

What kind of transports can be used?

Any transport. MSx Networks–Meraki supports all internet transport options (EoX, Fixed Wireless, TDM, DSL/cable, and 4G LTE).

Is a TPx transport required?

No. Flexibility to leverage any available internet access, regardless of service provider.

Where is this service offered?

Anywhere in the United States.

Is support outsourced by TPx?

No. All TPx support teams are based in the United States and are reachable by phone or email 24/7.

What technologies does MSx Networks–Meraki cover?

SD-WAN, firewall, Wi-Fi and switches.

Meraki has cameras as part of its solution. Will TPx support those?

Not at this time, but this is road mapped for future services.

If a business already has existing Meraki hardware, can TPx help?

Yes. TPx can manage existing Meraki networks.

Are 4G options available?

Yes. Standby 4G internet options are available.

If a customer has another provider for their internet, how can TPx help?

Third-party vendor management. Our MSx support team is already working with customer providers, so they are more experienced in escalation/resolution. They will make circuit repair calls on behalf of customers.

Can a customer “co-manage” their solution?

Yes.

If a customer only needs help setting up a solution and wants to manage it themselves, can TPx help?

Yes. Under our Core offering, TPx will configure and install a solution, then allow the customer to self-manage it.

Can the customer use their existing Meraki hardware?

Yes, but only if it is a Meraki model we currently support.

What term lengths are available?

One, three and five- year terms.



Will TPx Support Meraki Insight?

Not to start.

Will TPx Support Meraki Endpoint Management?

Not to start.

If the customer has a problem, who do they contact?

Customer can contact the SOC by opening a DASH ticket, emailing itxsecurity@tpx.com or calling (800) 495-4249, option 2.

Do we support geo-diverse firewalls running in HA?

No.

MX Series Questions

Can it replace traditional MPLS?

Yes. The Meraki Edge/Firewall MX solution can create encrypted tunnels to connect sites formerly connected by MPLS networks.

How many WAN connections can the SD-WAN/firewall support?

Up to two wired WAN connections. 4G options vary on model.

Does it provide inbound internet failover?

No.

Does it provide inbound QoS for voice?

No.

What are the models of hardware TPx will offer for sale?

MX Series

MX64	MX67C	MX68CW	MX100
MX67	MX68	MX84	MX250

MS Series Available in 8, 24 and 48 Port Models (PoE or non-PoE)

MS120	L2 Switch	1Gig uplink	
MS125	L2 Switch	10Gig uplink	
MS210	L2 Switches	1Gig uplink	Static Routing, Redundant Power
MS250	L3 Switch	10Gig uplink	Swappable Power Supply, Dynamic Routing, DHCP Server

MR Series

MR33	Two-radio general purpose
MR45	Four-radio multi-gig high efficiency
MR74	Two-radio outdoor general purpose ruggedized wireless

Non-Supported Hardware

Product End-of-Life (EOL) Policies

TPx will support existing customer hardware as long as it is not EOL at any time during their service term. View the Meraki EOL policy: [https://documentation.meraki.com/zGeneral_Administration/Other_Topics/Product_End-of-Life_\(EOL\)_Policies](https://documentation.meraki.com/zGeneral_Administration/Other_Topics/Product_End-of-Life_(EOL)_Policies)

Will it support fiber?

Only the MX250 supports optical fiber connections. All the other models only support 1GbE RJ45 connections.

Can it connect to an existing TPx MPLS network?

No.

Does it support Forward Error Correction?

No.

What types of Auto VPN topologies are supported?

Hub-and-spoke and full mesh topologies.

Does the MX series support BGP or other dynamic routing?

No.

What is the difference between the Enterprise and Advanced Security licenses for MX?

Enterprise

The Enterprise license includes the following base functionalities:

- Stateful Layer 7 Firewall
- Site-to-site VPN
- Client VPN
- DHCP
- Branch routing
- Intelligent path control
- Application visibility and control
- Web caching (MX84 and higher only)

Advanced Security

The Advanced Security license includes all Enterprise license features, plus the following advanced threat management capabilities:

- URL Content Filtering
- Intrusion Prevention
- Advanced Malware Protection (AMP) with Threat Grid support
- Layer 7 Geo-IP Firewall Rules

Managed Wi-Fi Questions

Will TPx install the Access points?

If the AP is to be installed, it needs to be no higher than 8 feet high. Additional pricing required. TPx will not install access points on concrete, metal, or cinderblock walls.

Will TPx do wiring for the Access points?

No, cabling is the sole responsibility of the customer.

Managed Switch Questions

[Does TPx support Layer 3 Switching?](#)

Yes.

[Are POE switches available?](#)

Yes. Switches are available in POE and non-POE versions.

FAQ