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What is Auvik?

Auvik is a cloud-based Network Management, which is an IT asset and network monitoring solution designed for managed service providers to manage their entire network infrastructure, including physical servers, data centers, workstations and more. Built for the MSP environment. Auvik lets you see and manage all your clients from a single dashboard. You install the agent and it goes off and sees what networks it sees. And then it starts querying the device with either the default credentials it has or the ones you've entered yourself.

Auvik is available on a pay-as-you-go basis, which includes email and phone support.

Installation:

It has 3 ways installation options:

- Virtual Machine
- Physical Appliance
- Lightweight windows service

Features:

- Automate network visibility & documentation
- Navigate the network with ease
- The mapping, port discovery, configuration backups and overall ease of use are excellent.
- Intelligently analyse network traffic
- Network discovery and SNMP monitoring. Remote access to network devices without needing to remote into a local computer.
- Put privacy & security first
- Create powerful workflows
- Remote access to routers/switches/devices that do not have their own cloud management. Custom alerting
- Auvik allows you to open vpn tunnels into network.
- Support for Two-factor authentication
- You can give customers read-only access to console
- Two-way automatic synchronization between Auvik alerts and ConnectWise Manage tickets
- A live history of all communications between Auvik and ConnectWise Manage for simpler troubleshooting
- Access to Auvik MSP admin functions through the ConnectWise Automate dashboard
- Device and network data collection housed in one spot to make client network management easier
- Support for over 15,000 devices
- Cloud-based with unlimited storage
- Password management
- Real-time VPN usage data

Plans:

Auvik has 2 plans:

- Essential
- Performance

In both plans, the following are unlimited:

- Number of network sites
- Number of endpoints
- Number of users

Both plans support the following features:

- Network monitoring & alerting
- Global dashboards
- Automated network discovery, mapping & inventory
- Remote management
- Configuration management

The following features are specific to the performance design:

- Network flow monitoring & analytics
- Application visibility powered by machine learning
- Geo IP tracking
- Syslog archiving
- Centralized syslog collection
- Forensic traffic data
- Syslog search, filter, & export capabilities
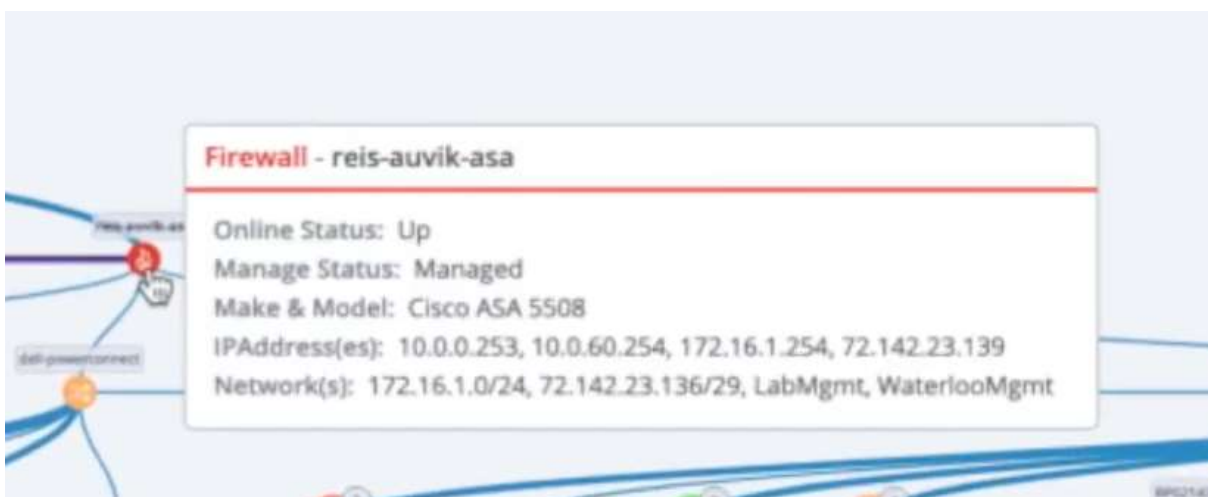
What does Auvik's tool do?

- ➤ **Cloud with Automation:** Empowering and adding efficiency to IT teams.
  - o An out-of-box experience
  - o No outgoing maintenance
  - o Automation for repetitive tasks
  - o Guidance for less-skilled employees
    - ▪ Results: Higher return on IT team investment
- ➤ **Discovery and Intelligence:** Preventing, detecting and resolving issues quickly
  - o Network discovery and inventory
  - o Real-time network map for navigating
  - o Network intelligence for root cause identification
  - o Alerting for rapid response
    - ▪ Results: Lower ticket volume and faster ticket resolution
- ➤ **Visibility and Confidence:** Reducing risk and improving the security posture of IT operations
  - o Visibility into what's on the network and changes as they occur
  - o Tracked access to the network

- o Network lifecycle management
- o Automated network device configuration backups
  - Results: Increased confidence in IT systems

Auvik Dashboard:

After installation of Auvik in your device, it immediately goes to work your network, and is automatically is discovered and fully inventoried. The first think you'll see after discovery is the network topology map. It shows you how everything on the network is physically connected at layer 1 and it can also be used to visualize the logical layer 2 and layer3 topology.

Firewall - reis-auvik-asa

Online Status: Up
Manage Status: Managed
Make & Model: Cisco ASA 5508
IPAddress(es): 10.0.0.253, 10.0.60.254, 172.16.1.254, 72.142.23.139
Network(s): 172.16.1.0/24, 72.142.23.136/29, LabMgmt, WaterlooMgmt

Once we've got the map, we can roll over anything to see some quick details. You can click on any device to drill down wondering if the device is still supported. Quickly see what's covered under a support contract and if critical security updates are still available for the device.

Network Monitoring and Alerts:

The device as part of its network monitoring functionality, Auvik keeps track of performance metrics and key performance indicators of every device it detects. These are tailored to each entity type.
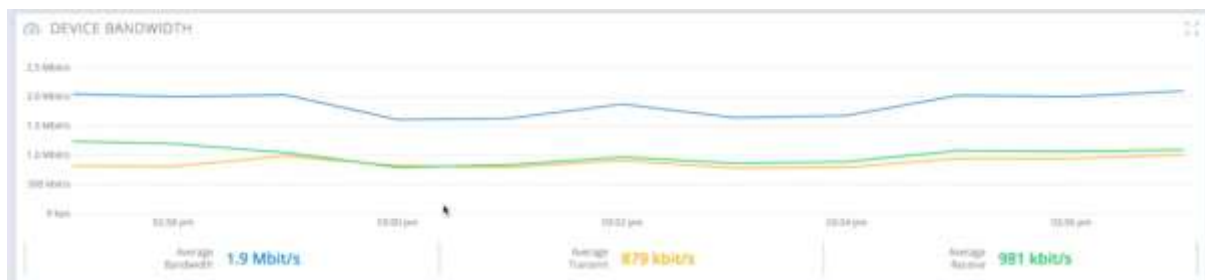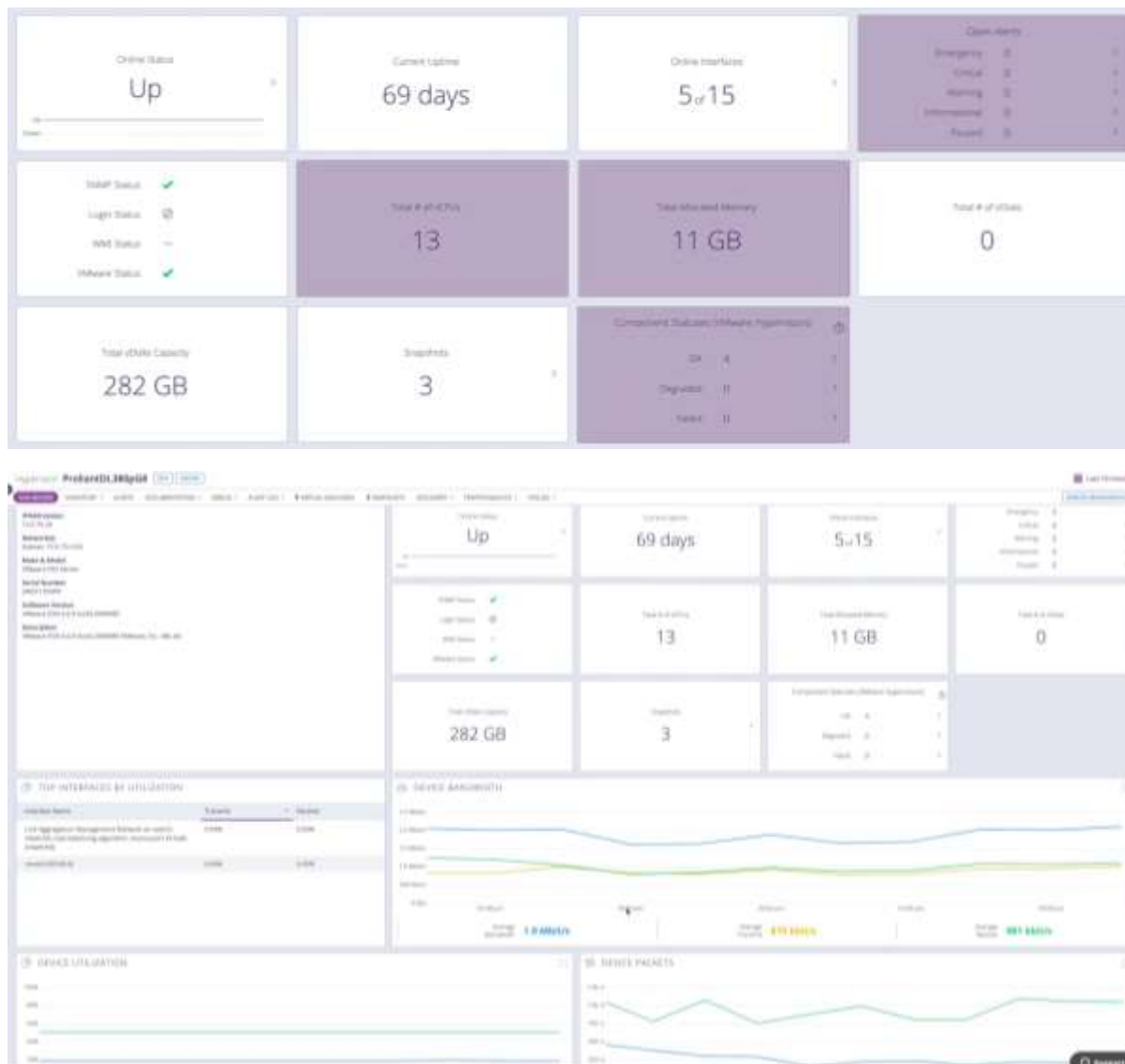

Here we're looking at a firewall, so we're seeing things like current uptime, online interfaces and if we're approaching a licensing or physical limit on remote access VPN usage.
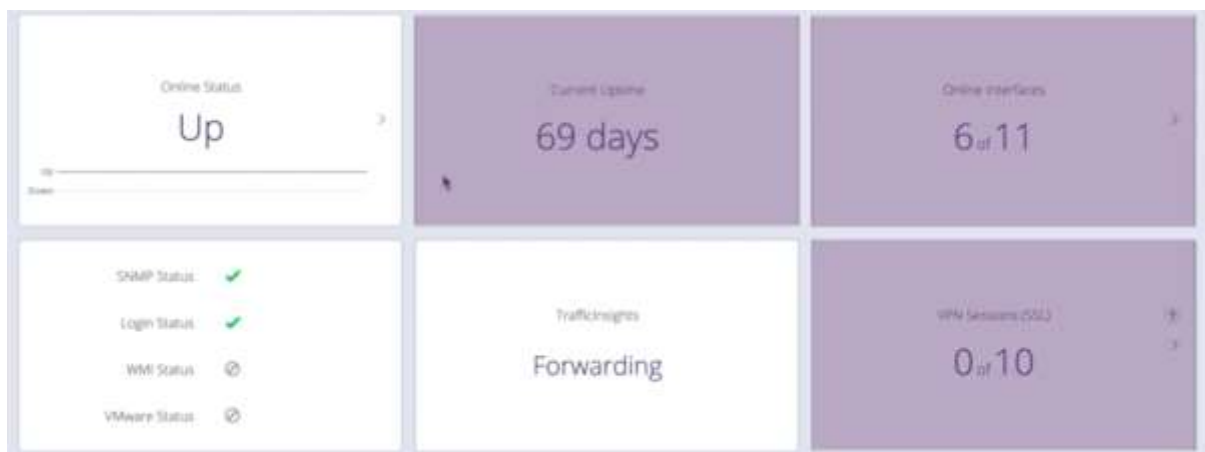
Now if we go back to our map and search for hypervisor, we see things like open alerts, total virtual CPUs, total allocated memory and visibility into any failure hardware components.
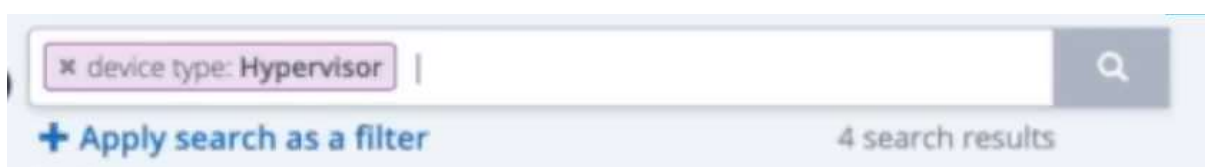
Underneath the high level KPIs are detailed performance and health statistics for the device. You can also roll over the charts for quick detail on the data points. You can change the time frame you're looking at the date selector.

Need to dive deeper, ISP performance metrics, Interface Bandwidth, dreaded packet loss, Historical VPN usage, wireless clients by access point., you can do that in Auvik too.

Managing Alerts:

Another timesaving tool is Manage Alerts, which comes with more than 50 pre-configured and customizable alerts that are directly out of the box. You can easily see all the alerts that are enabled.

If you want you can edit any of these alerts to better match a specific site. You can also create your own customer alerts. There's no limit to the number of alerts you can create and define. Receive your alerts through email, slack or Microsoft teams, etc.
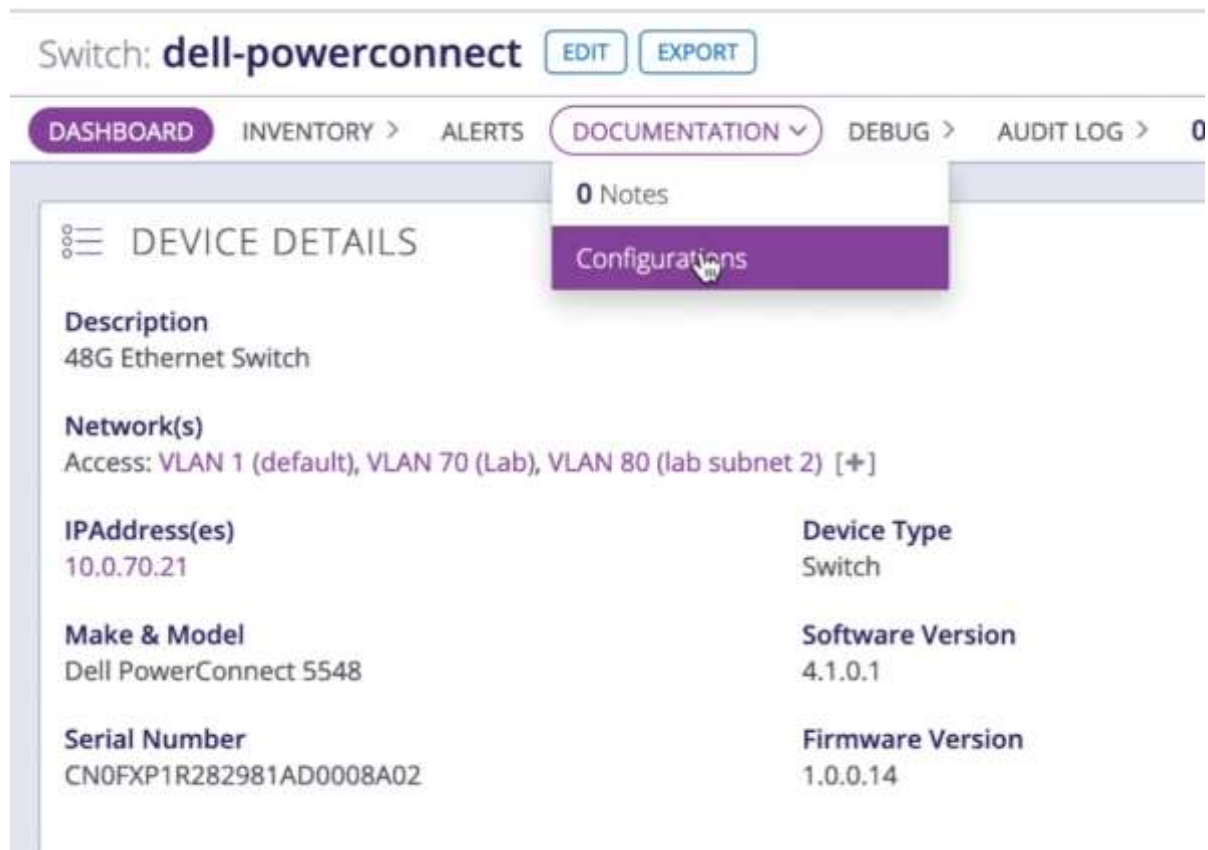
Configuration Backup and Recovery:

Auvik's automated configuration backup can save your team a lot of time and effort.

Click on the configurations tab, it automatically captures and documents the configuration of nearly every network device you see. Auvik automatically detects configuration changes makes a backup and stores the version history. You can go back and look at any of the past version available just by clicking on them.

Troubleshooting:

This is also a timesaving tool especially for remote troubleshooting, s your can really cut down on unscheduled on-site visits starting at the map you can quickly zero in the services interfaces.
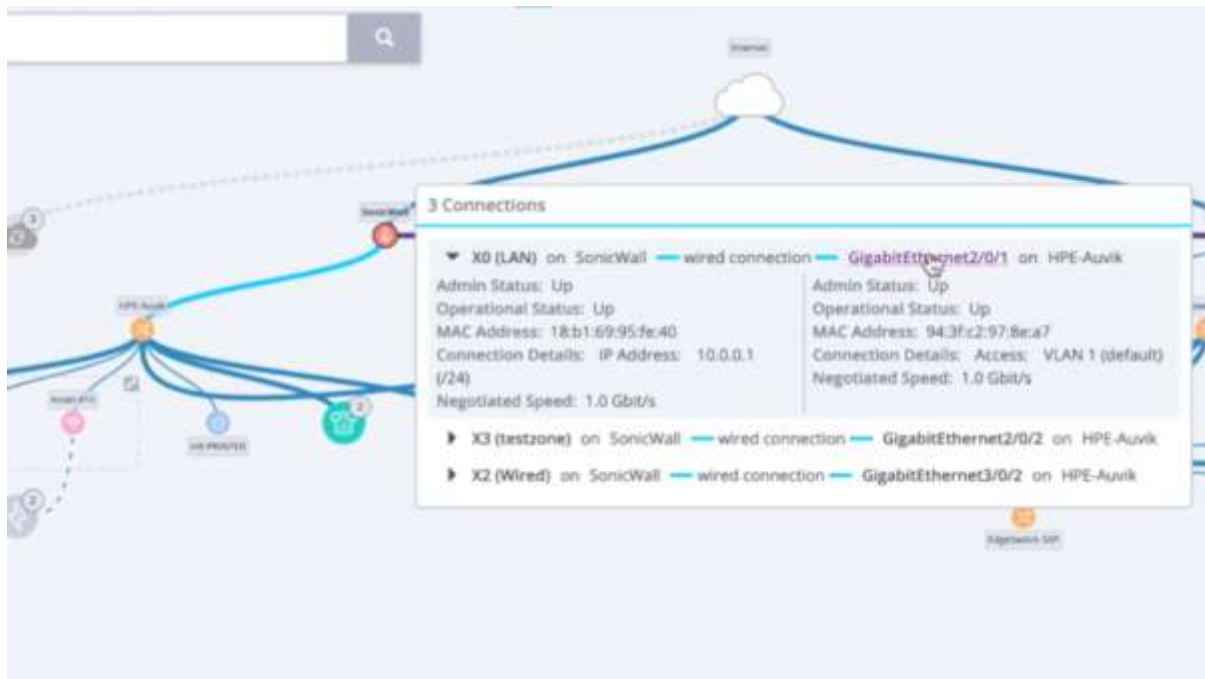
In Auvik, we have another option to use object traffic insights for network traffic analysis which gives you even more information to help you troubleshoot network performance issues.
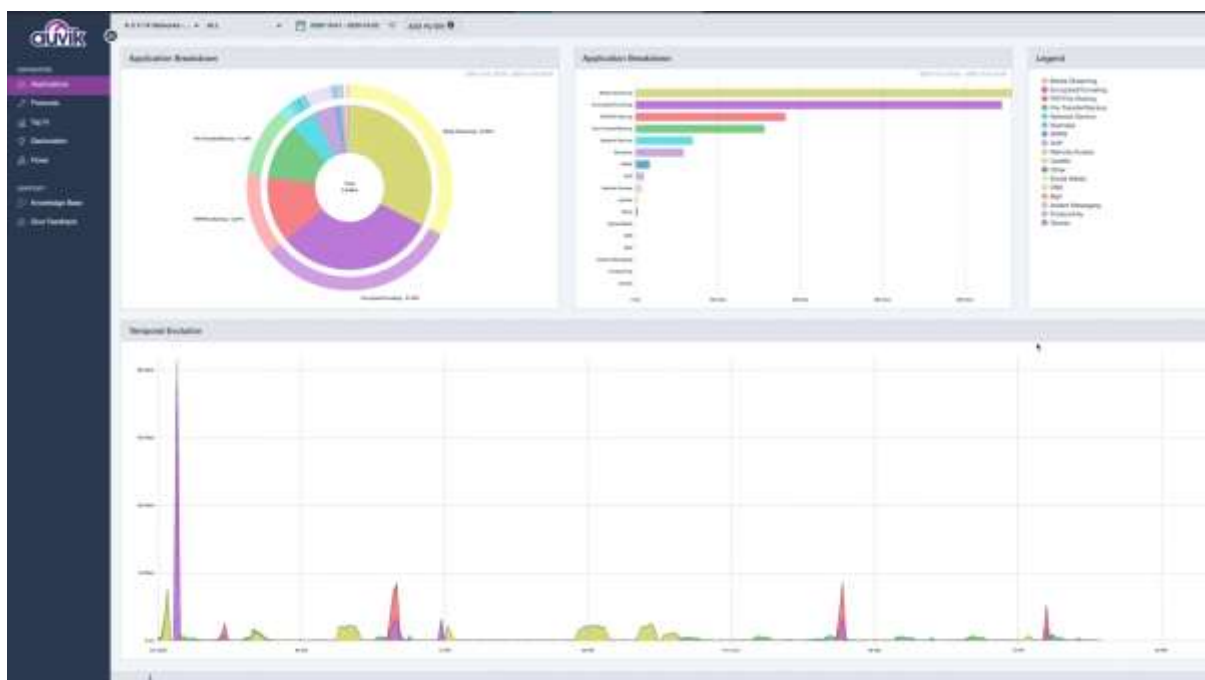
Auvik analyzes network flow data using machine learning to show you which applications like dropbox, Netflix or slack are being used on the network and who is using it in the timeline chart.
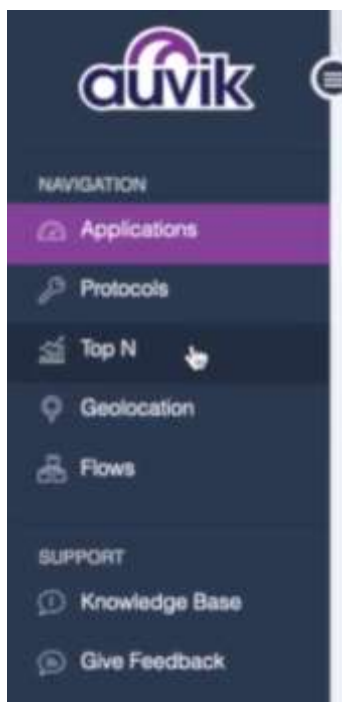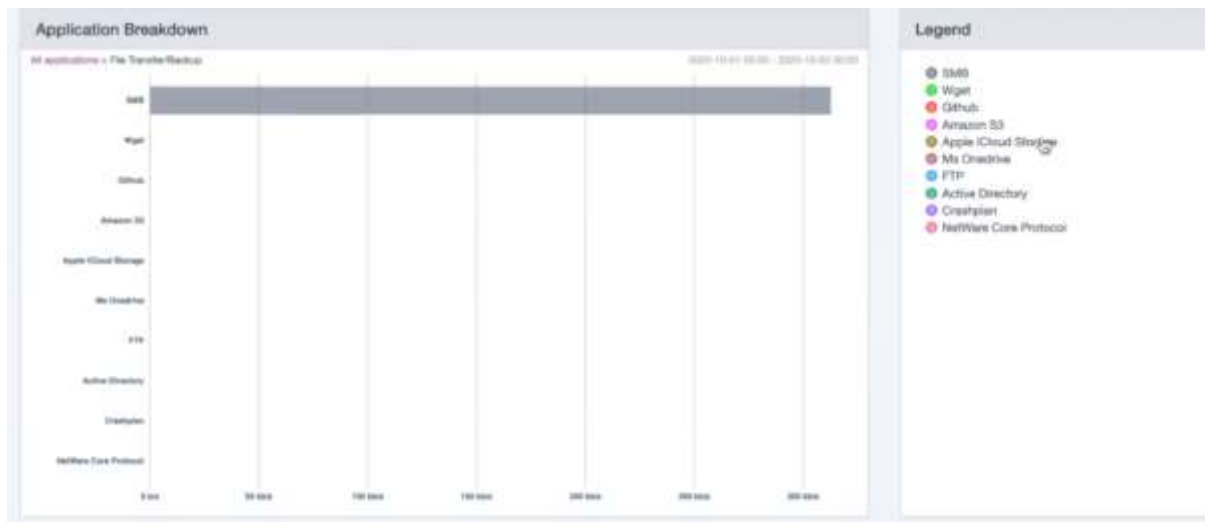
In the "TOP N" view you can see the top addresses conversations and ports contributing to your network traffic and with the geological view you can see where in the world traffic is coming from or going to. This data is visualized as a world map, where you can narrow down the source or destination to a specific country by applying a filter.

Here we're selecting Canada as an example, here we can see traffic details specific to that country. Auvik also centralizes syslog data for all your devices across all your sites from the device dashboard. You can easily search and filter logs to identity the root cause of a network issue and you can export logs to a csv file and send them to device manufacturers, technical support team or attach the file to a ticket in your PSA (Professional services automation) or IT Service Management.

Global Views:

If you are a network admin and have many sites to manage, Auvik has you covered here too, as the multi-site dashboard in Auvik is where you can see all the networks you manage in a single glance.

The rollup dashboard and the map centric view of each site lets you quickly switch between networks and orient yourself to each environment in seconds. You can dive into a specific site with one simple click. Need to keep an eye over all your managed networks simultaneously Auvik has global views to do just that. With Auvik's global alert view you can view search filter and manage alerts centrally without having to drill into individual sites. With one click you can access alert details and navigate to the specific device. With Auvik's global inventory view you can search and filter for devices across sites. This view is especially useful when a vulnerability is discovered as you can quickly identify all devices of the effective make and model across all sites.

Here, we learnt about Auvik's Automatic mapping and inventory, alerting, troubleshooting and remote access features.