

# Cisco Prime Infrastructure 2.2

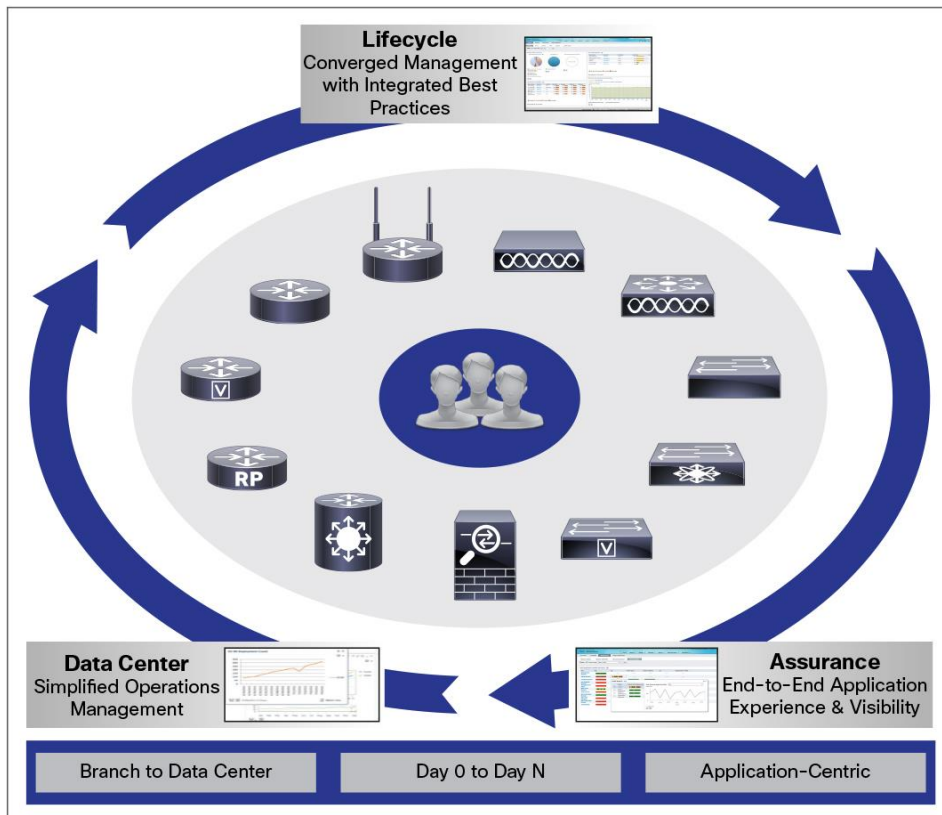
## Simpler, Faster IT from the Branch Office to the Data Center with One Management

### Overview

Change is the new normal. Mobile device proliferation, pervasive voice and video collaboration, and cloud and data center virtualization are transforming the network as never before. Yet along with the new opportunities comes a host of new challenges. There's the need for higher service levels, assured application delivery, and simplified end-user experiences - all while maintaining business continuity and controlling operating expenses.

To address these challenges, IT professionals need a comprehensive solution that enables them to manage the network from a single graphical interface. That solution is Cisco Prime™ Infrastructure. It provides lifecycle management and network service assurance networkwide, from the wireless user in the branch office, across the WAN, through the access layer, and now to the data center. We call it One Management (Figure 1).

**Figure 1.** Cisco Prime Infrastructure: One Management



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With Cisco Prime Infrastructure, you can speed the deployment of network devices and services. You can find problems sooner and troubleshoot them faster. You can help employees work their own way on their own devices, at any time, and work better with each other, from anywhere. Cisco Prime Infrastructure lets you manage your network more efficiently and effectively so you can achieve the highest levels of wireless and wired network performance, service assurance, and end-user experience.

## One Management

Cisco Prime Infrastructure is network management that connects the network to the device to the user to the application, end to end and all in one. Its capabilities permit:

- **Single-pane-of-glass management:** Cisco Prime Infrastructure delivers a single, unified platform for day-0 and day-1 provisioning and day-n assurance. It accelerates device and services deployment and helps you rapidly resolve problems that can affect the end-user experience. Minimize the amount of time you spend managing the network so you can maximize the time you spend using it to grow your business.
- **Simplified deployment of Cisco® value-added features:** Cisco Prime Infrastructure makes the design and fulfillment of Cisco differentiated features and services fast and efficient. With support for technologies such as Intelligent WAN (IWAN), Distributed Wireless with Converged Access, Application Visibility and Control (AVC), Zone-Based Firewall, and Cisco TrustSec® 2.0 Identity-Based Networking Services, it helps you get the most from the intelligence built in to your Cisco devices as quickly as possible.
- **Application visibility:** Cisco Prime Infrastructure both configures and uses as a source of performance data embedded Cisco instrumentation and industry-standard technologies to deliver networkwide, application-aware visibility. These technologies include NetFlow, Network-Based Application Recognition 2 (NBAR2), Cisco Medianet technologies, Simple Network Management Protocol (SNMP), and more. The innovative coupling of application visibility and lifecycle management of Cisco Prime Infrastructure makes it easier to find and resolve problems by providing insight into the health of applications and services in the context of the health of the underlying infrastructure.
- **Management for mobile collaboration:** Cisco Prime Infrastructure answers the who, what, when, where, and how of wireless access. It includes 802.11ac support; correlated wired-wireless client visibility; unified access infrastructure visibility; spatial maps; converged security and policy monitoring and troubleshooting with [Cisco Identity Services Engine](#) (ISE) integration; location-based tracking of interferers, rogues, and Wi-Fi clients with [Cisco Mobility Services Engine](#) (MSE) and Cisco CleanAir® integration; lifecycle management; RF prediction tools; and more.
- **Management across network and compute:** Cisco Prime Infrastructure delivers powerful lifecycle management and service assurance to help you manage and maintain the many devices and services running on your branch-office, campus, and data center networks. It provides key capabilities such as discovery, inventory, configuration, monitoring, troubleshooting, reporting, and administration. With a single view and point of control, it lets you reap the benefits of One Management across both network and compute.
- **Centralized visibility of distributed networks:** Large or global organizations often distribute network management by domain, region, or country. Cisco Prime Infrastructure Operations Center lets you visualize up to 10 Cisco Prime Infrastructure instances, scaling your network-management infrastructure while maintaining central visibility and control.

## What's New in Cisco Prime Infrastructure 2.2?

Cisco Prime Infrastructure 2.2 offers the following new capabilities:

- **Data center management:** This solution offers fault, configuration, accounting, performance, and security (FCAPS) management and 360-degree views of Cisco Unified Computing System™ (Cisco UCS®) B-Series blade servers and C-Series rack servers, so you can correlate network and compute environments. This release also adds support for the Cisco Nexus® 9000 Series Switches. Your data center is critical to service assurance. Manage it effectively with Cisco Prime Infrastructure.
- **Intelligent WAN (IWAN) management:** IWAN radically simplifies the deployment and management of Cisco IWAN devices and services with guided workflows based on Cisco validated designs and best practices. It speeds provisioning for services such as Dynamic Multipoint VPN (DMVPN) and Performance Routing (PfR) and simplifies quality-of-service (QoS) configuration and monitoring. The new Cisco AVC Work Center discovers and classifies application-visibility readiness in network device hardware and software. Now it's easier and faster to deploy Cisco IWAN devices and services in branch offices and to automatically monitor and manage them.
- **Operations center:** This center permits administrators to centrally visualize up to 10 Cisco Prime Infrastructure instances from one console. Its lightweight software architecture provides optimal flexibility. Configuration, asset, client, and event details remain stored with individual instances. Virtual domains allow managers to customize administrator privileges. A central dashboard enables consolidated reporting and centralized alarm management.
- **Converged access management:** This capability provides automated, integrated management of your wired and wireless access infrastructure with time-saving tools and templates that help ensure consistent configuration and enforcement. All-new, easy-to-use converged access workflow support the most common deployment scenarios.
- **Platform updates supporting the wireless and wired infrastructure:** These updates add new and enhanced capabilities that put the user experience first. The updates include:
  - **Network topology mapping:** This mapping makes management more intuitive with graphical representations of devices and links with visualization of alarms.
  - **Wireless maps and reporting enhancements:** These enhancements include zoom improvements, faster map loading, and intelligent user-specific caching. They add a new access-point dashboard and enhance the Enterprise Monitoring dashboard. They supports new features up to Cisco Wireless Release 8.0.
  - **Credential profiles and bulk device editing:** With these capabilities you can create credential profiles and associate them with one or more devices; bulk device editing allows you to select multiple devices and edit credentials or other user-defined fields on all devices at once.
  - **IPv6 support:** You can manage and monitor IPv6 devices with a full suite of protocols and services.
  - **Monitoring policies:** You can activate or deactivate monitoring policies through an intuitive workflow and push changes to devices without disrupting service.
  - **Unified menu:** The capability converges wireless and wired menus of previous versions into a single menu structure for accessing tasks and operations.

Other updates include license portability, increased speed of dashlet loading with flash-memory removal, and an architecture supporting technology packs, which deliver new features between releases to accelerate time to value for high-demand functions. In addition, we have improved security with updates to the database and operating system, support for SSH File Transfer Protocol (SFTP) and Secure Copy Protocol (SCP), and the addition of FIPS-140, USGv6, and Common Criteria certifications.

## Technology Packs

Also referred to as “TechPacks”, technology packs are independent and asynchronous maintenance releases that focus on supporting a new technology, feature, or function within Cisco Prime Infrastructure without the need for upgrading the product itself. These packs can be installed in the same way as device packs from software updates within Cisco Prime Infrastructure. Following are two TechPacks that can be installed on top of Cisco Prime Infrastructure 2.2.1:

- **Wireless Technology Pack:** Converged Access and Meraki® Integration Support (Available now)
- **Data Center Technology Pack:** Assurance for Virtual Machines on VMware environments (Available now)

Table 1 lists details about the content of these technology packs.

## Features and Benefits Summary

Table 1 provides a summary of the features and benefits of Cisco Prime Infrastructure.

**Table 1.** Summary of Cisco Prime Infrastructure 2.2 Features and Benefits

Feature	Benefits
<b>Global Platform</b>	
<b>Operational efficiency</b>	<ul style="list-style-type: none"> <li>• Flexible virtual-machine- or appliance-based deployment models promote easy setup for quick time to value in small to global enterprise-class networks.</li> <li>• Unified menu that converges wireless and wired provides a single, intuitive structure for accessing tasks and operations.</li> <li>• Contextual dashboards and 360-degree user and device views display only the most relevant information for fast and efficient troubleshooting and remediation.</li> <li>• Ongoing support of new Cisco devices and software releases helps ensure device support parity within each device family, and is provided through device packs.</li> <li>• New technology packs deliver new features between releases without requiring an upgrade. Cisco Prime Infrastructure alerts you to new feature availability. Select the features you need, download, and go.</li> </ul>
<b>Integrated Cisco best practices</b>	<ul style="list-style-type: none"> <li>• Guided workflows based on Cisco best practices, such as those for IWAN and converged access, make device and service rollouts easy and fast, dramatically reducing deployment and upgrade costs.</li> <li>• Integration with Cisco knowledge base helps ensure optimal service and support, product updates, best practices, and reports to improve network availability, including simplified Cisco Technical Assistance Center (TAC) interactions, notification, and software update downloads, and network inventory end-of-life milestone auditing.</li> </ul>
<b>Improved operations</b>	<ul style="list-style-type: none"> <li>• Built-in high availability (HA) maximizes uptime for services delivery and improves operational efficiency. Ready-to-use support for high availability enables devices to call home in case of failover.</li> <li>• Non-node-locked licensing permits license portability, giving you the flexibility to manage your network your way.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Role-based access control provides flexibility to segment the network into one or more virtual domains controlled by a single Cisco Prime Infrastructure platform. Virtual domains help network operators deploy both large and multisite networks and managed services.</li> <li>• Credential profiles can be created and associated to one or more devices for quicker device additions.</li> <li>• Bulk device editing allows you to select multiple devices and edit credentials or other user-defined fields on all devices at once.</li> <li>• Flexible authentication, authorization, and accounting (AAA) services allow for local, RADIUS, TACACS+, and single sign-on options.</li> </ul>

Feature	Benefits
<b>Lifecycle</b>	
<b>Converged infrastructure management</b>	<ul style="list-style-type: none"> <li>• Single-pane-of-glass solution provides complete end-to-end infrastructure management, reducing the need for multiple tools and lowering operating expenses and training costs.</li> </ul>
<b>Complete lifecycle management</b>	<ul style="list-style-type: none"> <li>• Extensive discovery protocol support helps improve accuracy and completeness, including ping, Cisco Discovery Protocol, Link Layer Discovery Protocol (LLDP), Address Resolution Protocol (ARP), Border Gateway Protocol (BGP), Open Shortest Path First (OSPF), and route-table lookups.</li> <li>• Network topology maps display icons representing the network devices in inventory and their interconnections. Maps also show alarm badging and links to indicate the current alarm state.</li> <li>• Network device groups allow you to create your own logical grouping of devices to increase efficiency.</li> <li>• Monitoring policies help you get a fast start in monitoring network devices and interfaces. They can be activated or deactivated through an intuitive workflow and push changes to devices without disrupting service.</li> <li>• Device and compute work centers simplify access to the tools and features necessary to easily manage the network inventory, including discovery, configuration, manual and bulk import, and software image management.</li> <li>• Customizable predefined Cisco best practices and validated design configuration templates enable quick and easy device and service deployment.</li> <li>• Composite templates allow greater flexibility and packaging of individual templates into larger, reusable, configurations built for more consistent and quicker network designs.</li> <li>• Flexible ready-to-use functions simplify the rollout of new devices and sites, accelerating service availability.</li> <li>• Centralized health and event monitoring helps assure robust performance and an optimal connectivity experience.</li> <li>• Integration with Cisco ISE and Cisco Secure Access Control Server (ACS) View provides a simple way to collect and analyze data relevant to endpoints.</li> <li>• Integration with Cisco MSE provides location-based tracking services for discovered endpoints.</li> <li>• Integrated workflows and tools allow IT administrators to assess service disruptions quickly, receive notices about performance degradation, research resolutions, and take remedial action.</li> <li>• Feature configuration templates support IWAN, AVC, Zone-Based Firewall, Easy VPN, Dynamic Multipoint VPN (DMVPN), Group Encrypted Transport VPN, access control lists (ACLs), and ScanSafe deployment and management.</li> <li>• Device-level support is provided for ACLs, Enhanced Interior Gateway Protocol (EIGRP), Routing Information Protocol (RIP), OSPF, static routes, Ethernet interfaces, and Network Address Translation (NAT) configuration.</li> </ul>
<b>Third-party support</b>	<ul style="list-style-type: none"> <li>• Third-party support permits the discovery and monitoring of third-party switches that support RFC 1213 and wireless controllers and access points from Aruba Networks.</li> </ul>
<b>Assurance</b>	
<b>Simplified instrumentation configuration</b>	<ul style="list-style-type: none"> <li>• Streamlined templates ease the configuration of embedded performance instrumentation (for example, AVC, NetFlow, NBAR2, and QoS) to reduce data-collection complexity and accelerate time to value.</li> </ul>
<b>Powerful networkwide monitoring</b>	<ul style="list-style-type: none"> <li>• Network availability and device performance monitoring allows operators to improve network operations.</li> <li>• NetFlow monitoring provides valuable insights into who is using the network, what applications are being used, and how much bandwidth the applications are using.</li> <li>• AVC monitoring helps to identify potential problems that can affect committed service levels and the user experience.</li> <li>• Medianet monitoring accelerates troubleshooting of video and voice applications in the network.</li> <li>• QoS monitoring provides critical information about defined QoS policies applied to interfaces and class-based traffic patterns.</li> <li>• Integration with the Cisco Prime Network Analysis Module (NAM) permits the collection and correlation of granular flow- and packet-based data, helping to rapidly solve challenging application and network problems.</li> </ul>
<b>Automated baselining</b>	<ul style="list-style-type: none"> <li>• Trend information for key network and application performance indicators automatically builds a baseline to facilitate planning and operations tasks.</li> </ul>
<b>Rapid service-level restoration</b>	<ul style="list-style-type: none"> <li>• Integration with control capabilities, such as QoS and PfR, permits network changes to be made quickly to provide a superior end-user experience.</li> </ul>

Feature	Benefits
<b>Wireless</b>	
<b>Complete lifecycle management</b>	<ul style="list-style-type: none"> <li>Converged solution delivers wireless management capabilities, including RF management, user access visibility, reporting, and troubleshooting, along with network infrastructure lifecycle functions such as discovery, inventory, configuration and image management, compliance reporting, integrated best practices, and reporting.</li> </ul>
<b>Support for 802.11ac</b>	<ul style="list-style-type: none"> <li>Support for 802.11ac access points delivers unified, simplified, and comprehensive management for today's hallmark in wireless standards.</li> </ul>
<b>Next-generation maps</b>	<ul style="list-style-type: none"> <li>A maps engine supports high-resolution images with pan and zoom controls, fast loading, and intelligent user-specific caching. Search within maps is also supported. Maps combined with search offer a fast and smooth navigation experience with quick access to information.</li> </ul>
<b>Automatic hierarchy creation</b>	<ul style="list-style-type: none"> <li>IT can create maps and assign access points to maps using regular expressions. This capability automates the tedious work of creating campus, building, and floor hierarchies and assigning access points to the floor.</li> </ul>
<b>Automatic switch-port tracing</b>	<ul style="list-style-type: none"> <li>Switch port tracing permits you to rapidly identify the Cisco switch and port information for a rogue access point connected to the Cisco switch for quick mitigation of threats.</li> </ul>
<b>RESTful APIs</b>	<ul style="list-style-type: none"> <li>Read-write APIs allow you to externally trigger tasks such as wireless LAN (WLAN) configuration on controllers and access points for operations such as scheduling bulk configuration.</li> </ul>
<b>Wireless Technology Pack: Converged Access and Meraki Integration Support</b>	
<b>Simplified converged access deployment</b>	<ul style="list-style-type: none"> <li>The Cisco Prime Infrastructure Converged Access TechPack will drastically simplify how customers deploy converged access.</li> </ul>
<b>Converged access workflow</b>	<ul style="list-style-type: none"> <li>Converged access workflow allows you to deploy three WLANs, a guest WLAN, wireless QoS, AVC, wireless, and security best practices out of the box.</li> </ul>
<b>New mobility tunnel availability dashlet</b>	<ul style="list-style-type: none"> <li>Availability of the tunnels formed between Mobility Anchor (MA) and Mobility Controller (MC) can now be visualized with a "MA/MC Unreachable Tunnel Dashlet".</li> </ul>
<b>Meraki device support</b>	<ul style="list-style-type: none"> <li>Meraki devices are now supported through this technology pack.</li> </ul>
<b>Cross-launch into Meraki Dashboard</b>	<ul style="list-style-type: none"> <li>Meraki support makes it possible to cross-launch into its native Meraki Dashboard.</li> </ul>
<b>Data Center Technology Pack: Support for VMware Virtual Machine Assurance</b>	
<b>Virtual-machine visibility</b>	<ul style="list-style-type: none"> <li>You can discover and collect inventory, fault, and performance statistics for virtual machines running on VMware environment on top of the Cisco Unified Computing System™ (Cisco UCS®).</li> <li>You can perform a root-cause and impact analysis through a schematic view showing connectivity from the network to the physical servers and extend that to hypervisors and virtual machines running on the servers.</li> <li>The Data Center Dashboard provides visibility of compute resources with problems, an OS summary, virtual-machine power status, and host performance status for quick and easy troubleshooting.</li> </ul>
<b>Network virtual inventory</b>	<ul style="list-style-type: none"> <li>Visibility of the overlay protocols shows the virtual port channels (vPC) running on the physical network, key components of the vPCs, and status in the inventory view.</li> </ul>
<b>Operations Center</b>	
<b>Centralized dashboard</b>	<ul style="list-style-type: none"> <li>Searchable, central views of assets, alarms, and clients are provided for up to 10 Cisco Prime Infrastructure instances. A single sign-on enables smooth cross-launch into any instance from the central dashboard.</li> </ul>
<b>Centralized troubleshooting</b>	<ul style="list-style-type: none"> <li>IT can view alarms from all instances in a single pane or pop-up window. You can monitor the health of each Cisco Prime Infrastructure instance to help ensure consistent performance. With one click, you can launch a particular instance to begin troubleshooting.</li> </ul>
<b>Centralized reporting</b>	<ul style="list-style-type: none"> <li>Consolidated reports provide a thorough, accurate summary of network status. Administrators can schedule reports at the operations center dashboard, and the software automatically identifies which instances to include in a particular report.</li> </ul>

## Product Specifications

Cisco Prime Infrastructure is designed to suit a wide range of operational needs and deployment scenarios, ranging from modest-size, single-location network environments with centralized IT organizations to extremely large, multisite networks with geographically and functionally distributed IT operations. Table 2 below provides product specifications for the various deployment options supported by Cisco Prime Infrastructure.

**Table 2.** Product Specifications for Cisco Prime Infrastructure 2.2

Item	Specification				
<b>VMware</b>	VMware ESXi Version 5.0, 5.1, or 5.5				
<b>Virtual appliance resource requirements</b>	<b>Recommended Virtual Appliance Size</b>	<b>Virtual CPU</b>	<b>Memory (DRAM)</b>	<b>Minimum Hard Disk Drive Size**</b>	<b>Disk Input/output Bandwidth</b>
	Express	4	12 GB	300 GB	200 MBps
	Express Plus (replaces Custom Express)	8	16 GB	600 GB	200 MBps
	Standard	16	16 GB	900 GB	200 MBps
	Pro	16	24 GB	1200 GB	320 MBps
<b>Physical appliance specifications</b>	<b>Physical Appliance</b>	<b>CPU</b>	<b>Memory (DRAM)</b>	<b>Hard Disk Drive Size</b>	<b>Disk Input/output Bandwidth</b>
	Cisco Prime Appliance (Gen 1)	8 Core physical CPUs - 16 threads	16 GB	4 x300GB RAID5	200 MBps
	Cisco Prime Appliance (Gen 2)	10 Core Physical CPUs - 20 Threads	64 GB	8 x 900GB RAID10	320 MBps
<b>Minimum client requirements</b>	Client hardware: A Mac or Windows laptop or desktop compatible with one of the supported browsers and running 1-GB RAM, 2-GHz or faster processor. Browser: Internet Explorer 10 and 11; Mozilla Firefox ESR 17 and 24; Mozilla Firefox 30, 32, and 33; and Google Chrome 34, 35, 36, 37, and 38. Resolution: Screen display resolution is recommended to be set to 1280 x 800 or higher.				
<b>Security</b>	SNMPv3, Cisco TACACS+; security certifications include FIPS-140, USGv6				
<b>Supported devices</b>	Refer to <a href="#">Cisco Prime Infrastructure 2.2 Supported Devices</a> .				
<b>Compatibility matrix</b>	Refer to <a href="#">Cisco Prime Infrastructure - Compatibility Information</a> .				

\*\* Hard Disk Drive sizes mentioned above are the VM sizes for thick allocation. It is recommended to leave an additional 50% of space free in the datastore of the VM, to allow taking snapshots of the VM when required, as snapshots will take additional space.

Table 3 presents the scalability limits for Cisco Prime Infrastructure.

**Table 3.** Cisco Prime Infrastructure 2.2 Scalability Matrix

Supported Scale for Express, Express Plus, Standard, and Pro Virtual Appliances and the Physical Appliances							
Parameter		Express Virtual Appliance	Express Plus Virtual Appliance	Standard Virtual Appliance	Pro Virtual Appliance	Physical Appliance (Gen 1)	Physical Appliance (Gen 2)
<b>Devices*</b>	Max. unified access points	300	2,500	5,000	20,000	5,000	20,000
	Max autonomous access points	300	500	3,000	3,000	3,000	3,000
	Max. WLAN controllers	5	25	500	1,000	500	1,000
	Max. wired (for example, switches, and routers)	300	1,000	6,000	13,000	6,000	13,000
	Max. NAMs	5	5	500	1,000	500	1,000
	<b>Max. devices</b>	<b>1000</b>	<b>4,000</b>	<b>15,000</b>	<b>20,000</b>	<b>15,000</b>	<b>20,000</b>
<b>Clients</b>	Max. wired clients	6,000	50,000	50,000	50,000	50,000	50,000
	Max. wireless clients	4,000	30,000	75,000	200,000	75,000	200,000
	Transient wireless clients (clients/5-minute interval)	1,000	5,000	25,000	40,000	25,000	40,000



Supported Scale for Express, Express Plus, Standard, and Pro Virtual Appliances and the Physical Appliances							
Parameter		Express Virtual Appliance	Express Plus Virtual Appliance	Standard Virtual Appliance	Pro Virtual Appliance	Physical Appliance (Gen 1)	Physical Appliance (Gen 2)
<b>Monitoring</b>	Events <sup>**</sup> sustained rate (events/sec)	100	100	300	1,000	300	1,000
	Netflow rate (flows/sec)	3,000	3,000	16,000	80,000	16,000	80,000
	Max. interfaces	12,000	50,000	250,000	350,000	250,000	350,000
	Max. NAM data polling enabled	5	5	20	40	20	40
<b>System</b>	Max. number sites/campus	200	500	2,500	2,500	2,500	2,500
	Max. groups: (User-defined + Out of the box + Device groups + Port groups)	50	100	150	150	150	150
	Max. virtual domains	100	500	1,200	1,200	1,200	1,200
	Concurrent GUI clients	5	10	25	50	25	50
	Concurrent API clients	2	2	5	5	5	5

\* A device constitutes a supported device type. NAM management requires that the assurance feature be enabled.

\*\* Events are either syslog or SNMP traps received from managed network devices.

## Licensing Information

Cisco Prime Infrastructure is a single installable software package with licensing options to expand and grow functions and coverage as needed.

- **Lifecycle:** Simplifies the day-to-day operational tasks associated with managing the network infrastructure across all lifecycle phases (design, deploy, operation, and report) for Cisco devices including routers, switches, access points, and more.
- **Assurance:** Provides application performance visibility using device instrumentation as a source of rich performance data to help assure consistent application delivery and an optimal end-user experience.
- **Cisco UCS Server Management:** Offers lifecycle and assurance management for Cisco UCS B- and C-Series Servers.
- **Operations center:** Enables visualization of up to 10 Cisco Prime Infrastructure instances from one central management console. One license is required for each Cisco Prime Infrastructure instance supported.
- **High-Availability Right to Use (RTU):** Permits high-availability configuration with one primary and one secondary instance in a high-availability pair.
- **Collector:** Increases the NetFlow processing limit on the Cisco Prime Infrastructure management node. This license is used in conjunction with the Assurance license.
- **Ready-to-use gateway RTU:** Entitles you to deploy a separate gateway for use with the ready-to-use feature, where new devices can call in to the gateway to receive their configuration and software image.

## Ordering Information

Cisco Prime Infrastructure 2.2 is available for new customers, and upgrade options are available for existing customers running prior versions. Upgrade options are also available for Cisco Network Control System (NCS), Cisco Wireless Control System (WCS), and Cisco Prime LAN Management Solution (LMS) customers. For details refer to the [Cisco Prime Infrastructure 2.2 Ordering and Licensing Guide](#). The guide also provides information about obtaining an evaluation copy of Cisco Prime Infrastructure 2.2.



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## Technical Service

Cisco Prime Infrastructure 2.2 is available with the new Cisco Software Support Service (SWSS), which provides reactive maintenance support in the form of technical support, access to Cisco.com, software support, and access to major and minor upgrades from the Cisco.com software download site during the service contract term. For more information, please refer to the [Cisco Software Support Service](#) description.

The Cisco Prime Appliance option comes with a Cisco 90-day hardware warranty. Adding a contract for a technical service offering to your device coverage, such as Cisco SMARTnet<sup>®</sup> Service, provides access to the Cisco TAC and can provide a variety of hardware replacement options to meet critical business needs, updates for licensed operating system software, and registered access to the extensive Cisco.com knowledge base and support tools.

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

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

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### For More Information

- For more information on how to get started with Cisco Prime Infrastructure, visit <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-infrastructure/products-installation-guides-list.html>.
- For more information about Cisco Prime Infrastructure, visit: <http://www.cisco.com/go/primeinfrastructure>, or send an email message to [ask-prime-infrastructure@cisco.com](mailto:ask-prime-infrastructure@cisco.com).
- For more information about the Cisco Unified Access solution, visit: <http://www.cisco.com/go/unifiedaccess>.
- For more information about Cisco Identity Services Engine, visit: <http://www.cisco.com/go/ise>.
- For more information about Cisco Mobility Services Engine, visit: <http://www.cisco.com/go/mse>.
- For more information about the Cisco Network Analysis Module, visit: <http://www.cisco.com/go/nam>.



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Cisco Systems, Inc.  
San Jose, CA

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

Europe Headquarters  
Cisco Systems International BV Amsterdam,  
The Netherlands

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