

RoboMon NT/2000 - Site Server Intelligent Solution Set

Automated management for Microsoft's Site Server (including Commerce Server)

Manage Any Site Server Environment Better

RoboMon's Site Server Intelligent Solution Set provides easily configurable proactive monitoring and problem solving for any size enterprise using Microsoft's Site Server, whether to run highly customizable e-commerce websites or complex corporate intranets that consolidate access to diverse web, Exchange, newsgroup, database and file system resources. RoboMon's automated, out-of-the-box Site Server 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 Site Server reliability and performance, including:

- Basic performance indicators such as CPU busy percentage, I/O, memory usage, etc.,
- Performance of Site Server's crawler, search and content deployment services, and
- Connection and login activity that may indicate security attacks.

RoboMon NT/2000 Event Monitor

The screenshot shows the RoboMon Event Monitor interface. At the top, it displays 'Robomon Event Monitor - All Events for RoboMon Event Database on \\ BASE'. Below the menu bar, there are icons for various event types. The main window contains a table of events:

EventDateTime	Class	SubClass	Computer	!	RuleName
09/02/00 04:15:01 PM	WLBS	COMMUNICATIO...	WEBFAR...	!	COMMUNICATION_FAILURE
09/02/00 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	!	UNREACHABLE_COMPU
09/02/00 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	!	UNREACHABLE_COMPU
09/02/00 03:55:01 PM	IIS	INTERNET SECUR...	GLOBAL	!	LOGON_FAILURE_ALERT
09/02/00 03:55:01 PM	IIS	INTERNET	STAGING	!	URL_UNREACHABLE

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

```

Updated severity 2 problem for computer WEBFARM3 at 9/2/00 04:15:01 PM.
Generated by rule COMMUNICATION_FAILURE of type COMMUNICATION_FAILURE in WLBS.

Acknowledged by KAB at 9/2/00 04:26:39 PM.

Host WEBFARM3 is the only remaining host
in WLBS cluster WEBFARM, and is configured as the default
host. While all other cluster members could be down for routine maintenance,
a host believing itself to be the only member of the cluster frequently
indicates a communication problem with other members of the cluster.
Check the condition of host WEBFARM3's network connection, as well
as the state of other members of the cluster.
    
```

The status bar at the bottom indicates 'Ready', '5 events', and the time '09/02/00 4:28:41 PM'.

RoboMon can diagnose and correct problems on the spot and email IT staff, or bring them to your attention at a central monitoring location.

Key Benefits

- Works out of the box, with no setup time
- Detects 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 Site Server Intelligent Solution Set Monitors

RoboMon's Site Server Intelligent Solution Set provides comprehensive monitoring and management of running NT/2000 systems using Site Server (including Commerce Server). Specific rules are designed to:

- Raise an alert when Site Server services that start up automatically are not running, and optionally restart them.
- Track basic performance indicators such as CPU busy percentage, I/O, memory usage, etc.
- Report processes using significant resources of the working set, CPU, and page files.
- Raise an alert when Site Server Gatherer or Site Server Search stops running.
- Flag excessive dropped connections, which may indicate connectivity problems between the Authentication Service and the Membership Directory.
- Track number of connections to the Content Deployment server and to the Search server, and warn when these exceed a specified threshold, which may lead to poor server performance.
- Warn of delays in processing the results of crawls, which may be reduced by scheduling more frequent crawls of sites on which documents are highly dynamic.

What RoboMon's Site Server Intelligent Solution Set Monitors cont.

- Warn when Search marks a server as unavailable during crawls due to an excessive number of requests that have timed out.
- Raise an alert when average queue duration of Search queries grows or remains steady over a specified interval, which may indicate either the presence of complex queries or high resource usage on the Search server.
- Monitor size and response time of a Search Catalog, average queue duration of Search queries, size of Search queue, and number of document entries in memory, and warn when these exceed specified thresholds, which may result in poor performance of the Search server.
- Monitor performance of the LDAP service, including number of out-of-memory errors, excessive growth of pending requests, and number of users connected.
- Warn of too many lost replications on LDAP services due to replication, network or local server errors.
- Identify high I/O rate that may cause slow-down of replication.
- Report high replication activity, excessive concurrent replications, or excessive growth in size of the replication queue, which may cause replication of the Search Catalog to slow down.
- Warn of excessive log-in failures (via cookie, certificate, cleartext, etc.), which may be caused by forgotten passwords, expired accounts, security requirements to re-authenticate, restriction of site to registered members, or attempts to break into the system.
- Warn of excessive connection attempts by denied users, which may also indicate break-in attempts.

What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size Site Server 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 Site Server Intelligent Solution Set Gets Its Data

- Perfmon counters

RoboMon's Site Server Rules

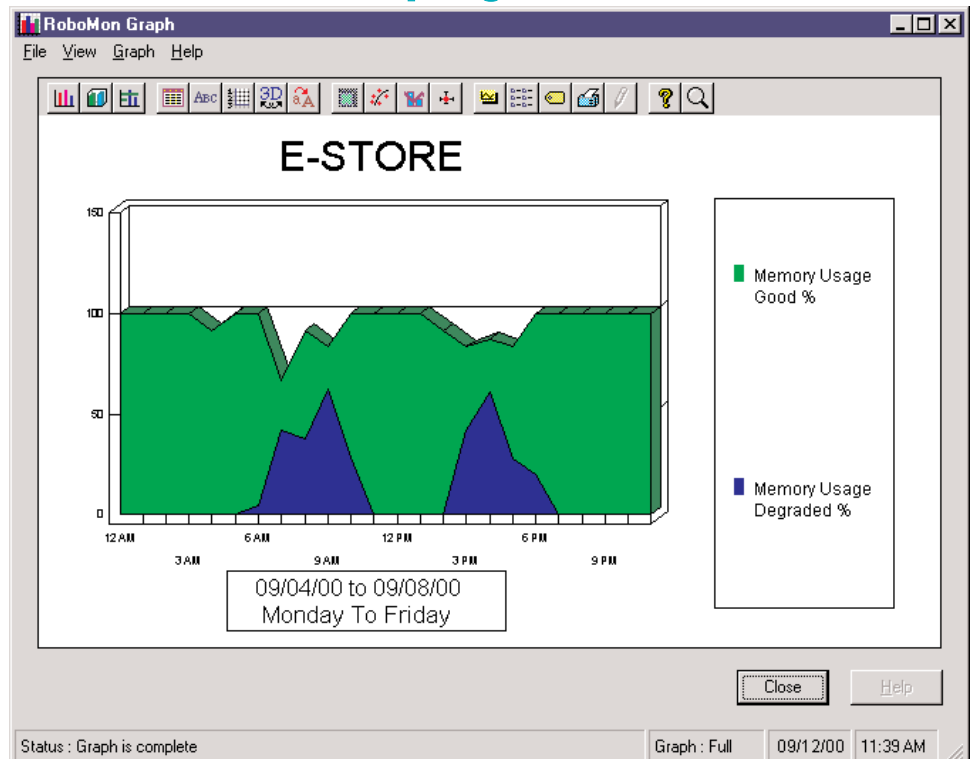
SS_Active_Connections

Warns if the number of connections to the Search service is too high.

SS_Activity

Warns if the rate of bytes or files, sent and received, in the last interval is too high.

RoboMon NT/2000 Graphing



RoboMon's Site Server Rules cont.

SS_Authenticate_Fails

Warns if the number of authentication failures on the server has reached critical level.

SS_Avg_Queue_Dur_Growth

Warns if average queue duration of Search queries has grown or remained steady for a number of consecutive intervals.

SS_Avg_Response_Time

Warns if the average response time of the Site Server Search Catalog is too high.

SS_Catalog_Size

Warns if a Search Catalog size is too large.

SS_Concurrent_Replications

Warns if too many replications are running concurrently.

SS_Delayed_Docs

Checks if there are too many documents delayed due to site hit frequency rules.

SS_Denied_User_Attempts

Warns if too many connections have been attempted by denied users to the site server in the last interval.

SS_Document_Entries

Checks if the number of document entries in memory has become too large.

SS_Gatherer_Heartbeats

Warns if there are no heartbeats recorded for the Site Server Gatherer.

SS_Max_Queue_Dur_Growth

Warns if the maximum queue duration of a Search query has grown or remained steady for a number of consecutive intervals.

SS_Member_Dir_Drop

Warns if too many connections to the Membership Directory have been dropped.

SS_Out_Of_Memory

Warns of too many out of memory errors for LDAP service.

SS_Pending_Reqs_Growth

Warns if number of pending requests for LDAP service has grown or remained steady for a number of consecutive intervals.

SS_Performance_Checks

Checks for high values on some basic performance indicators such as percent of time the CPU is busy (across all processes), file system read/write rates, bytes transfer rate for the file system read/write operations, and percent of physical memory used.

SS_Process_Resources

Reports processes using significant resources of the working set, CPU, and page files.

SS_Queue_Len_Growth

Warns if the Search Catalog queue length has grown or remained steady for a number of consecutive intervals.

SS_Replic_Queue_Growth

Warns if the size of the replication queue has grown or remained steady for a number of consecutive intervals.

SS_Replication_Lost

Warns of too many lost replications on LDAP services.

SS_Search_Heartbeats

Warns if there are no heartbeats recorded for the Site Server Search.

SS_Servers_Unavailable

Warns if servers become unavailable after a number of requests time out.

SS_Services_Not_Running

Reports when rules that start up automatically are not running and optionally restarts them.

SS_Socket_Connections

Warns if there are too many current socket connections.

SS_Users_Connected

Warns if there are a high number of users connected to the LDAP service.

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