



PRIME HOME 5.1

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 5.1. For more information on the product refer to the data sheets

GENERAL INFORMATION

Q. What is HCL Prime Home?

A. HCL Prime Home provides management solutions for service providers 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. Powerful customer support tools, an intuitive consumer portal, and extensive reporting 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. Furthermore, service providers that are looking to add new revenue-generating services will see HCL Prime Home as a platform for facilitating valuable consumer applications such as parental controls and managed Wi-Fi and firewall services.

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

A. HCL Prime Home is a hosted service offering, under which 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, TR-140, and TR-157. Through its flexible device interoperability Software Development Kit (SDK), HCL Prime Home can easily add support for new data models as they are introduced and can also manage custom device vendor extensions.

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, Network Attached Storage (NAS), femtocells, IP phones, powerline adapters, IP cameras, 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, click through to the LAN device UI, firewall configuration, and parental controls.

Q. On what platforms is HCL Prime Home supported?

A. Platform support for HCL Prime Home 5.0 and 5.1 currently includes CentOS 6.2 and later and Red Hat Enterprise Linux 6.2 and later.

Q. What licensing method does HCL Prime Home utilize?

A. Customers must sign a one-year Standard Management subscription agreement that auto-renews. Pricing is based on the number of managed TR-069 devices, and invoicing based on actual usage. Pricing includes a software license, maintenance and support, and access to the latest software version. Additional monthly charges apply to (optional) Bandwidth Monitoring and parental control applications.

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. What is HCL Prime Home Plus?

A. HCL Prime Home Plus is a HCL partner program that helps enable virtually any kind of customer premises equipment (CPE) to be managed by HCL Prime Home through integration of the HCL Prime Home Plus client stack. HCL Prime Home Plus provides a TR-069 client as well as value added extensions such as bandwidth monitoring and whole home parental controls. HCL Prime Home Plus-enabled devices are guaranteed to be interoperable with HCL Prime Home, and will have the fullest level of functionality available in the HCL Prime Home system.

Q. Is HCL Prime Home supported by the HCL Technical Assistance Center (TAC)?

A. Yes, the HCL TAC worldwide has received HCL Prime Home training and provides 24-hour support.

Q. Does HCL Prime Home require Software Application Support (SAS)?

A. Support and maintenance are included in the Subscription Agreement.

Bandwidth Monitor

Q. How does the HCL Prime Home Bandwidth Monitor work?

A. The Bandwidth Monitor uses an application running in the residential gateway to track, store, and report usage to the HCL Prime Home server on a frequent basis, typically every five minutes.

Q. What CPE devices support the Bandwidth Monitor?

A. Bandwidth Monitor is available on DSL, cable, and Ethernet gateways running the HCL Prime Home Plus software.

Q. Does the Bandwidth Monitor require additional CPE memory or processing power?

A. Yes, like all CPE applications, the Bandwidth Monitor will utilize additional memory and processing. Customers should work with their device vendor to make sure devices meet their performance needs while running the Bandwidth Monitor.

Q. Does the Bandwidth Monitor require any additional server storage?

A. No.



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