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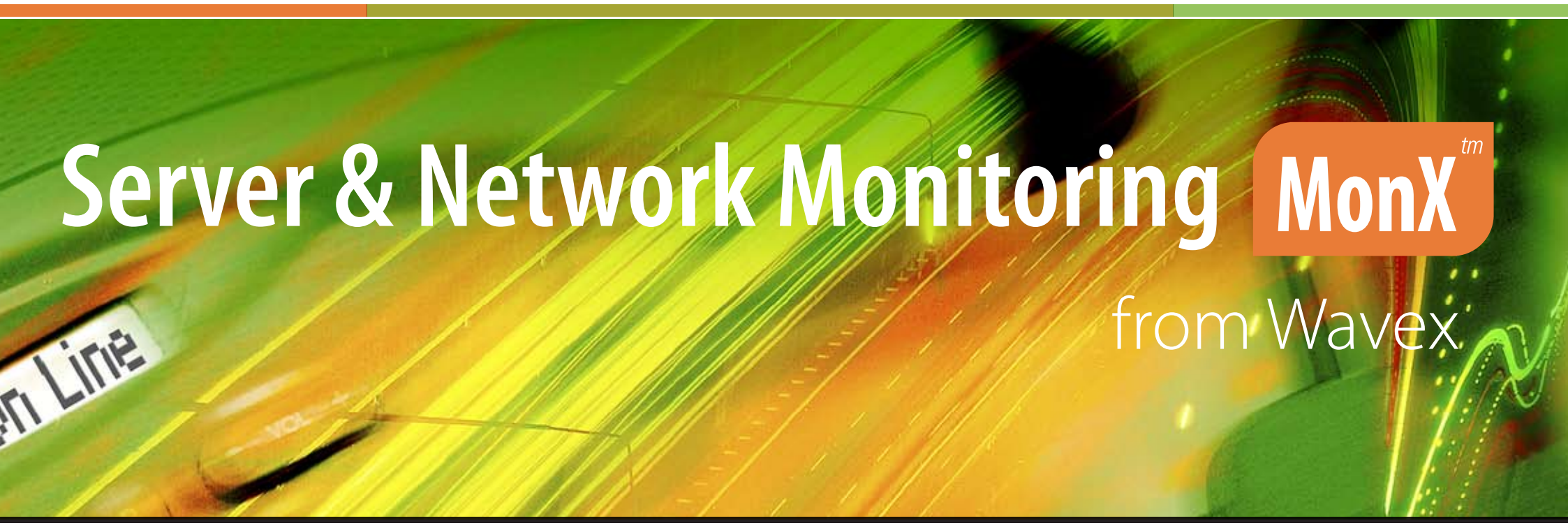

Server & Network Monitoring

MonX™ from Wavex

✓ Reduce network down time

Wavex Server & Network Monitoring

Organisations today are increasingly dependent on the availability of their IT infrastructure as 'down time' and other IT-related issues ultimately lead to lost productivity. In response to this trend, Wavex is pleased to offer a complete server & network monitoring solution including Reactive and Proactive monitoring of critical infrastructure.

Wavex Reactive and Proactive server monitoring ensures that issues that would otherwise lead to additional lost productivity are addressed as soon as possible, either by preventing the issue from arising or reacting immediately when an outage has occurred.

Reactive Monitoring

Wavex Reactive Monitoring alerts Wavex engineers to a failure in a server or network device in real time. Wavex's monitoring servers poll various critical components of clients' IT infrastructures and the infrastructure of third parties providing clients with a critical services (e.g. internet connection) several times per minute. When any monitored item becomes unavailable, Wavex engineers begin investigating the source of the problem immediately and can assist clients in resolving the issue as quickly as possible.

Proactive Server Monitoring – MonX

Monitoring strategies reliant exclusively on reactive approaches do not provide a method to prevent issues from arising in the first place. As many of the issues that may lead to down time and lost productivity are preventable, Wavex has developed its own Proactive Monitoring application: MonX.

MonX monitors clients' servers and collects data which may be indicative of an impending service failure. Alerts received from MonX agents are automatically prioritised based on potential criticality, allowing engineers to focus on the most important issues first.

MonX alerts are also matched against an actively-updated knowledgebase and any known solution and source of additional information is automatically communicated with the alert. This allows engineers to address potential issues before they cause a loss in productivity.

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FAQs

Will MonX generate significant network traffic?

Rather than using a higher level networking protocol, MonX uses UDP traffic to communicate with Wavex's servers. As such, it requires minimal bandwidth and should have no noticeable effect on the bandwidth available to your organisation.

How is MonX implemented?

Wavex deploys a small agent, less than a megabyte in size, on each monitored server. This agent communicates securely, and without involving any business-related data, with Wavex's monitoring infrastructure.

How does MonX know if a problem occurs?

Microsoft has provided a set of APIs (Application Program Interface) which provide a standard way of obtaining certain information, such as CPU speed or memory usage. When these drop below predefined thresholds, the agent passes details of the event to Wavex's knowledgebase. The knowledgebase then determines if the event is important enough to flag up and issues the appropriate alerts.

What systems does MonX run on?

MonX will run on virtually any Microsoft-based system including: NT4 Server (Service Pack 4+), Windows 2000 Server, Windows 2003 Server, SBS 4.5, SBS 2000, SBS 2003.

Is MonX Secure?

MonX encrypts any data sent between client servers and Wavex servers. Furthermore, the data transmitted is of a technical nature and no 'secure' data is involved.

Will multiple ports have to be opened for MonX to work?

MonX may require UDP port 10132 to be opened, however, in many cases, no ports will need to be opened to allow communication with Wavex's servers.

What does MonX monitor?

- **Event logs**
- **Data backups**
- **Popup alerts**
- **Disk space**
- **CPU**
- **Added/removed applications**
- **Services**
- **Memory**
- **Usage**

MonX can also be customised using WMI scripting to monitor nearly any aspect of server infrastructure, including:

- **Exchange information store size**
- **Current server sessions**
- **Exchange queue sizes**
- **File server sessions**
- **Availability of public websites or other servers**
- **Network utilisation**