

## RoboMon NT/2000 - Windows® NT/2000 Intelligent Solution Set

*Automated management for Windows® NT/2000*

### Manage Any Windows NT/2000 Environment Better

RoboMon's Windows NT/2000 Intelligent Solution Set provides easily configurable, proactive monitoring and problem solving for any size Windows NT/2000 environment, from stand-alone servers to global enterprises. RoboMon's automated, out-of-the-box Windows NT/2000 Intelligent Solution Set operates through an integrated set of rules that detect and correct problems before your users experience failures or slowdowns, providing increased reliability and efficiency for crucial operations such as those of eBusiness. It monitors all aspects of Windows NT/2000 availability and performance, including:

- Basic operations, such as network availability, disk space and critical service operation,
- Performance criteria, such as CPU, memory and I/O bottlenecks, and
- Server-specific issues, such as application errors and printer problems.

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 service level compliance, to evaluate your hardware and software needs, and to plan realistically for growth.

### RoboMon NT/2000 Event Monitor

The screenshot shows the RoboMon Event Monitor application window. The title bar reads "Robomon Event Monitor - All Events for RoboMon Event Database on \\BASE". The menu bar includes "File", "Monitor", "View", "Event", "Detail", "Tools", and "Help". Below the menu is a toolbar with various icons. A table displays a list of events:

EventDateTime	Class	SubClass	Computer	!	RuleName
09/12/00 04:02:58 PM	Windows 2000 SE...	MEMORY	GLOBAL	!	MEMORY_LOAD
09/12/00 04:00:18 PM	Windows NT SERV...	NETWORK	EAST	!	UNREACHABLE_COMPUTERS
09/12/00 04:00:18 PM	Windows NT SERV...	NETWORK	EAST	!	UNREACHABLE_COMPUTERS
09/12/00 02:01:32 PM	IIS	IIS CACHE	GLOBAL	!	IIS_CACHE_ALERT
09/12/00 02:01:28 PM	IIS	IIS PROCESS	GLOBAL	!	IIS_PROCESS_POOL_LEAK
09/12/00 11:00:09 AM	Windows NT SERV...	PAGE_FILE	EAST	!	PAGE_FILE_LOAD
09/12/00 11:00:01 AM	IIS	IIS SERVICES	EAST	!	IIS_SERVICES

Below the table, a detailed view of the selected event is shown:

```

Updated severity 1 problem for computer GLOBAL at 09/12/00 04:02:58 PM.
Generated by rule MEMORY_LOAD of type MEMORY in Windows 2000 SERVER.

The percentage of physical memory currently being used on this computer is
critical at 94.49%.

Remedy: If this situation persists, either reduce the concurrent
application load or purchase more memory for the computer.

References: See the PROCESS_LOAD rule for a list of processes that are
consuming memory.
    
```

The status bar at the bottom indicates "Ready", "74 events", and the time "09/12/00 4:15:26 PM".

### Key Benefits

- Works out of the box, with no setup time
- Configures to any Windows NT/2000 environment, and automatically adapts to changes in configuration
- 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 Windows NT/2000 Intelligent Solution Set Monitors

RoboMon's Windows NT/2000 monitoring solution provides comprehensive monitoring and management of running Windows NT/2000 workstations and servers. Specific rules are designed to:

- Alert you to impending disk space shortages and other disk issues in time to avert application failures
- Check all critical services and optionally restart those that fail
- Check remote computers and important URL addresses to verify network and Internet availability
- Monitor applications for process failures, excessive resource usage and other problems
- Identify event log messages of interest and notify you proactively
- Detect pagefile shortages and recover space if necessary
- Investigate bottlenecks in CPU, disk I/O and memory and provide recommendations for improving performance
- Identify potential memory leaks, which can degrade performance and may indicate application problems
- Perform regular file and directory checks to recover wasted disk space
- Check for redirector and server problems
- On print servers, notify you of paused or backlogged printers

## What RoboMon's Windows NT/2000 Intelligent Solution Set Monitors cont.

- Monitor DNS activity and alert you to problems with dynamic updates, secure updates, failed queries, zone transfers, and notifications from primary to secondary DNS servers
- Generate hourly, weekly and monthly batch reports and graphs
- Archive key system and application performance data for reporting and graphing

## What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size Windows NT/2000 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 Windows NT/2000 Intelligent Solution Set Gets Its Data

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

## RoboMon's Windows NT/2000 Rules

### Cache\_Efficiency

Monitors the file system cache for excessive traffic and poor efficiency.

### CPU\_Load

Monitors the percentage of time the CPU is active.

### Disk\_IO\_Load

Monitors the percentage of time disks are active.

### Disk\_Not\_Mounted

Checks for removable media drives that do not have any media mounted.

### Disk\_Storage

Monitors the amount of free disk space available.

### Dynamic\_Update\_Queue

Monitors the length of the DNS dynamic update queue.

### Dynamic\_Update\_Timeouts

Monitors the number of DNS dynamic updates timed out by the DNS server.

### Dynamic\_Updates\_Rejected

Monitors the number of DNS dynamic updates rejected by the DNS server.

### Empty\_Directories

Checks for empty directories.

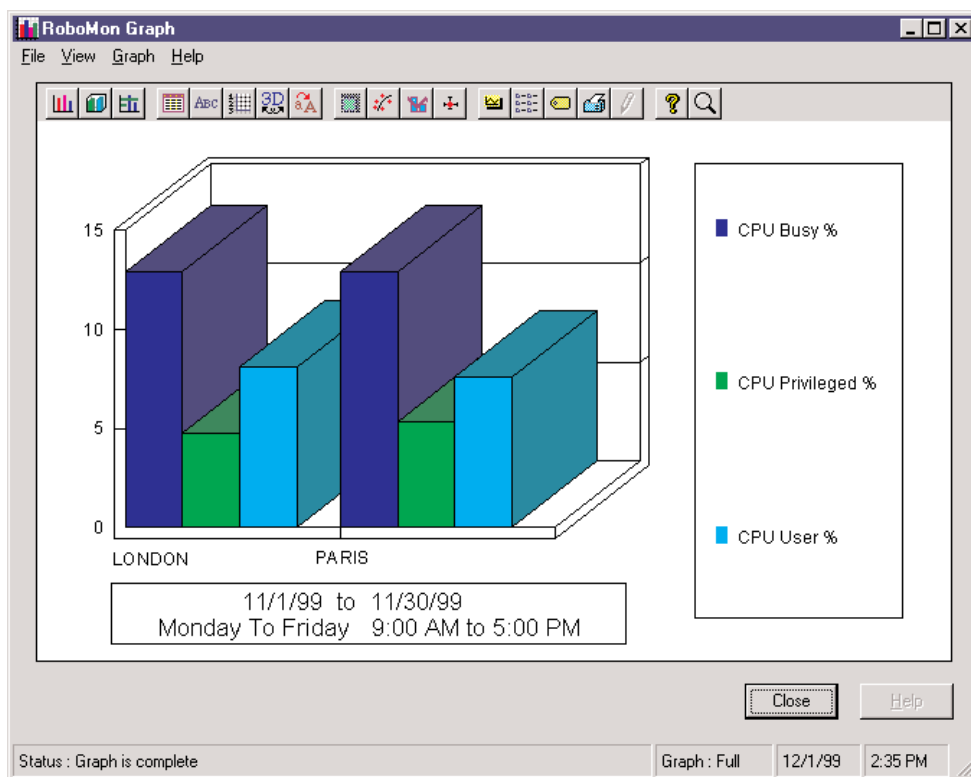
### File\_IO\_Load

Monitors the I/O rate and the data transfer rate of the system.

### Full\_Zone\_Transfer

Monitors the response rate and failure rate of full DNS zone transfers.

## RoboMon NT/2000 Graphing



## **RoboMon's Windows NT/2000 Rules cont.**

### **Hourly\_Reports**

Creates the hourly batch reports and graphs.

### **Incremental\_Zone\_Transfer**

Monitors the response rate and failure rate of incremental DNS zone transfers.

### **Large\_Directories**

Checks for large directories.

### **Large\_Files**

Checks for newly created or modified files larger than two megabytes.

### **Memory\_Load**

Monitors memory utilization. Similar to the memory load index provided by Windows NT administrative tools.

### **Monthly\_Reports**

Creates the monthly batch reports and graphs.

### **Nonpaged\_Pool\_Leak**

Checks for excessive memory growth.

### **Notification\_Failures**

Monitors failure of notifications sent from the primary to the secondary DNS server.

### **Page\_File\_Load**

Monitors for excessively full page files.

### **Paged\_Pool\_Leak**

Checks for excessive memory growth.

### **Paging\_Load**

Monitors the rate at which pages are being transferred in and out of main memory.

### **Printer\_Load**

Monitors the number of queued print jobs.

### **Printer\_State**

Checks for paused printers.

### **Process\_Count**

Monitors the number of processes running on the system.

### **Process\_Critical**

Checks for the existence of critical processes.

### **Process\_Load**

Monitors for processes using significant system resources.

### **Process\_Pool\_Leak**

Checks for excessive memory growth.

### **Query\_Response**

Monitors the percentage of queries to the DNS server that receive a response, generating an event if the percentage drops below the threshold defined in the RoboMon Solutions Manager.

### **Recursive\_Query\_Failures**

Monitors the percentage of failed recursive queries to the DNS server.

### **Redirector\_IO\_Load**

Monitors for excessive redirector utilization.

### **Redirector\_Problems**

Checks for various redirector problems.

### **Secure\_Update\_Failures**

Monitors failure levels for DNS server secure updates.

### **Server\_IO\_Load**

Monitors for excessive server utilization.

### **Server\_Problems**

Checks for various server error conditions.

### **Service\_Not\_Running**

Reports which services are not running.

### **Service\_Not\_Started**

Reports services that should be auto started, but are not running.

### **Service\_Running**

Enables SERVICE\_NOT\_RUNNING if the service is running.

### **System\_Error**

Checks for various system error conditions.

### **Trim\_Working\_Sets**

Checks for processes that are good candidates for working set trimming.

### **Trust\_Broken**

Generates an alert if there is a problem with a trust relationship.

### **Unreachable\_Computers**

Checks for computers that are unreachable from the local system.

### **URL\_Problems**

Checks for errors or slow responses from URL addresses.

### **Weekly\_Reports**

Creates the weekly batch reports and graphs.

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