Cisco OnPlus Service

Economical Managed Network Services

Cisco OnPlus™ Service is a simple, affordable cloud-based platform that delivers managed network services by offering assessment, management and advisement capabilities for small to medium-sized networks (1000 users or less). The OnPlus service will also help support specialty IT practices such as security, voice and wireless, as well as the deployment and management of cloud services.

Users can get started with the OnPlus Service by using the browser-based Cisco OnPlus Scanner, available at no cost, which provides a simple way to get inventory and product lifecycle status for discovered Cisco® devices. To get the full OnPlus Service, users can install the Cisco OnPlus ON100 Network Agent appliance at each site for proactive monitoring and management of all devices on the network.

The Cisco OnPlus ON100 Network Agent is installed on the network. It discovers all network devices, both Cisco and non-Cisco, and collects data on those devices – as well as providing status on overall network health. Through a persistent connection to the Internet, the OnPlus ON100 Network Agent transmits this data to a secure data center and provides the following:

Assessments are provided through the discovery, monitoring, and display of the network in topology and inventory views. OnPlus ON100 Network Agent will discover and monitor all devices on a network; this is not limited to Cisco products. With highly secure access and immediate visibility into networks from anywhere, at any time, to any connected device, OnPlus enables users to assess the network's status and perform actions proactively versus reactively.

Comprehensive Service with a consistent, superior monitoring and management experience is offered for Cisco devices (support for third-party devices will vary). Users have the ability to define and customize alert thresholds and notification rules to enable proactive support. Additionally, OnPlus will alert users to warranty and service contract status, and to end-of-sale and end-of-support notifications related to Cisco products. The service also supports configuration backup and restoration, as well as application of Cisco IOS® Software or firmware updates.

The OnPlus **reporting** function creates periodic reports on a variety of topics, ranging from network status to a complete network inventory report. These can be created in a PDF or downloaded as a CSV file. As future capabilities are added, OnPlus will also provide recommendations on the availability of new products, features, or improvements pertaining to the management of the network.

Features and Benefits

Simple deployment: The Cisco OnPlus ON100 Network Agent is small and unobtrusive, less than 6 inches square, and can be activated in minutes. It can be powered by a connection to a Power over Ethernet (PoE) port on a switch or with an external power adapter.

Mobile monitoring, management, and device discovery: Cisco OnPlus service can be accessed anywhere with any connected device, including a smartphone, tablet, or laptop, to proactively track network status, troubleshoot issues, and perform configuration changes. Users can receive alerts, check site or device status, read log files, back up configurations, and view network topology. OnPlus offers the best experience with supported Cisco devices. For a current list of Cisco tested devices, visit https://supportforums.cisco.com/docs/DOC-17501.

Network topology view for easy moves, additions, and changes: The OnPlus service portal displays a logical topology diagram of all discovered devices in the network, and lets partners manually add, modify, and remove devices in the topology.

Dashboard view of network status and inventory: An intuitive dashboard displays in-depth information about customer networks and sites. Customizable views include device icons, condition level, status check, category of device and device name, description, MAC address, and IP address. For Cisco devices, OnPlus also displays the status of the product warranty, service contracts, field notices, and end-of-life notifications for hardware and software.

Detailed reporting: OnPlus can generate reports based on templates or create custom reports for specific customers or sites. The report can be viewed as part of a dialogue with the customer, or can be generated regularly and sent via email to a customer or partner.

NTOP integration: This network tool provides a more in-depth view into the network for troubleshooting network performance issues, enabling the user to view bandwidth usage, NetFlow, network load, and service provider performance.

Ongoing functional updates: As a cloud-based service, OnPlus automatically pushes new features and functions to subscribers when they become available. Cisco partners enjoy consistent access to the latest OnPlus features and capabilities, without the need for manual software updates.

Simplified ordering: A single, affordable part number includes a 3-year subscription to the OnPlus service and one ON100 network agent. No additional service contract is needed for Cisco support of OnPlus.

Limited lifetime warranty: The Cisco OnPlus ON100 Network Agent includes a limited lifetime hardware warranty.

Getting Started

1 Go to www.cisco-onplus.com and log in with your Cisco.com username and password.

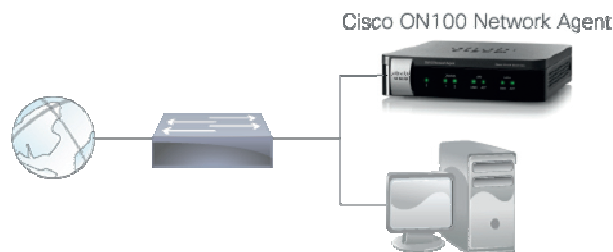**2** Create a customer entry using the "Add Customer" button.

+ Add Customer

3 Collect network inventory using OnPlus Scanner.

🔍 Scan

OR:

Connect your Cisco ON100 Network Agent to the network.

Cisco ON100 Network Agent

4 Activate your network agent, using the unique activation ID that was created in step 2, or simply use the "Activate Now" function.

Activate Now

5 Start managing network sites today. Within a few minutes a detailed network topology will be displayed so you can begin taking action.

Security

Cisco OnPlus is a secure service that takes many precautions to protect customer data. For more detailed information, please see the detailed security white paper at:

www.cisco.com/en/US/prod/collateral/netmgtsw/ps5734/ps11792/whitepaper_c11-690328.pdf.

Network Device Support

Table 1 provides an overview of supported monitoring and management functions for network devices.

Table 1.   Network Device Support

	Basic Capabilities (all networked devices)	Extended Capabilities (supported Cisco devices)
Network inventory collection		Cisco inventory and product lifecycle status using OnPlus Scanner
Discovery	Discovery using Bonjour, Universal Plug and Play (UPnP), Cisco Discovery Protocol, Address Resolution Protocol (ARP), Dynamic Host Configuration Protocol (DHCP), Internet Control Message Protocol (ICMP), NetBIOS, Server Message Block/Common Internet File System (SMB/CIFS), Service Location Protocol (SLP), and Windows Management Interface (WMI)	Discovery plus complete inventory (serial number, firmware version); displays Cisco device icon
Remote access	Launch device manager	Launch device manager
Monitoring	Device status, IP change	Device status, including performance, access requests, configuration, firmware
Cisco IOS Software and firmware		IOS software and firmware updates
Configuration		Backup and restore
Product lifecycle status		Warranty, service contract, hardware and software end of life, field notices, and security notifications

Product Specifications

Table 2 provides specifications for the Cisco OnPlus Service.

Table 2.   Product Specifications

Device Monitors – Alert Generation	
Network measurements	Jitter
	Packet loss
	Latency
Network	Duplicate IP detection
	DHCP server stability
	IP change detection
	ICMP host performance and status HTTP/HTTPS service monitor
	Generic tunneling
	TCP/User Datagram Protocol (UDP) generic availability monitor
Stability checks	Internet Mail Access Protocol (IMAP)/Post Office Protocol 3 (POP3) mail service monitor
	Simple Mail Transfer Protocol (SMTP): outgoing mail service
Device stability	WMI: Disk free, disk status, memory free, process exists

Device Monitors – Alert Generation	
Application availability	IMAP/POP3 mail service monitor
	SMTP: outgoing mail service
OnPlus ON100 Network Agent Monitors	
Monitors	CPU load monitor
	Free memory monitor
Configuration	
Device configuration	Simple browser-based device manager (HTTP)
Management	
Device management	Web browser through HTTP
OnPlus ON100 Basic Specifications – Protocols and Standards	
Standards	IEEE 802.3, 802.3u
	IEEE 802.3af (PoE)
	802.1Q (for native VLAN only)
	USB 2.0
	IPv4 (RFC 791)
Network protocols	DHCP v4 static IP
Device discovery protocols	ARP
	Bonjour
	Cisco Discovery Protocol
	DHCP detection
	ICMP
	NetBIOS
	SMB/CIFS
	SLP
	UPnP
	WMI
Security	HTTPS
	X.509 certificate (self-signed)
OnPlus ON100 System Specifications	
Power	12V 1A
Certifications	FCC Part 15, ICES-003, CE, UL
Operating temperature	0° to 40°C (32° to 104°F)
Storage temperature	–30° to 60°C (–22° to 140°F)
Operating humidity	10% to 85% noncondensing
Storage humidity	5% to 95% noncondensing

Ordering Information

Cisco OnPlus service is available through major distributors and Cisco partners. Table 3 provides ordering information.

Table 3. Ordering Information

Description	SKU
One 3-year subscription to Cisco OnPlus Service and one Cisco OnPlus ON100 Network Agent	ON100-K9

For More Information

For More information about Cisco Onplus, contact your Ingram Micro Account Manager on 0871 973 3000

CISCO

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