

Cisco Prime Network 4.1

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding Cisco Prime™ Network Release 4.1. For more information on the product, please refer to the Cisco Prime Network page at <http://www.cisco.com/go/primenetwork>.

- Q.** What is Cisco Prime Carrier Management?
- A.** The Cisco Prime Carrier Management suite is one of the solutions in the Cisco Prime for Service Providers portfolio. It simplifies and automates service lifecycle management of design, fulfillment, assurance, and analysis. It also provides end-to-end management for evolved programmable networks (EPNs), mobility, and data center. For more information on Cisco Prime Carrier Management, please refer to <http://www.cisco.com/c/en/us/solutions/service-provider/prime-carrier-management/index.html>.
- Q.** What is Cisco Prime Network?
- A.** Cisco Prime Network is Cisco's offering to provide service providers and other network operators a comprehensive assurance and device management solution for EPNs. Cisco Prime Network is the evolution of Cisco® Active Network Abstraction (ANA) and includes all of the powerful capabilities of ANA combined with significant enhancements.
- Q.** How is Cisco Prime Network offered?
- A.** Cisco Prime Network can be sold as standalone software as well as a preintegrated component of the Cisco Prime Carrier Management suite, which offers service providers end-to-end network management lifecycle capabilities including design, fulfillment, assurance (fault and performance), and analysis tasks.
- Q.** What are the components included in the Cisco Prime Carrier Management suite that directly interact with Cisco Prime Network?
- A.** Cisco Prime Network directly relates to the following products in the Cisco Prime Carrier Management suite: Cisco Prime Central, Cisco Prime Performance Manager, and Cisco Prime Optical.
- Q.** What new features have been introduced in Cisco Prime Network 4.1?
- A.** The following are the major highlights from Cisco Prime Network 4.1:
- Parse and view all syslogs and traps as generic events
 - Alarm synchronization for ASR 5500 and ASR 5550
 - Enhanced Operations Report to include generic traps and syslogs
 - Cisco Packet Transport 9.7 ring support
 - Cisco Prime Network and its Integration Layer GUI installation with InstallAnywhere
 - Linux Red Hat 6.4 support
 - License control removal
 - Change and configuration management enhancements to support Cisco Packet Transport and Gigabit-capable Passive Optical Networks (GPONs)

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- Q.** Is Cisco Prime Network 4.1 a minor upgrade from Cisco Prime Network 4.0?
- A.** Yes. Cisco Prime Network 4.1 is offered as a minor upgrade from Cisco Prime Network 4.0. Customers with a valid support contract for Cisco Prime Network Version 4.0 are entitled to the minor upgrade to Cisco Prime Network 4.1. Please check with your Cisco account manager for more information.
- Q.** Is Cisco Prime Network 4.1 a minor upgrade from Cisco ANA 3.7.x?
- A.** No. Cisco Prime Network 4.1 and Cisco Prime Network 4.0 are major upgrades from Cisco ANA 3.7.x. Customers will be required to purchase an upgrade order.
- Q.** Can I use my existing Cisco Prime Network or ANA FlexNet license files to unlock the 120-day evaluation time?
- A.** No. Starting with Cisco Prime Network 4.1, the 120-day evaluation time has been removed and the product won't stop working after 120 days from the installation.
- Q.** Do I need to install any thick client that consumes a lot of resources on my PC?
- A.** No. Cisco Prime Network provides a Java Web Start client. Users provide a server URL from which clients download the binary files through HTTP on their PC. The only requirements are to have Java 7 JRE and a supported web browser installed.
- Q.** Can I install the Oracle database on a VMware virtual machine (VM) container?
- A.** Yes. Oracle does not certify nor support its database on VMware. However, Cisco decided to support its customers in this widely used virtualized environment. In case of customer escalations where direct Oracle troubleshooting is required, Cisco will take the ownership to replicate the customer problem on a bare metal system before contacting Oracle.
- Q.** Can I run Cisco Prime Network gateways and unit servers on the same machine using VMware?
- A.** Yes. This is a supported deployment scenario. However, performance will be affected, especially in terms of supported event rates. For medium or large deployments, Cisco recommends use of a bare metal machine with an external disk array.
- Q.** How can I download Cisco Prime Network software from Cisco.com?
- A.** Cisco Prime Network is not currently available for downloads on Cisco.com. When customers place a purchase (or upgrade) order they will receive either physical DVD media or will be provided with an eDelivery option. In the latter case they will receive a link and instructions on how to download Cisco Prime Network software.
- Q.** Are Oracle binary installation files delivered together with Cisco Prime Network?
- A.** Yes. Oracle binary files required to install Cisco Prime Network 4.1 using the embedded option are included on the DVDs.
- Q.** In the Cisco Prime Network documentation, what are the differences between a remote database and an external database?
- A.** In our current terminology, **external database** is used as opposed to **embedded database**. More specifically, it means an external database provided by a separate Oracle installation rather than the one that comes embedded with Cisco Prime Network, while **remote database** means that the Oracle database (external or embedded) is installed on a different machine than the one running Cisco Prime applications.

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- Q.** I have a valid support contract and need to upgrade from Cisco Prime Network 4.0 to Cisco Prime Network 4.1. How can I place an upgrade order?
- A.** Customers can place a minor upgrade order for free by entering their support contract on the Product Upgrade Tool at <http://www.cisco.com/upgrade>.
- Q.** Can I run Cisco Prime Network without any unit server?
- A.** Yes. This is also a supported deployment scenario, for small networks.
- Q.** Does Cisco Prime Network support redundant server deployments?
- A.** Yes. Cisco Prime Network is a two-layer architecture consisting of a layer for unit servers and a layer for the gateway server. The unit server layer supports N+M hot-standby redundancy. When deployed on Linux servers, the gateway layer supports a documented and verified integrated solution with the Red Hat cluster suite for local redundancy and an embedded solution for geographical redundancy.
- Q.** If I have to deploy Cisco Prime Network in a disaster recovery (DR) configuration, are one Base license and one Standby license sufficient?
- A.** No. In a DR redundancy configuration, customers will need at least two Base licenses and one Standby license if one gateway server is deployed per site. If two local servers are used in high availability (HA) configurations on one site and another standby server is used on the remote site, customers will need three Base (one for each gateway server) and two Standby licenses (one for each deployed redundancy).
- Q.** Can I use the Oracle Data Guard (a free Oracle option) or do I need to purchase Oracle Active Data Guard when deploying Cisco Prime Network in a DR scenario?
- A.** Cisco Prime Network requires Oracle Active Data Guard for replication monitor purposes.
- Q.** Is Oracle Data Guard included in the embedded database or do I need to purchase it separately?
- A.** Yes. Oracle Data Guard is included in the embedded database option.
- Q.** Does Cisco Prime Network offer Software Application Support (SAS) and Software Application Support plus Upgrades (SASU)?
- A.** No. Cisco Prime Network 4.0 onwards offers a smart and comprehensive way for customers to maximize their investment by providing timely access to the latest software updates for major, minor, and maintenance releases, as well as online tools and communities that help resolve issues quickly. Cisco Essential Operate Service (ESW) is for minor upgrades and was previously known as SAS. Cisco Product Assured Software Subscription (PASS) is for major upgrades and was previously known as SASU.
- Q.** Where can I obtain part numbers and pricing information for Cisco Prime Network?
- A.** Please contact your local account team for Cisco Prime Network pricing information.
- Q.** Can Cisco Prime Network be integrated with my existing OSS applications?
- A.** Yes. Cisco Prime Network is designed for integration into OSS infrastructures and is easily adaptable in different deployment scenarios. It provides different integration options: an XML-based BQL API, SNMP Notification System, MTOSI API for packet networks, and 3GPP API for mobile networks (for ASR 5000/5500).
- Q.** Are all integration options included in the Cisco Prime Network software or do I need to purchase additional software?
- A.** The BQL API and the SNMP Notification System are included in the Base license and are available by default once Cisco Prime Network software is installed on the gateway server. The MTOSI and 3GPP APIs require an additional license and the Cisco Prime Network Integration Layer to be installed.

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- Q.** Which Cisco devices are supported in Cisco Prime Network?
- A.** Cisco Prime Network supports a wide range of Cisco devices. There are two reference documents in which users can verify whether a specific model is supported: Cisco Prime Network Supported Cisco Virtual Network Elements (VNEs) and Cisco Prime Network Supported Cisco VNEs - Addendum, both available at the user guide page: <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-network/products-user-guide-list.html>. The addendum includes subsequent Cisco Prime Network VNE Driver releases after Cisco Prime Network is shipped.
- Q.** What happens if my Cisco device is not listed in the documentation? How can I obtain support?
- A.** For incremental or maintenance software or hardware modules not supported by Cisco Prime Network, customers or their systems integrator may extend the VNE drivers in their Cisco Prime Network system using the VNE Customization Builder. Alternatively, customers may contact their account team for future enhancement requests, or contract Cisco Advanced Services to develop or enhance VNE drivers to work with their deployed Cisco Prime Network system.
- Q.** Does Cisco Prime Network support third-party devices?
- A.** Yes. Cisco Prime Network also supports a wide range of third-party devices, including Alcatel-Lucent, Calix, Dragonwave, Fortinet, Huawei, Juniper, RAD, Symmetricom, Tellabs products, and more. For a complete list of non-Cisco devices, please refer to the Cisco Prime Network Third-Party Supported VNEs, available at the user guide page: <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-network/products-user-guide-list.html>.
- Q.** What changes happened in license structure?
- A.** Starting from release 4.0, Cisco Prime Network moves from group license structure (Groups A through D) to right to manage (RTM) license structure. Now, each RTM name matches a device name and license fees are charged per device. For details about the Cisco Prime Network license, please contact your local account team.
- Q.** What is license control?
- A.** It was a control mechanism implemented to disable Cisco Prime Network after the 120-day evaluation period expired. This enforcement has been removed from Cisco Prime Network 4.1 onwards.
- Q.** Where can I find more information?
- A.** For more information about Cisco Prime Network, visit <http://www.cisco.com/go/primenetwork>, contact your local Cisco account representative, or send an email to prime-network@cisco.com. Technical integration information can be found at <https://developer.cisco.com/site/networking/cloud-system/service-provider/prime-network/home/>.



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