

QuickStart Plugin™ for Network Management

Fast. Out of the box. Cost Effective.

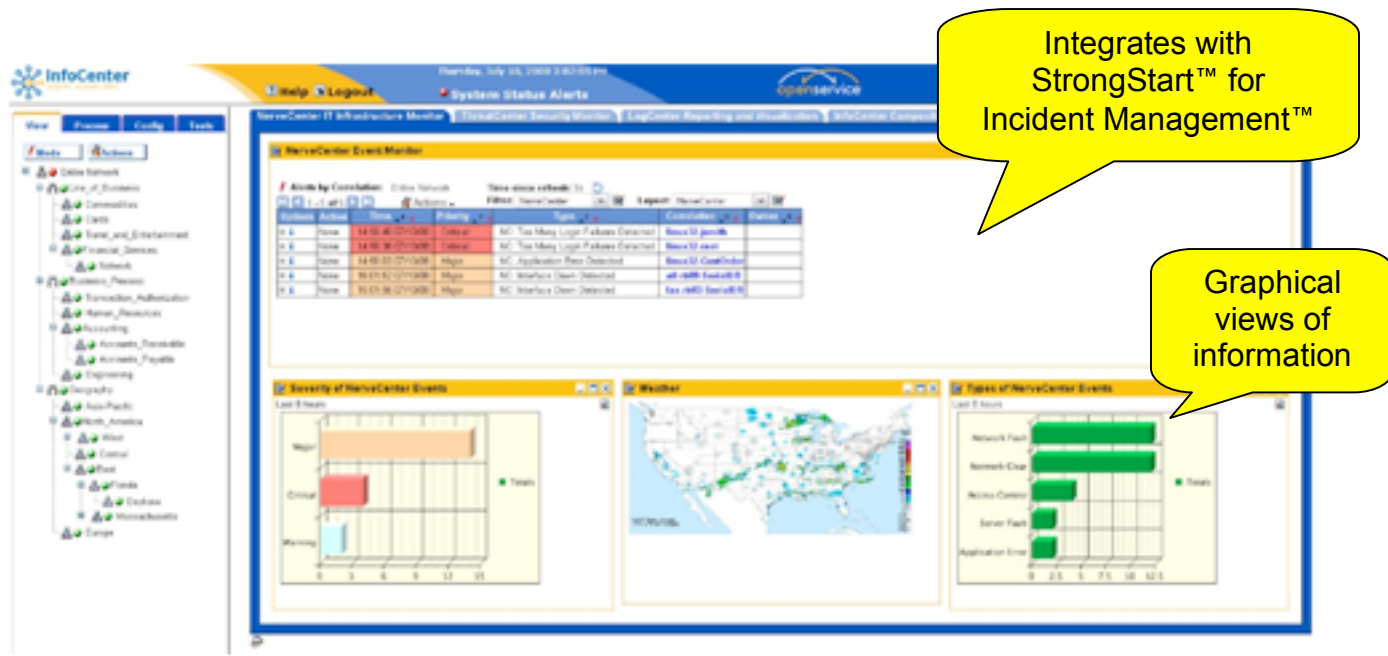
Where do you start if you want to consolidate your management information for network infrastructure? That's where the QuickStart Plugin™ for Network Management comes in. It is a fully functioning plugin to our StrongStart™ for Incident Management™ solution.

QuickStart Plugin™ for Network Management delivers consolidated, cost-effective, incident management for a broad range of network infrastructure. It is a collection of NerveCenter models bundled with all you need to automatically generate events and reports within StrongStart™ for Incident Management™.

QuickStart Plugin™ for Network Management is the fulfillment of the low risk, high reward solution that you've been asking for to consolidate and manage your network incident information.

Featured capabilities:

- ITIL incident management for network devices that support SNMP polling, traps, or syslog events. Includes support for routers, switches, hubs, load balancers, firewalls, and other modern network infrastructure.
- Accepts events from other tools or applications that send events via SNMP trap or syslog.
- Out of the box event processing for supported devices and systems.
- Consolidates network management operations.
- “Single pane of glass” interface for all incidents including event lists and web-based graphical views and reports.
- Advanced AJAX web interface for high performance interaction.
- Interoperates with other StrongStart™ and QuickStart Plugin™ add-ons and solutions.



The screenshot shows the NerveCenter Event Manager interface. At the top, there is a navigation bar with 'Home', 'Process', 'Configure', and 'Tools'. Below this is a sidebar with a tree view of system components. The main area displays a table of events with columns for 'Severity', 'Action', 'Time', 'Priority', 'Type', 'Category', and 'Status'. Below the table are three graphical views: a bar chart titled 'Severity of NerveCenter Events', a map of the United States, and a bar chart titled 'Types of NerveCenter Events'. Two yellow callout boxes are present: one pointing to the top right of the interface with the text 'Integrates with StrongStart™ for Incident Management™' and another pointing to the graphical views with the text 'Graphical views of information'.

The completed QuickStart Plugin™ for Network Management installation features a fully functioning set of NerveCenter incident management models as well as event and report generation. It includes OpenService NerveCenter models as well as OpenService InfoCenter console event and reporting configurations, all out of the box. This solution performs network device polling with SNMP and accepts events via SNMP and syslog.

Software Components

QuickStart Plugin™ for Network Management includes the following software components:

- OpenService NerveCenter behavior models
- OpenService InfoCenter console event and reporting configurations
- OpenService InfoCenter Adapter for NerveCenter configurations
- OpenService Syslog Collector configurations

Professional Services Deliverables

- Planning
 - Project kickoff/management discussions
- Installation and Configuration
 - All software installed and configured on customer servers
- Wrapup
 - As-built documentation, functional demos, and project closeout



Technical Specifications

Supported SNMP polling and trap versions

- V1, V2c, and V3

Supported Device Vendors

- 3com
- Adtran
- Alcatel
- Allied Telesyn
- CheckPoint
- Ciena
- Cisco
- Enterasys
- Extreme Networks
- Foundry Networks
- HP
- Huawei
- Juniper
- Lucent
- Nortel
- TippingPoint