Cisco Connected TAC Service

In recent years, it is very difficult to optimally maintain a complicated IT infrastructure environment. In order to understand the situation and to maintain optimum environment, therefore, it is necessary to monitor the IT infrastructure as a whole before problems occur in the IT infrastructure environment. On the other hand, it is also important to maintain the optimization of the introduced devices, etc.

Ipswitch WhatsUp Gold + Cisco Connected TAC Service

Ipswitch and Cisco will provide customers with new solutions specific to Cisco devices in order to achieve availability of the IT infrastructure, optimization, problem detection, prompt action, etc.

ANALYZE CISCO DEVICES BY MAKING EFFECTIVE USE OF TECHNICAL KNOWLEDGE ASSETS ACCUMULATED OVER MANY YEARS

› Apply the best practices accumulated around the world
› Minimize the impact on network availability, performance and security
› Reduce device troubleshooting time

Ipswitch WhatsUp Gold provides a monitoring solution to increase the overall IT availability and, at the same time, discovers the Cisco devices by a standard Discovery function and transmits the device information automatically to the Cisco Connected TAC service.

Customers do not have to spend time for setting up and tuning of complex devices and, by quickly isolating the events that seem to be faulty, can greatly enhance the stability and operational efficiency of Cisco devices. Moreover, after setting and tuning, it becomes possible to analyze and monitor the setting effect, reduce operating costs, and maintain the availability of the entire network.

› Improve device stability
› Reduction of operational risk
› Improve operational efficiency
› Improve availability of IT infrastructure

WHY IPSWITCH AND CISCO?
› Collaboration of Ipswitch and Cisco Connected TAC Service
› Brings global best practices to network management
› Save time and enhance stability of Cisco devices
› Improved cost and operational outcomes

WHATSUP GOLD AND CISCO DEVICE HIGH EFFICIENCY NETWORK ENVIRONMENT CAN BE ACHIEVED

› Supports new Cisco devices quickly
› Support wireless and wired LAN environment
› Preinstalled monitoring items for Cisco devices
› Seamless analysis and monitoring possible
1. Prevent the device problems from affecting network availability, performance and security.
2. Reduce the time it takes for troubleshooting of device.
3. Detect problems, etc. of Cisco devices, and propose diagnosis, and recommend values

**SYSTEM PREREQUISITES**

<table>
<thead>
<tr>
<th></th>
<th>WhatsUp Gold</th>
<th>Cisco Diagnostic Bridge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Version</strong></td>
<td>WhatsUp Gold 2018 SP2 or later</td>
<td>Installed in the same server with WhatsUp Gold</td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>8GB or more</td>
<td>MySQL 5.7</td>
</tr>
<tr>
<td><strong>CPU</strong></td>
<td>Quad core 2.6GHz or more</td>
<td>Microsoft .NET Core 2.1.1 or later Runtime</td>
</tr>
<tr>
<td><strong>OS</strong></td>
<td>Windows Server 2012 R2 64 bit</td>
<td>Port: Port No. 5001, No. 443</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2016 Standard 64 bit</td>
<td>Browser: Google Chrome, Firefox, Apple Safari</td>
</tr>
<tr>
<td><strong>Database</strong></td>
<td>Microsoft SQL Server 2014 Express</td>
<td>Disk capacity: 50GB or more</td>
</tr>
</tbody>
</table>

**Monitoring Cycle of WhatsUp Gold**

**Monitoring Cycle using Cisco Connected TAC Service**