Welcome

Introducing Uptime Infrastructure Monitor

Uptime Infrastructure Monitor monitors, manages, and reports on systems, network devices, and applications in a real-time, centralized view.

At the datacenter level, Uptime Infrastructure Monitor continuously monitors your servers, applications, databases and IT resources, and alerts you to problems. Using the information that Uptime Infrastructure Monitor 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 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 Uptime Infrastructure Monitor 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 Uptime Infrastructure Monitor User Guide is intended for various types of users:

- system administrators who want to use Uptime Infrastructure Monitor 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 determine the availability of resources, applications, and data for their user community

Uptime Infrastructure Monitor Architecture

Uptime Infrastructure Monitor 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.

Uptime Infrastructure Monitor Service Monitoring Concepts

Before you start using Uptime Infrastructure Monitor, you should first understand the underlying service monitoring concepts.

- Monitors

The service monitor templates that are bundled with Uptime Infrastructure Monitor. You use these templates to configure a service check.

- Alert Profiles

Templates that tell Uptime Infrastructure Monitor 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 monitored host to test if it is functioning properly. Service checks are temporarily disabled if Uptime Infrastructure Monitor determines that a host that is undergoing scheduled maintenance.

- Monitoring Periods

Specific windows during which you want to have Uptime Infrastructure Monitor 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 Uptime Infrastructure Monitor should escalate service alerts if they are not 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.