

NETWORK TOPOLOGY MAP OVERVIEW

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 provides a network topology map of your IT environment showing each endpoint, network device and virtual machine on the network. It includes both agent-based and agentless devices. The topology map also shows you how all those devices are connected.

The topology map shows:

- ✔ Microsoft Windows, macOS and Linux servers, desktops and laptops
- ✔ VMware and Microsoft Hyper-V hosts and virtual machines (VMs)
- ✔ SNMP network devices including routers, switches and printers

In addition, the topology map shows the up/down status and any active alarms for each node on the network. This helps quickly identify potential problem sources so you can resolve them more quickly. Kaseya VSA makes it easy to go from the Network Topology Map to remote management of the endpoint. This means you can start troubleshooting the issue right away and shorten the mean time to resolution (MTTR).



NETWORK TOPOLOGY MAP FEATURES

- ✔ **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 all the alarms for that device. This helps quickly identify potential problem sources so you can resolve issues faster.
- ✔ **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.



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.

Kaseya's Live Connect and Remote Control remote management solutions are accessible from the QuickView window, as shown in the screenshot to the right. With Live Connect, technicians can access endpoints behind the scenes so they can work on resolving an incident while the end 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 remediate IT incidents and maintain system uptime.



VSA QuickView Window for an Agent-Based Device

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 management solutions for managed service providers (MSPs) and mid-sized enterprises. Through its open platform and customer-centric approach, Kaseya delivers best-in-breed technologies that allow organizations to efficiently manage and secure IT. Offered both on-premise and in the cloud, Kaseya solutions empower businesses to command all of IT centrally, easily manage remote and distributed environments, and automate across IT management functions. Kaseya solutions manage over 10 million endpoints worldwide. 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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