



## Overview of Cisco Prime Home 5.2

---

Cisco Prime Home 5.2 offers telecommunication service providers the ability to automatically activate and configure subscribers; manage customer premises equipment (CPE); and deliver advanced services via service packages over DSL, fiber, cable, T1/E1, wireless, and satellite networks. Advanced features include services such as time blocking, content filtering, managed Wi-Fi, remote port forwarding, and IPTV. Prime Home also lets you remotely manage TR-069-compliant CPEs from a variety of vendors.

### TR-069 Overview

TR-069 is a technical report published by the Broadband Forum that defines the CPE WAN Management Protocol (CWMP). The CWMP defines the application layer for remote management of end-user devices and is used by Prime Home to provide a flexible, extensible, and scalable control panel for managing systems. TR-069 is the current standard for activation of CPEs in the broadband market.

TR-069 specifies communication between the CPE and automated configuration services (ACS) such as Prime Home. It provides safe auto configuration as well as control of other CPE management functions in an integrated framework. TR-069 uses HTTP as a transport protocol and Simple Object Access Protocol (SOAP) services as its message encapsulation protocol. It also uses models that standardize the data exchanged between devices and management servers.

### How Does TR-069 Relate to Prime Home?

Prime Home is an enterprise application that manages and monitors TR-069-compliant subscriber devices. Prime Home provides the ability to investigate and control both individual CPEs and groups of CPEs defined by almost any characteristic. Management is driven by actions, which can select devices, communicate changes, and record status. In addition to included actions, customers can edit, create, and run actions based on CPE-related events. Prime Home fills a critical need for cutting-edge ISPs.

# User Roles

Prime Home includes the following roles that you can apply to a user account:

- Admin—Allows access to all functions in Prime Home, except those limited by license settings.
- Customer Support Representative (CSR)—Manages individual device and subscriber records.


**Note**

Depending on your staffing model, you can create custom users with access to the features of your choice. When a custom user log in, the Prime Home application runs with the features mapped to that user account. Contact Cisco Advanced Services to configure custom users with specific roles.

The following table shows which Prime Home tabs are visible to default users with specific roles.

Tab	Admin Role	Customer Support Representative Role
Customer Support	X	X
Dashboard	X	—
Administration	X	—
Audit	X	—
Bulk Operations	X	—
Reports	X	—
Utilities	X	—


**Note**

Prime Home is highly configurable. Prime Home administrators can assign access to tasks and parts of tasks to Admin or CSR roles. If a task is not available to you, contact your system administrator.