Cisco Monitor Manager 1.1

Q. **What is the Cisco® Monitor Manager?**

A. Cisco Monitor Manager 1.1 is a management application designed solely for the needs of small and medium-sized businesses (SMBs). It provides monitoring of key device parameters on Cisco SMB class routers, switches, voice gateways, Cisco Unified Communications Manager Express, Cisco Unity® Express, security appliances, access points, and Cisco Unified IP phones. Cisco Monitor Manager also provides support for the newly introduced Cisco Unified Communications 500 Series for small businesses. It monitors the network 24 hours, 7 days a week, and periodically polls and collects inventory and performance-monitoring data from the managed Cisco devices in the network.

Q. **What are the applications of Cisco Monitor Manager?**

A. Cisco Monitor Manager can be used in self-managed deployments as well as managed services deployment. In a self-managed deployment Cisco Monitor Manager helps network administrators effectively manage their own networks. In a managed services deployment Cisco Monitor Manager becomes an onsite component of the managed services. In this deployment, Cisco Monitor Director, installed at the managed service provider (MSP) location, works with Cisco Monitor Manager to provide proactive remote monitoring services.

Q. **How does Cisco Monitor Manager work with Cisco Monitor Director?**

A. Cisco Monitor Director works in conjunction with Cisco Monitor Manager to provide efficient, centralized network management across multiple customer sites. Using multilayer filtering, Cisco Monitor Manager filters network-monitoring alerts from the various SMB sites, then sends those alerts over a Secure Sockets Layer (SSL) connection to the Cisco Monitor Director application, which resides at the managed service provider's service center. Cisco Monitor Director establishes an overlay filtering scheme to give managed service providers only the targeted messages and alerts needed. Cisco Monitor Manager may also be deployed as a standalone application for SMBs to monitor their own networks.

Q. **What are the principal features of Cisco Monitor Manager?**

A. Cisco Monitor Manager provides the following key features and benefits to SMB customers:

- Voice and data network discovery and topology
- Networkwide inventory collection and reporting
- Cisco IP telephony monitoring
- Key end-user monitoring component in an MSP upgrade
- Highly secure and reliable communication
- Cisco device performance monitoring
- Interface status and traffic monitoring
- Real-time alerts and notifications
- Reports
- Configuration archive
- Troubleshooting tools

Q. **What kind of reports can I obtain from Cisco Monitor Manager?**

A. Cisco Monitor Manager provides the following reports for 24-hour proactive network monitoring:

- Alert Report
- IP Phones, CME & CUE inventory Reports
- PSTN Trunk Utilization Reports
- Device Performance Report
- Syslog Report
- End-of-Sale/End-of-Life Report
- Device Inventory Report
- Configuration Archive Report
- Discovered Devices Report

Q. **How does Cisco Monitor Manager discover devices in my network?**

A. Cisco Monitor Manager uses the secure and reliable HTTP over Secure Sockets Layer (HTTPS) protocol when discovering and retrieving configuration and performance information from managed Cisco routers, switches, access points, and security devices. The application also supports protocol fallback and uses HTTP if the HTTPS protocol is not supported by a managed Cisco device. Cisco Monitor Manager also uses Simple Network Management Protocol (SNMP) to monitor Cisco Unified Communications devices such as Cisco Communications Manager Express and Cisco Unity Express.

Q. **Is communication between Cisco Monitor Manager and Cisco Monitor Director secure?**

A. Cisco Monitor Director supports an HTTPS server that always runs as a service and keeps listening for requests on port 443. The port is configurable by the managed service provider in order to provide a secure communication channel. All communications are initiated from the Cisco Monitor Manager, which resides at the SMB customer's site, and are sent to the managed service provider's site using a shared key and 128-bit encryption. Keep-alive polling, topologies, and rich alerts are sent across these communication channels through the same HTTPS connection.

Q. **Is there any time lag between the time when a fault occurs and the time when Cisco Monitor Manager user receives notification?**

A. Cisco Monitor Manager polls devices at frequent intervals. Any network fault is reported in real time to the network administrators as well as to Cisco Monitor Director.

Q. **What is the End-of-Sale and End-of-Life (EoS/EoL) report in Cisco Monitor Manager?**

A. The End-of-Sale and End-of-Life report provides network administrators visibility of Cisco devices in the network that are approaching or have reached their end-of-life or end-of-support timeframes and should be considered for upgrading or replacement.

Q. **What kind of integration does Cisco Monitor Manager have with various device managers?**

A. Various device managers such as Cisco Adaptive Security Device Manager and Cisco Router and Security Device Manager Cisco PIX® Device Manager and Cisco Smartports come integrated with Cisco Monitor Manager. These device managers can be invoked by right-clicking appropriate devices in the Cisco Monitor Manager topology map.

Q. **What kind of licensing model does Cisco Monitor Manager use?**

A. Cisco Monitor Manager is a licensed application and supports user, device, and application-based licenses.

Q. On what is the Cisco Monitor Manager license based?

A. Cisco Monitor Manager is licensed based on the number of users. Cisco Monitor Manager supports a Limited and a Standard license for scaling users.

- Limited license (up to 48 users)—The Cisco Monitor Manager Limited license is meant for networks with up to 48 users. This license allows administrator to manage 5 Cisco networking devices, 5 Cisco access points, and up to 48 Cisco IP phones.
- Standard license (up to 250 users)—The Cisco Monitor Manager Standard license is meant for networks with up to 250 users. This licenses allows administrators to manage 20 Cisco networking devices, 50 Cisco access points, and up to 250 Cisco IP phones.

Cisco Monitor Manager also supports upgrade licenses that allows customers to scale their monitored network from 48 users to 250 users.

Q. How is Cisco Monitor Managed licensed based on applications?

A. Cisco Monitor Manager supports self-managed and MSP managed licensing.

- SMB Self-Managed license—This Cisco Monitor Manager license is a perpetual license with no expiration date. This application allows network managers to self-manage their own SMB networks.
- VAR MSP license—This license is a yearly subscription license where Cisco Monitor Manager is installed at the end-user customer site and provides monitoring information to the user's managed service provider. The benefits provided in this application are realized when Cisco Monitor Manager works together with Cisco Monitor Director installed at the partner's location to assist them in remotely managing and proactively monitoring the end user's network.

Cisco Monitor Manager also supports upgrade licenses that allow customers to migrate their customer from a self-managed deployment to a VAR-managed deployment.

Q. How many devices can be managed using Cisco Monitor Manager?

A. One copy of Cisco Monitor Manager with Standard license supports up to 20 Cisco networking devices, 50 Cisco access points, and 250 Cisco IP phones at a single site or spread across multiple remote sites that are connected over a VPN. An installation of Cisco Monitor Manager with Limited license, however, supports up to 5 Cisco networking devices, 5 Cisco access points, and up to 48 Cisco IP phones.

Q. What are the supported devices in Cisco Monitor Manager?

A. Cisco Monitor Manager supports the following SMB-class Cisco routers, switches, firewalls, access points, and IP phones. Please see the Cisco Monitor Manager User Guide for the detailed list of supported devices and Cisco IOS® Software releases.

- Routers/Integrated Services Routers—Cisco 830, 850, 870, 1700, 1800, 1841, 2600, 2800, 3600, 3700, and 3800 Series
- Cisco Catalyst® Switches—Cisco Catalyst 2900XL, 2940, 2950, 2955, 2970, 3550, 3500XL, 3560, and 3750 Series, and Catalyst Express 500 Series
- Cisco Unified Communications 500 Series for Small Business
- Cisco Unified CallManager Express, Cisco Unity Express

- Cisco Unified IP phones
- Security Appliances—Cisco ASA 5505 and 5510; Cisco PIX 501, 506, 506E, 515, and 515E
- Access Points—Cisco Aironet® 1100 and 1200 Series; Airespace 1010, 1020, and 1030 Series; Airespace 2006, 4112, 4124, 4136, WLC521 and AP521, and 4402 Wireless LAN Controllers, Cisco Integrated Services Router network modules
- Voice Interface Modules—VIC2-2FXS, VIC2-2FXO, VIC2-4FXO, VIC2-2E/M, VIC-4FXS/DID, VIC-2BRI-NT/TE, VWIC2-1MFT-T1/E1, VWIC2-2MFT-T1/E1, VWIC-1MFT-T1 , VWIC-2MFT-T1, VWIC-2MFT-T1-DI, VWIC-1MFT-E1, VWIC-2MFT-E1-DI
- Voice Network Modules— NM-HD-1V, NM-HD-2V, NM-HD-2VE, NM-HDA-4FXS, NM-HDV2, NM-HDV2-1T1/E1, NM-HDV2-2T1/E1
- Voice Expansion Modules—EVM-HD-8FXS/DID, EM-HDA-8FXS, EM-HDA-6FXO, EM-HDA-3FXS/4FXO, EM-4BRI-NT/TE, EM-HDA-8FXS, EM-HDA-4FXO, EM2-HDA-4FXOCisco IP phones

Q. **What are the system requirements for Cisco Monitor Manager?**

A. Cisco Monitor Manager can be installed on an Intel-based desktop or laptop computer with a minimum requirement of a Pentium IV 1.2 GHz processor, 2 GB RAM, and 1 GB hard disk.

Q. **What operating systems does Cisco Monitor Manager support?**

A. Cisco Monitor Manager can be installed on any of the following operating systems:

- Windows XP Professional with Service Pack 2
- Windows 2000 Professional with Service Pack 4

Ordering Information

Q. **Are software-support contracts available and how are they ordered?**

A. Yes. Customers can purchase a one-year Software Application Support (SAS) contract that provides Cisco Technical Assistance Center (TAC) support, access to software maintenance patches on Cisco.com Software Center, and Cisco Monitor Manager minor update releases.

Q. **How do I order Cisco Monitor Manager?**

A. Cisco Monitor Manager is available for purchase through regular Cisco sales and distribution channels worldwide.

To place an order, visit the Cisco Ordering Home Page.

For More Information

For more information about Cisco Monitor Manager, visit http://www.cisco.com/go/sbnm or contact your local Cisco account representative.

CISCO

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**