

MACMON APPLIANCES



macmon secure offers the macmon NAC solution as a virtual appliance and as a physical hardware appliance. If server packs are used as part of macmon Scalability, the virtual appliance will not incur any additional licensing costs. All licensing costs are covered by the licensing of the server pack. The virtual appliance is provided as an OVF file and can be used with VMware and Microsoft HyperV.

The physical appliances "Standard" and "Advanced" are provided with the Next Business Day Service, the smaller SMB and Satellite appliances with the Next Business Day Exchange Service. This service is not subject to extension, which is why macmon secure offers a service period of 3 and 5 years from the start.



macmon Scalability Server Hardware Appliance	macmon SMB Server Hardware Appliance	macmon Hardware Appliance "Standard"	macmon Hardware Appliance "Advanced"
	up to 500 endpoints	up to 20,000 endpoints	up to 40,000 endpoints
Intel® Celeron® J1900 (Single CPU)	Intel® Celeron® J1900 (Single CPU)	Intel XEON E5-2620v4 8x2.1 GHz (Single CPU)	Intel XEON E5-2620v4 8x2.1 GHz (Dual CPU)
4 GB RAM	4 GB RAM	16 GB RAM	32 GB RAM
4 Ethernet Ports	4 Ethernet Ports	4 Ethernet Ports	6 Ethernet Ports
128 GB SSD	128 GB SSD	480 GB SSD RAID 1	480 GB SSD RAID 1
External Single Power Supply	External Single Power Supply	Redundant Power Supply	Redundant Power Supply
with 3 years NBD Exchange Service	with 3 years NBD Exchange Service	with 3 or 5 years NBD	with 3 or 5 years NBD
	2.5"		19", 1 RU
	200 mm x 104 mm x 44 mm		4.4 cm x 43.8 cm x 71.1 cm
	800 g		25.3 kg

Next Business Day Exchange Service applies to SMB and Satellite Hardware

- The Next Business Day Exchange Service is provided by macmon secure and/or the Distributor and includes the following services:
 - Phone support in German and English: +49 30 2325777-444 between 8:00 am and 5:00 pm (Mon-Fri)
 - If macmon secure was notified of the defective device by phone by 3 pm on a business day (Mon-Fri), a new hardware appliance will be delivered on the next business day.
 - The customer is required to assist the support team with diagnosing the error within their means.

Next Business Day Service applies to Standard and Advanced Hardware

- The Next Business Day Service is provided by the manufacturer "Wortmann" and includes the following services:
 - Phone support: +49 57 44944 392 (please have the serial number of the defective device ready) on five (5) days per week, ten (10) hours per day, except on public holidays.
 - German and English support from 8:00 to 6:00 pm (Mon-Fri)
 - You can apply for a hardware components exchange carried out by the respective manufacturers (this covers hot-swappable parts, such as hard drives and power supplies) by using your service tag (serial number). Please find more information on Wortmann's On-Site Service at:
<https://www.wortmann.de/content/files/downloads/pdf/servicekarte-terra-pc-server.pdf>
 - If the fault report is received by Wortmann until 4:00 pm on a business day, the delivery of the replacement hardware (either parts or the complete device) is carried out on the next business day. For an on-site action, the Wortmann engineer in charge must establish the need for such.
 - The customer is required to assist the support team with diagnosing the error within their means.
 - Depending on the situation, restoring or restoration could also be carried out by replacing the complete device.
 - Media retention is included in the service. The customer must confirm the sensitivity of their data to gain the right of keeping the defective storage medium in order to dispose it by themselves.

Contact

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