Datto RMM Network Topology Maps

Complete Network Visibility

For managed service providers (MSPs), managing clients' networks can be complex. Everything on the network needs to be managed--endpoints, networks, users and cloud services all need to be monitored, supported and secured. However, it's no longer enough just to know what's on the network--as an MSP, you need to understand the relationships between these devices and services to keep your customers up and running.

Datto RMM's Network Topology Maps help MSPs better manage their clients' networks by continuously discovering and identifying every device on the network - not just those managed with Datto RMM - generating a visual layout of the network to show how devices are connected to each other, and quickly identifying where issues are on the network.

Benefits of Network Topology Maps include:

- **Insightful discovery:** Instantly view all discovered devices on the network--not just those under management by Datto RMM.

- **Faster troubleshooting:** View essential network information at a glance, with open alerts represented on devices and the impact they have on each other. Technicians can quickly navigate to any device, gather critical information, and set up a remote connection with a single click.

- **Mitigate potential issues:** Technicians don't just see the endpoints in isolation --Datto RMM's Network Topology Maps illustrate the relationships between all devices on the network, allowing you to gauge the impact of a change before it's made.

Requirements:

- Active Datto RMM credentials
- Routers and Switches must support SNMP and the SNMP bridging MIB for full mapping functionality
- All agents compatible with the network node requirements are able to scan the network
- Implementation of Datto RMM's latest UI

Supported Devices:

- **Windows:**
  - Windows 7 SP1 with Windows Updates KB2999226 and KB2533623 installed
  - Windows Server 2008 R2 SP1 with Windows Updates KB2999226 and KB2533623 installed
  - Windows 8.1 with Windows Update KB2999226 installed
  - Windows Server 2012 R2 with Windows Update KB2999226 installed
  - Windows 10 with .NET Core 3.1
  - Windows Server 2016 with .NET Core 3.1
  - Windows Server 2019 with .NET Core 3.1
- **Linux with .NET Core 3.1**
- **macOS with .NET Core 3.1**

Discovery Information:

Datto RMM will attempt to obtain the following information from devices on the network including routers, switches, and IoT devices:

- Operating system
- Manufacturer
- Hostname
- Device type
- IP addresses
- MAC addresses
- Used uplink port
- Relationships between device and the networking infrastructure
- Whether the device is being managed by Datto RMM and open alerts

To learn more about Datto RMM, please visit
www.datto.com/products/rmm.

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