

# Cisco Prime Collaboration Manager 1.1

## Product Overview

Cisco Prime™ Collaboration Manager is a comprehensive video service assurance and management system with a set of powerful monitoring, troubleshooting, and reporting capabilities that help ensure end users receive a consistent, high-quality video collaboration experience. Providing superior levels of video quality and availability to users can be an extremely challenging task for service and network operators. Collaboration Manager aids operators in delivering a first-rate end-user experience by:

- Visualizing and monitoring video collaboration sessions in real time, helping provide timely support to end users when issues arise
- Significantly reducing operational costs by dramatically speeding the time required to pinpoint issues that affect service
- Providing detailed video flow path analysis to rapidly isolate areas of service degradation in the session path, including an increased level of visibility if accessing Cisco® medianet-enabled networks
- Helping to enable effective management of key assets through simplified diagnostic and utilization reports and at-a-glance executive summaries

## About Cisco Prime

Cisco Prime Collaboration Manager is a product in the Cisco Prime network management portfolio.

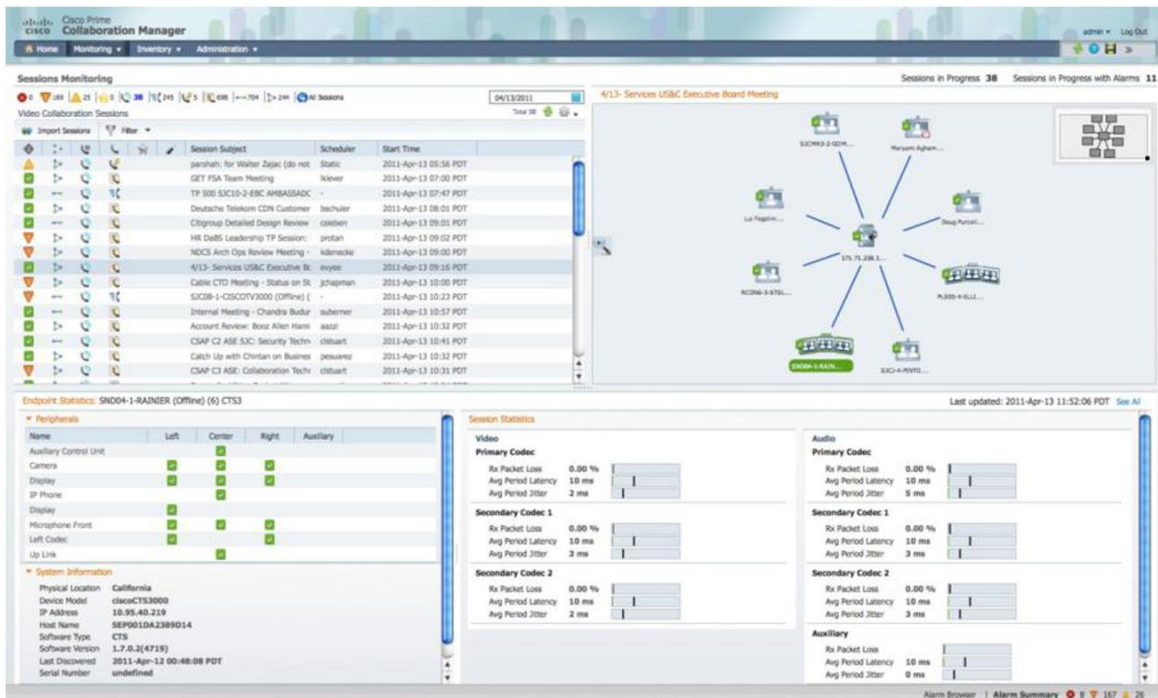
The Cisco Prime portfolio of enterprise and service provider management offerings supports integrated lifecycle management of Cisco architectures and technologies based on a service-centric framework. Built on an intuitive workflow-oriented user experience, Cisco Prime products help increase IT productivity and reduce operational costs through innovative management solutions for network services, infrastructure, and endpoints.

## Simplified Video Collaboration Management with End-to-End Visualization

### Improve Operational Efficiencies with Rapid Problem Resolution

Video collaboration service operators need to manage large service deployments and monitor many concurrent sessions. Cisco Prime Collaboration Manager provides operators with the ability to visualize the service status and topology of all sessions currently in progress. Operators can quickly pinpoint critical sessions as well as locate and address sessions with problems (Figure 1). This built-in visibility helps operators optimize video delivery and reduce operational costs across the organization.

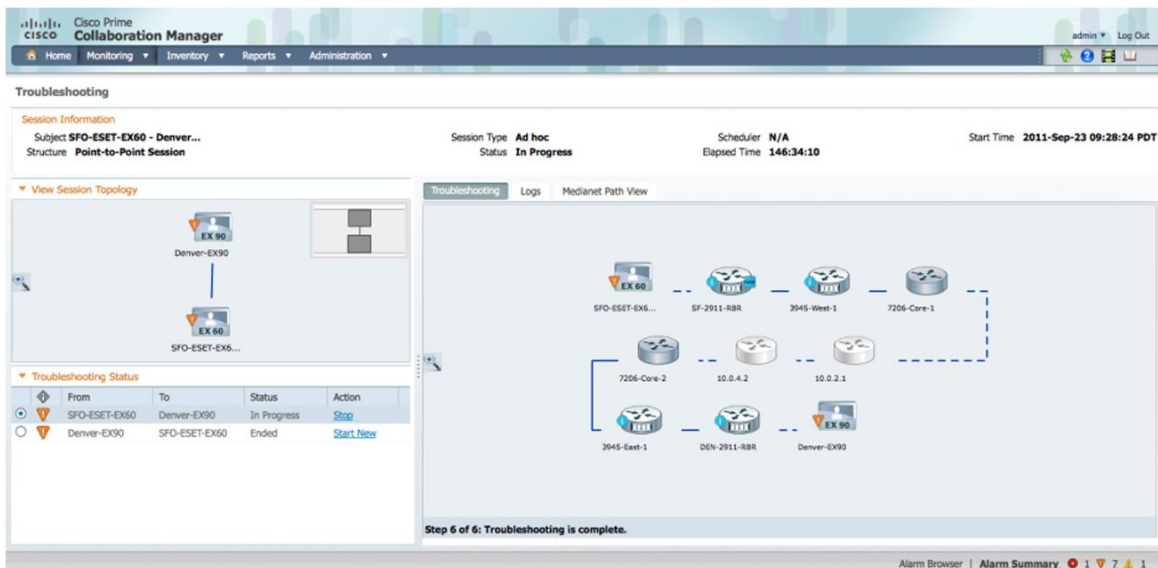
Figure 1. Session Monitoring Dashboard



### End-to-End Visibility and Fault Isolation for Improved Troubleshooting

Video collaboration service operators need to quickly isolate the source of any service degradation in the network for all point-to-point and multipoint video sessions in an enterprise. Cisco Prime Collaboration Manager provides a detailed analysis of the end-to-end media path, including specifics about endpoint, service infrastructure, and network-related issues. Its ability to provide detailed visibility into the media path and critical fault and performance statistics facilitates faster isolation and resolution of video problems (Figure 2).

Figure 2. Media Path Visualization



## Integrated Troubleshooting with Cisco Medianet

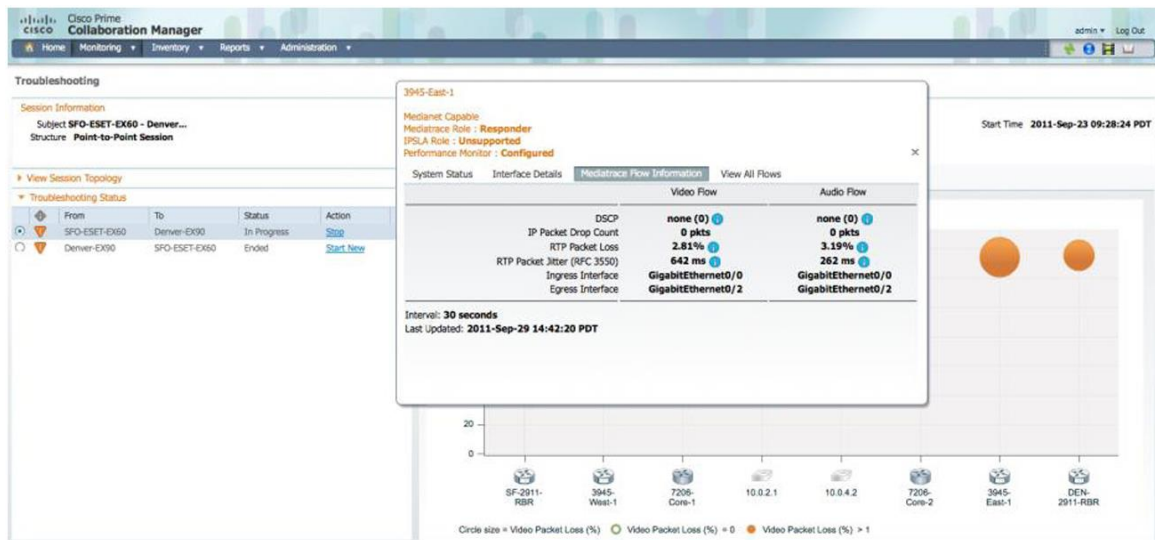
In conjunction with Cisco medianet Cisco Prime Collaboration Manager delivers richer end-to-end information that helps operators more easily identify and isolate video issues. Collaboration Manager uses Cisco medianet to provide enhanced path computation, statistics collection, and synthetic traffic generation.

When network devices are medianet-enabled, Collaboration Manager provides:

- Deeper, flow-related information along the video path using Mediatrace (Figure 3)
- Snapshot views of all traffic at network hot spots using Performance Monitor
- The ability to initiate synthetic video traffic from network devices using the IP service-level agreement (IP SLA) video operations to assess video performance on a network

For more information about general medianet features, visit the [Cisco Enterprise Medianet Homepage](#). For more information about specific medianet features utilized by Collaboration Manager, visit the [Mediatrace](#) and [IP SLA Video Operations](#) feature pages.

**Figure 3.** Network Flow-Based Information Using Mediatrace



## Simplified Reports and Executive Summaries

Cisco Prime Collaboration Manager 1.1 introduces simple predefined reports as well as at-a-glance executive summaries that help enable service administrators quickly and easily to view utilization and problem trends as well as critical outages in their video collaboration deployments. These reports help business decision makers allocate video collaboration resources successfully at ideal locations and increase ROI. In addition, being able to instantly view service degradation and problem trends, service operators can help ensure higher system uptime and greater end-user experience.

**Figure 4.** Collaboration Manager Landing Page Displaying Executive Summaries

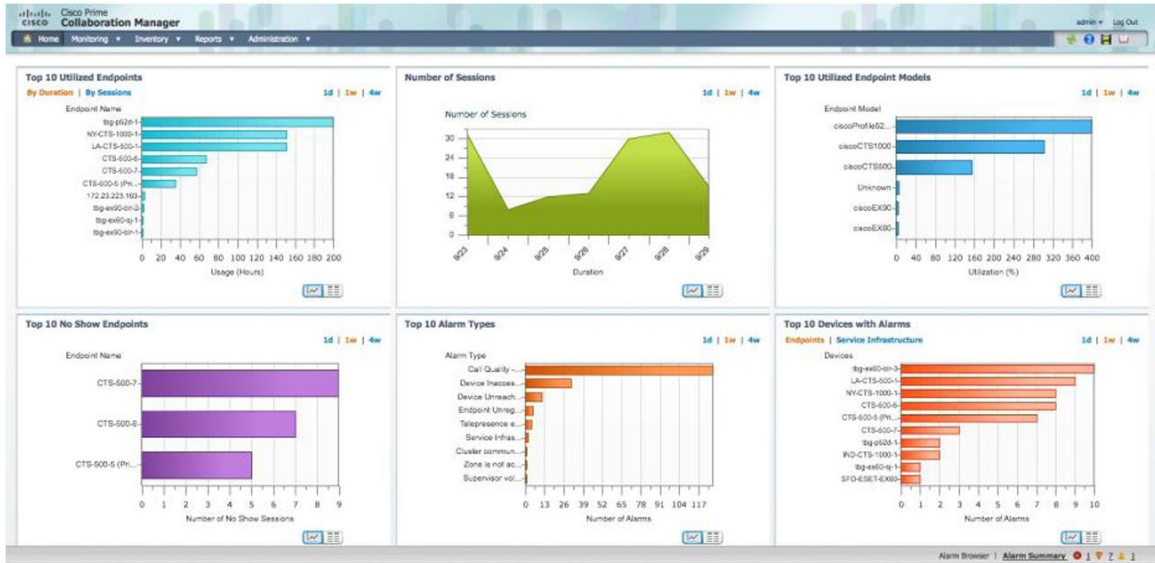


Table 1 lists features, functions, and benefits of Cisco Prime Collaboration Manager.

**Table 1.** Features, Functions, and Benefits

| Feature  | Function  | Benefit   |
|--|---|---|
| <b>End-to-end service monitoring</b>                     | <ul style="list-style-type: none"> <li>Real-time visualization of in-progress video collaboration sessions</li> <li>Critical fault and performance metrics for sessions at endpoint and network level</li> <li>Extensive alarming with customizable thresholds and severity levels</li> <li>Configurable notification of service-affecting outages</li> </ul> | <ul style="list-style-type: none"> <li>Significantly reduces operational costs by speeding time required to pinpoint service-affecting issues</li> <li>Helps in providing proactive and timely support to end users when problems arise</li> <li>Allows for granular management of specific alarm detection and notification</li> </ul> |
| <b>Real-time service troubleshooting and diagnostics</b> | <ul style="list-style-type: none"> <li>End-to-end detailed video flow path visualization and identification of hot spots</li> <li>Deeper visibility into flow-related statistics and additional network traffic across Cisco medianet-enabled networks</li> </ul>   | <ul style="list-style-type: none"> <li>Dramatically speeds time to detect and resolve problems by pinpointing service degradation along the session path</li> <li>Simplifies troubleshooting, reducing time to identify root causes that affect video end-user experience</li> </ul>  |
| <b>Service readiness assessment with Cisco medianet</b>  | <ul style="list-style-type: none"> <li>Initiate synthetic video traffic generation between endpoints using Cisco medianet-enabled routers and switches</li> <li>End-to-end video flow path analyses, including isolation of any service degradations</li> </ul>   | <ul style="list-style-type: none"> <li>Proactively discovers issues to quickly fix problems before they affect end users</li> <li>Eases validation of network readiness prior to new video endpoint deployments</li> </ul>  |
| <b>Executive summaries</b>                               | <ul style="list-style-type: none"> <li>Summary of business-affecting metrics (utilization, problem areas)</li> <li>At-a-glance status of health and utilization of all system resources</li> <li>Daily/weekly/monthly views</li> <li>Exportable to comma-separated value (CSV) files</li> </ul>   | <ul style="list-style-type: none"> <li>Facilitates optimal resource allocation by displaying trends in room and endpoint model utilization</li> <li>Helps ensure higher system uptime through instant visibility of any system component degradation</li> </ul>   |
| <b>Simplified out-of-the box reports</b>                 | <ul style="list-style-type: none"> <li>Comprehensive session and utilization data</li> <li>Statistical and diagnostic information, down to media flow level</li> <li>All reports exportable to CSV files, facilitating custom report creation</li> </ul>  | <ul style="list-style-type: none"> <li>Increases return-on-investment (ROI) by providing endpoint-specific utilization data</li> <li>Helps identify utilization and problem trends through comprehensive endpoint and session reports</li> </ul>  |
| <b>Centralized inventory of video infrastructure</b>     | <ul style="list-style-type: none"> <li>Discovery and inventory of all deployed endpoints and service infrastructure devices</li> <li>Centralized database contains endpoint peripheral information (software and firmware versions, serial and model numbers)</li> <li>Complete device information exportable to CSV file</li> </ul>                          | <ul style="list-style-type: none"> <li>Provides fast and easy access to comprehensive inventory details</li> <li>Reduces operations resources needed to verify device upgrades quickly and accurately</li> </ul>  |

## Service and Network Infrastructure Device Support Requirements

Table 2 lists support requirements for service and network infrastructure.

**Table 2.** Service and Network Infrastructure Device Support Requirements

|                               | Device Type   | Devices  | Software Version  |
|-------------------------------|---|--|---|
| <b>Service infrastructure</b> | Cisco TelePresence System Endpoints   | CTS 500 Series<br>CTS 1000<br>CTS 1100<br>CTS 1300 Series<br>CTS 3000 Series<br>CTS 3200 Series  | 1.7 or later  |
|                               | Cisco Telepresence System EX/Profile/Integrator C/QuickSet series endpoints | EX60<br>EX90<br>C20 QuickSet<br>C40 Series<br>C60 Series<br>C90 Series<br>Profile 42<br>Profile Dual 52 and Profile 52<br>Profile Dual 65 and Profile 65 | TC 4.1 or later   |
|                               | Call processors   | Cisco Unified Communications Manager<br>Cisco Video Communication Server (VCS)   | System version: 7.1.3.11001-7 or later<br>System version: x6.0 or later   |
|                               | Application managers  | Cisco TelePresence Manager<br>Cisco TelePresence Management Suite (TMS)  | 1.7 or later<br>13.1 or later   |
|                               | Conferencing devices  | Cisco TelePresence Multipoint Switch<br>TelePresence Server<br>MCU 4500<br>MSE 8510<br>MSE 8710  | 1.7 or later<br>2.1 or later<br>4.1 or later<br>2.1 or later<br>4.1 or later  |
| <b>Network infrastructure</b> | Routers   | 1800, 2800, 3800<br>1900, 2900, 3900<br>ASR 1000<br>7200, 7400, 7600   | Cisco IOS® Software 12.2 or later<br>Cisco IOS Software 12.2 or later<br>Cisco IOS Software 12.4 or later<br>Cisco IOS Software 12.4 or later |
|                               | Switches  | Catalyst®2000<br>Catalyst3000<br>Catalyst4000<br>Catalyst6000  | Cisco IOS Software 12.2 or later<br>Cisco IOS Software 12.2 or later<br>Cisco IOS Software 12.2 or later<br>Cisco IOS Software 12.2 or later  |

### System Requirements

Cisco Prime Collaboration Manager 1.1 is available as a virtual appliance. A single downloadable open virtual appliance (OVA) image, which contains the Collaboration Manager virtual machine (VM), is provided for installation onto a VMware server with a virtual machine environment matching or exceeding the virtual machine template described below.

A virtual machine template defines the configuration of the virtual machine that includes CPU, memory, disk, and network resources. The configuration of a Collaboration Manager virtual machine must match or exceed the supported virtual machine template defined in Table 3.

**Table 3.** Virtual Machine Templates

| VM Template              | vCPU | vMemory | vDisk | vNIC     |
|--------------------------|------|---------|-------|----------|
| Up to 1000 endpoints     | 4    | 8 GB    | 90 GB | 1 GB NIC |
| More than 1000 endpoints | 4    | 16 GB   | 90 GB | 1 GB NIC |

Table 4 outlines the minimum system requirements for the VMware server onto which the Collaboration Manager OVA image will be installed.

**Table 4.** System Requirements: Server

| Description           | Specifications  |
|-----------------------|---|
| Hardware              | All the hardware components such as servers, CPU, storage, and Storage Area Network (SAN) models should be compatible with the <a href="http://www.vmware.com">VMware comprehensive compatibility guides</a> posted at <a href="http://www.vmware.com">http://www.vmware.com</a> . Cisco Unified Computing System™ (Cisco UCS™) is recommended, but other servers can also be used. |
| Software (hypervisor) | VMware ESXi 4.1   |

Table 5 outlines the minimum system requirements for client systems.

**Table 5.** System Requirements: Client










| Description   | Specifications  |
|---------------|---|
| Browser       | Mozilla Firefox 3.6.x,4.x,5.x<br>Internet Explorer 8.0, 9.0 |
| Flash Plug-in | Adobe Flash Player 10x                                      |
| Resolution    | 1024 x 768 minimum  |

## Licensing and Ordering Information

Cisco Prime Collaboration Manager licensing is based on the scale of Cisco Video deployment and allows customers to add individual device type licenses as they grow their video deployment. For specific details, contact your local Cisco account representative.

Figure 5 presents the specifications for each license type based on the variables described below.

**Figure 5.** End Point Device Categories

| Device Category       | Device Models  |
|-----------------------|--|
| High-End Multicodec   | <br>Cisco TelePresence System 3000 and 3200 Series  |
| High-End Single Codec |     <br>Cisco TelePresence System 500, 1000 Series and 1100    Cisco TelePresence System 1300 Series    Cisco TelePresence System Profile 65-inch    Cisco TelePresence System Profile 52-inch    Cisco TelePresence Codec C90 |
| Midrange              |     <br>Cisco TelePresence System EX60 and EX90    Cisco TelePresence System Profile 42-inch    Cisco TelePresence Codec C60    Cisco TelePresence Codec C40    Cisco TelePresence Quick Set C20                               |



Cisco Prime Collaboration Manager 1.1 is available for purchase through regular Cisco sales and distribution channels worldwide. To download software, visit the [Cisco Software Center](#). Table 7 presents ordering information. To order the software license, visit the [Cisco Ordering Homepage](#). The license will be available by eDelivery only.

**Table 6.** Ordering Information

| Product Number           | Description                                       | Price     |
|--------------------------|---|-----------|
| <b>R-PC-1.1-BASE-K9=</b> | Cisco Prime CM 1.1 Software                       | \$0       |
| <b>L-CM-A-DEVICE</b>     | Collaboration Manager Device Licenses             | \$0       |
| <b>L-PC-A-50-MID-LIC</b> | 50 midrange end point tier license                | \$20,000  |
| <b>L-PC-A-100-MD-LIC</b> | 100 midrange end point tier license               | \$38,000  |
| <b>L-PC-A-200-MD-LIC</b> | 200 midrange end point tier license               | \$72,200  |
| <b>L-PC-A-500-MD-LIC</b> | 500 midrange end point tier license               | \$171,475 |
| <b>L-PC-A-1K-MID-LIC</b> | 1000 midrange end point tier license              | \$325,803 |
| <b>L-PC-A-10-HI-LIC</b>  | 10 high end, end point single codec tier license  | \$20,000  |
| <b>L-PC-A-20-HI-LIC</b>  | 20 high end, end point single codec tier license  | \$38,000  |
| <b>L-PC-A-50-HI-LIC</b>  | 50 high end, end point single codec tier license  | \$90,250  |
| <b>L-PC-A-100-HI-LIC</b> | 100 high end, end point single codec tier license | \$171,475 |
| <b>L-PC-A-200-HI-LIC</b> | 200 high end, end point single codec tier license | \$325,803 |
| <b>L-PC-A-1-MULT-LIC</b> | 1-high end, end point multi codec tier license    | \$6,000   |
| <b>L-PC-A-10-MUL-LIC</b> | 10-high end, end point multi codec tier license   | \$50,000  |

## Services from Cisco and Our Partners

Organizations can realize the full business value of their technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable organizations to successfully plan, build, and run their network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, Cisco has a service that can help you.

## Warranty Coverage and Technical Service Options

Cisco Prime Collaboration Manager comes with the Cisco 90-day software warranty. Purchasing an application support service provides benefits not available with warranty including access to maintenance and minor updates, online resources, and Technical Assistance Center (TAC) support services. Table 7 shows the technical services available for Collaboration Manager 1.1.

For more information about Cisco warranties, go to <http://www.cisco.com/go/warranty>.

For information about Cisco Technical Services, go to <http://www.cisco.com/go/ts>.

**Table 7.** Cisco Technical Services for Collaboration Manager

| Technical Services  |
|---|
| <p><b>Cisco Software Application Support (SAS)</b></p> <ul style="list-style-type: none"> <li>• Application software maintenance and minor updates</li> <li>• Around-the-clock, global access to Cisco TAC engineers with specialized application software expertise</li> <li>• Unrestricted access to the extensive Cisco.com resources, communities, and tools</li> </ul> |

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## For More Information

For more information about Cisco Prime Collaboration Manager, visit <http://www.cisco.com/go/cpcm>, contact your local account representative, or send an email to the product marketing group at [ask-collaboration-manager@cisco.com](mailto:ask-collaboration-manager@cisco.com).




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