

# Welcome

## Introducing up.time

*up.time* monitors, manages, and reports on systems, network devices, and applications in a real-time, centralized view.

At the datacenter level, *up.time* continuously monitors your servers, applications, databases and IT resources, and alerts you to problems. Using the information that *up.time* gathers, you can solve problems before they impact your business.

For example, a service monitor detects that a large volume of email messages are going back and forth between a particular email address in your organization and an external domain. This could indicate that a high number of legitimate emails are being sent, or it could indicate that a virus or a trojan is active on a system in your environment.

You can also generate reports and graphs to visualize the information that *up.time* gathers. By analyzing the information, reports, and graphs you can do the following:

- identify and isolate performance bottlenecks
- monitor and report on the availability of services
- determine the specific causes of a problem in your network
- perform capacity planning
- consolidate servers where necessary
- develop more precise management reports

## Who Should Read This Guide

The *up.time* User Guide is intended for various types of users:

- system administrators who want to use *up.time* to monitor a single system or multiple systems in a distributed environment at a single datacenter
- users who gather information about their systems to perform analysis and make key business decisions
- IT managers who will determine the availability of resources, applications, and data for their user community

## up.time Architecture

*up.time* consists of a Monitoring Station that retrieves information from client systems, either through software (i.e., an *agent*) that is installed on a system or by monitoring services running on a system.

## up.time Service Monitoring Concepts

Before you start using *up.time*, you should first understand the underlying service monitoring concepts.

- Monitors

The service monitor templates that are bundled with *up.time*. You use these templates to configure a service check.

- Alert Profiles

Templates that tell *up.time* exactly how to react to various alerts - issuing alert notifications and performing recovery options - generated by your service checks.

- Host Checks

Service checks that you select and assign to each host that is being monitored to test if it is functioning properly. Service checks are temporarily disabled if *up.time* determines that a host that is undergoing scheduled maintenance.

- Monitoring Periods

Specific windows during which you want to have *up.time* generate and send alert notifications. For example, you can specify that alerts only be sent between 9 a.m. and 5 p.m. on weekdays.

- Monitor Escalations

The exact definitions of when and how *up.time* should escalate service alerts if they have not been acknowledged by specific users within pre-defined time limits.

- Service Groups

Service monitor templates that enable you to apply a common service check to one or multiple hosts (servers, network devices) that you are monitoring.