



## Intelligent Monitoring – Web Server Support

### Web Server Support

NR Software Intelligent Monitoring agents control web server monitoring scripts to assess the overall health, performance, configuration, and security of the web server environments. NR Software Intelligent Monitoring supports each of the four ISO Network Management areas:

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

### Supported Applications

NR Software monitors vendor-supported versions of these web servers:

- Apache®
- IIS®
- iPlanet Version 6®
- Netscape®

### 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.

- Request Threshold Monitoring
- Authentication Failures
- Transaction Threshold Monitoring
- Errors per Second
- Session Threshold Monitoring
- Active Thread Monitoring

### Configuration Management

Configuration Management records the configuration of the host at a fixed interval or at system startup.

### 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

Configuration Management messages are generated periodically to the trap receiver. Examples of configuration management checks are provided below.

- Server Name
- Bound IP Address
- Uptime Monitoring
- Port Number

### 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.

- Keep Alive Counts
- Process Thread Monitoring
- Poll Intervals
- Virtual Name Server
- Request Threshold Monitoring

For more information visit [www.nrsoftware.com](http://www.nrsoftware.com) or call **310-309-3715**.



- Cache Enabled and Cache Entries Count
- Busy and Idle Workers
- Errors during Script Runtime
- Current URL and BLOB cache hits
- Connection Threshold Monitoring

### **Security Management**

The Security monitoring is performed through a configured validation data-gathering interval. Security checks result from periodic system polls or from an error trap. Examples of configuration management checks are provided below.

- Number of Requests Not Found
- Number of Requests Not Authorized

Contact a NR Software sales representative for more details.

