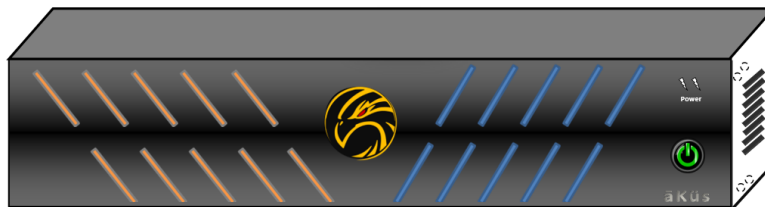# HAWK M Series

Reference Manual
Version **[HMV23.06]**

Single PSU

Models: [P1L2x32, P1L2x64]

Group: [M32 / M64 / M2K]

Dual PSU

Models: [P2L2x64]

Group: [M32 / M64 / M2K / M2P2]

Admin Guide

(Hardware, Web-management, and Operations)

Content

- Tickets (Incidents-SLA)
- Trigger
- My Dash
- Live-Watch
- Quick Manage
- (Assets Management) DCIM
  - Hawk View
  - Management
  - Cables
  - License Management (LMS)
  - Miscellaneous

7. Modules

- Network (NMS)
- IP Devices (Other)
- Server (Physical & VM)
- Storage Monitoring (SCM)
- Database Monitoring (DBM)
- Application Performance Management (APM)
- Web Monitoring
  - CDN
- Security Monitoring (IP)
- Reports

8. Contact us

- Tech Support Ticket – Software
- 24X7 Contact Line
- Video Tutorials and Black book

Optional* / *= Optional additional features

Sample/Tips/Note points/Important Sample

For Short Tips: //Tip: This is a short tip.

For Info Tip   ✺ **Tip:** Sample Tip for users.

Important tips will be served you time to time in this document.

Hardware

- **Model / Series**

  There are different variants which suits all kind of IT infrastructure environment. Whether Centralized, De-centralized, Large Scale facilities, Standalone or Distributed, Private Cloud, CoLo(cation), Sharing, or on-premise. Caters to all IT Infrastructure.

  $\Rightarrow$ Hawk M - P1L2x32   //Know more www.akus.io

  $\Rightarrow$ Hawk M - P1L2x64

  $\Rightarrow$ Hawk M - P2L2x64   //Dual-PSU

  _____

  $\Rightarrow$ Hawk   - X, Xe, Xe+   //Series for Private Cloud,

                                     Large organisation, MNC & Enterprises.

  _____

         Hawk Edge - IoT Edge device   //IIoT4.0 Outdoor/Kiosk/Edge device

- **Mounting and Commissioning**

  Please check Manual copy dispatched inside the packaged box. If you have lost it, please request from support@akus.io. (Required accessories like Allen Key and Screws are enclosed within box).

- **Power On device**

  Device default mode is in power fault-tolerant mode and auto fan speed. Which helps to keep device utmost up and running. Power button also has certain functioning with different pattern to press power button.

  - ✓ A connected Power chord will start the device immediately (Check Power LED indicator
  - ✓ Press once to restart device gently (Restart the device in safe way)
  - ✓ Press and keep hold for three seconds to enforce power off the device (Device will auto reset to fault-tolerant mode once power chord unplugged)

- **Physical Network Connectivity**

  Device has multi network high bandwidth ports. User can customized connectivity according to their IT environment and requirements(At Installation). Device has multi NIC RJ 45 Ethernet ports for Network Connections.

  Standard; Port 1 (Internet Access) & Port 2 (Intranet Access)

  - ✓ WAN / WAN (Cloud/Distributed/Multi-Campus/Multi-Locations)

    //Tip: Ideally Not recommended for security tightening.

✓ LAN / LAN (For Secured Offline(VPN)/On-premises)
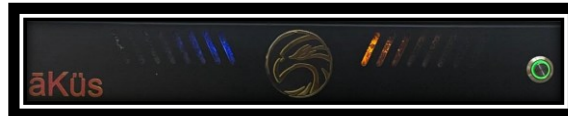
//Tip: Compatibility RFC12/19, Select as per requirement.

✓ WAN / LAN (DMZ, Bridge Mode)* //Optional* feature, Check device Model

- **Check visible status notification**

   Device has indicator LEDs in-front face side of the device. Left - right LED active status show device's storage and power button show active status.

Power Status (Blinking indicate Shutdown/Power Issue)

Main System Status   **Device Storage Status**

> 🌀 **Tip:** Failure of any LED should be notified immediately to authorised person (RMA) or let us know (Support)! However, Blinking is a normal functionality. Device may generate sound during the bootup. Exhaust system is auto configured to maintain RPM speed as per the surrounding temperature and load requirement.

- **Know Your HAWK Device**

   Please check your model details at our official website: www.akus.io.

- **Support**

   Below services are available at official website: www.akus.io

   Check support section for below requirements

   - **RMA** – Hardware

      To replace the faulty component / device raise your complaint from website: www.akus.io/RMA

      You can directly contact Helpline or Relationship Manager or write us.

   - **Raise Ticket (Tech Support)**– Software / Hardware

User can book a technical support ticket at our website. Fill up the details and send directly to us.

Also, within device IMS section from header. User can raise ticket through device directly. As given below.

Leave us a message:

First Name*

Hawk

Last Name*

Hawk

Email

hawk@akus.co.in

Message*

Write something..

Raise Ticket

- **24X7 Contact Line**

    India Support

    helpline number **Toll Free - 1800 309 9987 (Help Line)**

    // Tip: Kindly share or mention the Customer ID for fast support.

write us: **support@akus.co.in**

Global Support

write us: **support@akus.io**

- **Video** Tutorials and **Black Book (Reference Manual)**

Tutorial and knowledge base videos are accessible at our YouTube channel.

YouTube Channel: [AKUS ITs](#)

Reference Manual (Black Book): This document is Black Book.

Software

All models Embedded with Hawk Multi-Core Engine. Performance and Smartness together. All models are Plug 'N' Play model. However, more depth level of enhance monitoring and management. User can implement one or more methods like SSH, Telnet, SNMP, API, Agent, NetFlow etc as per their device capabilities.

- **Version:** (Launched 01/2022) – Latest Version HMV23.06

About US

ABOUT US

PRODUCT OVERVIEW

PRODUCT SERIES

Hawk M is a part of product series Hawk. This product series is property of aKus ITs under all rights reserved.

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Hawk Series			
Edge	Agent-based	Agent-less	Hybrid
Agent-less	Hawk M		Hawk X

Version **HMV23.06**

> 🌀 **Tip:**
>
> **Que: How may I find these version details in the web console?**
>
> **Ans:** In header open about us, click to expand Product details to know your model version.

- **Pre-requisition and Compatibility details:** Only 3rd party API & ISP-CDN Integration are additionally to be configured. Please contact tech support team.

  //Tip: Pre-requisition for device compatibility and advance feature support. Always check your device/node model from OEM document for release and version. Only that device which possess the capability with respective to the enabled feature and manageable are supported through SNMP(v1/v2/v3) and others are NMS ready.

- **User(s):** Please refer next section [Operations] for details.
  - Super Admin (Privileged Account)

- Admin (Manager Account)
- Users (Others)

- **Factory Reset:** (Only for Admin/ SuperAdmin)

    - Open Admin Setting from right top corner. Select to open "Administration".

    - Select option – Factory Reset (Caution: this functionality is irreversible in nature, You may loose the data.) Confirm your acceptance.

    - Machine will restart automatically and reset to initial push license stage.

- **Configuration:** Unified NMS Software is already Embedded within Hardware along with Database.

A A A
Powered
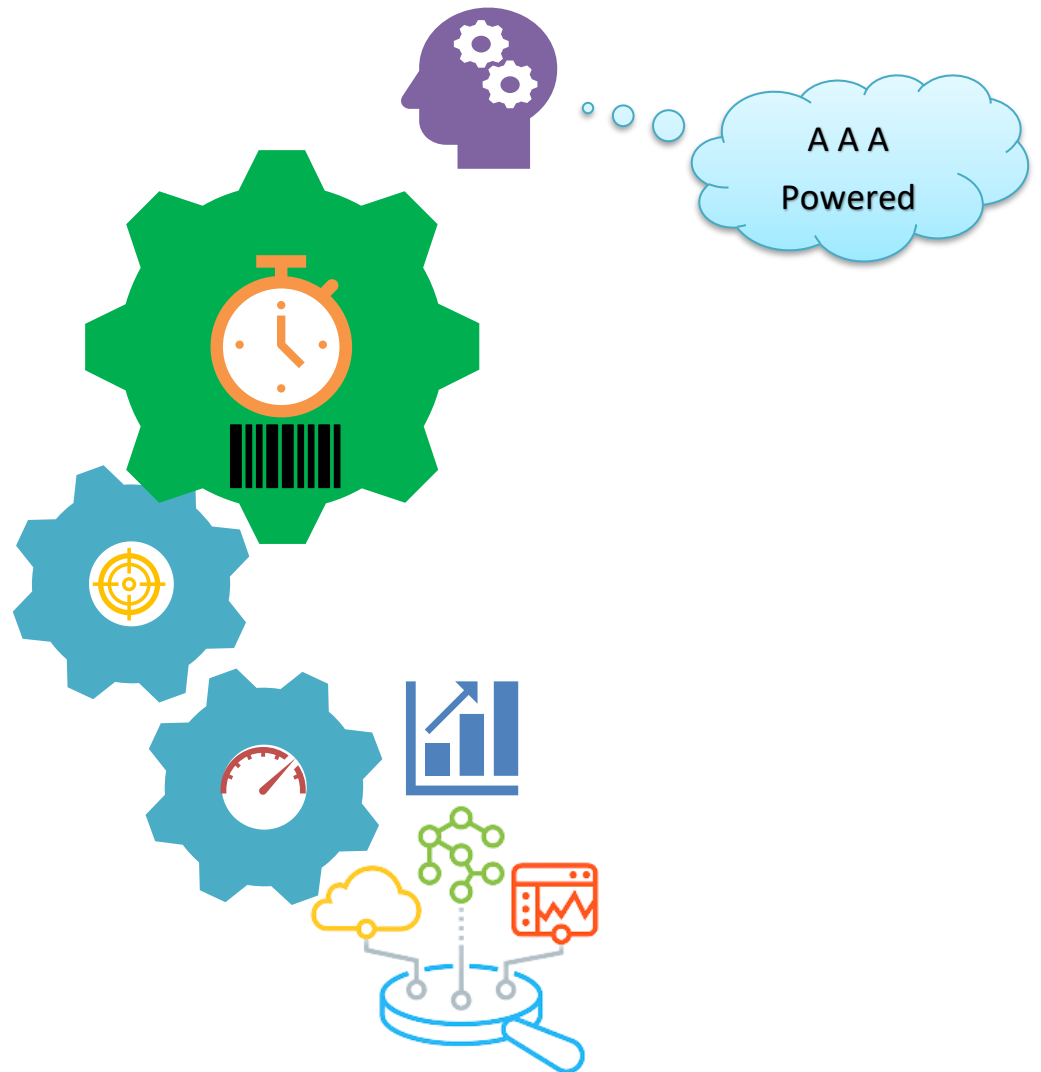
Operations

- There are different roles are ready to be configured in easy and opportune with prebuilt templates and default super admin user.

    Default Roles:

    Pre-loaded roles are denoted by given below

    1. Super Admin User (hawk)*: Prebuilt non-removable user. This user is the highest in the authority. This user acts as a competent authority to approve and reject the request from second authority admin users for critical decisions. Hawk is unique and top in user hierarchy with complete privileges.

        User has unique functionality to transfer own rights to any specific admin user by a simple enable and disable function in administration inside admin settings. Enable allows choosing one admin to self-authorize the requests. Do not use if single privilege user. This hybrid admin serve as an approval and administration privileged user both.

    2. Admin User: Prebuilt removable user. This user is the second highest in authority. This user acts as an administrative authority to approve and reject the request from the executive/ end user level. There could be multiple admin users. An admin cannot create an admin user (equivalent privileged).

    3. Staff: Can be managed through admin users. These users could be part of Groups, Departments, Clients, Projects and, teams with assigned privileges and roles.

        Generally users have view, Monitor and, analysis privileges.

        For Eg: DC Operators: Administrative team to manage, monitor and operator with predefined access.

- **Modules Tour and Management:**
    - YouTube Video Tour (For Clients/ PoC)
    - Online Demo Tour (Register through our website top corner Live demo)
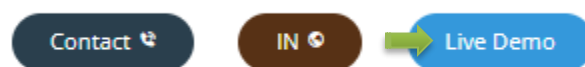
    - Administration of Modules: Please refer next Section "Administration & Modules" for detailed information and management of modules.

Administration

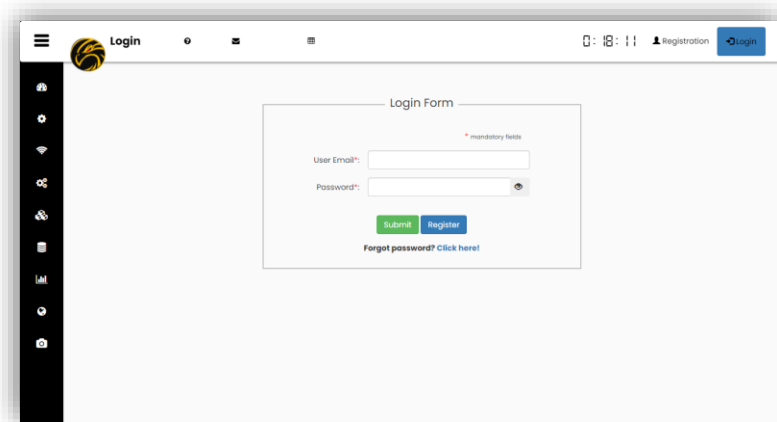- **Login**

    1. **Web – Browser (GUI) Access:**

        If you have configured the device. Go the path: (For Firewall Network- Use Port 8000 in postfix)

        Sample: **http(s)://10.10.10.10 (**_Here 10.10.10.10 is assigned IP address of your device_)

        Firewall Sample: **https://10.10.10.10:8000 (**_Here 10.10.10.10:8000 is assigned IP address and port of your device_)

        A login page will display as given below

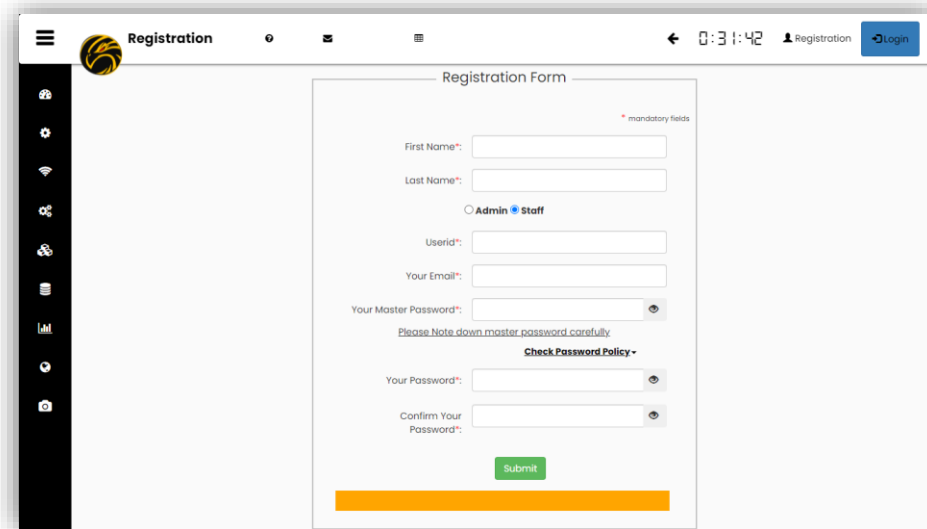> **Tip: Factory reset credentials for appliance.**
> **Default username and password for Super Admin (case sensitive)**
> **Check Model group - M32 / M64 / M2K / M2P2**
>   User id: hawk [Group]   // Eg: hawkm32
>   Password: hawk123

    2. **Registration:** A new user can request for new account to admin through Registration form. User will be able to login once request approved by admin. A sample is given next.
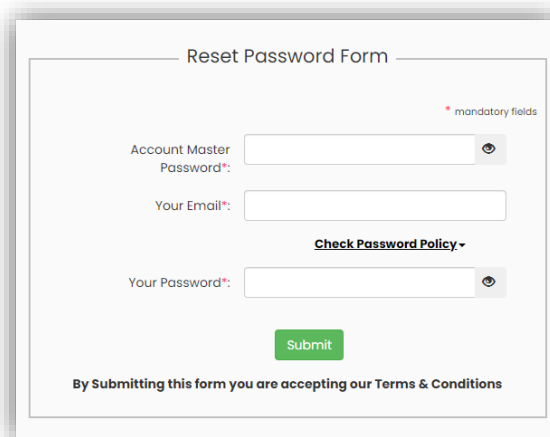
> 🌀 **Tip:**
> **Keep your master password safely with you for future references.**
> **Note: Admin cannot reset the master password. If you forget master password, either admin must have to recreate the user again or discard for forever.**

3. **Forgot Password**

   User can easily reset the password through their master password validation. New password will be approved by administrator user.

4. **Terminal and Serial Console**

   a. **SSH:** Hawk is enabled with SSH(v2) console support.

   // Tip: use your device user; hawk(model)

   b. **RS232**: Check your model and datasheet for access details.

c. VGA: Check your model and datasheet for access details.

d. HDMI-D*: Check your model and datasheet for access details.

e. HDMI: Check your model and datasheet for access details.

Hawk Self Care

- **Hawk device's health Info**

Hawk device are smart IoT enabled device. It monitors its own health and report for any misbehave and heads-up condition of device. Device dashboard can be access through directly click on Hawk Logo Icon inside Header.
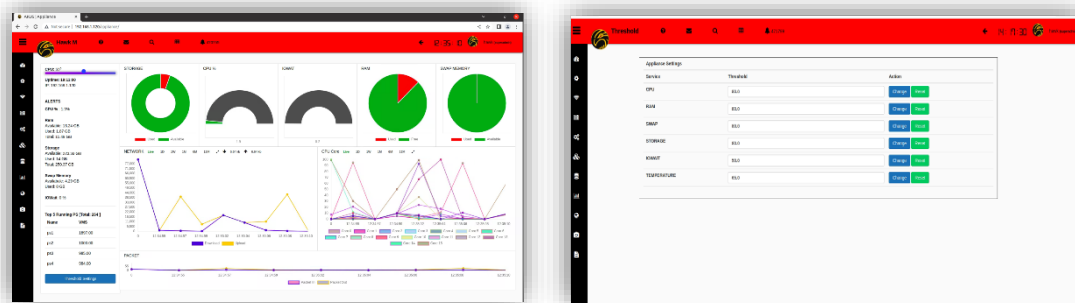
Stats:

section comprised with statistics and important information to display in tall tabular formats.

Alerts – Real-time latest critical alerts related to the device can be seen here.

Critical resources – live interactive visualization for critical resources.

Network Utilization – Monitor network interfaces for the device.

CPU Utilization – Hawk is powerful multi-core-threaded processing-based system. Which handle the entire resources request in optimized distributed manner. Hawk engine, compact yet powerful Hybrid multi-core engine for the multi-tasking. (Pls refer model details)

Process Stats (Top running processes) – Identifies abnormal behavior of services and applications inside the device.

Thresholds - Customise your device thresholds or continue to the default settings.

Trigger: You can manage your triggers by easily select desired threshold point for the device. Default it's enabled for best performance mode. Keep it enable, that's it. You are good to go 😊.

Packets Status – A continuous and un-interrupted data-supply for Hawk long lasting performance.
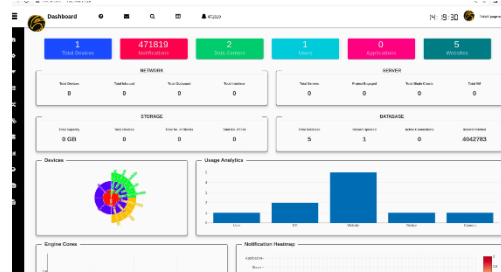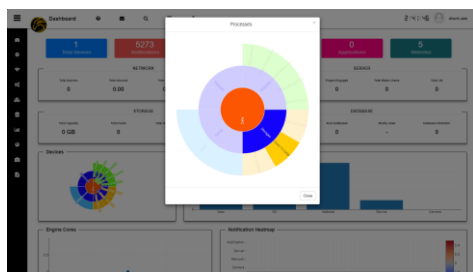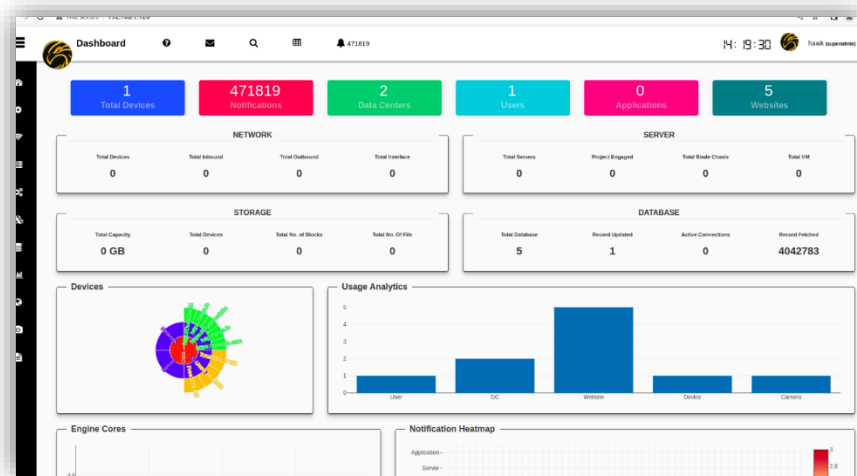
IO R/W Utilization – Disk Read/Write status, ensure smooth functioning during operations.

Rest all devices have their dedicated home dashboard (1st Home Dashboard) Left side in the toolbar.

In the successive section we will explore each one for you.

Monitoring and Management

- **Home Dashboard**

Stats

Hawk Dashboard gives you a holistic summary view of all devices, Notifications, and their stats. In the top of Dashboard counter section helps you figure out critical information in quick and easiest way. Including but not limited to Total devices, Notification counts, Total Datacenters / server rooms, users, Applications, and Web URLs.

Interactive Pie chart helps you to select and gather quick useful information about multiple categories of device. An interactive bar chart gives real-time inventory details. An engine cores chart identifies how many different native protocols (Core) are running in backend and their real-time packet traffic.

A heat-map chart gives a quick weekly view of your notification(s) with respective to its service(s).

- **Top Toolbar (Header)**

  - **Info**
    - About us – Know more about us. Please visit the section.
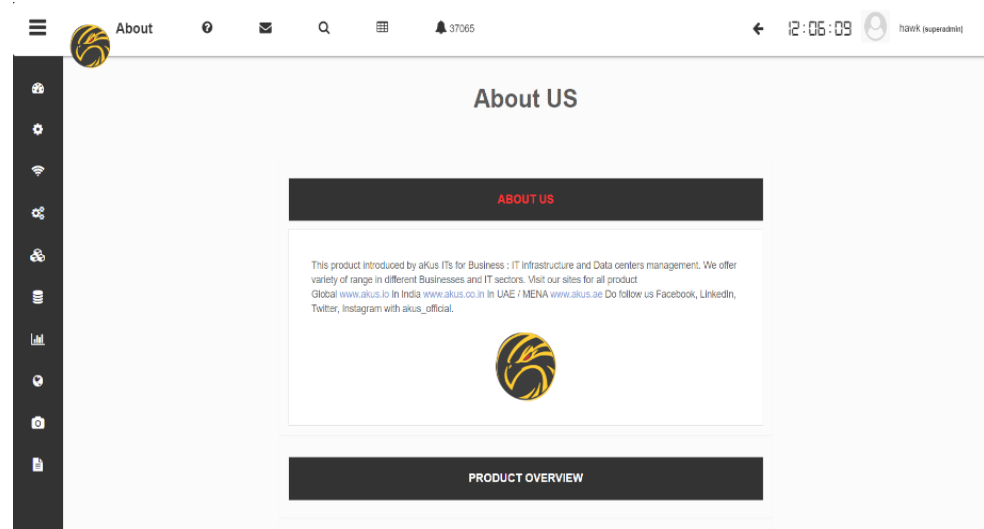
    - Product Overview – Get to know about your product.
    - Product Series & Version – Find out your device family and version details.

  - **Review**
    - Search devices – search your existing devices for real time interaction(raw) with them, refresh page for new connection, pre-requisite testing and Quick status for the device(s).

Search Exsisting Inventory

IP	⌄	Show All or type

To view the existing device details devices

Search

ID	Device Tag	Host	Details

There are two methods to search existing inventory devices through "IP Or Device tag".

// Tip: If you are not sure for which IP address/Tag are you looking for!

Leave input blank. Click on search to get all nodes.

IP	⌄	Show All or type

Search

| ID	Device Tag	Host	Details
1	AKUSTS_Gateway	192.168.1.1	Details
2	EdgecorE	192.168.1.99	Details

- Fetch Data –Identify device's capabilities without adding in inventory. Click on Fetch Data button to instant check of new device Status / SNMP-check / Stats insights (For Base SNMP V1/V2 based, ICMP/Ping, Ports, Protocols etc).

For instant testing of new devices

Fetch Data

Check for new device Status / SNMP-check / Stats insights		
SNMP	ICMP	TELNET

SYSTEM	DESCRIPTION	UPTIME	CONTACT	LOCATION	OBJECT ID

- **My Dash** Monitor your most critical devices in your personal dashboard. So, hawk will show-up only what you are keen of.

  - All your favorite marked device will appear in your personalize dashboard. Easiest way to keep an eye on your important and critical devices.

  - One click Day & Night Monitoring mode.
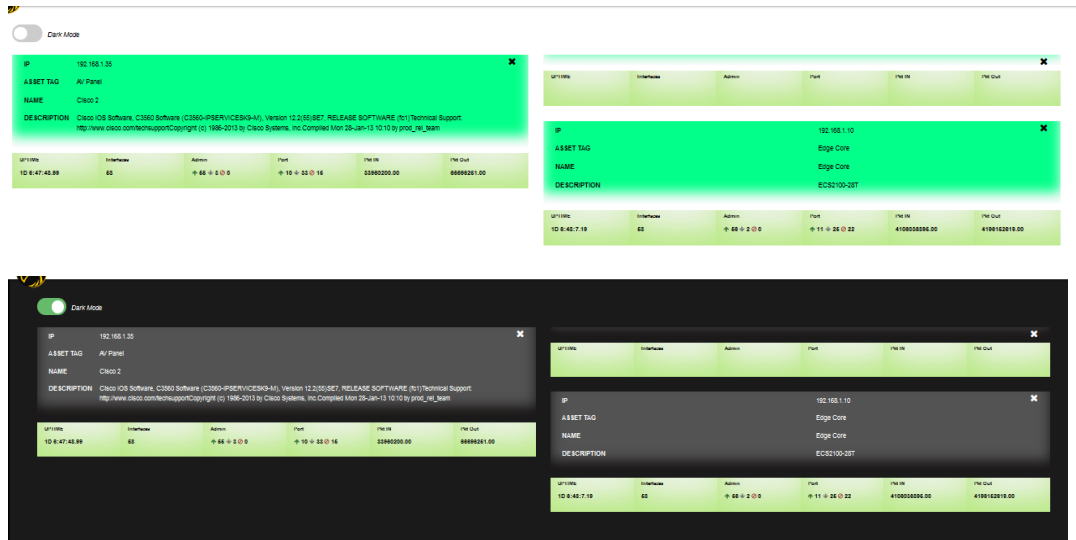
- **Notification**
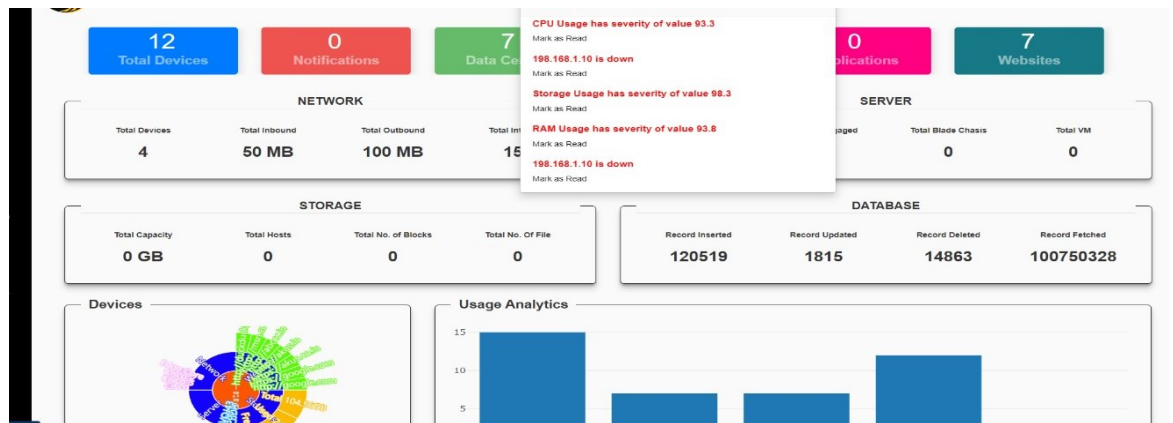
- Top 5 High alerts – identifies latest and top 5 high and critical alert notifications. So, you can easily prioritize your infrastructure immediate attention seeker requirements in a click and acknowledge.

- See All notification

  - *Key Performance Indicator (KPI)* – Plan your resources with advance KPI section. Be informed, stay planned. (SLA- 6 Level Severity)

  - *Bulk actions* – Allows user to perform bulk options (For eg: Acknowledgement, Archive, etc)

- *Manage Alerts* – Individual each notification can easily be managed. User can manually assign alert as an Incident ticket to respective device owner or let Hawk handles your all alerts automatically to owner in 30 min no response.
- *Notification Archives* – All the expired alerts could help us to do in better planning or to handle un-identified issues. So, we keep them in our Archives.
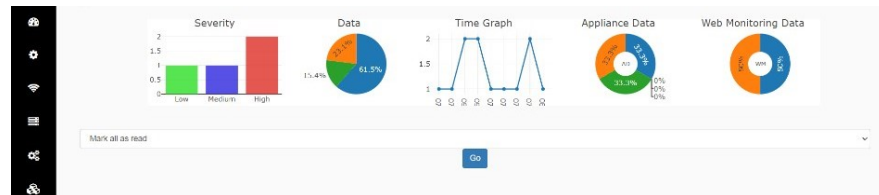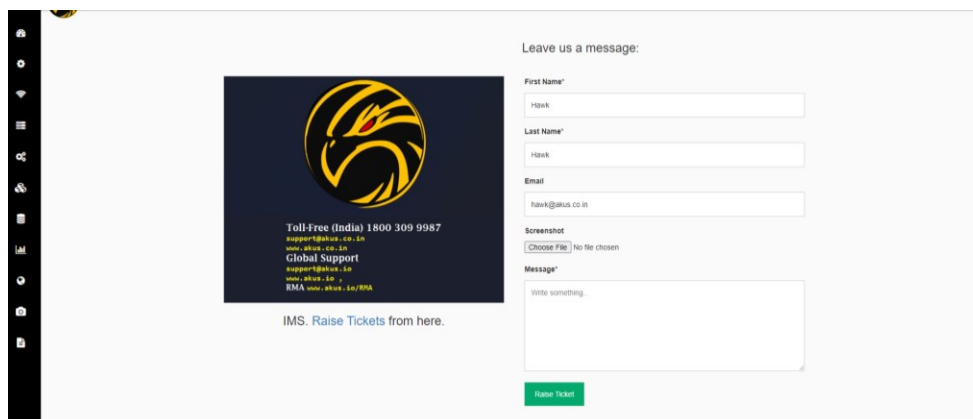

- Manage Downtime for device: For corrective/preventive maintenance of devices. Select IP address of device which you want to mark down/up for ignoring the alerts during downtime.

Tickets:

- Report us – We listens your all-technical related query or feedback. Leave your technical query to us. Get best guidance from our experts.

- Raise ticket – Manage alerts / Incident tickets, assign them to your warrior teams with SLA and track their status in order to achieve your SLA goals.

Raise a ticket

Address

First Name*

Hawk

Last Name*

Hawk

Email

hawk@akus.co.in

Screenshot

Browse... No file selected.

Severity

Low SL-6 Priority-Info

Time

4 days

Subject*

Message*

Submit

ALL YOU RAISED TICKET

Created At	Subject	Severity	Time	Status
May 17, 2023, 1:25 p.m.	TEST2	Major SL-2 Priority-High Impact	3 day	View
May 17, 2023, 1:26 p.m.	TEST3	Critical SL-1 Priority-Breakdown	2 hour	View
Aug. 7, 2022, 8:54 p.m.	Test	High SL-3 Priority-Impact	3 days	View

Created At	Subject	Message	Severity	Time	Progress	Assigned To	Updated At
Aug-07-2022,8:54 p.m.	Test	This is sample for testing.	High SL-3 Priority-Impact	3 days	Accepted	Madhu Verma	May 17, 2023, 1:26 p.m.

> **🌀 Tip:**
> **Hawk SLA: Set a goal to hawk and relax. Hawk manages your all SLA with KPI support. So, you'll never miss your SLA target ever now.**
> **Note: A Smart way to manage your all SLA – Use Hawk Auto SLA feature.**

- **Watch –** A live time-watch will always ensure effectiveness, attentiveness of time and utilize it in the best way as timestamp for all screenshots.

- **Quick Manage**

19:57:26 aKüs hawk (superadmin)
Admin
Settings
Logout
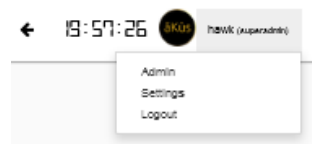
- **Admin Setting -** Dedicated portal for all management tasks for an Administrator / Manager.

👥 | Groups	⬇ | Bulk I/O	👤 | Show Users
📄 | Reports	🔒 | SSL Certificates	🗄 | Backup & Restore
🖨 | Network Storage	📄 | Audit Report	>_ | Terminal
🔒 | Administrator	📅 | License	⬆ | Upload File
⚠ | Severity	✉ | SMTP Settings	⚙ | Network Config
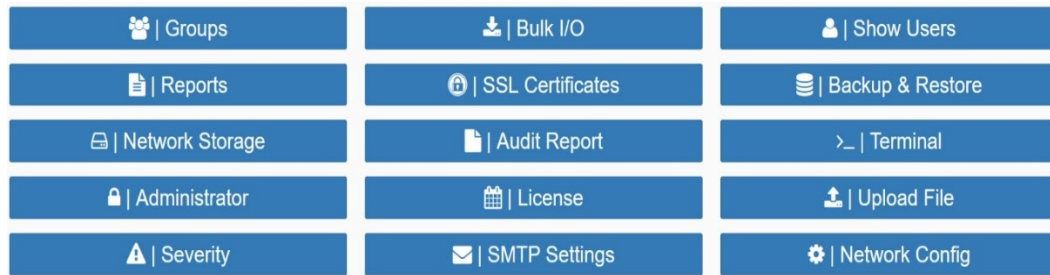
- **Groups:** In this section, three functionalities are enabled. Groups - where groups of user can be created, Groups Check-in this visibility of permissions for particular group are mentioned thoroughly as drop down scenario. And third one is Assign group in this group to individual user's name can be assigned by selecting group and name.

Assign Groups

dc ⌄	r1 ⌄	Assign Group
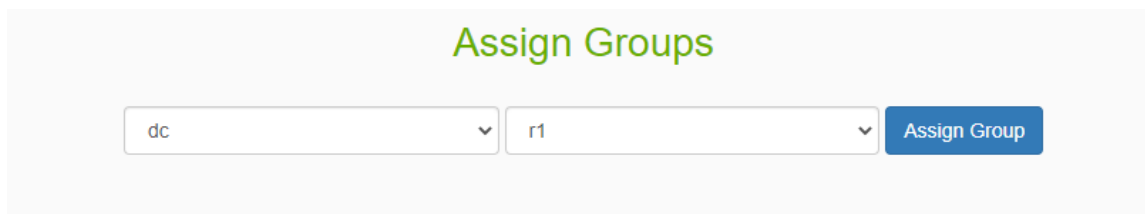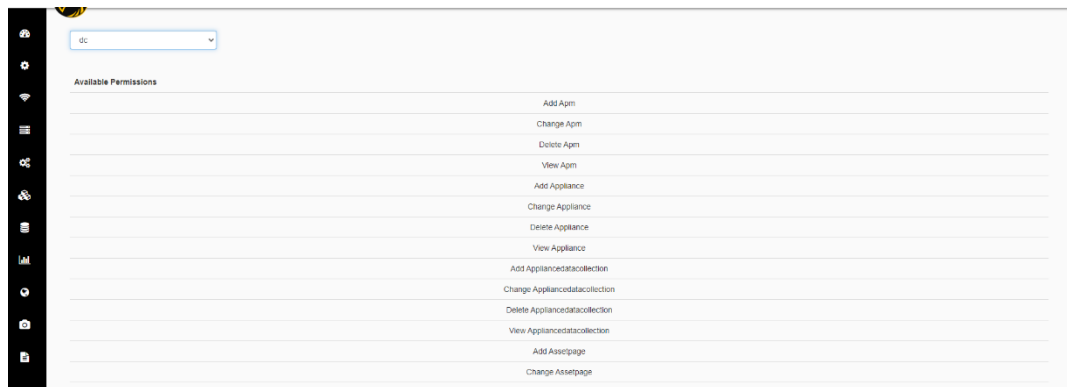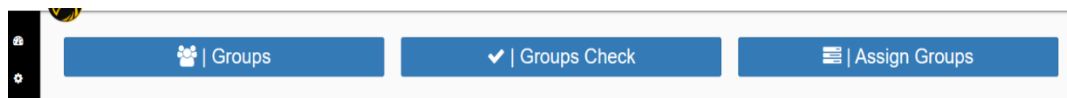
- **Bulk IO-**The Bulk IO module is designed to facilitate importing and exporting data in various formats. This documentation focuses on the import and export functionality, which allows users to process data in (excel)CSV and JSON formats.

//Tip: This is important suggestion, perform the Bulk I/O cautiously and carefully validate the format of data. Data will be enforced in database without validation. Wrong/incorrect/blank/Null/0 resultant to fatal /crash damage to the device and operations. Not sure! perform under supervision of support/RE technical team.
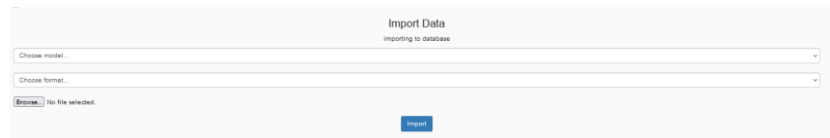
- **Exports**

- **Imports**

- **Show users-** all the details of users can be seen in this module in the format of username, email, last login, date joined, type, current status, change status. To change status of account, select type of account and click change status button.

User access

Username	Email	Last Login	Date Joined	Type	Current Status	Change Status
		May 18, 2023, 4:07 p.m.	May 18, 2023, 4:07 p.m.	SUPERADMIN ∨	✖	⟳
		None	March 3, 2023, 2:15 a.m.	STAFF ∨	✖	⟳
		May 23, 2023, 2:17 p.m.	July 5, 2022, 11:10 a.m.	SUPERADMIN ∨	✔	⟳
		April 28, 2023, 4 p.m.	Feb. 9, 2023, 1:49 p.m.	SUPERADMIN ∨	✔	⟳
		July 5, 2022, 9:43 p.m.	July 5, 2022, 9:43 p.m.	SUPERADMIN ∨	✔	⟳
		April 7, 2023, 6:58 p.m.	April 7, 2023, 6:58 p.m.	SUPERADMIN ∨	✔	⟳
		Aug. 20, 2022, 6:48 p.m.	Aug. 20, 2022, 6:47 p.m.	SUPERADMIN ∨	✔	⟳
		Dec. 9, 2022, 3:43 p.m.	Oct. 17, 2022, 10:22 a.m.	SUPERADMIN ∨	✖	⟳
		April 11, 2023, 2:41 p.m.	April 11, 2023, 2:41 p.m.	SUPERADMIN ∨	✔	⟳
		None	May 14, 2023, 11:14 p.m.	STAFF ∨	✖	⟳
		April 26, 2023, 3:33 p.m.	Feb. 9, 2023, 1:50 p.m.	SUPERADMIN ∨	✔	⟳
		April 26, 2023, 3:39 p.m.	Feb. 9, 2023, 1:49 p.m.	SUPERADMIN ∨	✔	⟳
		None	April 4, 2023, 11:40 a.m.	STAFF ∨	✖	⟳
		May 17, 2023, 12:58 p.m.	Feb. 9, 2023, 1:51 p.m.	SUPERADMIN ∨	✔	⟳

- **SSL Certificate-**in this section individuals' certificates can be generated manually or upload CA certified certificate for your registered domain. To Generate NMS URL/IP for self certificate, fill-up the certificate requisite details and click on Generate. After implementation reboot device and access through https://abc.def | https://x.x.x.x | https://x.x.x.x:xxxx .

//Tip: Internet must be in active/accessible/unblock state before generating certificate. Wrong method/incorrect information could lead to the fatal error / loss of connection. Contact Support for emergency.

GENERATE SELF SSL CERTIFICATE

Enter Details

Email Address

Common Name

Country

Locality

State / Province Name

Organization Name

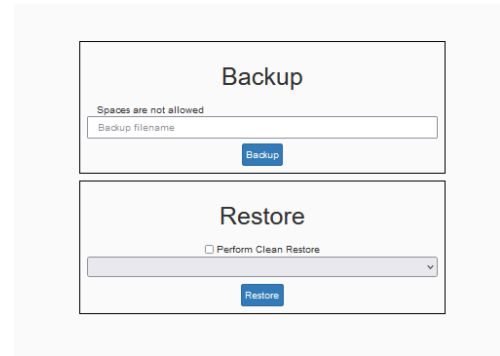Organization Unit Name

GENERATE

ADD SSL CERTIFICATE

Enter Details

Paste Certificate   Paste Key

- **Backup & Restore-** all data and information can be retrieved. Device shall automatically be backup in network storage if connected else store locally. Restore shall be applicable for remote location only.

  //Tip: for safety of data and optimum performance keep the backup at remote supportive storage. Storing in local storage could lead to crash/fatal damage if fully occupied.

Backup

Spaces are not allowed

| Backup filename |

[Backup]

Restore

☐ Perform Clean Restore

[▾]

[Restore]

> ✹ **Tip:**
> **Backup / Restore: This function will be disabled by default.**
> **Note:** **To enable network to backup/restore, enable Network backup first.**

- **Provisioning-** Generally two methods are being used under provisioning stacking and replication. You can select either Active/Active or Active/Passive state as per the infra requirements.

  | 👥 | Stacking | ⬇ | Replication |

  // Tip: Check if your model support this function for Stacking and Replication.

- **Network Storage-** Hassle-free auto periodical backup the NMS data/configuration in the remote location for disaster recovery with restoration timestamp points. Mitigate the risk of data loss utmost.

Network Storage

Enter Details

PROTOCOL

SFTP

IP

None

Username

None

Password

••••

Path

None

Connect

To connect with Network Storage like SAN/NAS/DAS/FTP; fill up the networking details and it's connection as mentioned above for basic details regarding protocol, IP, path etc. If you are not sure for the correct path. Fill-up the rest details and connect. If your details are correct you shall be able to see root/home directory to select.

- **Audit Report-** An Audit report for stats, methods, operations, and users with custom time duration. Save it in PDF format for audit and report purposes. Periodically report may be send to authorised admin through e-mail (domain only). Since, report is loaded with multimedia stats, graph, and charts. Before setup, user must validate the Mail attachment size capacity. Else, report may be failed to send to user due to oversize.

Select Range

📅 2023-04-25 - 2023-05-24 ▾

Close   Generate Report
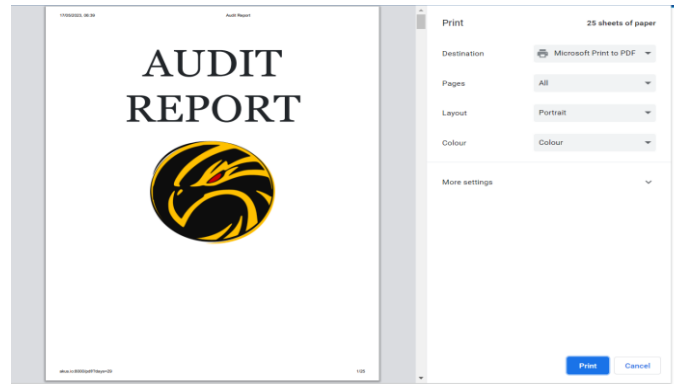
- **Terminal-** writing commands of actions particularly using Linux. Commands should be line commands to execute. For tech-support and device troubleshooting purposes.

// Tip: terminal is used to perform for fatal situation only.

Avoid general uses and tampering.

Easy track changes done in previous.

S.No	Command	Device	User	Execute At
1	ls	192.168.1.7	1	2023-04-07T16:29:34.499
2	ls	192.168.1.7	1	2023-04-07T16:30:11.839

- **Administrator-** multiple general configuration options for administrator to manage profile info, configuration, notifications, etc.
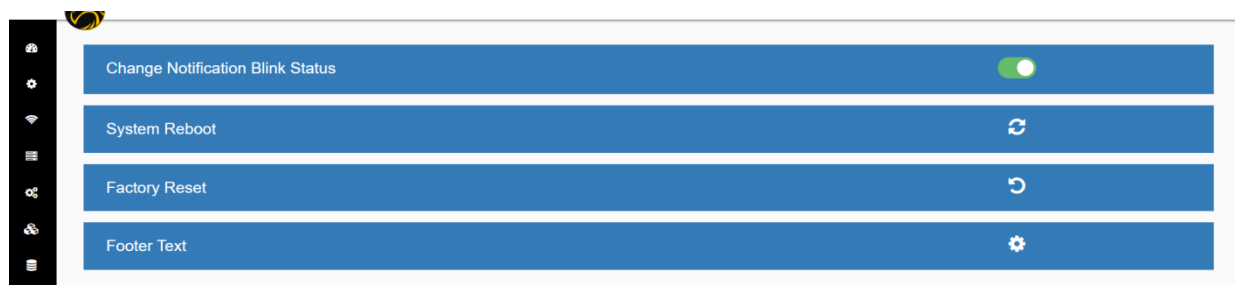
- **DMZ Mode-** DMZ (Demilitarized Zone) mode is a network architecture concept that involves creating a separate network segment, typically located between an internal network and an external network (Between Firewalls). The purpose of a DMZ is to provide an additional layer of security by isolating publicly accessible services from the internal network.   //Optional* feature, check your model.
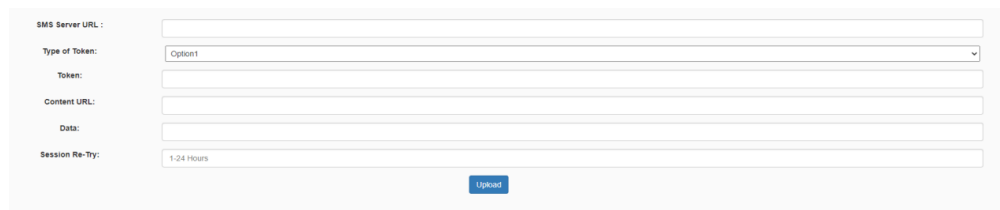

- **SMS-** This is useful for sending notifications, alerts, or two-factor authentication codes to users' mobile devices. (ISP API Integration – Please check with Tech Support Team).   //Optional** feature, check your model.
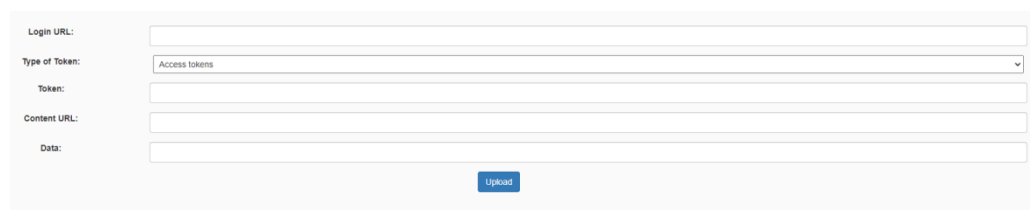
- **API Integration -** Token: In the context of API integration, a token refers to an authentication token or access token. It is a unique string or token generated by the API provider and issued to a user or client application upon successful authentication.
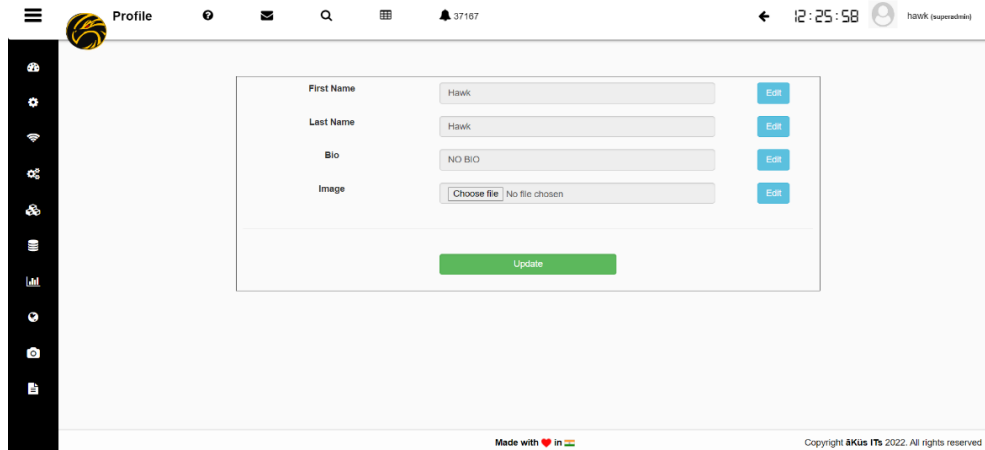

//Optional* feature, check your model.

- **Settings -** User profile alteration and updating.

- **Logout –** logout the session of user (Default: Operator / Data Center groups have secured long session connectivity for Video wall monitoring/NOC/Command Center/Wall TVs).

- **Asset Management: (DCIM)**

  - **Hawk Assets View**

    - Holistic Hawk view for entire nationwide (Hawk M Series). Unlimited distributed / On-premises Infrastructure summary and quick links for redirection. Location based identification for your all assets. Hawk let you manage Assets in quick and easiest way.
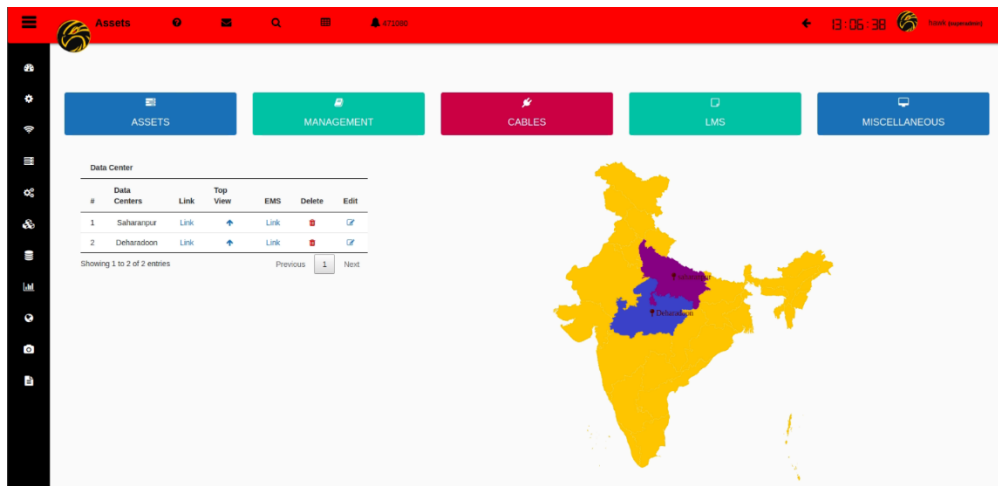
  - **Management**

- Auto Discovery -IPv4/IPv6 (Hawk Scan) – Select your IP/ IP with CIDR network range segment and schedule to Hawk scan automatically in a periodical gap.

  // Tip: Default is run now

- Here both two types of Ip addresses Ipv4 and Ipv6 can be added and scanned meanwhile displayed inside sample.
- Scanned list will be reflecting in few moments below the form. For better results refresh the page and come later. List will automatically bring new device in the discovered table. Device supports to Auto scan in periodically manner as per selection of frequency.

- Ad Hoc Search – Search and add an individual device with defined methods.

  /// Tip : SNMP connection is base method.

Ad HOC	
Name of Device	
Host	
Type	SNMP v1
Community String	
Username	hawk@akus.co.in
Password	••••••••
	Add Database Details
	Hawk Scan

- **Available devices** – Selected devices from Auto discover and Adhoc request will be reflect in the available devices list. After finalizing methods and pre-requisite details for device. Device is ready to be on-board in the Assets inventory. Click on Blue "**+**" and ip device with prefilled details will be landed to device adding wizard form directly.

Available Devices   Search: Refresh Data

Device	Host	MAC Address	SNMP	NETAPI	RESTAPI	SSH	TELNET	SMTP	POP3	HTTP	HTTPS	STATUS	CATEGORY	Device Added	Last Updated	Actions
EdgecorE	192.168.1.99	3C:2C:99:24:03:21	✔ (v2)	✖	✖	✔	✔	✖	✖	✔	✔	🟢	None	15/09/2023 8:55 PM	15/09/2023 8:56 PM	+✎🗑
Gateway	192.168.1.1	5C:64:8E:DC:EB:07	✖	✖	✖	✖	✖	✖	✖	✔	✔	🟢	None	15/09/2023 8:52 PM	16/09/2023 5:56 PM	+✎🗑
H1001	192.168.1.100	None	✖	✖	✖	✔	✖	✖	✖	✔	✖	🟢	Trusted	25/09/2023 3 PM	25/09/2023 3:01 PM	+✎🗑
HAWK120	192.168.1.120	00:60:E0:8E:A7:92	✖	✖	✖	✔	✖	✖	✖	✔	✖	🟢	Trusted	16/09/2023 5:53 PM	26/09/2023 6:14 PM	+✎🗑
LinuxLP	192.168.1.35	B4:45:06:90:28:41	✖	✖	✖	✔	✖	✖	✖	✔	✖	🟢	Trusted	22/09/2023 7:43 PM	26/09/2023 5:41 PM	+✎🗑
M-Pc	192.168.1.10	F8:5E:A0:15:D9:4D	✖	✖	✖	✖	✖	✖	✖	✖	✖	🔴	None	20/09/2023 11:43 PM	20/09/2023 11:45 PM	+✎🗑

Showing 1 to 8 of 8 entries   Previous | 1 | Next

- **Retrieve Devices** – Check Hawk Inventory of the added device capability parameter details. Search/Select your device by name.

Retrieve Exsisting Devices

DEVICE20

Device	Host	SNMP	NETAPI	RESTAPI	Alive	Device Added	Device Updated
DEVICE20	192.168.1.20	✖	✖	✖	🟢	2023-04-07T12:54:05.515	2023-05-23T20:56:11.365

- **Commissioning** – 4 Forms commissioning for your entire Infrastructure.
- Also supports for bulk actions through custom template creation for reusability.
- Preview option support to provide quick overview of filled details and screenshoot may use for commissioning processes/form.

- Templates shall be helpful to add small number of similar category of devices within common details.
- To add template after preview click add as template. However, filled details will add up device too.
- Forms should be filled in hierarchical way. As successive form inherit information from previous.
- After successful "ok" message convey add up of device in the NMS inventory completed.

- **Cables**

  - Stock – Cable management and Stock summary. Cable Stock chart.
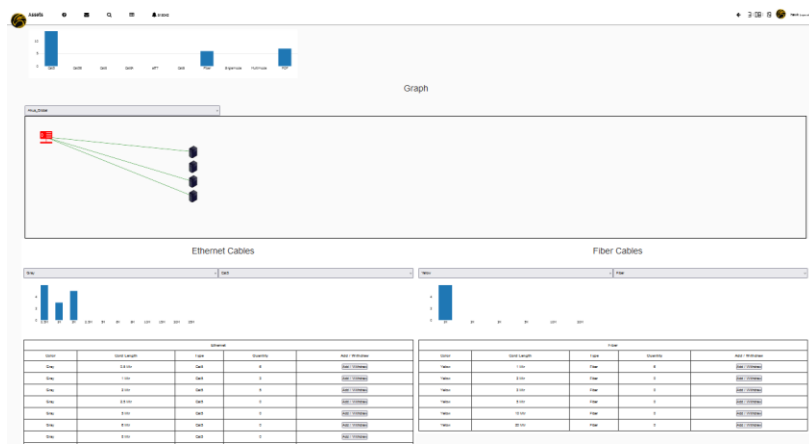
- Connectivity Chart – Patch panel P2P connectivity monitoring. Know real-time connectivity for your Patch panel and rack mount device. Let you identify and trace cabling quick and smooth. No need to physical visit and LAN tester tracing now.

- Manage Cable inventory sheet for cable asset management. To add new value in the cables please add new update quantity and click ok to update. Same procedure will be followed in Ethernet and Fiber cables both.
 - Ethernet Cables – All general types of cables and length support
  - Fiber Cables - All general types of cables and length support

- **License Management (LMS)**
  - Devices info – Get devices license management at next level. Hawk auto prioritize the most device according to their support end-up for license. Your team will no more need to remember the confusing dates for renewal of licenses.
  - Decommissioning of expired/unloaded device can be performed here.
  - Archived – EOL / Expired devices can be easily fetch and help you to plan accordingly.

- **Miscellaneous**
  - Decommissioning – Decommissioned device will be archived and remain to manage and record assets for capacity planning and inventory record.

Decommissioning					
Server					
Device	**Type of device**	**Rack**	**Row**	**Datacenter**	**Decommission**
DEVICE20	Server	RACK 1	MAH - B	MAH	🗑

  - Power usage efficiency (PUE) – Download PUE certificate (For A,B, & C). Know live progress for your IT Infrastructure journey YoY and get certified by hawk. Stay advanced with Hawk and brings your efficiency upmost.
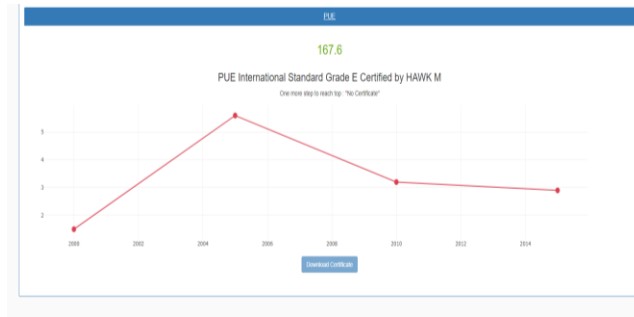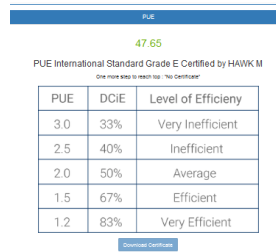
Modules

Through different modules, hawk perform full sky monitoring and notify the challenges in real-time. Let's move on to explore each of them with their astonishing features in this section.

- **Network Monitoring (NMS)**
  - Network Summary – All Network Devices Summary at top helps you to gather all information of module.

  - Topology – Advanced auto generated topology. Connectivity neighbor info, full view of actual traffic, Bandwidth capacity and consumption. Support all layer and level topology architecture. Wired & Wireless, Methodology based (SNMP, API etc),
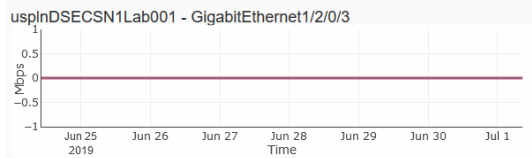
Scale range:
1186

Vertical force:
50

Default

usplnDSECSN1Lab001
views: Neighbors

LOCAL INT.	NEIGHBOR	NEIGHBOR'S INT
GigabitEthernet1/2/0/1	usplnDSECSN1Lab001	GigabitEthernet2/2/0/1
Ten-GigabitEthernet2/3/0/9	usplnDSECSLab001	Ten-GigabitEthernet2/5/0/3
Ten-GigabitEthernet2/3/0/12	usplnACECSN1Lab015	Ten-GigabitEthernet1/2/4
Ten-GigabitEthernet1/3/0/9	usplnDSECSLab001	Ten-GigabitEthernet1/5/0/1
Ten-GigabitEthernet1/3/0/10	usplnACECSN1Lab015	Ten-GigabitEthernet1/1/1
Ten-GigabitEthernet2/3/0/16	usplnACECSN1Lab013	Ten-GigabitEthernet1/0/49
Ten-GigabitEthernet2/3/0/17	USPLNL2eseN1Lab001	Ten-GigabitEthernet2/0/7-1

usplnDSECSN1Lab002
usplnDSECSN1Lab004
usplnACECSN1Lab002
usplnDSECSN1Lab001
usplnDSECSN1Lab003

usplnDSECSN1Lab001
views: Traffic

usplnDSECSN1Lab001 - GigabitEthernet1/2/0/5

0 In
0 Out

Jun 25, 2019, 22:54

Mbps

Jun 2 Jun 27 Jun 28 Jun 29 Jun 30 Jul 1
2019
Time

usplnDSECSN1Lab001 - GigabitEthernet1/2/0/3

Mbps

Jun 25 Jun 26 Jun 27 Jun 28 Jun 29 Jun 30 Jul 1
2019
Time

usplnDSECSN1Lab002
usplnDSECSN1Lab004
usplnACECSN1Lab002
usplnDSECSN1Lab001
usplnDSECSN1Lab003

Default

192.168.1.30 92.168.1.30
192.168.1.80
192.168.1.70
DC-MUMBAI LEH-DC
192.168.1.40
NOIDA BLUESUL
BP-DC DELHI
JH
192.168.1.40
192.168.1.10

Legends
• Datacenter
• Network
• Server
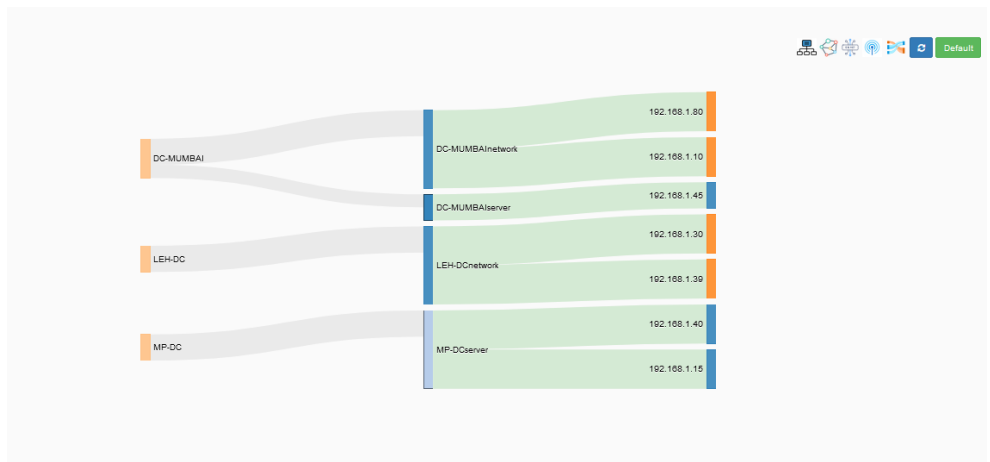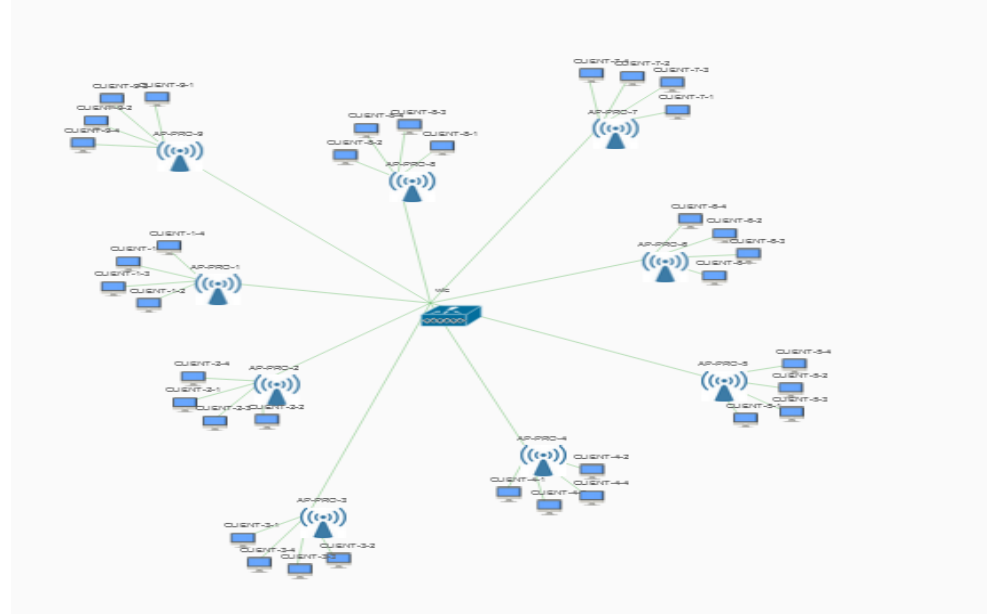
- ▪ **Orchestrator**

  To update bulk firmware updates and ACI bulk updates.

Commands to Run. Each command should be in a new line.

Choose File | No file chosen

Network Type --Select Device-- ▾

Make ▾

Devices	Select
Select All	☐
192.168.1.30	☐
192.168.1.80	☐
192.168.1.10	☐

Submit

- ▪ **Network Device(s) Dashboard** – Further device dashboard is collection of all monitoring details, Threshold settings, device's console, Mark to personal dashboard, Depth details of ports, and management function.

- ▪

- • Device Dashboard Monitoring – Real-time/historical Stats of

devices interfaces/services/configuration details and features like switchport administration etc.

To enable and disable for a managed switch/router may be achieved to click on interface Admin port status icon and select your option to implement. If port status has not changed after the implementation. Check your device compatibility and config.

//Tip: Configuration of switchport is applicable through Mode like SNMP, Netconf etc. Device must be capable to be managed through the desired protocols. To know the capability of device check device OEM supportive documents.

WAN THRESHOLD	NAME	DESCRIPTION	ADMIN	PORT	MTU (Int)	SPEED (Gauge32)	IN OCTET (Counter32)	OUT OCTET (Counter32)	ERROR IN / OUT (Counter32)	DISCARD PKTS (Counter32)	IN / OUT MULTICAST PKTS (Counter32)
☐	Ethernet Port on unit 1, port 1		●	●	1518	1000000000	1010148	141652126	0 / 0	0	53 / 119017
☐	Ethernet Port on unit 1, port 2		●	●	1518	1000000000	289792052	1109481812	0 / 0	0	8180 / 110896
☐	Ethernet Port on unit 1, port 3		●	●	1518	1000000000	1686587808	1765334288	0 / 0	0	845 / 118240
☐	Ethernet Port on unit 1, port 4		●	●	1518	1000000000	2387438000	1557598708	0 / 0	0	8080 / 111009
☐	Ethernet Port on unit 1, port 5	uplinkport	●	●	1518	1000000000	0	0	0 / 0	0	0 / 0
☐	Ethernet Port on unit 1, port 6		●	●	1518	1000000000	0	0	0 / 0	0	0 / 0

Select Admin Status of Interface Ethernet Port on unit 1, port 2

Select Admin Port Status ∨

OK Cancel

- Device Terminal (Telnet / SSH) – Advance web Terminal To get the access for authorised device generate ticket. This request will be forward to Authorised account (Admin) to be approved. Once request is approved, user is authorised to access device terminal console with advance privileged over Web-GUI.

- Mark Favorite – Mark your device in personal monitoring dashboard.

- Custom Threshold – Hardware/Interfaces/WAN/LAN custom

Service	Threshold	Action
CPU	78.0	Change Reset
RAM	89.0	Change Reset
SWAP	89.0	Change Reset
STORAGE	60.0	Change Reset
Intel(R) Wireless-Ac 9560 160mhz◊	345	Change Delete
Microsoft Km-Test Loopback Adapter◊	0	Change Delete
Microsoft Teredo Tunneling Adapter◊	0	Change Delete
Wan Miniport (Ip)-Qos Packet Scheduler-0000◊	0	Change Delete
Microsoft Wi-Fi Direct Virtual Adapter #4-Qos Packet Scheduler-0000◊	0	Change Delete
Microsoft Wi-Fi Direct Virtual Adapter #4-Native Wifi Filter Driver-0000◊	0	Change Delete
Intel(R) Wireless-Ac 9560 160mhz-Wfp Native Mac Layer Lightweight Filter-0000◊	60	Change Delete
Microsoft WI-Fi Direct Virtual Adapter #3-Wfp 802.3 Mac Layer Lightweight Filter-0000◊	1	Change Delete
Microsoft WI-Fi Direct Virtual Adapter #4-Wfp 802.3 Mac Layer Lightweight Filter-0000◊	0	Change Delete

- thresholds help you to get alert notification with set value/percentage. To enable wan link monitoring click on check box shown Refresh the page and go to the threshold window. Interface has been added. To validate check the interface background as shown highlighted background for interface.

- Syslog/config_changes(difference)/All alerts/Traps/Flow

System Logs Send As Email   Export in Excel

Sytem Log | All Alerts | Config File
Alerts Send As Email Export in Excel

ID	Date	Message	Severity
1	2023-09-06T09:01:15.947	127.0.0.1 has high storage usage	high
2	2023-09-06T22:38:22.189	127.0.0.1 has high storage usage	high
5	2023-09-07T16:48:53.655	127.0.0.1 has high storage usage	high
8	2023-09-07T17:48:09.822	127.0.0.1 has high storage usage	high
11	2023-09-07T17:51:20.336	127.0.0.1 has high storage usage	high
14	2023-09-07T17:52:16.781	127.0.0.1 has high storage usage	high
17	2023-09-07T17:56:03.221	127.0.0.1 has high storage usage	high
18	2023-09-07T18:02:12.096	127.0.0.1 has high storage usage	high

//Tip: device capability configuration must be supportive and enabled. Please check device documentations to verify.

-

- Custom Polling - Setup business / non-business / custom monitoring (Polling) hours to avoid load generation over critical busiest devices.

- Custom OID - Add / Set additional OID from MIBs to enable enhance monitoring and Management. Only compatible for device OID are capable to add-on. Refer device's MIBs and firmware compatibility.

Add MIB OIDs   ✕

Enter OID

.1.3.6.1.2.X.X.X.X

Title

InterfaceTime

Type

Single

OID Datatype

Time Tick

Close   Add OID

☼ **Tip:** ★

My Dash: Set a personal dashboard. User can select any device dashboard in his personal favorite dashboard by marking Star to them.

Devices will start appearing in your Personal dashboard immediately.

Note: Keep Critical devices in your personal monitoring for better focus

- **IP Status (Other)**
  - Status of individual devices are represented through pictures, on behalf of name and Ip addresses.
  - Searching of particular asset from the above top tool bar

- Add your non-IT devices /IT devices directly in this module for Quick monitoring.
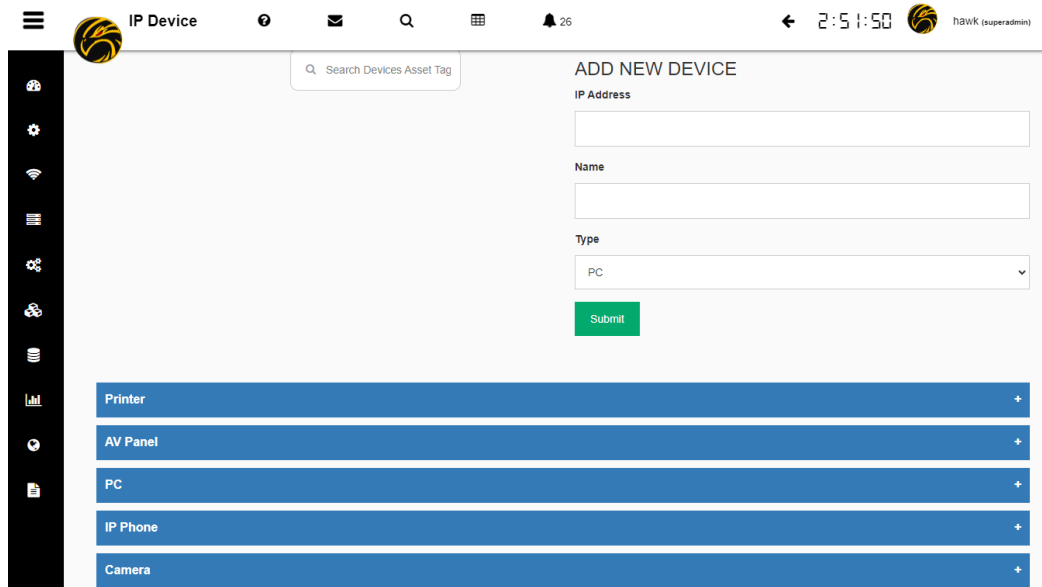
- **Server Monitoring**

  - Servers Summary - All servers Device Summary at top helps you to gather all information of module.

  - Server(s) Dashboard - Further device dashboard is collection of all monitoring details, Application performance and management function.

  - Device Dashboard

IP ADDRESS 127.0.0.1

NAME LAPTOP-G7GORBL0

DESCRIPTION Hardware: Intel64 Family 6 Model 142 Stepping 12 AT/AT COMPATIBLE - Software: Windows Version 6.3 (Build 22621 Multiprocessor Free)

LOCATION New Delhi

CONTACT +91 7882019845

Loading System Information...

Top 5 ALERTS All Alerts

| ID	Created At	Message	Severity
169	2023-09-18T22:28:16.409	127.0.0.1 has high Bandwidth	high
167	2023-09-18T22:28:16.408	127.0.0.1 has high storage usage	high

SYS NETWORK UPTIME	TOTAL PORTS	ADMIN STATUS	PORT STATUS	TOTAL IN (OID)	TOTAL OUT (OID)
18D 12H : 28M : 49S	43	↑ 36 ↓ 7 ⊘ 0	↑ 43 ↓ 0 ⊘ 0	213.4 MB	75.19 MB

| NAME	DESCRIPTION	ADMIN	PORT	MTU (Int)	SPEED (Gauge32)	IN OCTET (Counter32)	OUT OCTET (Counter32)	ERROR IN / OUT (Counter32)	DISCARD PKTS (Counter32)	IN / OUT MULTICAST PKTS (Counter32)	IN / OUT BROADCAST PKTS (Counter32)	MAC	LAST CHANGE	ITV
Software Loopback Interface 1	Loopback Pseudo-Interface 1	●	●	1500	1073741824	0	0	0 / 0	0	0 / 0	0 / 0		0	—
Microsoft 6to4 Adapter	6to4 Adapter	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
ASIX AX88772B USB2.0 to Fast Ethernet Adapter	Ethernet	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
WAN Miniport (PPPOE)	Local Area Connection* 9	●	●	1494	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
WAN Miniport (IPv6)	Local Area Connection* 11	●	●	1500	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Microsoft IP-HTTPS Platform Adapter	Microsoft IP-HTTPS Platform Interface	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
WAN Miniport (PPTP)	Local Area Connection* 8	●	●	1464	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Bluetooth Device (Personal Area Network)	Bluetooth Network Connection	●	●	1500	3000000	0	0	0 / 0	0	0 / 0	0 / 0	128,50,83,32,218,119	0	—
Microsoft Kernel Debug Network Adapter	Ethernet (Kernel Debugger)	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Microsoft Wi-Fi Direct Virtual Adapter #3	Local Area Connection* 3	●	●	1500	0	0	0	0 / 0	0	0 / 0	0 / 0	128,50,83,32,218,116	0	
WAN Miniport (L2TP)	Local Area Connection* 7	●	●	1460	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Microsoft Wi-Fi Direct Virtual Adapter #2	Local Area Connection* 2	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Microsoft Wi-Fi Direct Virtual Adapter	Local Area Connection* 1	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Microsoft KM-TEST Loopback Adapter	Loop1	●	●	1400	100000000	0	1248	0 / 0	0	0 / 11	0 / 2	0,255,138,56,254,109	0	—
Microsoft Teredo Tunneling Adapter	Teredo Tunneling Pseudo-Interface	●	●	0	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
WAN Miniport (IKEv2)	Local Area Connection* 6	●	●	1480	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
WAN Miniport (SSTP)	Local Area Connection* 5	●	●	4091	0	0	0	0 / 0	0	0 / 0	0 / 0		0	
Microsoft Wi-Fi Direct Virtual Adapter #4	Local Area Connection* 4	●	●	1500	0	0	0	0 / 0	0	0 / 0	0 / 0	130,50,83,32,218,115	0	

- **Device Terminal (SSL)** – Session are under change management control for authorised and privileged users only.

- **Mark Favorite** – Add device in your personal dashboard for day/night monitoring.

- **Threshold Setting** – Add custom threshold to monitor and control utilization of servers/vm/chassis.

- **System Logs/Kernel/Auth Logs/Traps** – Granular information from devices with respective category and Severity.

- **Custom OID** – Add / Set additional OID from MIBs to enable enhance monitoring and Management.
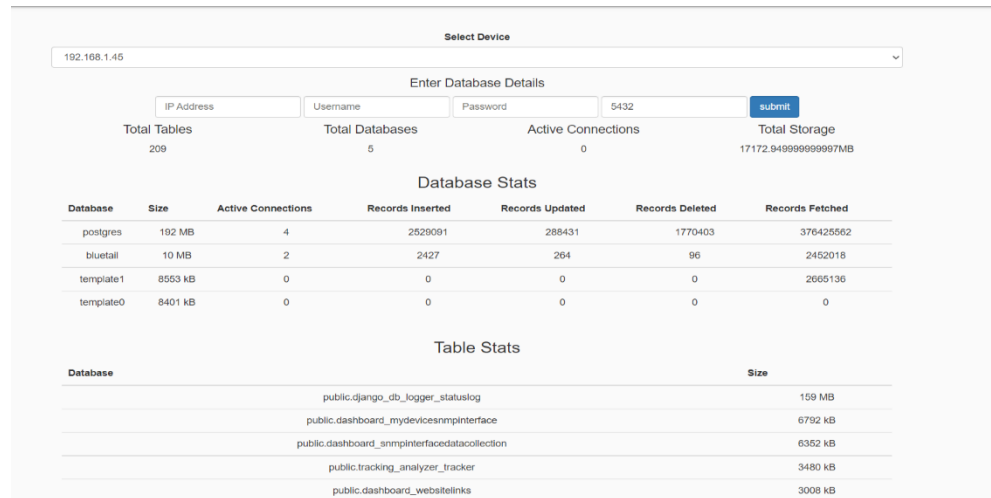
- **Storage Monitoring (SCM)**

    - Storage Summary - All storage Device Summary at top helps you to gather all information of module.

    - Storage(s) Dashboard - Further device dashboard is collection of all monitoring details and management function.
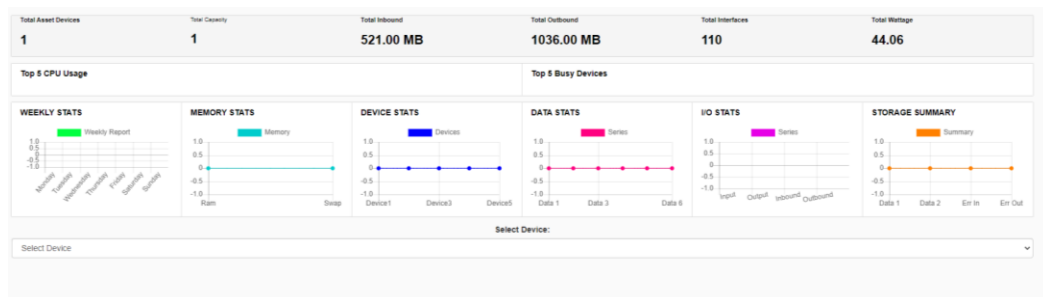
- **Database Monitoring (DBM)**

    - DB Summary - All Databases Summary at top helps you to gather all information of module.

    - DB(s) Dashboard - Further device dashboard is collection of all monitoring details and management function.

- **Application Performance Monitoring (APM)**

- Search Application – select desired server from hawk provided drop down. Enter your desired service/ application and immediately you'll get status and chart for applications service. Mark favorite to add in permanent dashboard.

Application Status

Service	cron	
Status	RUNNING	

Auto Correct

- cron.service - Regular background program processing daemon

Loaded: loaded (/lib/systemd/system/cron.service; enabled; vendor preset: enabled)

Active: active (running) since Wed 2022-07-06 10:00:55 UTC; 2h 16min ago

Memory: 8.5M

Service	snmpd	
Status	RUNNING	

Auto Correct

- snmpd.service - Simple Network Management Protocol (SNMP) Daemon.

Loaded: loaded (/lib/systemd/system/snmpd.service; enabled; vendor preset: enabled)

Active: active (running) since Wed 2022-07-06 10:00:55 UTC; 2h 16min ago

Memory: 11.1M

Service	nginx	
Status	RUNNING	

Auto Correct

- nginx.service - A high performance web server and a reverse proxy server

Loaded: loaded (/lib/systemd/system/nginx.service; enabled; vendor preset: enabled)

Active: active (running) since Wed 2022-07-06 10:00:55 UTC; 2h 16min ago

Main PID: 847 (nginx)

Service	apt-daily	
Status	STOPPED	

Auto Correct

- apt-daily.service - Daily apt download activities

Loaded: loaded (/lib/systemd/system/apt-daily.service; static; vendor preset: enabled)

Active: inactive (dead)

TriggeredBy: ● apt-daily.timer

Service	systemd-networkd-wait-online	
Status	FAILED	

Auto Correct

- systemd-networkd-wait-online.service - Wait for Network to be Configured

Loaded: loaded (/lib/systemd/system/systemd-networkd-wait-online.service; enabled; vendor preset: enabled)

Active: failed (Result: exit-code) since Wed 2022-07-06 10:00:54 UTC; 2h 16min ago

Service	dmesg	
Status	STOPPED	

Auto Correct

- dmesg.service - Save initial kernel messages after boot

Loaded: loaded (/lib/systemd/system/dmesg.service; enabled; vendor preset: enabled)

Active: inactive (dead) since Wed 2022-07-06 10:00:59 UTC; 2h 16min ago

Main PID: 1231 (code=exited, status=0/SUCCESS)

Application Chart – View server summary for applications and status

- **Web Monitoring (WSM)**

  - Easiest way to monitoring Urls and your critical websites with Global connectivity check and security status. Unique Bucket graph Track timeline performance of Url through time line chart. Bucket Dashboard is monitored with strong analytic concept to help you to focus on problems first.
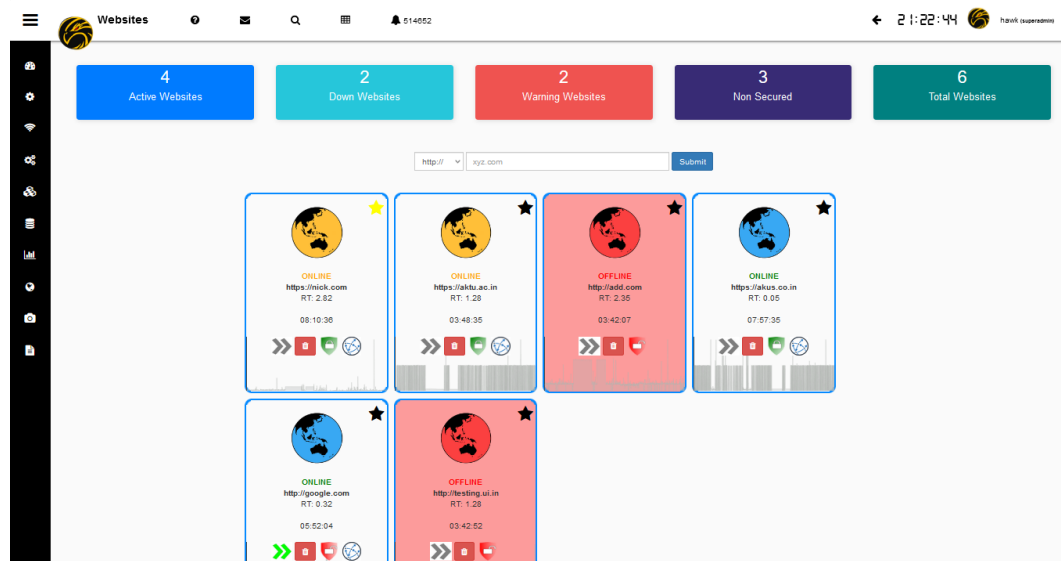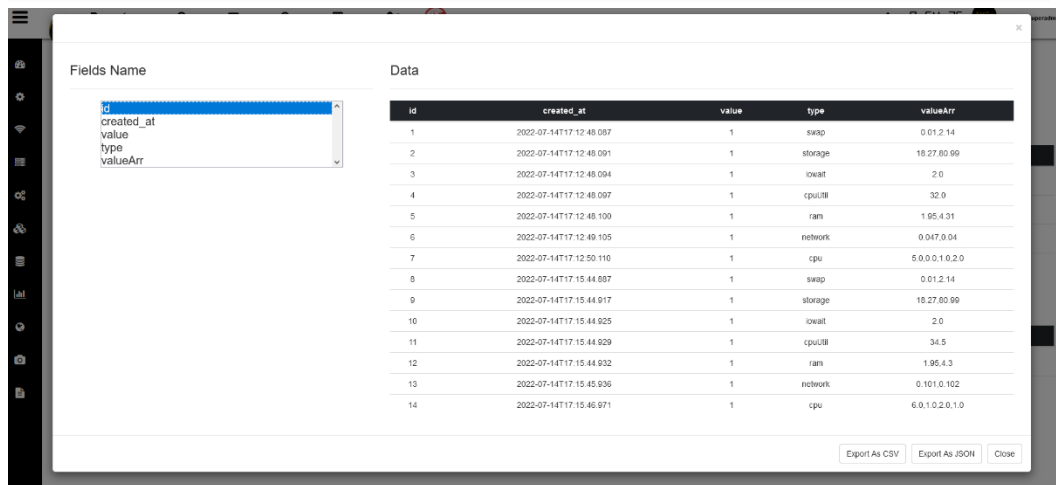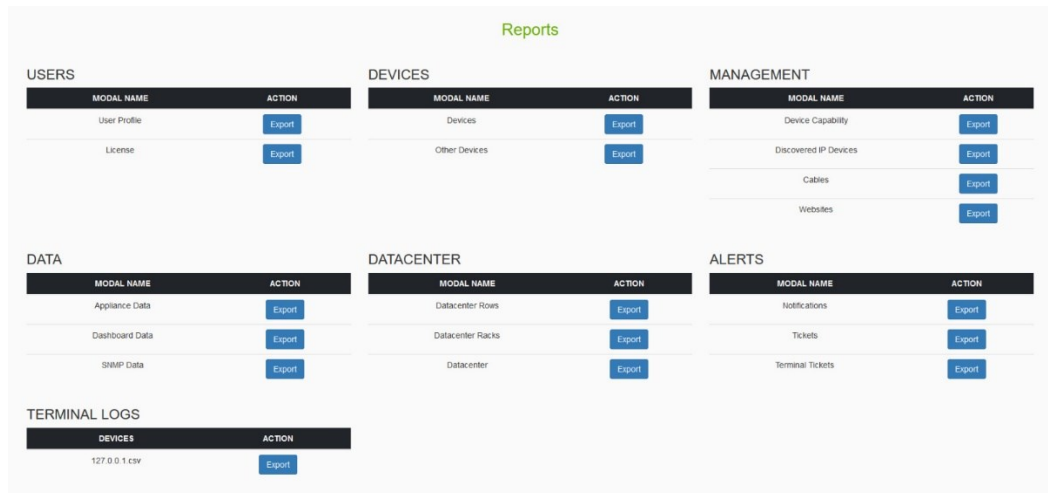

- **CDN Monitoring** (* Optional* feature API Integration with various Service Provider)

  Now monitor your CDN Web services through Open CDN and API Integration.

  //*Tip : CDN requires Internet to perform operation.

- **Reports:**

  - Customized Reports – Customized Reports as per your requirements.

  - Audit Report – Generate Audit report and share with your auditor to easy and fast auditing. This feature is available to admin only.

  - Template Reports – Predefined template reports to download.

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