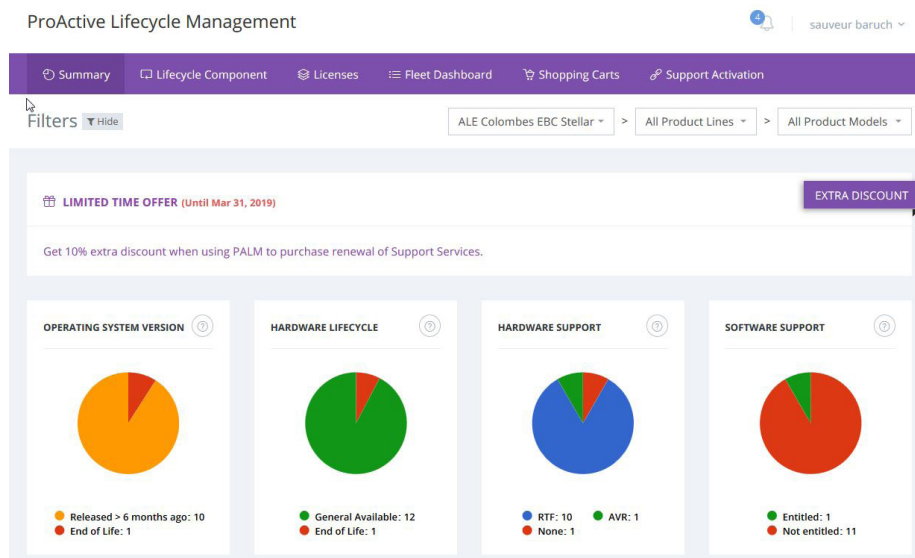


Alcatel-Lucent Proactive Lifecycle Management (PALM)

Alcatel-Lucent ProActive Lifecycle Management (PALM) provides access to the essential lifecycle information regarding your Alcatel-Lucent Enterprise Wi-Fi and LAN switching products with minimal effort and cost. It allows your IT staff to ensure that your network is up to date and operating within the best practices. Planning for future network infrastructure budget expenditures is also simplified as the application provides ample notification through an easily identifiable color scheme. [PALM](#) is a cloud-based application which works optionally in conjunction with the [Alcatel-Lucent OmniVista® 2500 Network Management System \(NMS\)](#).



Benefits

- Time savings – Quickly and easily generate an inventory list of Alcatel-Lucent Enterprise Wi-Fi and LAN switching products on your network. You simply need to log into the portal and export the details from the Device List.
- Risk reduction – You can quickly identify devices which need to have their software upgraded, hardware replaced, or support services renewed. This way, you can ensure that your devices are up to date and the network operation risks are minimized.
- Proactive planning – Ample notification is provided so you can plan at the pace which is best for your business.
- Easy-to-use interface – View the status of your network at a glance from an easily identifiable color scheme. With a couple of mouse clicks you can drill down to obtain details per device.

Overview

The Alcatel-Lucent Enterprise PALM is a cloud-based application delivered in a freemium SaaS model and hosted by Alcatel-Lucent Enterprise IT staff.

PALM provides partners and end-customers with asset and lifecycle information pertaining to the Alcatel-Lucent Enterprise equipment installed base for a given customer network or equipment purchased from ALE.

The asset and lifecycle information includes LAN, WAN and WLAN hardware version, software Alcatel-Lucent Operating System (AOS) and Alcatel-Lucent Wireless Operating System (AWOS) version for [Alcatel-Lucent OmniAccess® Stellar Access Points](#) Stellar APs, warranty status, list of software licenses used by LAN switches, support service status in addition and some technical information such as MAC@, IP@ or Serial Numbers.

In terms of main capabilities PALM provides:

- PALM Dashboard: An end-customer inventory of devices running on end-customer premises
- Fleet Dashboard: An inventory of devices purchased by accredited ALE Direct Resellers and Distributors
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- Fleet Dashboard: An inventory of devices purchased by Indirect Resellers from Distributors
- Full automation of quotes, orders and entitlement for “new” support services for direct resellers and distributors.
- Full automation of quotes, orders and entitlement with or without co-termination for “Renewed” support services for direct resellers and distributors.
- Self-service support activation for direct resellers and distributors for support services purchased from eBuy or via eSR
- Scheduled predefined Excel reports sent by email
- Transfer of devices from an initial partner to a new partner on support renewal.
- Inventory of OmniVista Cirrus Network Management as a Service subscriptions

The PALM end-customer inventory capability works in conjunction with the OmniVista 2500 NMS minimum Release 4.1.2. R03 or later, running on-premises, transmitting the inventory of Alcatel-Lucent WLAN, WAN and LAN switching products through a secured Internet to the ALE cloud.

It polls the ALE Wi-Fi and LAN switching products on your network and securely transmits attributes of the products to the Alcatel-Lucent Enterprise cloud. It correlates the product attributes on your network with information within our Customer Relationship Management (CRM) tools and provides the status of your products in terms of software lifecycle, hardware lifecycle, warranty, and support status. The information is presented on a web portal and provides a view of the network or individual devices.

You can drill down to obtain additional details including:

- Current maintenance release and the general availability release of the operating system for a given device
- Recommended replacements for end-of-sale product
- Start and end dates for the warranty on devices and support service entitlements purchased on devices

Options are available to download release notes for the product’s operating systems as well you can request a quote from your Alcatel-Lucent Enterprise solutions reseller for replacement products and support service entitlements.

You can download each view and table within the PALM application. This allows you to capture the status of your network at a moment in time and share the information with colleagues in your organization.

During the OmniVista 2500 NMS installation you are presented with the option to enable PALM. If you choose not to enable PALM during the installation, you can enable it at a later date. By default, the product attributes are pushed from the OmniVista 2500 NMS every two weeks. In addition, an option to manually initiate the transmission of the product attributes to the Alcatel-Lucent Enterprise cloud is available.

The Fleet Dashboard capability dedicated to partners which does not require an OmniVista 2500 NMS provides an inventory of all WLAN, WAN and LAN switching products purchased by partners from ALE or by Indirect Resellers from Distributors.

Supported products and requirements (PALM end-customer inventory)

| LAN switches | Min AOS supported | Min Omni |
|---------------------------|------------------------------|----------------------------|
| OmniSwitch 9900 | AOS 8.4.1.R02 or greater | 4.1.2.R03 |
| OmniSwitch 10K | AOS 7.3.4.R01 or greater | 4.1.2.R03 |
| OmniSwitch 9000E | AOS 6.4.6.218.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6900 | AOS 7.3.4.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6860/E | AOS 8.1.1.585.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6560 | AOS 8.4.1.R02 or greater | 4.1.2.R03 |
| OmniSwitch 6850E | AOS 6.4.6.218.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6850 | AOS 6.4.4.707.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6855 | AOS 6.4.6.218.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6450 | AOS 6.6.5.R02 or greater | 4.1.2.R03 |
| OmniSwitch 6350 | AOS 6.7.1.147.R01 or greater | 4.1.2.R03 |
| OmniSwitch 6250 | AOS 6.6.5.R02 or greater | 4.1.2.R03 |
| OmniSwitch 6400 | AOS 6.4.5.635 R02 or greater | 4.1.2.R03 |
| OmniSwitch 6865 | AOS 8.4.1 R02 or greater | 4.2.2.R01 |
| OmniSwitch 2220 | AOS 8.3.1.R01 or greater | 4.2.2.R01 |
| OmniSwitch 6465 | AOS 8.5.1.R01 or greater | 4.2.2.R01 |
| Wireless LAN /controllers | Min AOS supported | Min OmniVista 2500 version |
| OmniAccess 4005 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4010 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4030 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4504XM | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4604 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4704 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4550 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4650 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4750 | AOS-W 6.4.2.6 or greater | 4.1.2.R03 |
| OmniAccess 4850 | AOS-W 6.4.4.15 or greater | 4.1.2.R03 |
| Wireless LAN / IAPs | Min OS supported | Min OmniVista 2500 version |
| IAPxxx | All | 4.1.2.R03 |
| Wireless LAN AP | Min OS supported | Min OmniVista 2500 Version |
| OAW-AP1101 | AWOS 3.0.0.57 or greater | 4.2.2.R01 |
| OAW-AP1201/OAW-1201H | AWOS 3.0.0.57 or greater | 4.2.2.R01 |
| OAW-AP1221/OAW-AP1222 | AWOS 3.0.0.57 or greater | 4.2.2.R01 |

| LAN switches | Min AOS supported | Min Omni |
|-----------------------|--------------------------|----------------------------|
| OAW-AP1231/OAW-AP1232 | AWOS 3.0.0.57 or greater | 4.2.2.R01 |
| OAW-AP1251 | AWOS 3.0.0.57 or greater | 4.2.2.R01 |
| WAN access | Min OS supported | Min OmniVista 2500 Version |
| OA 5710 | 11.00.00.02.05 | 4.2.2.R01 |
| OA 5720 | 11.00.00.02.05 | 4.2.2.R01 |
| OA 5725 | 11.00.00.02.05 | 4.2.2.R01 |
| OA 5800 | 11.00.00.02.05 | 4.2.2.R01 |

Supported browsers

The following is a list of web browsers supported for use when accessing the PALM web portal.

- Firefox: V44 or greater
- Internet Explorer: V9 or greater
- Safari: V9 or greater
- Chrome: V49 or greater

Information and requests

For further information on ProActive Lifecycle Management or support services for Alcatel-Lucent Enterprise Wi-Fi and LAN switching products, please contact your Business Partner or our sales representative. To find a Business Partner, please use [our Partner Locator](#) tool on our website.