



CCI Network Monitoring Service

- Kevin Francis – Vice President of Sales
- Michael Chiem – Senior Network Engineer
- Todd Lafferty – Account Executive
- Nicholas Doane – Sales Engineer

Improving Productivity

Building lifelong business relationships

World class solutions for any sized business

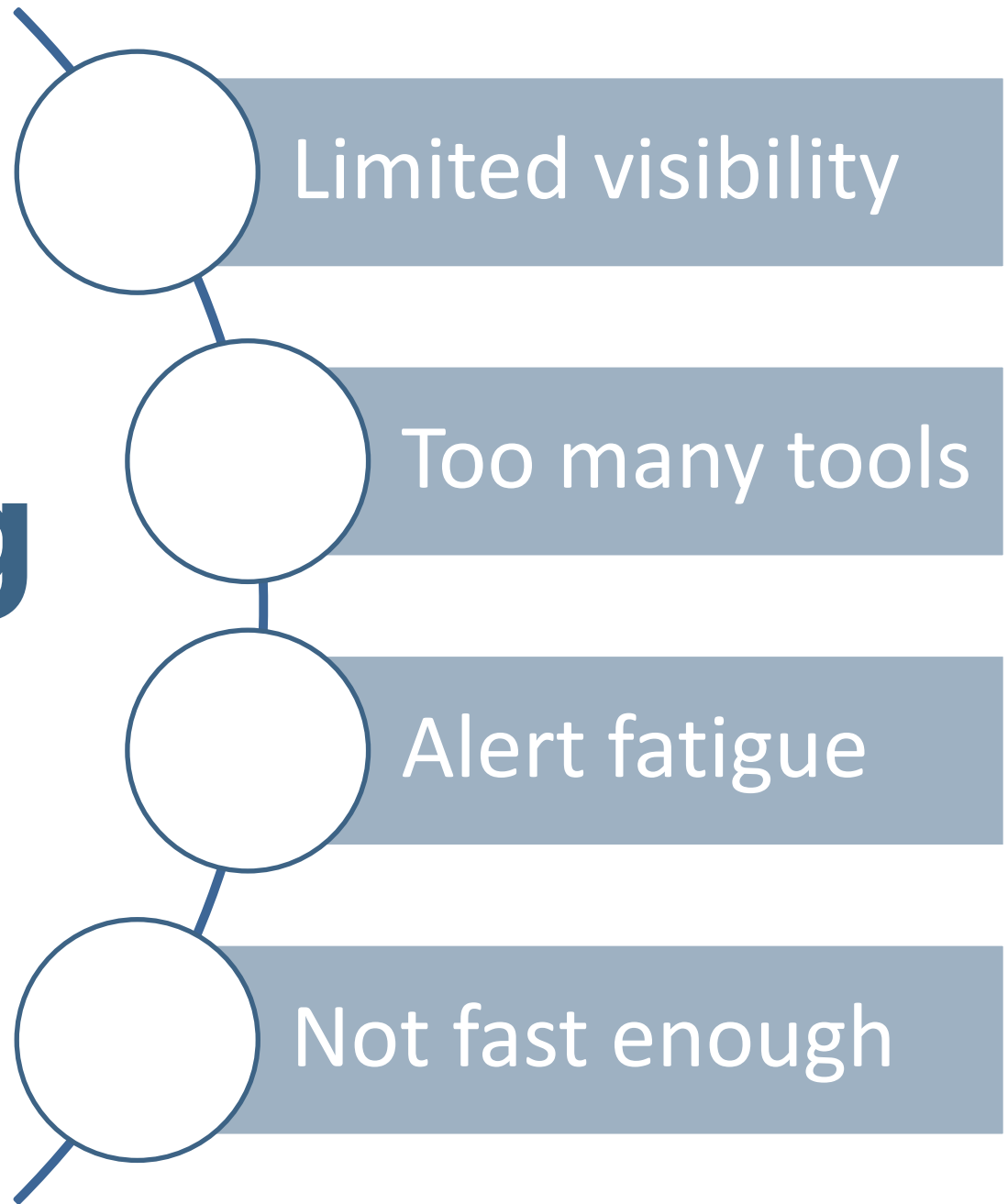
The leader in intelligent communications

Custom solutions delivered globally

White glove customer service

CCI Network Services is committed to “building relationships for life” by setting the standard of excellence for our customers with best in class service, support and savings.

Why is traditional monitoring not helping?



CCI NMS will help you...



BE PROACTIVE



**ENABLE
PRODUCTIVITY**



**REDUCE
TIME-TO-RESOLVE**



CCI Network Monitoring Services



Nicholas Doane

Sales Engineer at LogicMonitor

Wednesday, August 24, 2022



CCI Network Monitoring Services

Powered by LogicMonitor

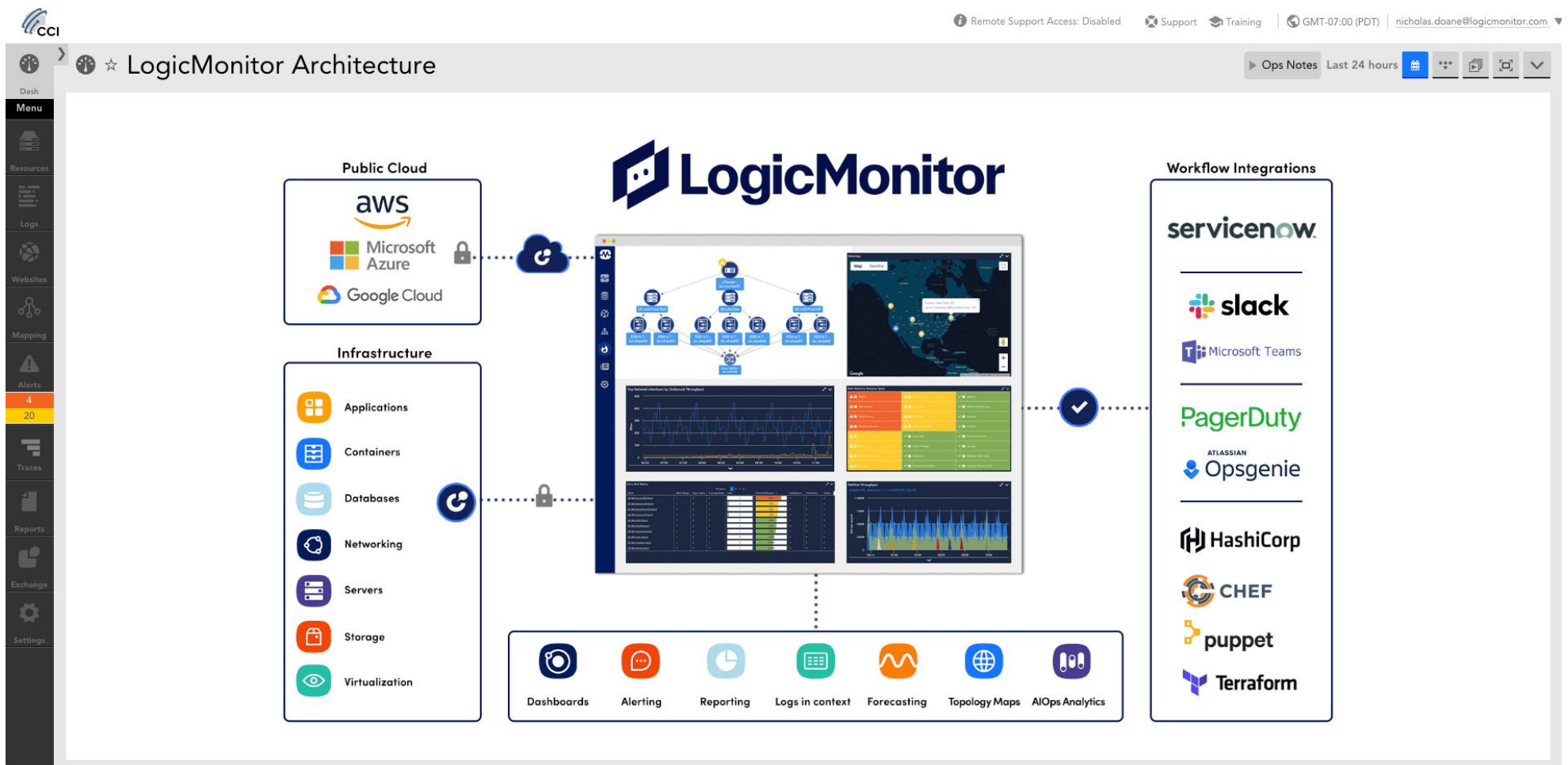
Advance your operational maturity with CCI Network Monitoring.

- Enable maximum productivity
- Proactively address infrastructure needs
- Reduce or eliminate downtime


**Enable
Productivity**



Cloud-hosted SaaS Platform



Onboard Quickly & Easily



Remote Support Access: EnabledSupportTrainingGMT-07:00 (PDT)nicholas.doane@logicmonitor.com

Unmonitored Devices

Filters: Device Types: AllNetScan: AllNetscan ID: AllNetscan Status: Active

Search

Settings

Actions (0)

7 devices

	IP	DNS	Display Name	Device Type	Manufacturer of network	Found using NetScan	End time	Status
<input type="checkbox"/>	192.168.5.11	192.168.5.11	192.168.5.11	Misc		scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active
<input type="checkbox"/>	192.168.5.12	SEC842519550658	SEC842519550658	Printer	Samsung Electronics	scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active
<input type="checkbox"/>	192.168.5.19	ATX-NDOANE	ATX-NDOANE	Misc		scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active
<input type="checkbox"/>	192.168.5.22	Beast-W11	Beast-W11	Windows Servers		scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active
<input type="checkbox"/>	192.168.5.33	MACBOOKAIR-86DD	MACBOOKAIR-86DD	Misc		scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active
<input type="checkbox"/>	192.168.5.36	192.168.5.36	192.168.5.36	Misc		scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active
<input type="checkbox"/>	192.168.5.89	INTEL-NUC	INTEL-NUC	Windows Servers		scan by nicholas.doane@logicmonitor.com on 2022-08-19 09:34	2022-08-19 09:35	active

POWERED BY

LogicMonitor

Mobile Alerts View - Support Site - Read Our Blog - Latest Release Notes
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Monitor Critical Device Configurations

Config Viewer Cisco_IOS

Diff View: ☐ OFF ☒ ON

2022-08-02 10:23 [Download](#) 2022-07-06 12:23 [Download](#)

1
2 !
3 ! Last configuration change at 10:12:49 MST Tue Aug 2 2022 by admin
4
5 version 15.2
6 no service pad
7 service timestamps debug uptime
8 service timestamps log datetime localtime
9 no service password-encryption
10 service compress-config
11 service counters max age 5
12 !
13 hostname CCI_SLC_3850_Stacked
14 !
15 boot-start-marker
16 boot-end-marker
17 !
18 !
19 vrf definition Mgmt-vrf
20 !
21 address-family ipv4
22 exit-address-family
23 !
24 address-family ipv6
25 exit-address-family
26 !
27 logging console emergencies
28
29
30

1
2 !
3 ! Last configuration change at 11:44:59 MST Wed Jul 6 2022 by admin
4 ! NVRAM config last updated at 11:45:02 MST Wed Jul 6 2022 by admin
5
6 version 15.2
7 no service pad
8 service timestamps debug uptime
9 service timestamps log datetime localtime
10 no service password-encryption
11 service compress-config
12 service counters max age 5
13 !
14 hostname CCI_SLC_3850_Stacked
15 !
16 boot-start-marker
17 boot-end-marker
18 !
19 !
20 vrf definition Mgmt-vrf
21 !
22 address-family ipv4
23 exit-address-family
24 !
25 address-family ipv6
26 exit-address-family
27 !
28 logging console emergencies
29
30
31

2
Change 2022-05-26 10:22 [View](#) [Download](#)
Alert 2022-05-27 09:30 Change check - DifferenceTest - cleared ([View Alert](#))
Alert 2022-05-26 10:22 Change check - DifferenceTest - failed ([View Alert](#))

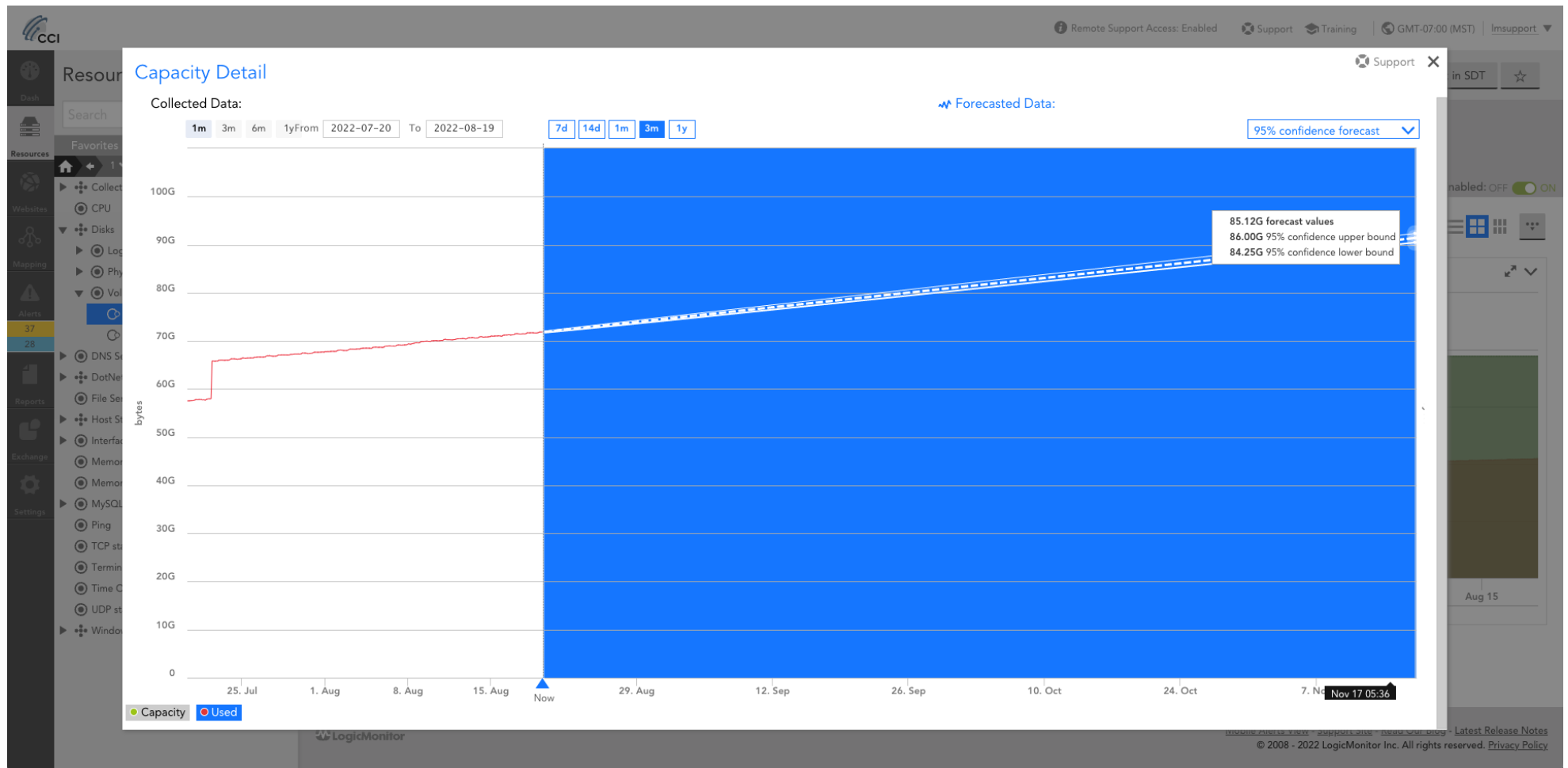
Be Proactive



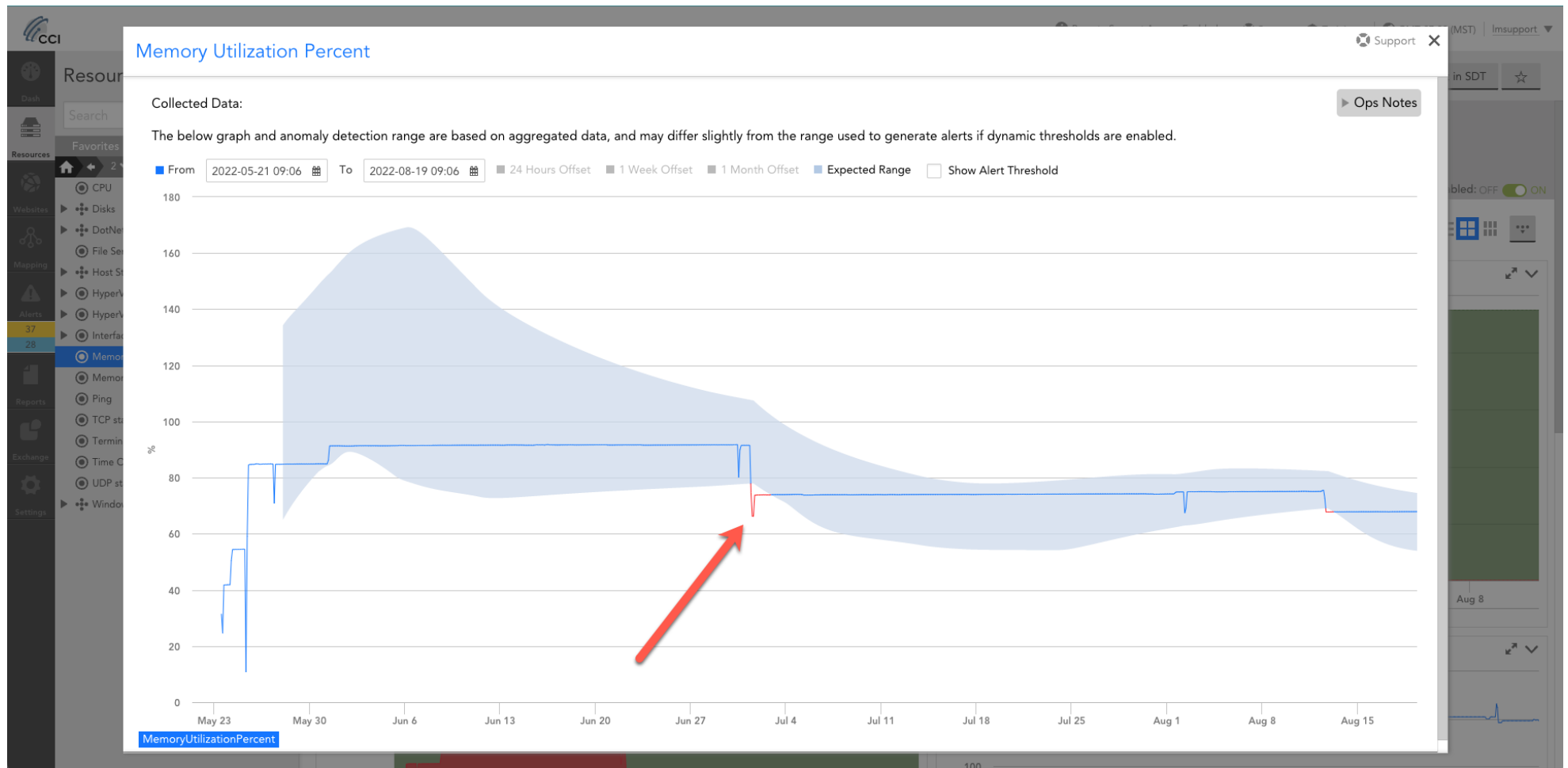
Escalating Alert Severities

CCI Alerts										
Last refresh: 08:39 AM										
Filter Alerts...										
SDT: All ACK: No Anomaly: All Cleared: All LogicModule: All Clear										
Past day										
Severity	Reported At	Resource	LogicModule	Instance	Datapoint	Alert Value	Alert Rule	Threshold	Escalation Chain	Re
Critical	08:15 AM (24 minutes ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Critical	05:20 AM (3 hours ago)	Core Router 192.248.234.163	Cisco IPSec Aggregate Tunn	Cisco_IPSec_AggregateTunn	TunnelActiveTime_Seconds	964.04	CCI Network Services	< 3600 3600 3600	CCI Network Services	SV
Cleared	07:25 AM (an hour ago)	Host 136.179.21.226	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Hy
Cleared	04:15 AM (4 hours ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Cleared	03:35 AM (5 hours ago)	Host 136.179.21.226	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Hy
Cleared	12:43 AM (8 hours ago)	63.76.57.101	Windows System Event Log	Windows System Event Log	4321	The name "WIN-LOIV44Q...	CCI Network Services		CCI Network Services	As
Cleared	12:43 AM (8 hours ago)	Ashburn	Windows System Event Log	Windows System Event Log	4321	The name "WIN-LOIV44Q...				Cc
Cleared	12:15 AM (8 hours ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Cleared	Aug 18 11:45 PM (9 hours ago)	Host 136.179.21.226	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Hy
Cleared	Aug 18 10:35 PM (10 hours ago)	SLC Verizon Cisco ASA IPSec	Cisco IPSec Aggregate Tunn	Cisco_IPSec_AggregateTunn	TunnelActiveTime_Seconds	3567		< 3600 3600 3600		Cc
Cleared	Aug 18 08:15 PM (12 hours ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Cleared	Aug 18 07:55 PM (13 hours ago)	Host 136.179.21.226	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Hy
Cleared	Aug 18 04:15 PM (16 hours ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Cleared	Aug 18 12:15 PM (20 hours ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Cleared	Aug 18 05:11 PM (15 hours ago)	Dev Server 209.170.247.68	HyperV Virtual CPU	Win_HyperV_CPU-69 Breke	TotalRunTime_Utilization	64.789		> 50 60 80		Cc
Warning	07:51 AM (an hour ago)	63.76.57.54	Failed Logon	Failed Logon	4625	An account failed to log o...				As
Warning	07:42 AM (an hour ago)	Host 136.179.21.226	Failed Logon	Failed Logon	4625	An account failed to log o...				Hy
Warning	07:22 AM (an hour ago)	Core Switch 8.36.236.34	Uptime	SNMP_Host_Uptime	Uptime	No Data				Gr
Cleared	08:03 AM (36 minutes ago)	Core Switch 8.36.236.34	Power Supplies	Cisco_System_PowerSupplie	Status	No Data				Gr
Cleared	07:53 AM (an hour ago)	Core Switch 8.36.236.34	Power Supplies	Cisco_System_PowerSupplie	Status	No Data				Gr
Cleared	07:36 AM (an hour ago)	65.200.26.3	Failed Logon	Failed Logon	4625	An account failed to log o...				Ve

Effective Planning with Forecasting



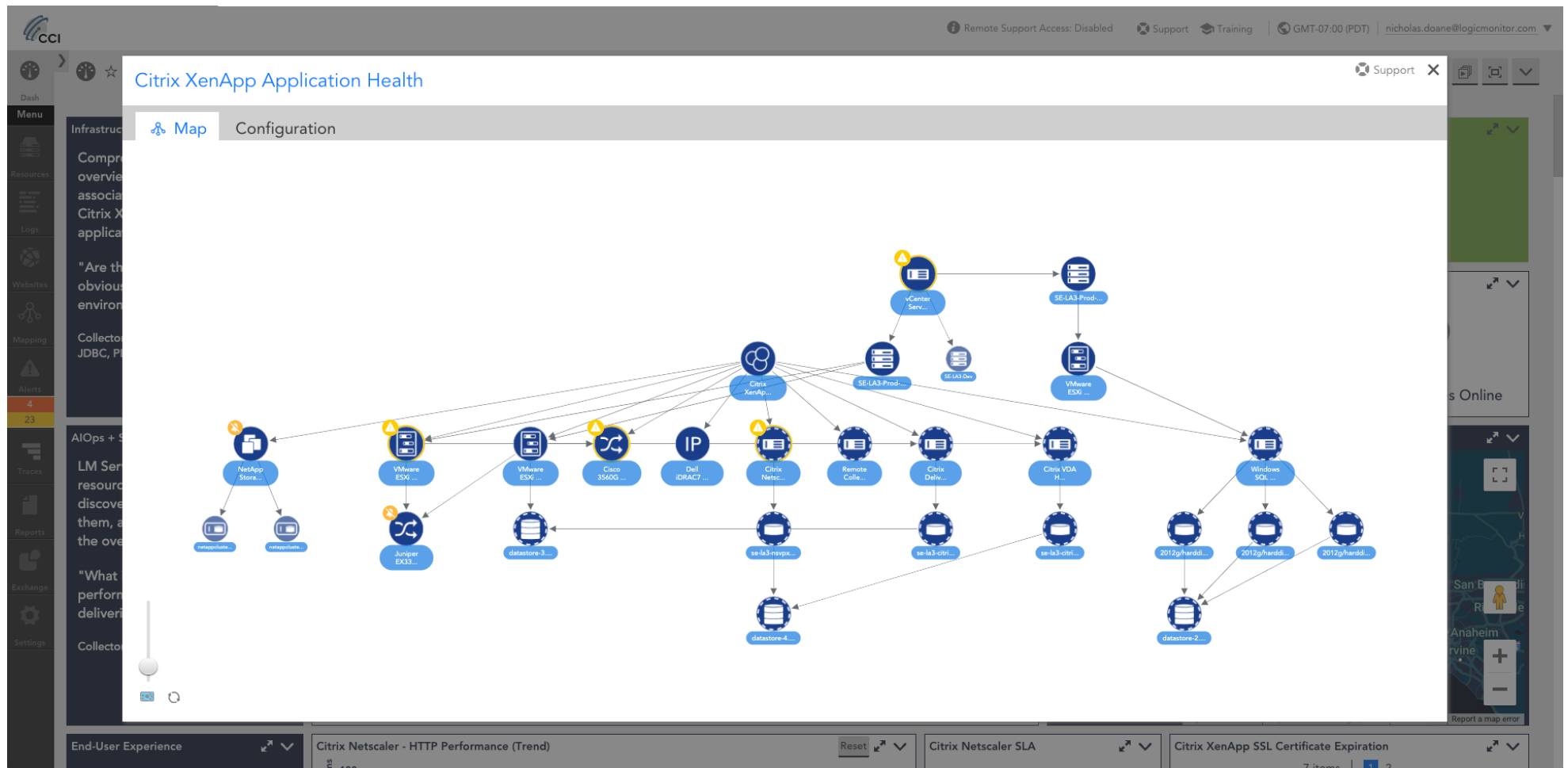
Detect and Investigate Metrics Anomalies



**Reduce or
Eliminate
Downtime.**



True Single Pane of Glass



Route and Escalate Alerts Intelligently

Remote Support Access: Disabled
Support Training
GMT-07:00 (PDT)
nicholas.doane@logicmonitor.com

Account Information

Alert Settings

Alert Rules

Root Cause Analysis

Escalation Chains

External Alerting

Recipient Groups

Collectors

Integrations

Ops Notes

LogicModules

DataSources

EventSources

ConfigSources

PropertySources

TopologySources

JobMonitors

AppliesTo Functions

SNMP SysOID Maps

Message Templates

Alert Messages

New User Message

NetScan

NetScans

Unmonitored Devices

User Access

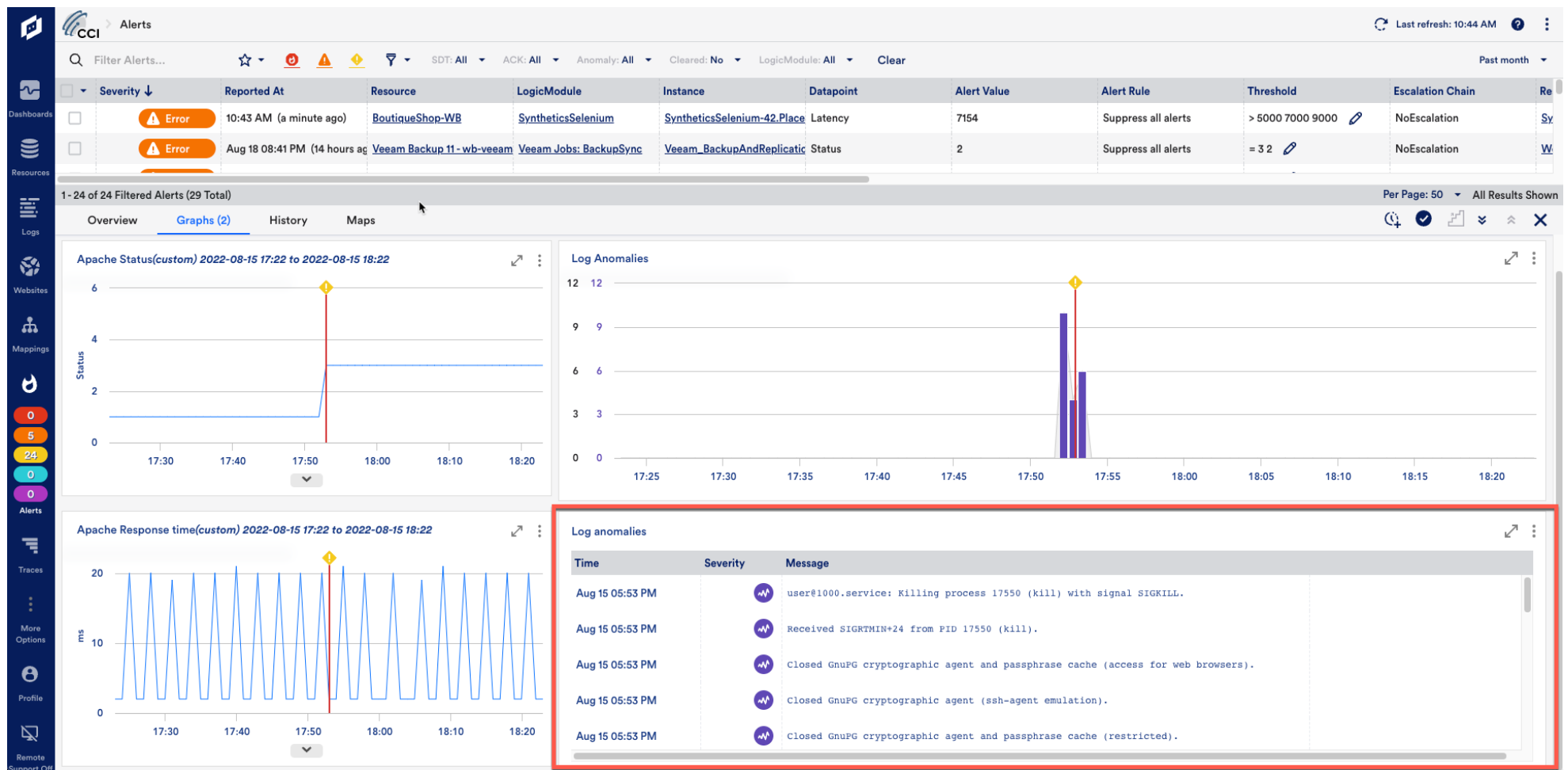
Users & Roles

Single Sign On

Escalation Chains
Add

Icon	Name	Description	Stages	Frequency	Actions
	BLG - Co-managed Alerts	Notifies the BLG Noc via Servicedesk, stage 2 opens a WB Services SNOW Ticket	Stage 1: wb.noc.user (BLG - Jira Servicedesk) Stage 2: wb.noc.user (ServiceNow Integration)	Disabled	
	Collector Down Alerts		Stage 1: SalesDemo Team , Demo_alerts_WB (Slack V2 to #SalesDemo-Alerts)	10 alerts/10 minutes	
	FMC - Production Team		Stage 1: wb.noc.user (FMC - PagerDuty Prod)	20 alerts/10 minutes	
	FreshDesk - Alerting Integration		Stage 1: adminkerry (FreshDesk Integration)	10 alerts/10 minutes	
	Jira Service Desk Cloud - Alerting Integration		Stage 1: adminkerry (Jira Service Desk Cloud Integration)	10 alerts/10 minutes	
	Microsoft Teams - Alerting Integration		Stage 1: kerry.devilbiss@logicmonitor.com (Microsoft Teams)	10 alerts/10 minutes	
	Network Team		Stage 1: NOC team Stage 2: Network Team Stage 3: Manager	5 alerts/5 minutes	
	NOC team		Stage 1: NOC team	5 alerts/5 minutes	
	NoEscalation	No recipients in any stages		20 alerts/10 minutes	
	Opsgenie - Mon-Fri		Mon Tue Wed Thu Fri from 08:00 to 18:00 PDT Stage 1:	20 alerts/10 minutes	
	PagerDuty		Stage 1: jon.blake@logicmonitor.com (PagerDuty Integration)	20 alerts/10 minutes	
	Server Team		Stage 1: NOC team Stage 2: Server Team Stage 3: Manager	5 alerts/5 minutes	
	Storage Team		Stage 1: NOC team Stage 2: Storage Team Stage 3: Manager	5 alerts/5 minutes	
	Technician at MagicRooster		Stage 1: Technician at MagicRooster LLC	5 alerts/5 minutes	
	Ticket - Email - Text - Call	Four-stage Escalation Chain	Stage 1: adminkerry (ServiceNow Integration) Stage 2: adminkerry (email) Stage 3: adminkerry (sms) Stage 4: adminkerry (voice)	20 alerts/10 minutes	
	Time-Based Escalation Chain		Mon Tue Wed Thu Fri from 08:00 to 18:00 PDT Stage 1: Slack_Integration (Slack Integration) Stage 2: NOC team Mon Tue Wed Thu Fri from 18:00 to 08:00 PDT Stage 1: On-Call staff Stage 2: Manager Sun Sat PDT Stage 1: On-Call staff	Disabled	

Find the Needle in the Haystack



The CCI Advantage

**Proactive alerts
and carrier
ticketing**

**Stored metrics –
for capacity
planning and
futureproofing**

**Detailed data &
metrics**

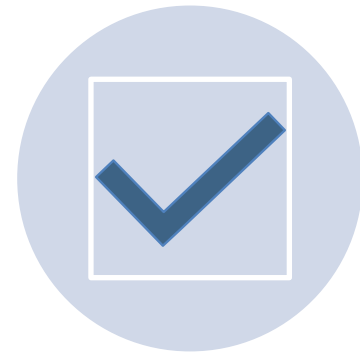


**Status,
availability and
performance
reports**

Why CCI Network Monitoring Services?



LOW COST



COMPLETE SOLUTION

Join us next month!



- 1 **zayo**
October 6, 2022
10:00 AM MT
- 2 **verizon**✓
October 13, 2022
10:00 AM MT
- 3 **LUMEN**®
October 20, 2022
10:00 AM MT

