

RoboMon NT/2000 - IIS[®] Intelligent Solution Set

Automated management for Internet Information Server[®] 4.0 & 5.0

Manage Any IIS Environment Better

RoboMon's IIS Intelligent Solution Set provides easily configurable proactive monitoring and problem solving for any size IIS environment, from standalone web servers to the most complex web farms of eBusiness. RoboMon's automated, out-of-the-box IIS Intelligent Solution Set operates through an integrated set of rules that detect and correct problems before your users experience failures or slowdowns. It monitors all aspects of IIS availability and performance, including:

- Basic operations, such as whether URLs are reachable and the IIS services are running,
- Performance criteria, such as fluctuations in server response time and ASP errors, and
- Activity that may signal hacker attacks.

RoboMon can diagnose and correct problems on the spot, or escalate them to your attention at a central monitoring location. Performance and event data are archived to help you evaluate your hardware and software needs, and to plan realistically for growth.

RoboMon NT/2000 Event Monitor

The screenshot shows the RoboMon Event Monitor interface. At the top, it says 'Robomon Event Monitor - All Events for RoboMon Event Database on \\ BASE'. Below the title bar is a menu bar with 'File Monitor View Event Detail Tools Help'. A toolbar contains various icons for monitoring and management. Below the toolbar is a table with the following data:

EventDateTime	Class	SubClass	Computer	!	RuleName
10/27/99 04:15:01 PM	IIS	IIS SERVICES	GLOBAL	✖	IIS_SERVICES
10/27/99 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	✖ !	UNREACHABLE_COMPU
10/27/99 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	✖ !	UNREACHABLE_COMPU
10/27/99 03:55:01 PM	IIS	INTERNET SECUR...	GLOBAL	✖ !	LOGON_FAILURE_ALERT
10/27/99 03:55:01 PM	IIS	INTERNET	STAGING	✖ !	URL_UNREACHABLE

Below the table, there is a detailed log for the selected event. The log text is as follows:

```
Updated severity 1 problem for computer GLOBAL at 10/27/99 04:15:01 PM.
Generated by rule IIS_SERVICES of type IIS SERVICES in IIS.

Acknowledged by KAB at 10/27/99 04:26:39 PM.

FTP Publishing Service, which is critical to Internet Information Server,
is not currently running. Internet Information Server cannot function properly
without this service.
To ensure proper operation of Internet Information Server, restart this
service in the Services applet of Control Panel.

RoboMon will not be able to accurately monitor IIS until this
service is restarted. The RoboMon IIS rules have been temporarily
disabled, and will be enabled when the service is started.
```

The status bar at the bottom of the window shows 'Ready', '5 events', and '10/27/99 4:28:41 PM'.

Key Benefits

- Works out of the box, with no setup time
- Configures to any size IIS environment by automatically studying the IIS workload
- Fixes problems automatically, focuses your staff's time on the issues you target
- Allows centralized monitoring of remote systems
- May be precisely customized for each environment
- Provides intuitive, graphical interface for management and customization
- Integrates with RoboMon's enterprise-wide total eBusiness infrastructure management solution (see below)

What RoboMon's IIS Intelligent Solution Set Monitors

RoboMon's IIS Intelligent Solution Set provides comprehensive monitoring and management of running IIS systems. Specific rules are designed to:

- Monitor the reachability and response time of specified URLs
- Monitor the IIS process's use of system resources, as well as the overall performance of IIS
- Monitor the state of W3, FTP, SMTP, and IISAdmin services, and optionally restart them
- Monitor concurrent users of HTTP and FTP services, and alert you to usage peaks and sudden spikes that may result in degradation of these services
- Maintain historical HTTP, FTP and SMTP performance averages and alert you if performance drops well below recent historical averages
- Monitor the allocation of memory to Active Server Pages, and the number of rejected ASP requests due to insufficient resources or full request queues
- Track the number of ASP runtime/compile errors, which may indicate faulty ASP code, unavailable ODBC sources, faulty or unavailable DLLs, etc.
- Alert you to excessive of logon failures, which may indicate security attacks
- Monitor for excessive number of incomplete or unsuccessful connections, alerting you to potential denial-of-service

What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size IIS configuration. In addition, each RoboMon rule may be completely customized, allowing precise control over threshold settings through the Solutions Manager, as well as actions to be taken, required notifications and alerts. RoboMon's intuitive, graphical Rule Designer allows you to tailor rules and create new rules without writing a single line of code. Customized rules may be deployed to individual machines, domains or throughout the enterprise, via simple, efficient, drag & drop operations in the RoboMon Enterprise Manager.

The Total RoboMon Solution

RoboMon for Windows NT/2000 is automated eBusiness infrastructure management software that detects and corrects complex application, system and network problems to ensure the highest levels of availability and performance.

RoboMon includes a suite of pre-defined rules, called Intelligent Solution Sets, that work out of the box to detect and correct problems with applications, systems and networks, including Windows NT/2000, Microsoft BackOffice, and SNMP-based network components.

RoboMon may be configured to notify staff of problems in real time, or to take corrective action independently and monitor the results for success. RoboMon's many notification options include paging, e-mail, SNMP trap, net send messages, and centralized event reporting through the Event Monitor, enabling it to integrate with and supplement your current staff notification practices.

Where RoboMon's IIS Intelligent Solution Set Gets Its Data

- Perfmon counters
- Win32 API
- ASCII log files
- NT event log

RoboMon's IIS Rules

ASP_Allocated_Memory_Free
Monitors the amount of memory allocated to Active Server Pages remaining free.

ASP_Requests_Rejected
Monitors the number of Active Server Page requests rejected due to a full request queue, or insufficient resources to complete a request.

ASP_Runtime_Errors
Monitors the number of Active Server Page runtime/compile time errors on the server.

FTP_Connections

Raises an alert if any of the FTP sites on the server experience a peak or spike for more than two intervals.

FTP_Performance

Monitors the performance of the FTP service, comparing to historical averages.

IIS_Cache_Alert

Monitors the efficiency of cache use by Internet Information Server, in particular, MDL reads (used most frequently by HTML based web pages) and pin reads (used most frequently by ASP based web pages). The rule generates a problem event if it detects lower than acceptable efficiency values for four consecutive intervals.

IIS_Process_Load

Monitors INETINFO.EXE, the process that drives Internet Information Server. It generates a problem event if this process uses system resources in excess of user defined maximums.

IIS_Process_Pool_Leak

Reports if usage of paged pool or nonpaged pool by Internet Information Server is increasing.

IIS_Services

Monitors the state of services critical to the operation of Microsoft Internet Information Server 4.0. The list of services can be modified in the RoboMon Solutions Manager.

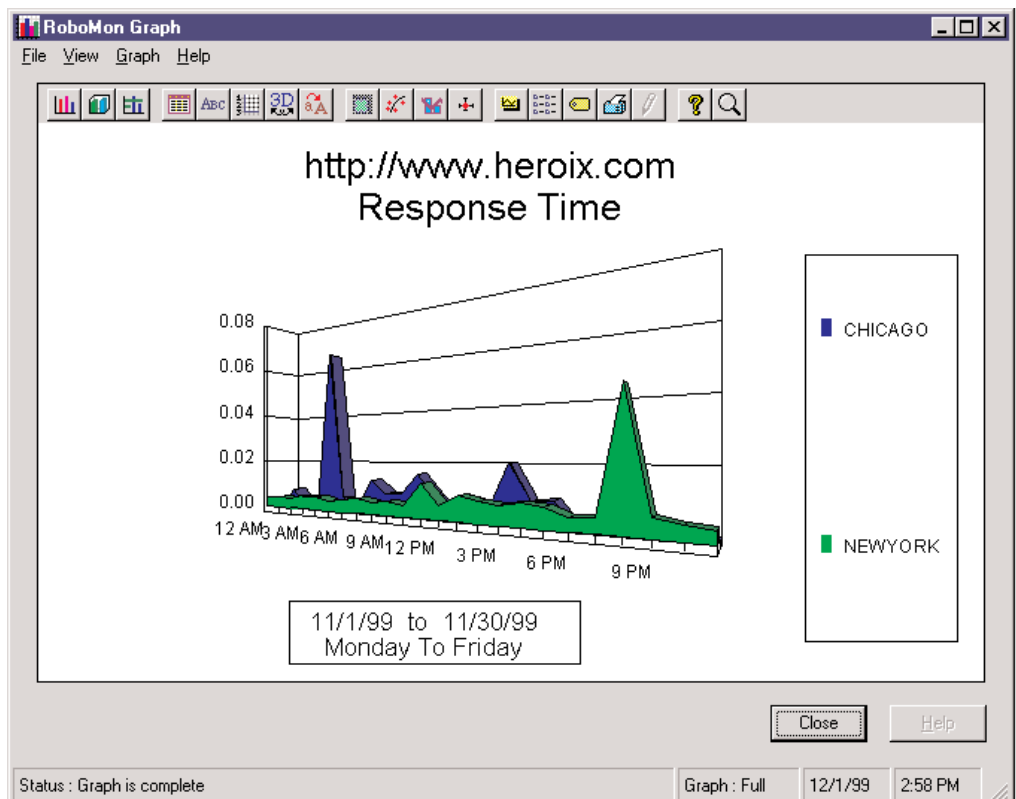
IIS_Working_Set

Monitors the size of the IIS working set, and raises an alarm if the working set is not maintained at a sufficient size for IIS to function efficiently

Logon_Failure_Alert

Monitors the server for excessive failed logon attempts, specifically those attempted through IIS. It raises an alert if the server

RoboMon NT/2000 Graphing



RoboMon's IIS Rules cont.

experiences an excessive number of logon failures due to incorrect username/password.

SMTP_Performance

Monitors the performance of the SMTP server, comparing to historical averages.

SYN_Attacks

Monitors the server for SYN flooding attacks.

URL_Unreachable

Looks for Internet URLs that don't exist, return an error, or return too slowly.

Web_Connections

Raises an alert if any of the Web sites on the server experience a peak or spike for more than two intervals.

Web_Performance

Monitors the performance of the Web service, comparing to historical averages.

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