



**Trigger** 

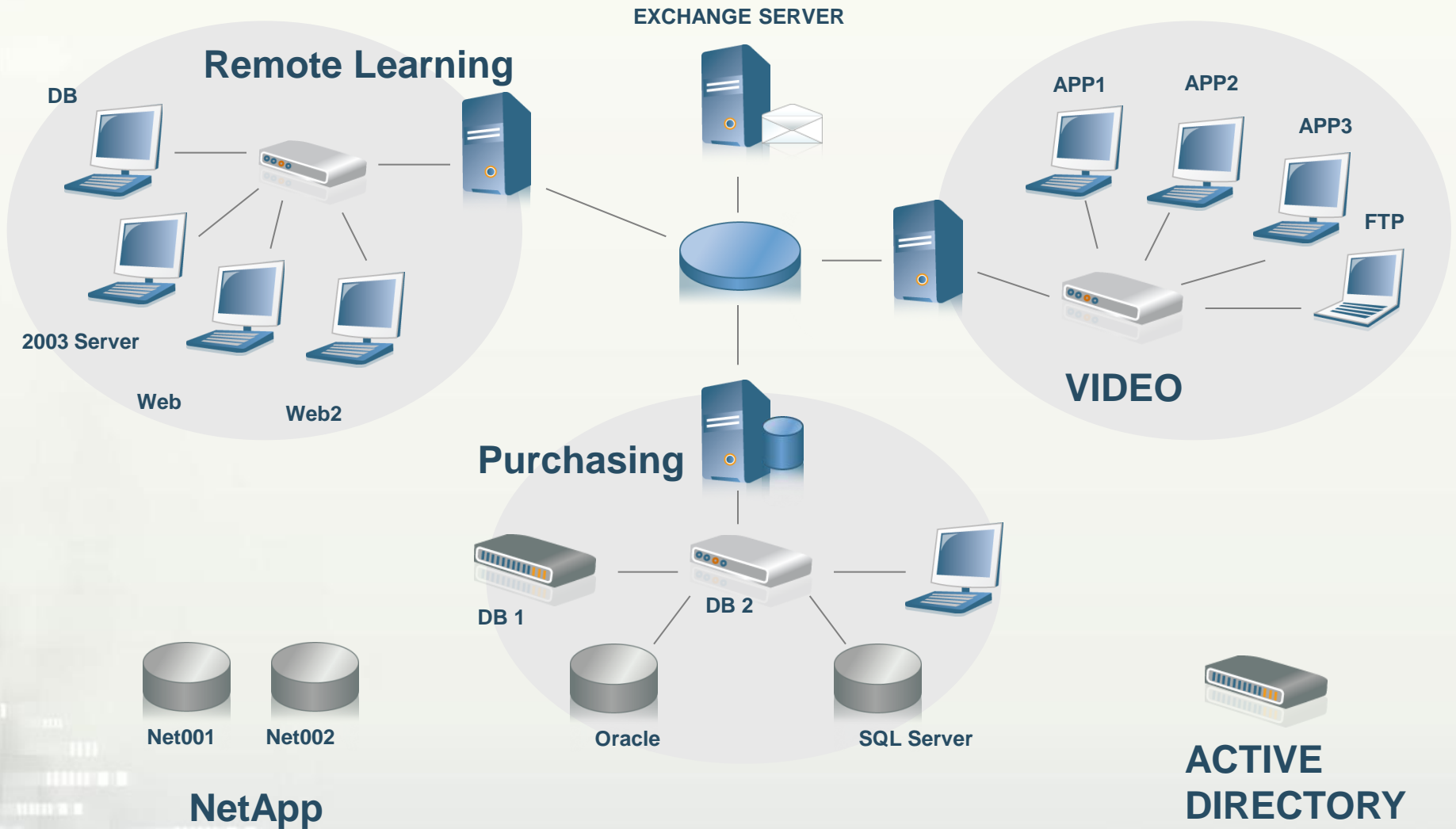
**Technical Description**

# מפרט טכני למערכת שליטה ובקרה וניטור ארועים עסקיים



EVENT 24x7

מיוצג בישראל על ידי אדוונטק טכנולוגיות בע"מ





## **Simplicity**

---

Robust easy to use MMI (Men Machine Interface)  
Requires no programming  
Fill-In-The-Blanks Approach  
Agent less - centralize implementation



## **Active - Not Reactive**

---

Solves issues before they become problems



## **Operate remotely**

---

Performs remotely as local operator



## **Open Environment**

---

Easily Customized to customer's specific needs



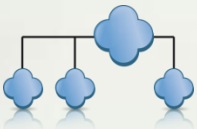
## Scalable

- Handles large number of elements and events
- Handles large number of rules
- Cluster capability



## Out-Of-The-Box pre-defined solutions

- Numerous environments (Windows, Unix, Linux)
- Numerous Data bases (oracle, SQL, MySQL, Informix)
- Numerous Network elements (Switches, Bridges)



## Service oriented architecture

- Business Processes Trees
- Dependencies Trees

## Two engines works in parallel mode

- **Manage by Exception**

### User Defined Rules

- Automatically read from organization's data sources
- Evaluates events by organization Rules
- Triggered Rules to resolve the problem

- **Pro Active Approach**

### State Machine mechanism

- Consistently checks the environment (Objects)
- Set a State to every monitored Object according to user define thresholds
- Act to change Object State from Current to Desire state
- Report status

	Monitor objects		Monitor objects
<b>Windows</b>	<ul style="list-style-type: none"> <li>- Event Viewer</li> <li>- User Log Files (Dynamically created log files)</li> <li>- Files &amp; Folders (last update, size)</li> <li>- Databases (Problems, Locks, Jobs)</li> <li>- Exchange Servers</li> <li>- Operating System (Process, Services, Resources)</li> <li>- Thresholds</li> </ul>	<b>Data Bases</b>	<ul style="list-style-type: none"> <li>- Oracle</li> <li>- SQL</li> <li>- MySQL</li> <li>- Informix</li> <li>- DB2/UDB</li> </ul>
<b>UNIX, LINUX</b>	<ul style="list-style-type: none"> <li>- User Log Files (Dynamically created log files)</li> <li>- Files &amp; Folders (last update, size, existence)</li> <li>- Operating System (Process, Services, Resources)</li> <li>- Thresholds</li> </ul>	<b>User Applications</b>	<ul style="list-style-type: none"> <li>- Customer specific requirements</li> </ul>
<b>Serial Com ports</b>	<ul style="list-style-type: none"> <li>- Electronic Devices</li> <li>- Network Elements</li> </ul>	<b>ISV Applications</b>	<ul style="list-style-type: none"> <li>- Oracle Finance</li> </ul>

- Monitor the organization's Business Processes
  - Link monitored object to Process/es
  - Monitor the entire (End to End) Processes
  - In cases of malfunction
    - Identify the root causes (**Root cause analysis**)
    - Try to cure the damaged object based on pre-defined rules
    - Try to find a workaround based on pre-defined rules

- **Technology advantage**

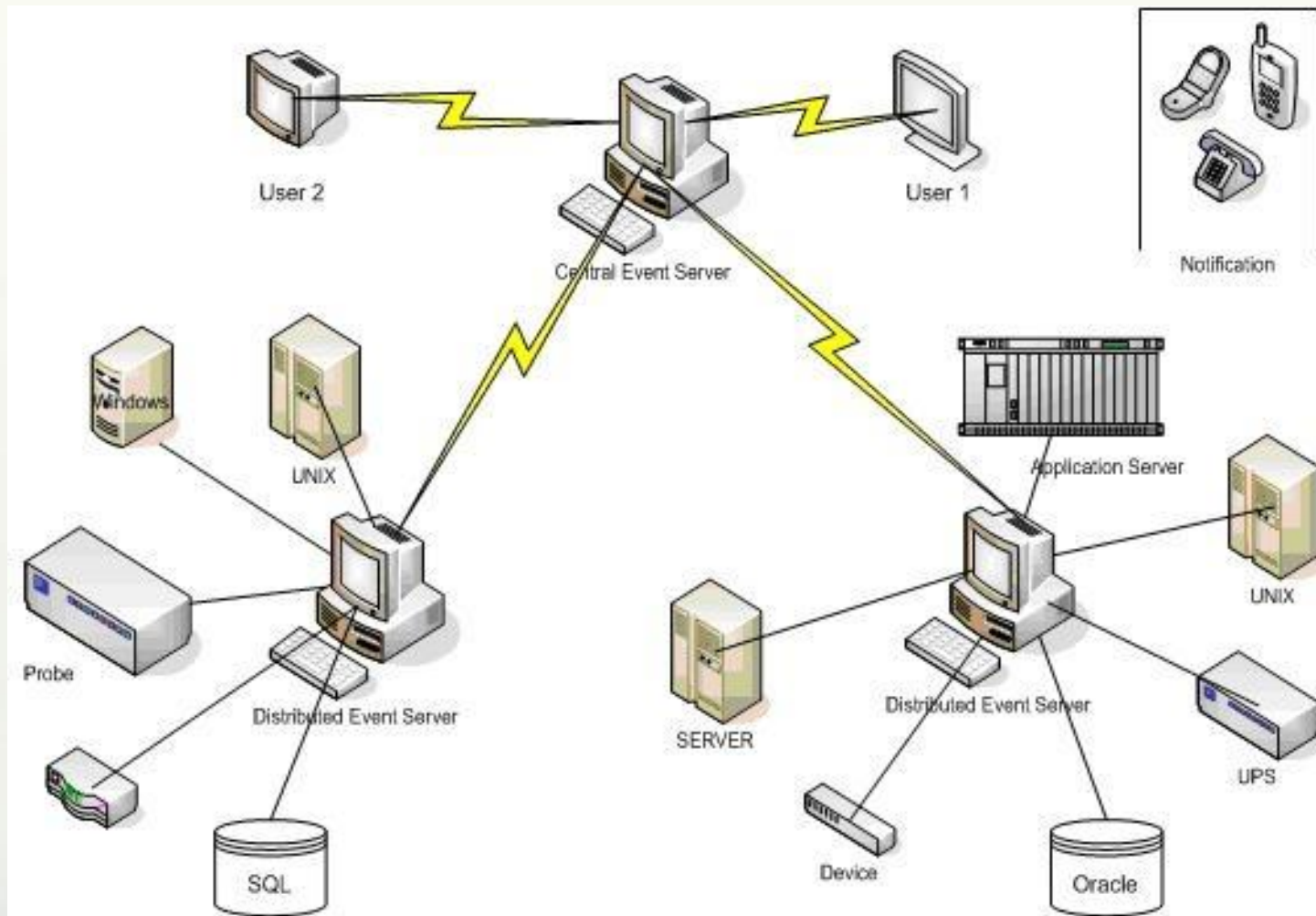
- Agent less. No need to install agents at any monitored computer
- Capable of performing remotely any operator activities locally
- Fill-In-The-Blanks forms. Doesn't required programming skills or knowledge of scripts
- Robust IVR capabilities for alerts, and problem resolution

- **Utilize existing knowledge**

- Same looks and fill GUI for all functions
- Pre define Sets of Rules (Rule Base System). As a result, it keeps organizational knowledge in readable and simple forms

- **Saving Resources**

- Can be installed in one of the organization's existing server
- Basic Windows server required
- Doesn't need any additional software (e.g., data base)



- **Central Event Server (CES)**
  - CES is the heart of the system
  - Windows based system
  - The CES “the manager of the managers”
- **The Distributed Event Server (DES)**
  - Similar functionalities as CES
  - reduces the load from the (CES)
    - handling the traffic
    - performs initial rule processing
    - message suppression

**At least a single DES must be installed, optional more (cluster implementation)**

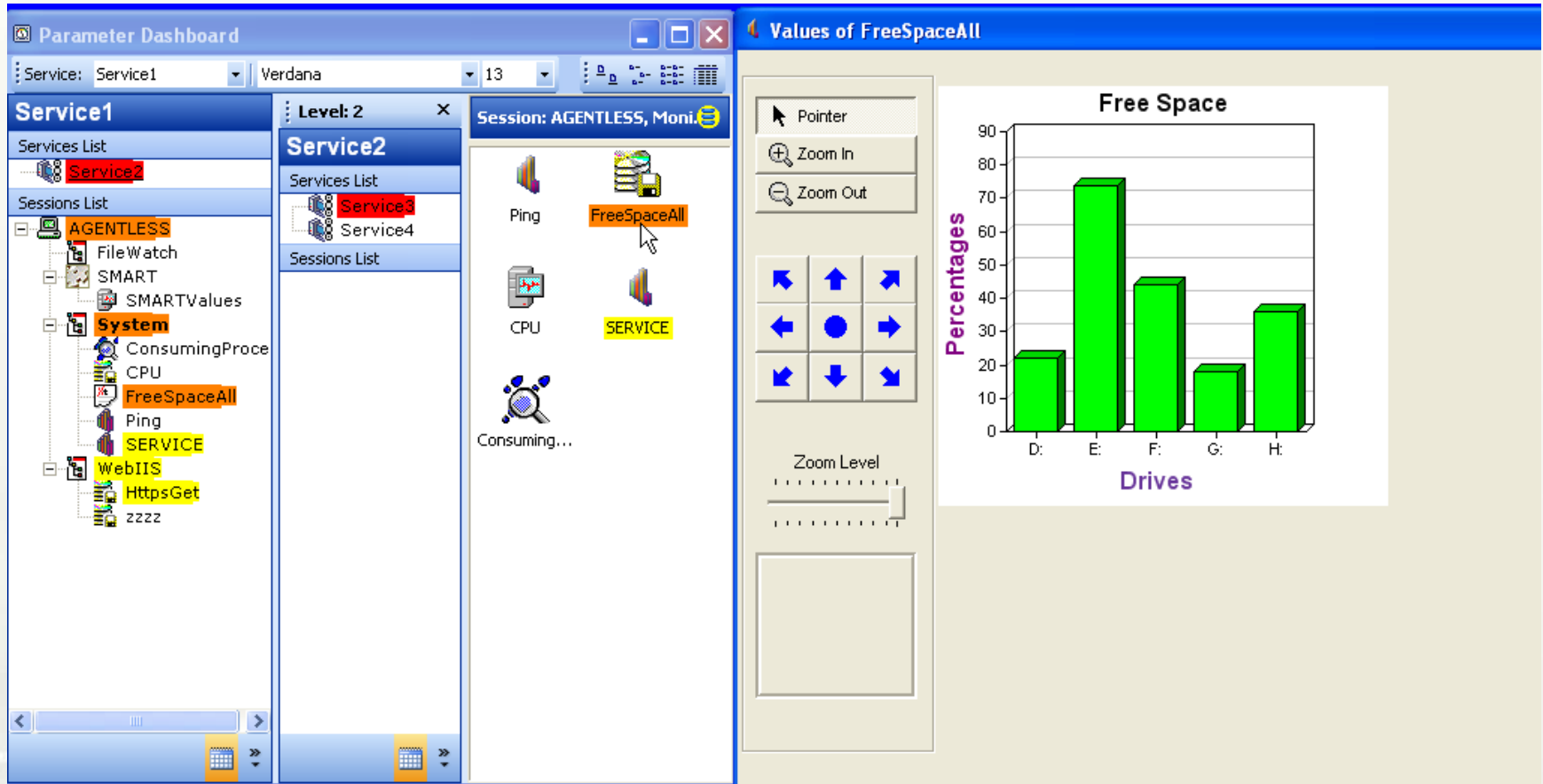
- **The Remote Event Server (RES)**
  - Smart Agent
  - probes and controls critical systems
  - Use as internal Watch Dog
- **Multiple Control and Management GUIs - Optional**
  - Multiple clients can be install
  - Remote login capabilities

- Every Business Service or object in the Network (Hardware, Software, User Application, (OS) can be monitored
- Dependencies check
- Resource consolidation. Consolidates various states from different platforms into one State
- Un limited actions
- Measure objects by timeline
  - raise exception if CPU increased to over 80% for a duration of more then 5 minutes
  - Slow response time to Critical Business process
- Result of one measurement is an entry level to the follwoed examination

- **Predefined APIs**
- **SMS (Short Messages Services)**
  - SMS can be send with resource name, status and problem
- **Email Service**
  - Single email based on predefine distribution list
  - Number of emails based on predefine distribution list
  - Emails may contain static and/or dynamic information
- **Robust IVR (Interactive Voice Response) capabilities**

# Business Service Management - State Machine

## - Put Business example !!Example



- **Embedded Event 24/7 into their recording solutions**
  - Solutions are shipped with Event 24/7 pre-configured
  - In solution management, automation and problem management
  - Examples:
    - Server State Management
    - Disk space, CPU resource management
    - Physical environment alerts (door open)
    - Verify recording channels produces video data
    - Notify Operator by SMS if critical CA mission failed
    - Intercept and Analyze SNMP messages from various equipments.



**Trigger** 

[products@advantech.co.il](mailto:products@advantech.co.il) למידע נוסף  
או 052-6116640