Cisco netManager 1.1

Cisco Unified Communications

Cisco Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, facilitating easy collaboration every time from any workspace.

Product Overview

Cisco® netManager is a comprehensive, easy-to-use management solution designed to simplify network administration and proactively monitor your IT infrastructure to reduce downtime and minimize business impact. The Cisco netManager family of products is designed for small and medium-sized data networks of up to 100 devices, 100 wireless access points, and 1000 phones distributed across 10 remote sites.

The Cisco netManager product family includes two product configurations, Cisco netManager IP Infrastructure and Cisco netManager Unified Communications. Cisco netManager IP Infrastructure provides a simple, easy-to-use monitoring and diagnostics platform for managing small and medium-sized multivendor deployments (250 to 1500 users) related to IP network infrastructure. Cisco netManager Unified Communications includes Cisco netManager IP Infrastructure and extends its capabilities to provide visibility into and monitoring of Cisco Unified Communications system components.

The Cisco netManager 1.1 solution monitors all components of the network to provide real-time operational status of the elements in the network. Cisco netManager's built-in rules and thresholds as well as automatic device identification and data collection facilitate easy setup and immediate monitoring of the managed network. Cisco netManager also features an extensible monitoring framework through which coverage may be extended by adding different active monitors based on supported protocols like HTTP, Simple Network Management Protocol (SNMP), Windows Management Instrumentation (WMI), and so on to help enable custom monitoring for both Cisco and third-party devices.

Features and Benefits

Cisco netManager 1.1 provides the following benefits:

- **Reduces spending by providing a single platform for IT infrastructure monitoring**

  Monitors the operational status of all supported network and office devices, including routers, switches, PIX® firewalls, Adaptive Security Appliance (ASA), Intrusion Detection System (IDS), wireless access points, Cisco Unified Communications* systems, servers, printers, workstations, applications, and services.

- **Increases monitoring efficiency through network autodiscovery**

  Console-based autodiscovery of the network reduces the time to discover the network while helping ensure that all devices are discovered and monitored in a short time. Cisco netManager also provides the capability to import devices into the system through bulk import or a single device at a time.

- **Increases visibility and resolves problems faster**

  Provides visibility into network and service* connectivity through physical connectivity and service level views* that are autogenerated and provide real-time operational and service status of the network and Unified Communications Systems.* Increases network manager productivity by facilitating faster trouble isolation through contextual diagnostic tools and easy one-click access to embedded device management systems. Facilitates viewing of current alert status and historical information and provides the ability to acknowledge events and connectivity information related to IP phones (Session Initiation Protocol [SIP] and Skinny Call Control Protocol [SCCP]) along with the ability to search phones.

- **Minimizes downtime and eases troubleshooting through rich notification and diagnostic tools**

  Facilitates easy integration into customer monitoring and troubleshooting workflows through notification mechanisms such as SNMP traps, Short Message Service (SMS), emails, beeper, pager, syslog, active script activation, service restart, windows pop-up action, and web alarms. A rich array of diagnostic tools such as ping, Telnet, trace route, and device manager web page launch provide for easier troubleshooting. Enhanced filtering capabilities help enable users to choose when, where, and for what issues to get the email notification. Syslog handling capabilities provide real-time operational status (for example, code red, code yellow) of Cisco Unified Communications Manager* and SNMP traps from other Unified Communication services, reducing Unified Communications services downtime.

- **Enhances control through a rich array of real-time and historical reports**

  Features a rich array of real-time and historical reports providing performance and availability information related to devices and groups including wireless access points and IP phones*. Wireless access point inventory provides information related to connectivity, reachability, and number of logged-on users, including:

  - **Performance reports:** Focus on performance data for the selected device or device group
  - **Problem areas:** Display alerts reported across the network across different data sources (traps, syslogs, event logs, performance errors, top-N outages, and so on)
  - **Event history:** Provides historical reports of all events generated by Cisco netManager for the given device or device group
  - **General:** Provides reports on application logs, user activity, and so on

Figure 1 shows the netManager homepage. Figure 2 provides a service-level view.

Figure 1. Cisco netManager Homepage
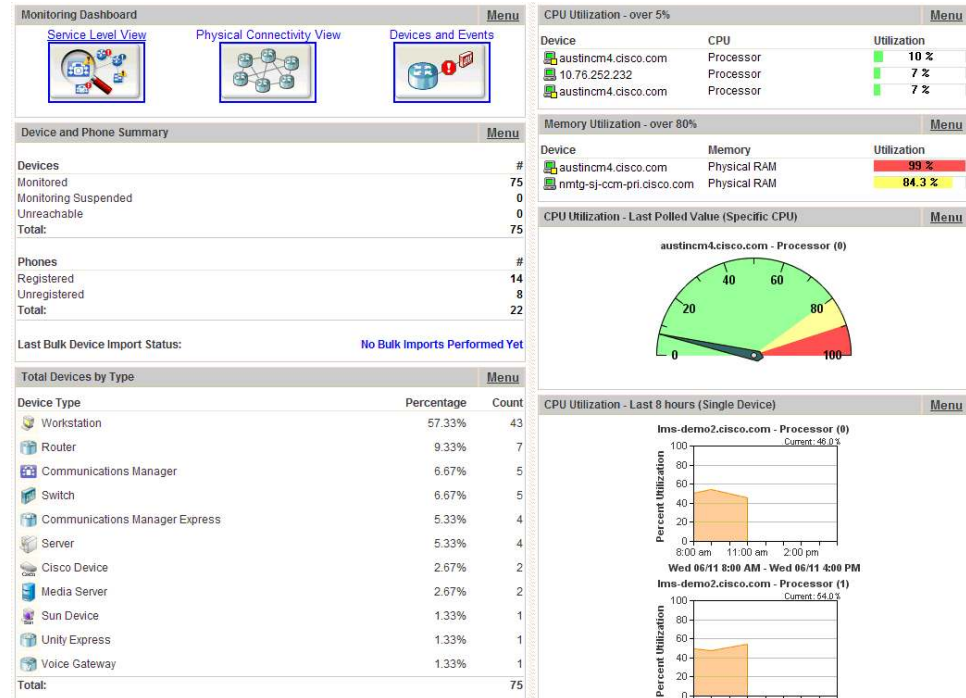
Figure 2. Cisco netManager Unified Communications Service-Level View
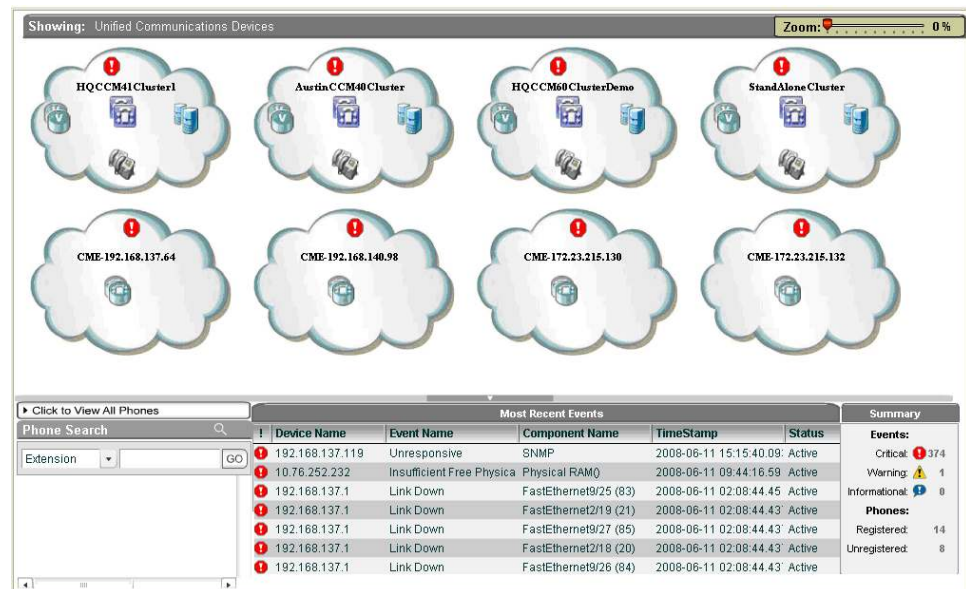
Licensing and Upgrade

Cisco netManager is available in a perpetual right-to-use (RTU) license only, with no expiration date. Cisco netManager IP Infrastructure 1.1 licenses are available for monitoring 50 network devices and 50 wireless access points or 100 devices and 100 wireless access points. Cisco netManager IP Infrastructure 1.1 can also be upgraded to Cisco netManager Unified Communications 1.1 to allow monitoring support for all components of small and medium-sized Cisco Unified Communications systems. Cisco netManager—Unified Communications 1.1 can be licensed at different deployment scales and is appropriate for commercial class deployments of

various sizes. Licenses are available for monitoring 250 phones, 500 phones, and in increments of 250 phones up to a maximum of 1000 phones.

Product Specifications

Table 1 shows Cisco netManager 1.1 specifications. Table 2 provides the system capacities of this solution.

Table 1. Product Specifications

Description	Specifications
Monitored infrastructure devices	Cisco Routers (800, 1700, 1800, 2800, 3800, 3700, 7600, ASR 10xx series), Cisco Switches (500, 29xx, 3xxx, 4xxx, 6xxx series), PIX firewall (500 series), ASA 5xxx, IDS, VPN 3000 series concentrator, Aironet® access points (1xxx series), Wireless LAN controllers (44xx and 21xx series), and third-party devices (servers, workstations, printers, and other networking devices) that support SNMP, Internet Control Message Protocol (ICMP), or WMI
Software compatibility	• Windows 2003 Server with Service Pack 1 and Service Pack 2 • Windows XP with Service Pack 2 and Service Pack 3 • The user interface can be accessed using Microsoft Internet Explorer 6.0 and 7.0 on Windows 2003 and Windows XP platforms.
Data collection mechanisms	SNMP, ICMP, WMI, HTTP
Monitored devices (Unified Communications system)*	Cisco Unified Communications systems consisting of Cisco Unified Communications Manager (3.x, 4.x, 5.x, 6.0, 6.1, 7.0), Cisco Unified Communications Manager Business Edition (6.0, 6.1, 7.0), Cisco Unity® (4.0.4 and higher), Cisco Unity Connection, Cisco Unified MeetingPlace® Express, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unified Contact Center Express, Cisco Unified Presence Server, gateways, and IP phones (including IP Communicator and Cisco Unified Personal Communicator), Cisco Unified Communication 500

Table 2. System Capacity

System Parameter	Maximum Capacity
Monitored devices	100
Monitored wireless access points	100**
Monitored network locations	10
Concurrent client (browser) users	5
Monitored phones*	1000
Monitored Communications Manager clusters*	2
Monitored Communications Manager Express (CME/SRST) routers*	10

* Available only with Unified Communications upgrade license.
** 100 wireless access points are supported with a distribution of 90 Lightweight Access Point Protocol (LWAPP) and 10 autonomous access points with a default polling interval of 3 minutes.

System Requirements

Table 3 shows Cisco netManager 1.1 system requirements.

Table 3. System Requirements

Description	Specifications
Processor	Intel Pentium Single/Dual core, Pentium 4, Xeon, or equivalent AMD processors greater than 1.66 GHz
Memory	1 GB for 50 devices and up to 500 phones, 2 GB for 100 devices and up to 1000 phones
Hard disk	30 GB
Operating system	Windows 2003 Server with Service Pack 1, Service Pack 2 or Windows XP with Service Pack 2
Hardware platform	Server class machines, workstations, or laptops

Ordering Information

Cisco netManager 1.1 will begin shipping on August 25, 2008. Customers can order these new products through normal Cisco sales channels as of August 8, 2008.

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate true business advantage. For more information about Cisco services, see Cisco Technical Support Services or Cisco Advanced Services.

For More Information

For more information about Cisco netManager, please go to http://www.cisco.com/go/netmanager, send an email to ask-netmanager-pm@cisco.com, or contact your local account representative.

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