

>> noscito remote

noscito remote is an agent free, system, network and application monitoring service that enables you to establish the performance and availability of your infrastructure. noscito remote alerts you to current or potential issues within your infrastructure before they become critical.

noscito remote consists of two components.

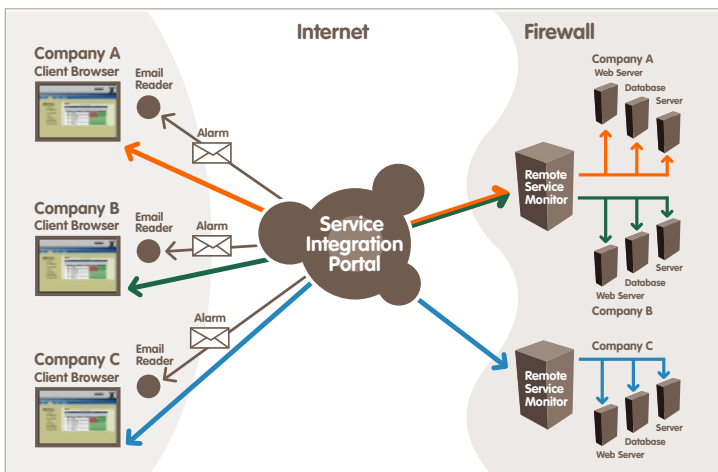
The Service Integration Portal (SIP)

- Used by you to create, monitor and manage services
- Integrates noscito remote data into enterprise consoles
- Generates reports and notifications
- Provides access to the alert history log

The Remote Service Monitor (RSM)

- Collects and sends information and alerts to the SIP
- Provides remote monitoring for a wide set of service elements in your environment
- Installs and deploys in network
- Is firewall and proxy friendly

The diagram below describes the interaction between the SIP, the RSM, the customer infrastructure and the client.



Setting up noscito remote to monitor the infrastructure systems and devices in your company involves a simple identification and configuration process, during which you specify what to monitor on each infrastructure element. During account configuration you accept default alert rules or modify alert rules to reflect the service level agreement (SLA) for your account. You navigate the account and select report tabs that show how actual performance compare with account objectives and can configure the service to send you regular scheduled email reports

When conditions occur that cause an element to violate an alert rule, the service triggers an alert for the element. You can configure rules that specify who receives notification, in the form of Email and SMS alert notes. You choose to apply the same rules to all elements in the account or you set different notification rules for each element or multiple notifications for each element. This enables you to setup an escalation procedure. By setting three email alert rules you can have the service wait five minutes before notifying operations personnel of problems, twenty minutes before notifying a manager, and one hour before notifying a director if the problem is still unresolved.

The noscito remote service provides reports that you access via the portal or have automatically emailed:

- Service Measures - reports that show how well the elements in your account performed compared with the service goals.
- Alerts - reports that show when an element has not met one of its alert rules and when its status changed.
- Current Status - reports that provide the status of the objects in your account at the time you access the report

You set reporting date and time ranges to control the data that appears on the reports giving historical reporting.

noscito remote monitors the following elements out of the box

- Hardware and operating systems including Microsoft NT/XP/2000/2003, Unix (Solaris, HP-UX, AIX) and Linux
- Databases such as Oracle, MicrosoftSQLServer and Sybase
- Applications - IIS Webserver, Microsoft Exchange Server
- Text Log scanning for keywords
- Process monitoring
- Port monitoring
- Networking devices such as routers, switches and firewalls (Cisco and Nokia)
- Storage devices including Direct Attached Storage, Network Attached Storage, and Storage Area Networks
- DNS, Ping, FTP, HTTP(S) monitoring
- Any IT infrastructure with an SNMP MIB