

A.

1. Integration with Cisco element managers and the Cisco CNS 2100 Series Intelligence Engine running Cisco CNS Configuration Engine software for device-provisioning operations. For customers with Cisco CNS Configuration Engine appliances, this integration provides access to a GUI-based Cisco IOS® Software template manager.
2. New module RME added to support network operations and administration tasks across Cisco IOS Software network elements, such as configuration archiving and image management.
3. A new network operations center (NOC) GUI for alarm 'prefiltering' that allows NOC operators to eliminate alarm overload from irrelevant or less serious alarm conditions—for example, from equipment that is known to be misconfigured—enabling the NOC staff to focus on more pressing operational faults.
4. An enhanced Simple Network Management Protocol (SNMP) northbound interface, supporting bidirectional command interfaces to ensure complete synchronization between fault operations support systems (OSSs) and Cisco element managers.
5. Upgrade installation—no need to reinstall deployed EMSs, protecting customers' existing operations investment and maximizing management availability.

Q. Does this upgrade apply to Cisco Transport Manager or Cisco WAN Manager?

A. No. These management systems are focused on other technology domains.

Q. My Cisco Element Manager is based on Cisco EMF Release 2.1, 3.0, or 3.1. Can I install this upgrade?

A. No. You must first upgrade to the latest release of your Cisco Element Manager (see list above for Cisco element managers based on the Cisco EMF Release 3.2).

Q. How do I receive this upgrade release?

A. This release ships with new Cisco element managers purchased after the end of November 2002. Customers who have software application services plus upgrades (SASU) contracts will receive this upgrade with their next Cisco Element Manager release upgrade.

Q. I'm buying a new Cisco Element Manager—does this upgrade mean there is a price increase?

A. No. There are no price changes to Cisco element managers as a result of this November 2002 upgrade. The upgrade CDs will be bundled across the product family starting at the end of November 2002.

Q. I don't have a SASU contract. How can I buy this upgrade?

A. Order part number EMF-3.2-SP4-02-UPG, list price US \$10,000. This includes the Cisco Element Manager November 2002 upgrade, as well as CDs for RME.

Q. What is RME?

A. RME, or Resource Management Essentials, is a widely deployed module from the Cisco Enterprise Management product line, CiscoWorks 2000. This release marks the formal entry of RME into the Cisco Element Manager product family for service provider deployments. Future releases of RME will include service provider-specific enhancements.

Q. How is RME positioned with respect to existing Cisco Element Manager functionality?

A. Cisco element managers bundle RME as the GUI tool for network element operations and administration—part of the operations and administrative functions in Cisco service provider EMSs. RME complements existing Cisco EMS functionality in:

- Alarm management and troubleshooting
- Real-time device inventory discovery
- Flow-through provisioning
- OSS integration

Q. Doesn't RME functionality overlap with Cisco Element Manager functionality?

A. RME and Cisco Element Manager functions are complementary to that of Cisco element managers. Existing Cisco Element Manager functionality—for example, Cisco IOS Software image upgrade capability—will be discontinued in future EMS product releases. Customers are recommended to migrate to RME for these tasks.

In some areas, such as device-availability monitoring (or 'presence polling'), the functions in Cisco element managers are more appropriate to the service provider market. While the products align, customers are recommended to make use of existing Cisco

Element Manager capabilities for fault management and troubleshooting. The match is very complementary for service provider deployments.

Q. What does a service provider NOC gain by using the Cisco Element Manager RME?

A. RME is available today in the CiscoWorks product line.

The Cisco Element Manager adds a number of valuable features that reduce the cost of operations for customers deploying large networks:

1. Cisco element managers include an autodiscovery application that can be used to populate the RME database—a capability not available in RME today. This is particularly appropriate given the scale requirements of service provider deployments.
2. The Cisco Element Manager Map Viewer application enables NOC technicians to navigate to network elements across multiple RME servers from a single GUI. This eliminates the need to know what RME server “hosts” a particular network element, saving time, eliminating manual procedures, and reducing potential for operator error.
3. Cisco element managers monitor the health of RME servers, reporting faults on the RME server to the NOC personnel via the Cisco Element Manager Event Browser, which presents a single view of all device and management system faults to NOC personnel.

Q. This release includes “integration” with RME. Do I have to buy RME separately? What if I have RME deployed today in my network?

A. RME CDs will be bundled with Cisco element managers. Customers who have deployed RME today can still benefit from the Cisco Element Manager integration, which supports multiple existing RME server deployments.

Q. Is RME supported for all Cisco element managers?

A. No. RME is not supported for the network elements managed by the following Cisco element managers:

- Cisco DSL Manager (Cisco 6100 and 6200 series DSLAMs)
- Cisco Media Gateway Manager (which manages the Cisco MGX[®] 8850 switches for voice-over-IP [VoIP] deployments)
- Cisco MGC Node Manager (Cisco MNM, which manages the Cisco PGW 2200 PSTN Gateway)

Q. This release includes “integration” with Cisco CNS 2100 Series Intelligence Engine. Does the Cisco CNS 2100 Series product ship with Cisco element managers?

A. No. To make use of this integration, existing customers must have the Cisco CNS 2100 Series product, purchased separately.

Q. Can I install RME on the same server hardware as a Cisco Element Manager, or must I use a separate RME server?

A. Both co-resident and standalone RME server installations are supported as part of each Cisco Element Manager.

Q. If I install RME co-resident, do I need to upgrade my Sun deployment hardware?

A. Not as long as you are in accordance with Cisco Element Manager deployment hardware guidelines for small, medium, and large installations. There may be a small throughput drop (less than ten percent) for some operations, such as permanent virtual circuit (PVC) provisioning, when upgrading Cisco IOS Software images using RME at the same time as heavy flow-through PVC provisioning operations.

Q. What is the difference between this upgrade release and a patch?

A. A patch includes only bug fixes. This upgrade release, also known as a service pack, also includes new feature enhancements.

Q. This release is also known as Cisco EMF Release 3.2 Service Pack 4. Why?

A. This is the former branding under Cisco EMF. With this release, the Cisco Internet OSS and Cisco Element Manager branding apply.

Q. What happened to Service Packs 1, 2, and 3?

A. These were patches to the original Cisco EMF Release 3.2, and only included bug fixes.

Q. Does this release include earlier patch releases?

A. Yes. This upgrade release includes all patches to date on the Cisco EMF 3.2 release train (patches 1, 2, and 3, along with associated mini-patches).

Q. Where can I find more information on Cisco element managers?

A. For more information about Cisco element managers and the Cisco Internet OSS, visit:

<http://www.cisco.com/go/oss>

<http://www.cisco.com/en/US/products/sw/netmgtsw/ps829/index.html>

<http://www.cisco.com/en/US/products/sw/netmgtsw/index.html>

Q. What is the recommended hardware deployment platform for this release?

A. The same as existing Cisco element managers (based upon the Cisco Element Manager System release). Cisco element managers run on Sun Microsystems UltraSPARC servers with the Solaris 8 operating environment installed. For detailed server specifications, visit:

http://www.cisco.com/warp/public/756/partnership/sun/products/Cisco_RefModel_Descriptions_CEM.pdf

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