

LightWerks Platinum Care

OVERVIEW

What is LightWerks Platinum Care?

Platinum Care consists of three major components: Agents, Monitoring appliances, and the PlatinumCare Support Server. Platinum Care Support gives us tools to efficiently and securely maintain and monitor Audio Visual Systems from a dashboard view. This tool allows us to remotely monitor and manage Windows, Linux, Mac, iOS, Android, and any other device on the network, giving us the ability to perform the following task without interrupting the daily activities of the device.

- OS updates
- Driver updates
- Silent application installations
- Manage and update software applications
- Remote Desktop via Platinum Care built-in application Take Control
- Remote file system access
- Remote commands and scripts
- Schedule Maintenance

LightWerks PlatinumCare also allows us to remotely monitor (up/down status) and access other AV network devices such as Control Processors, IP Cameras, encoder/decoders, VC codecs, Touch Panels, and DSPs.

What Can it Do?

LightWerks PlatinumCare can be set up to manage all devices updates through the patch management setup schedule. Each site can have its own patch management profile and schedule for updates. Updates can be approved, declined, or removed based on the customer's existing IT policies.

▶ **PlatinumCare built-in Anti-Virus AV Defender**

PlatinumCare has its own antivirus software that can also be managed from the PlatinumCare server. This software can be pushed to the PC from the PlatinumCare server.

▶ **Alerts**

PlatinumCare is configured to send the VNOC team email alerts when the device status changes, which can be either a simple connectivity status such as device online/offline, or more detailed custom alerts such as devices CPU usage, SNMP Traps, patch status, low disk storage, memory usage, etc.



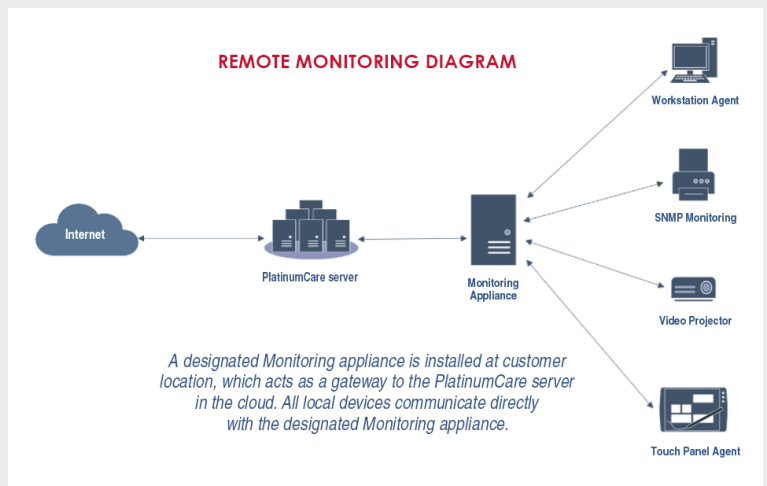
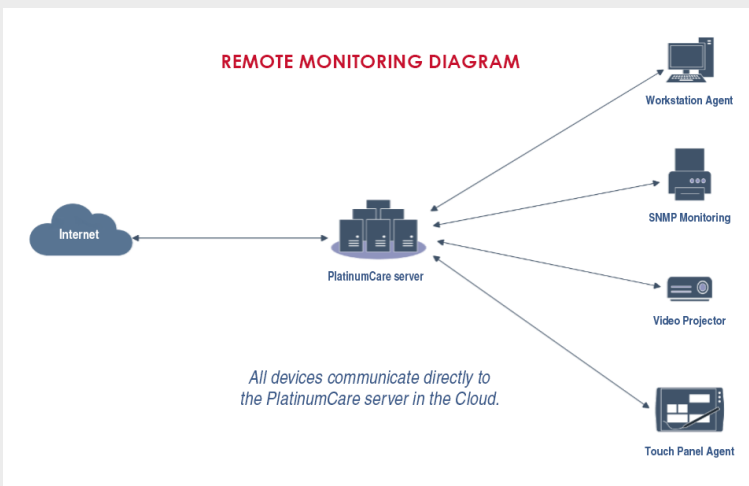
How Does it Work?

A Monitoring appliance provides network discovery, monitoring, and management services for devices on the private network. A Monitoring appliance is a device that resides within the customer network behind the firewall or in a private IP network. Every network in your PlatinumCare network, including workgroups, requires a monitoring appliance.

An Agent is an additional software component that is installed on a Windows, Mac OS X, or Linux device to gather data specific to that local device.

The Monitoring appliances and Agents leverage client-sided initiated communications, where all data communication begins with an outbound call from the Agent or Monitoring appliance.

Each device can communicate with the PlatinumCare Support server in 1 of 2 ways:



Network Access

A monitoring appliance can be the primary communication between the devices and PlatinumCare server. There are a few options below that will help us understand how your system is designed. These options may not cover every setup, so coordination with the VNOC is necessary.

OPTION 1: All devices are in an AV subnet that is local to the room system without access to the internet. An appliance can be equipped with multiple Network adapters to accommodate multiple networks.

1. NIC 1 would connect to the customers' network
2. NIC 2 would connect to the AV subnet

OPTION 2: Install a separate gateway or firewall that can separate the AV network and the customers' network but still give internet access to the AV network.

OPTION 3: All devices connected to customers' network with access to the remote monitoring web address. A central computer on the customer network can be used as a Monitoring appliance to access all the AV devices.

Hardware and Network Requirements

▶ Hardware (Monitoring appliance)

A network appliance to serve as the Monitoring appliance to provide connectivity to the PlatinumCare Support server will be provided.

▶ Network / Firewall

- The following page includes a complete list of firewall ports for this service.
- The minimum required ports are 22 and 443.
- Additional details can be provided.



Network Requirements

APPLICATION	DEVICE	INBOUND	OUTBOUND	INTERNET
N-central	Client/Monitoring appliance		TCP/22	Yes
N-central	Client/Monitoring appliance		TCP/80	Yes
N-central	Monitoring appliance		TCP/135	No
N-central	Client	TCP/135		No
N-central	Monitoring appliance		TCP/139	No
N-central	Client	TCP/139		No
N-central	Client/Monitoring appliance		TCP/443	Yes
N-central	Client/Monitoring appliance	TCP/445		No
N-central	Monitoring appliance	TCP/10004		No
N-central	Client		TCP/10004	No
N-central	Monitoring appliance	TCP/15000		No
N-central	Client		TCP/15000	No
AV Defender	Monitoring appliance	TCP/10004		No
AV Defender	Monitoring appliance	TCP/15000		No
AV Defender	Monitoring appliance	TCP/7074		No
AV Defender	Monitoring appliance	TCP/7076		No
AV Defender	Client/Monitoring appliance		TCP/53	Yes
AV Defender	Client/Monitoring appliance		TCP/80	Yes
Take Control	Client/Monitoring appliance		TCP/80	Yes
Take Control	Client/Monitoring appliance		TCP/443	Yes
Take Control	Client/Monitoring appliance		TCP/3377	Yes



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