

Managed Console Switch Technology Service Description

Overview

This document provides information relating to the management and monitoring of console switch under the standard MCN offering. The monitoring, configuration, limitations, and available service requests are outlined hereunder.

Client Responsibilities and Prerequisites


In addition to the pre-requisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable.

- Out of band connectivity (dedicated OOB circuit, or NTT shared access if not PCI compliant)
- Provision of specific serial interfaces/cables for each technology.
- For Clients subject to PCI compliance, a dedicated management firewall needs to be deployed.
- For Clients subject to PCI compliance, the OOB access must be dedicated for compliance reasons and shared OOB networks cannot be used.

Technology Specific Operations

Monitors

The following technology specific monitors can be configured by default:

Monitor	Description	Alerts	Performance Info	Resolution	Poll Interval (sec)
Ping/Network	Time taken for responding to a ping from a poller and the packet loss		Graphs of the parameter measured over time	Engineering teams will diagnose the connectivity issue and follow the process to investigate and inform / escalate to the Client if needed.	60

Configuration Management

Device configuration backups are included in the standard offering and are described in more detail in the MCN Managed Configuration Backup Service Description

Firmware Maintenance

There are no specific requirements for firmware maintenance of the technology. Firmware maintenance is administered in accordance with the standard MCN processes. Refer to the MCN Common Network Management Service Description for further information.

Supported Configurations

- PCI-compliant and non-PCI-compliant environments
- Console switches installed in client premises / Colocation Datacenter.
- Serial interface/SSH configurations related to device OOB management.

Limitations

- Console switch endpoint configuration doesn't fall within the scope of this TSD.
- Internet Service Provider configuration doesn't fall within the scope of this TSD.

Service Requests

A list of service requests available for this technology can be found in the MCN Request Catalogue.

Technology Transition Tasks

No technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.