



Intelligent Monitoring – Operating System Support Overview

Operating System Support

NR Software Intelligent Monitoring monitors operating system variables and logs for point-in-time and exceptional conditions in each of the four ISO Network Management areas:

- Configuration Management
- Performance Management
- Security Management
- Fault Management

Operating Systems

NR Software currently monitors vendor-supported versions of these operating systems:

- Redhat Linux (versions AS and ES)
- FreeBSD
- Microsoft Windows (versions 2000 Server and Advanced Server, 2003 Standard and Enterprise Edition)

Fault Management

Fault detection checks for failure events and missing resources. Events that are defined for Fault Management become trouble tickets with an associated customer notification. Examples of fault detection checks are provided below. Contact a NR Software sales representative for more details.

- Daemons and Services
- System Load Intervals
- CPU % Busy Status
- System Restart
- Disk Utilization %
- Swap Partition % Utilization
- Hardware/RAID Faults

BENEFITS

- ✓ Project Management for Installation
- ✓ Agent-based event detection
- ✓ 24x7 Support Operations Center Coverage
- ✓ Event Correlation and Validation
- ✓ CCC Portal Access (System Health, Ticket Activity and Trend Reports, Performance Reports)
- ✓ Ticket Tracking, Communication, Notification and Escalation Management
- ✓ Incident Management

Performance Management

The following system capacity and performance variables are periodically checked using a configured performance interval or when the Intelligent Agent records an error trap. Examples of performance management checks are provided below. Contact a NR Software sales representative for more details.

- Performance Checks
- Physical Memory
- Network Statistics

Security Management

The Security monitoring is performed through a configured validation data-gathering interval. Security checks result from periodic system polls or from the Intelligent Agent receiving an error trap. Examples of configuration management checks are provided below. Contact a NR Software sales representative for more details.

- Logon Failures for select accounts
- Access Failures for select files
- Log File Checks

For more information visit www.nrsoftware.com or call **310-309-3715**.

