

NETWORK MONITORING MADE EASY

Network monitoring is a key function for maintaining IT service availability. It allows IT teams to rapidly detect and respond to an IT issue involving a network device, such as a router or switch, that could disrupt a service. Kaseya VSA provides standard SNMP device monitoring for routers, switches and printers. Our “**zero configuration**” standard SNMP monitoring means the only thing you have to do to enable this function is check a box and you’re done.

VSA automatically configures standard SNMP monitoring using best practice-based thresholds. It provides SNMP monitoring for the following devices:

Network Devices (Routers, Switches):

- Collect interface metrics for operational status, bandwidth in and out, and errors in and out

Printers:

- Printer Operational Status, Printer Current Status, Detected Error State, Printer Cover Status (1st door)

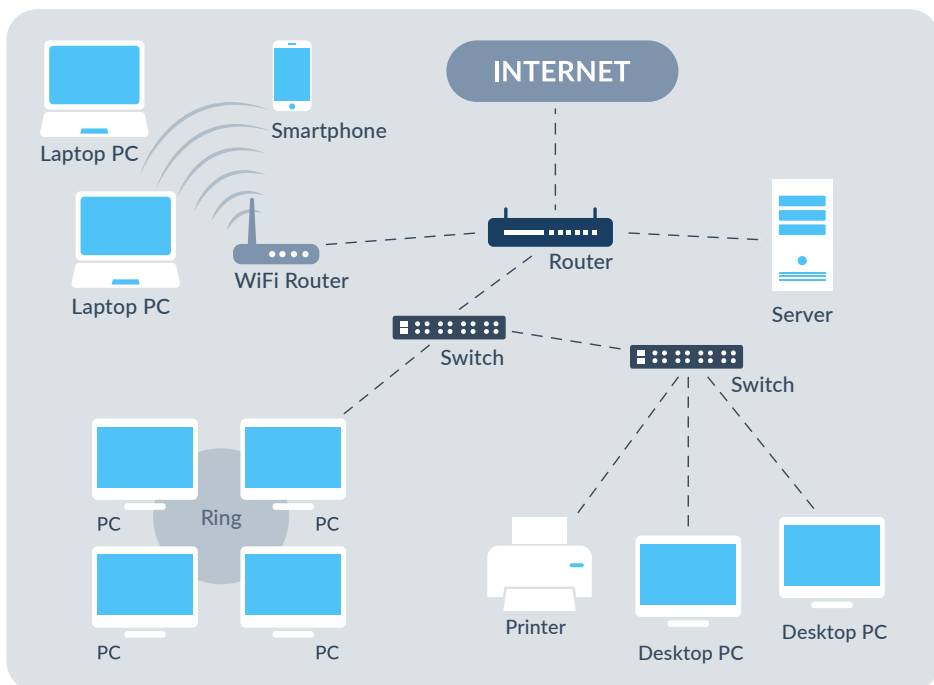
For monitored devices, VSA can take the following user-selectable actions if an alert occurs:

- **Create an Alarm** • **Create a Ticket** • **Email Recipients**



Key Benefits:

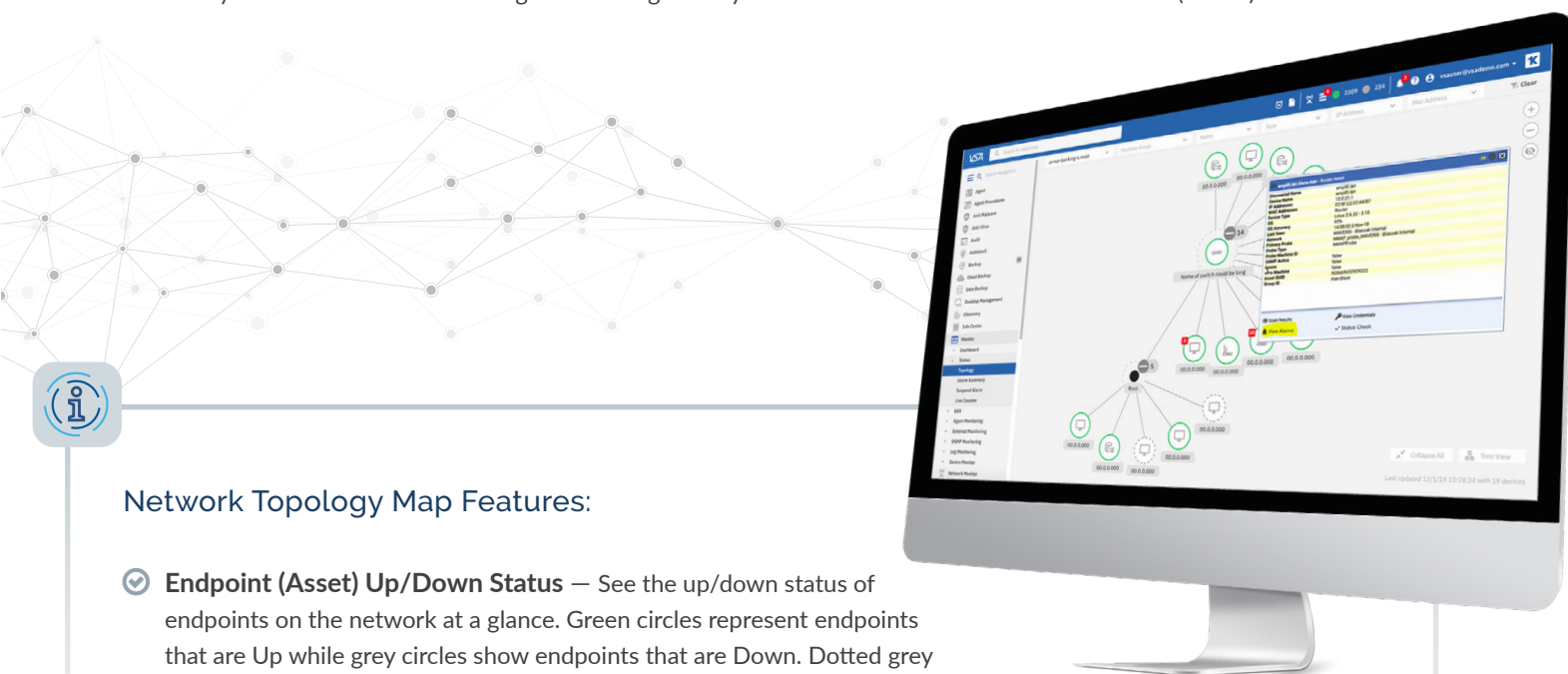
- ✓ Easy, zero-configuration SNMP monitoring
- ✓ Quickly detect and respond to network device alerts
- ✓ Gain complete visibility of your networks and device status with the topology map
- ✓ Easily see if a device has any open alarms; drill down for details
- ✓ Resolve IT incidents quickly to maintain system and service availability



TOPOLOGY MAP PROVIDES COMPLETE NETWORK VISUALIZATION

A key requirement to quickly finding and fixing the root cause of an IT incident is gaining visibility of the entire IT network. Kaseya VSA automatically discovers all devices on the network, including Windows, Mac and Linux devices, as well as routers, switches and printers. VSA provides a **network topology map** of your IT environment showing each device on the network. The topology map also shows you how all of those devices are connected. This includes both agent-based and agentless devices.

The topology map shows the up/down status of each device on the network and indicates if a node has any open alarms. This helps quickly identify potential problem sources so you can resolve issues faster. In addition, Kaseya VSA makes it easy to go from the Network Topology Map to remote management of the (agent-based) endpoint. This means you can start troubleshooting the issue right away and shorten the mean time to resolution (MTTR).



Network Topology Map Features:

- ✔ **Endpoint (Asset) Up/Down Status** — See the up/down status of endpoints on the network at a glance. Green circles represent endpoints that are Up while grey circles show endpoints that are Down. Dotted grey circles show endpoints that are not under management in VSA. Endpoints that are under management are called “assets” in VSA.
- ✔ **QuickView Integration** — Bring up the VSA QuickView window for an endpoint by clicking on it in the topology map. QuickView is available for both agent-based and agentless (e.g. network) devices and provides access to detailed asset information.
- ✔ **Alarm Badges and Alarm Summary Page** — The topology map shows a red badge indicator on the node if there are any open alarms for that device. From the topology map, jump directly to the Alarm Summary page that shows the alarms for that device.

RAPID REMEDIATION OF IT INCIDENTS

IT technicians can rapidly remediate IT incidents using a combination of the **Network Topology Map**, fast access to the **VSA QuickView window** from the map, and the **Alarm Summary page**. With a click of a button, they can easily go from viewing asset information in the QuickView window to remotely managing an agent-based endpoint. Both the Kaseya **Live Connect** and **Remote Control** remote management functions are accessible from the QuickView window.

With Live Connect, technicians can access endpoints behind the scenes so they can work on resolving an incident while the user continues to work on their device. IT techs can also use Remote Control to access the device, which gives them direct console access. They can work collaboratively with the end user in a shared session or in a private session.

All of these capabilities allow your IT team to quickly identify and resolve IT incidents and maintain system uptime.

**Find and fix IT issues
faster with Kaseya VSA!**



SCHEDULE A VSA DEMO TO LEARN MORE



About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.

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