PRIME HOME 6.3
Q/A

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding HCL Prime Home Release 6.3. For more information on the product refer to the data sheets.

GENERAL INFORMATION

Q. What is HCL Prime Home?

A. HCL Prime Home provides service providers with management solutions that address the growing need for home network configuration and support. The solution provides a feature-rich, TR-069-based remote management and provisioning solution that provides visibility into the home network, reduces operational costs, and improves the subscriber experience. A variety of powerful customer support tools and a unified view of all in-home connected devices combine to make the home network easier to set up and support.

Q. Who should deploy HCL Prime Home?

A. Service providers looking to reduce their operational costs associated with home networking support will immediately see returns on their investment with HCL Prime Home, through reduced call volumes, shorter call times, and fewer truck rolls.

Q. What are the different deployment options for HCL Prime Home?

A. HCL Prime Home is available for onsite deployment in a service provider network or may be hosted by HCL. Under the hosted service offering, service providers subscribe to HCL Prime Home services without providing any hardware or networking equipment themselves. There are no associated capital costs for the service provider

Q. For service providers that previously deployed HCL Prime Home onsite, can they migrate to a hosted deployment?

A. Yes

Q What Broadband Forum protocols/data models are supported by HCL Prime Home?

A. HCL Prime Home supports the standard TR-069 protocol and is compatible with both the TR-098 and TR-181i2 device object models. HCL Prime Home also supports device-specific data models and topologies such as TR-104, TR-111, TR-135, and TR-140.

Q. What types of devices does HCL Prime Home manage and provision?

A. HCL Prime Home may be used to manage any TR-069-compliant device including residential gateways (DSL, cable, fiber), IP set-top boxes, next-generation converged IP set-top boxes, femtocells, IP phones, and more.

For other connected (non-TR-069) devices in the home such as PCs, tablets, and smartphones, HCL Prime Home can manage by proxy through the residential gateway to provide services such as Wi-Fi analysis, and firewall configuration.

Q. On what platforms is HCL Prime Home supported?

A. Platform support for HCL Prime Home 6.3 currently includes Red Hat Enterprise Linux 6.5 and later.

Q. What licensing method does HCL Prime Home utilize?

A. Licensing for HCL Prime Home is based on the number of managed TR-069 devices. The licensing models for onsite and hosted deployments differ. Onsite deployments require device license blocks that are available in increments of 50,000, 100,000, and 500,000 managed devices. Customers may purchase additional device license blocks at any time as their networks grow. All licenses are perpetual right-to-use licenses. HCL ® annual maintenance and standard support, Software Application Support (SAS), is required for onsite deployments.

For hosted deployments, customers must sign a one-year Standard Management subscription agreement that automatically renews. Pricing is based on the number of managed TR-069 devices, and invoicing is based on actual usage. Pricing includes a software license, maintenance and support, and access to the latest software version.

Q. Does HCL Prime Home support all TR-069 devices across all manufacturers?

A. HCL Prime Home manages hundreds of device makes and models across many TR-069 device manufacturers today. Support for interoperability for new third-party devices with HCL Prime Home is available for a fee.

Q. Does HCL Prime Home require Software Application Support?

A. Yes. For hosted deployments, support and maintenance are included in the Subscription Agreement.

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