



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

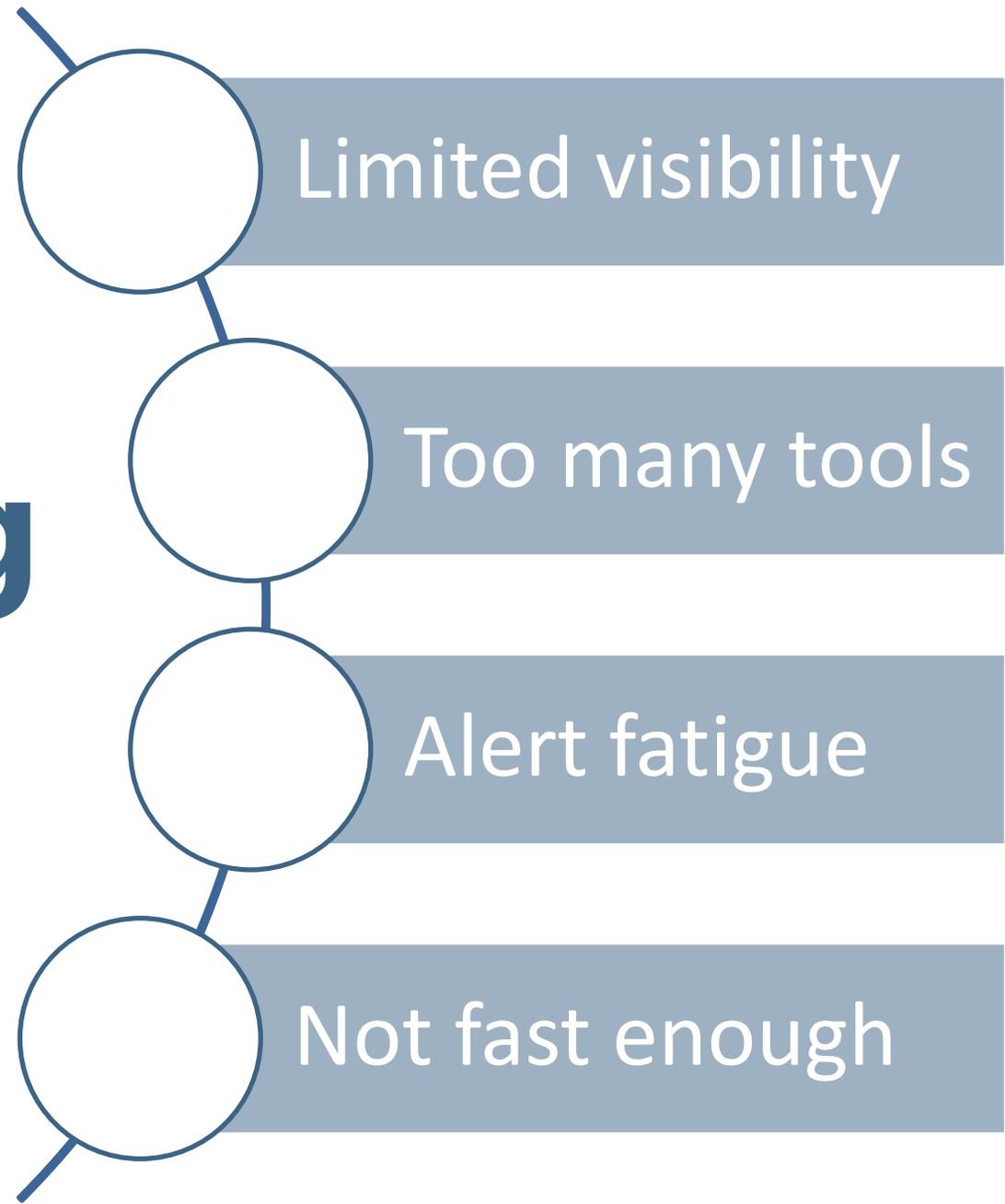
The leader in intelligent communications

Custom solutions delivered globally

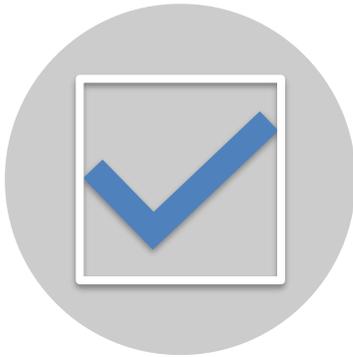
White glove customer service

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?



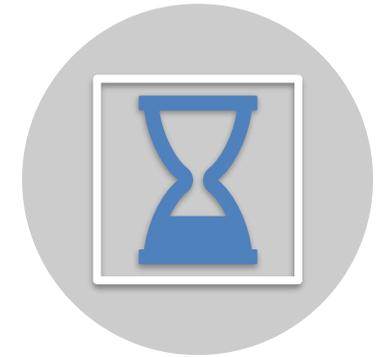
CCI NMS will help you...



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

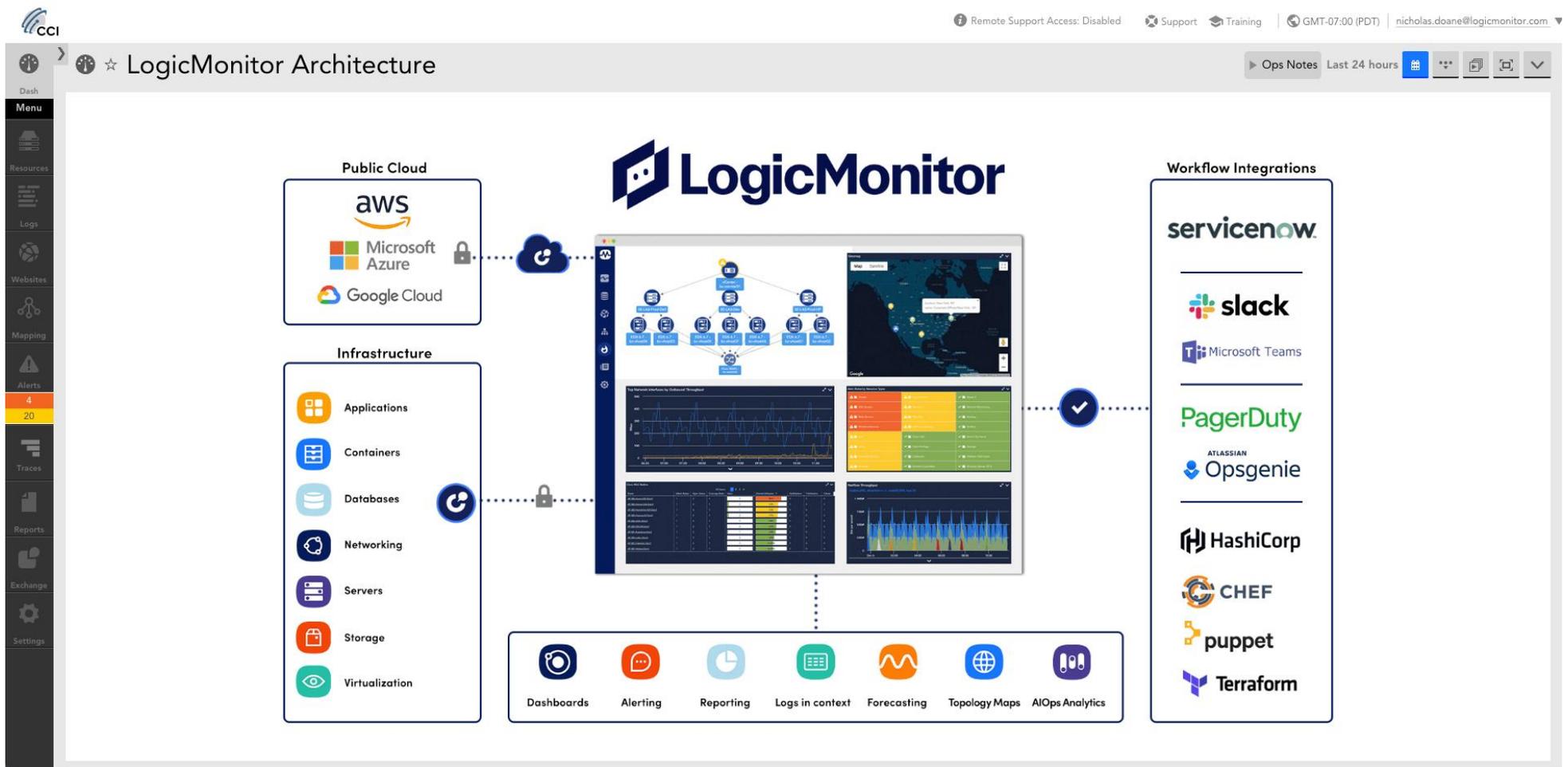
Advance your operational maturity with CCI Network Monitoring.

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

**Enable
Productivity**



Cloud-hosted SaaS Platform



Onboard Quickly & Easily

CCI

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

Unmonitored Devices

Filters: Device Types: All | NetScan: All | Netscan ID: All | Netscan Status: Active

Search

Actions (0)

Settings

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

The screenshot displays the Cisco Config Viewer interface for a Cisco IOS device. The main window shows a configuration diff between two snapshots: 2022-08-02 10:23 and 2022-07-06 12:23. The diff is presented in a side-by-side view, with the left column representing the earlier configuration and the right column representing the later one. A red box highlights the changes in the configuration comments, specifically the timestamps and the user 'admin' who performed the updates.

Line	2022-08-02 10:23	2022-07-06 12:23
1	!	!
2	!	!
3	! Last configuration change at 10:12:49 MST Tue Aug 2 2022 by admin	! 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	version 15.2
7	no service pad	no service pad
8	service timestamps debug uptime	service timestamps debug uptime
9	service timestamps log datetime localtime	service timestamps log datetime localtime
10	no service password-encryption	no service password-encryption
11	service compress-config	service compress-config
12	service counters max age 5	service counters max age 5
13	!	!
14	hostname CCI_SLC_3850_Stacked	hostname CCI_SLC_3850_Stacked
15	!	!
16	boot-start-marker	boot-start-marker
17	boot-end-marker	boot-end-marker
18	!	!
19	!	!
20	vrf definition Mgmt-vrf	vrf definition Mgmt-vrf
21	!	!
22	address-family ipv4	address-family ipv4
23	exit-address-family	exit-address-family
24	!	!
25	address-family ipv6	address-family ipv6
26	exit-address-family	exit-address-family
27	!	!
28	logging console emergencies	logging console emergencies
29	!	!
30	!	!
31	!	!

At the bottom of the interface, there is a log of configuration changes and alerts:

- 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

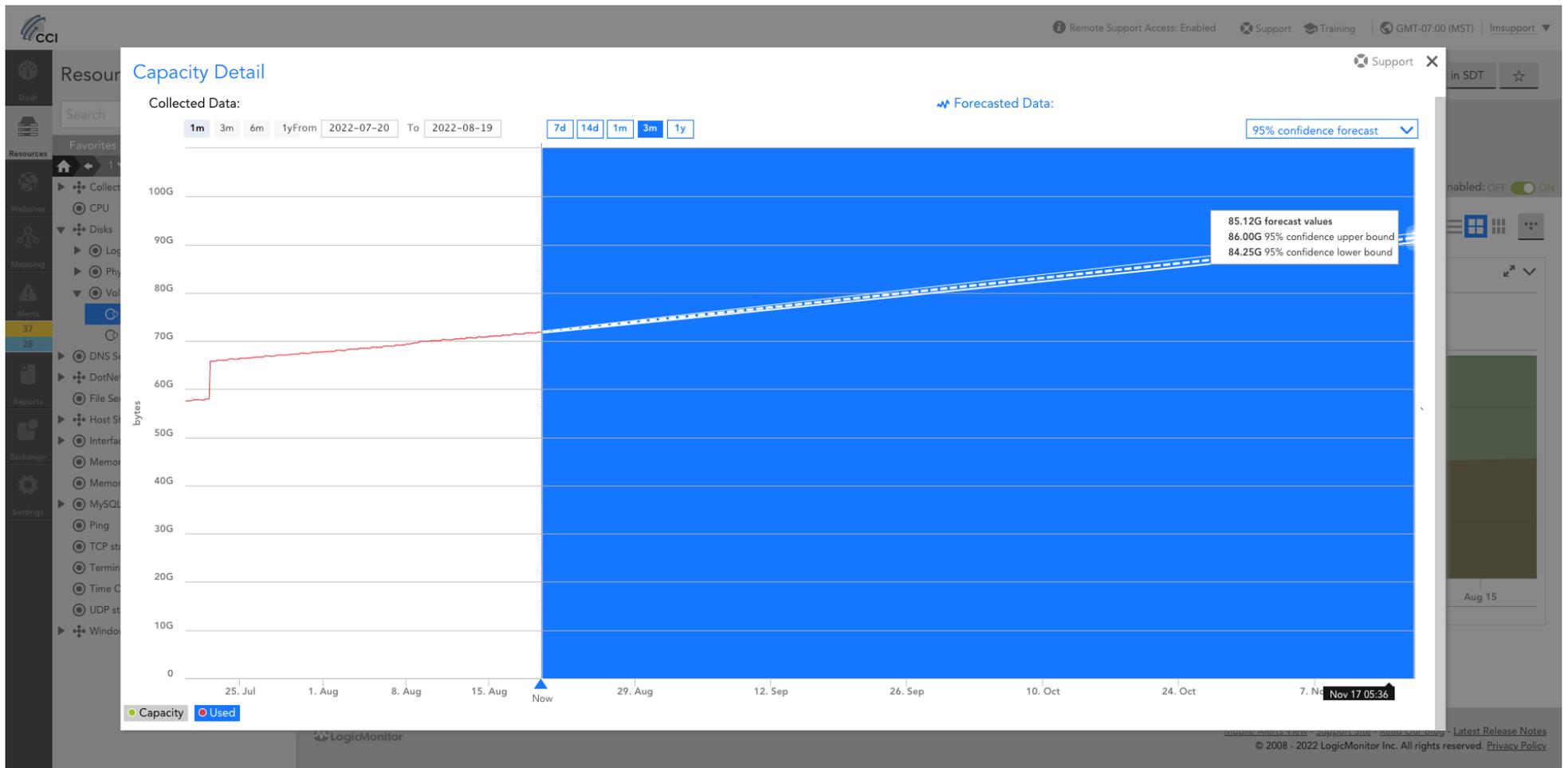
Filter Alerts... Past day

SDT: All ACK: No Anomaly: All Cleared: All LogicModule: All Clear

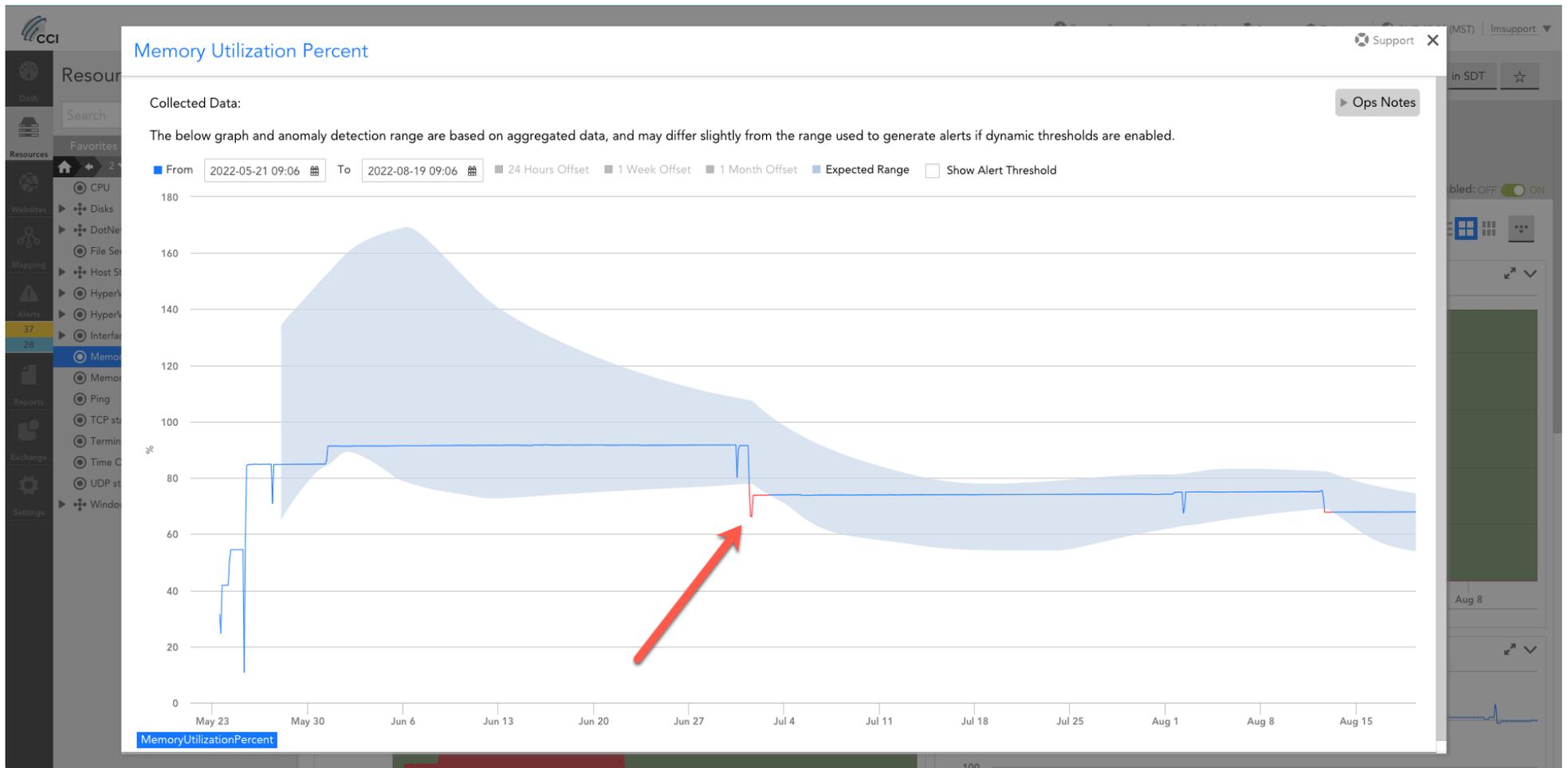
Severity	Reported At	Resource	LogicModule	Instance	Datapoint	Alert Value	Alert Rule	Threshold	Escalation Chain	Re
Critical	08:15 AM (24 minutes ago)	Host 136.179.21.227	Windows System Event Log	Windows System Event Log	36874	An TLS 1.2 connection req...	CCI Network Services		CCI Network Services	Cc
Critical	05:20 AM (3 hours ago)	Core Router 192.248.234.163	Cisco IPSec Aggregate Tunne	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 Tunne	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 Brekek	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

1 - 50 of 134+ Alerts Per Page: 50 Page: 1 of 3

Effective Planning with Forecasting



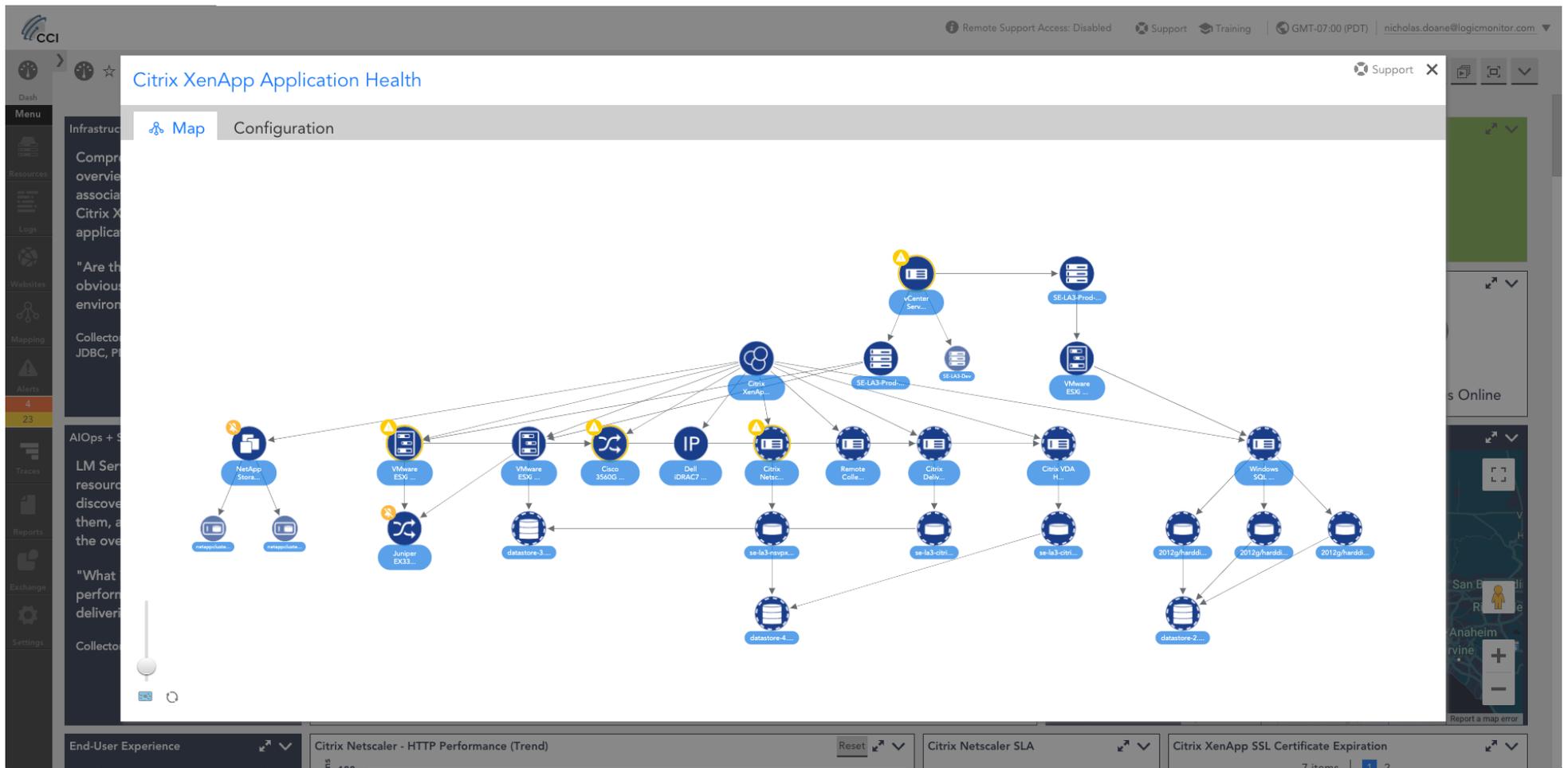
Detect and Investigate Metrics Anomalies



**Reduce or
Eliminate
Downtime.**



True Single Pane of Glass



Route and Escalate Alerts Intelligently

Account Information | Alert Settings | 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

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

Escalation Chains

Name	Description	Stages	Frequency	Status	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	Trash
Collector Down Alerts		Stage 1: SalesDemo Team , Demo_alerts_WB (Slack V2 to #SalesDemo-Alerts)	10 alerts/10 minutes		Trash
FMC - Production Team		Stage 1: wb.noc.user (FMC - PagerDuty Prod)	20 alerts/10 minutes		Trash
FreshDesk - Alerting Integration		Stage 1: adminkerry (FreshDesk Integration)	10 alerts/10 minutes		Trash
Jira Service Desk Cloud - Alerting Integration		Stage 1: adminkerry (Jira Service Desk Cloud Integration)	10 alerts/10 minutes		Trash
Microsoft Teams - Alerting Integration		Stage 1: kerry.devilbiss@logicmonitor.com (Microsoft Teams)	10 alerts/10 minutes		Trash
Network Team		Stage 1: NOC team Stage 2: Network Team Stage 3: Manager	5 alerts/5 minutes		Trash
NOC team		Stage 1: NOC team	5 alerts/5 minutes		Trash
NoEscalation	No recipients in any stages		20 alerts/10 minutes		Trash
Opsgenie - Mon-Fri		Mon Tue Wed Thu Fri from 08:00 to 18:00 PDT Stage 1:	20 alerts/10 minutes		Trash
PagerDuty		Stage 1: jon.blake@logicmonitor.com (PagerDuty Integration)	20 alerts/10 minutes		Trash
Server Team		Stage 1: NOC team Stage 2: Server Team Stage 3: Manager	5 alerts/5 minutes		Trash
Storage Team		Stage 1: NOC team Stage 2: Storage Team Stage 3: Manager	5 alerts/5 minutes		Trash
Technician at MagicRooster		Stage 1: Technician at MagicRooster LLC	5 alerts/5 minutes		Trash
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		Trash
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		Trash

Find the Needle in the Haystack

The screenshot displays a monitoring dashboard with the following components:

- Alerts Table:** A table listing alerts with columns for Severity, Reported At, Resource, LogicModule, Instance, Datapoint, Alert Value, Alert Rule, Threshold, Escalation Chain, and Re. Two alerts are visible, both marked as 'Error'.
- Alerts Summary:** A bar indicating '1-24 of 24 Filtered Alerts (29 Total)'.
- Graphs:** Two line graphs are shown. The first, 'Apache Status(custom)', shows a spike in status at 17:50. The second, 'Apache Response time(custom)', shows a spike in response time at the same time.
- Log Anomalies:** A bar chart and a detailed log table are shown. The log table lists several anomalies with their times, severities, and messages.

Severity	Reported At	Resource	LogicModule	Instance	Datapoint	Alert Value	Alert Rule	Threshold	Escalation Chain	Re
Error	10:43 AM (a minute ago)	BoutiqueShop-WB	SyntheticsSelenium	SyntheticsSelenium-42.Place	Latency	7154	Suppress all alerts	> 5000 7000 9000	NoEscalation	Sy
Error	Aug 18 08:41 PM (14 hours ago)	Veeam Backup 11 - wb-veeam	Veeam Jobs: BackupSync	Veeam_BackupAndReplicatic	Status	2	Suppress all alerts	= 3 2	NoEscalation	W

Time	Severity	Message
Aug 15 05:53 PM	Warning	user@1000.service: Killing process 17550 (kill) with signal SIGKILL.
Aug 15 05:53 PM	Warning	Received SIGRTMIN+24 from PID 17550 (kill).
Aug 15 05:53 PM	Warning	Closed GnuPG cryptographic agent and passphrase cache (access for web browsers).
Aug 15 05:53 PM	Warning	Closed GnuPG cryptographic agent (ssh-agent emulation).
Aug 15 05:53 PM	Warning	Closed GnuPG cryptographic agent and passphrase cache (restricted).

The CCI Advantage

**Proactive alerts
and carrier
ticketing**

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

**Detailed data &
metrics**

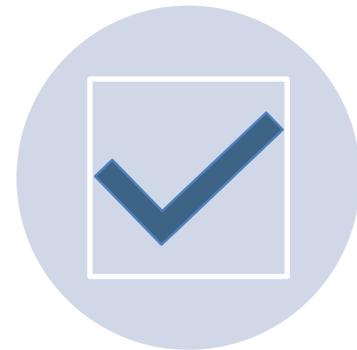


**Status,
availability and
performance
reports**

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

