

# MonitorIT®

## Comprehensive, Scalable and Affordable Server & Infrastructure Device Monitoring System

*For Small-Medium & Enterprise Businesses and Managed Services Providers*

Key MonitorIT Technical and Feature Items are:

- **Complete & Robust Agent Based Server & Network Monitoring:** Monitor IT is a complete, comprehensive and extensible real-time monitoring tool for Windows servers and workstations, Linux/Unix servers and network devices providing detailed server/workstation monitoring including Services, Processes, Performance Counters, Event Logs, Files, Registry, CPU, Disks, Memory, and other resources; and detailed network device monitoring with SNMP & Syslog.
- **Easy 'Out-of-the-Box' Install, Up and Monitoring:** MonitorIT installation is easy 'out-of-the-box', up and running & monitoring the local Agent with 30 basic Watch rules. These basic Watch rules will also be auto-applied to any new deployed Agents. Getting deployed and effectively monitoring all the basics, automatically, could not be easier.
- **Includes Currently over 125 Pre-Configured Watch Rules:** MonitorIT comes with over 125 pre -configured Watch rules including pre-configured Watches for Backup Exec, Black Berry, Citrix, Dell, HP, Hyper V, IIS, MS Exchange, MS SQL, MySql, and Symantec EPS, and ready for Import in logical Sets which can be easily applied to groups of servers/devices. And with easy to use 'Watch' templates for creating your own monitoring rules by simply specifying the key criteria to be monitored and the alert actions to be taken, and easy Watch Export / Import to share Watch rules in-house and with other users.
- **Consolidated Dashboard Status Display and Reporting:** From a single central monitoring server, MonitorIT scales to monitor over 1,000 local and remote servers/devices offering network managers a consolidated, dynamic status view on a single dashboard display. Users can access MonitorIT anytime, from anywhere, using an Internet Explorer Web browser to view real-time monitoring data and dynamic dashboard displays, generate reports and perform administration tasks.
- **Extensible Monitoring Programming Platform:** With the "CustomWatch" monitoring option, MonitorIT provides a user the easy ability to extend and enhance monitoring with Windows scripting, and scheduled execution of any Windows executable including in-house developed or 3<sup>d</sup> party programs. One can script very detailed monitors for Exchange Server, Active Directory, SQL Server, IIS, and other Windows server based systems. Various sample scripts are included with MonitorIT.
- **Automated Remediation and Recovery Actions:** MonitorIT provides alert action options to have a designated 'Program' run under a specified security context based on Username/Password credentials, with an optional 'Working Start Directory' for the 'Program', and an option to 'Show Window' for the 'Program's' Window GUI; the 'Program' can be any Windows Batch, Script such as VBS & WMI, COM, and EXE.
- **"Agentless" Server/Workstation Monitoring:** Monitor thousands of servers/workstations from one or more distributed Agents via "agentless" monitoring for interactive User Logon/Logoff status. Run a simple and complete User Logon/Logoff status report. Frustrated with trying to determine User Logon/Logoff activity from the Event Logs? Try MonitorIT's direct "agentless" server/workstation approach.
- **Comprehensive LOG Monitoring and Management:** MonitorIT's real-time EventLog and Syslog alert Monitoring and long term Archiving enable organizations to react quickly to issues and meet requirements for Sarbanes-Oxley issues, HIPAA and other IT compliance requirements for managing Event Logs and Syslogs.
- **Multi-Tenant Platform:** MonitorIT supports managing "multiple-tenants". With optional security settings, view all tenants, or view a partitioned set of one or more tenants.



Breakout Software

## The availability and health of Servers & Infrastructure

Maintaining this technology is difficult. IT budgets have reached an all-time high, with the most significant dollars spent *supporting* the eBusiness infrastructure. There are numerous solutions available to help you manage your servers and workstations, but most are complicated and extremely expensive. And with a close eye on budgets, most of these solutions are unattainable for small and mid-sized businesses, and often don't fit into the shrinking budgets of large enterprise organizations.

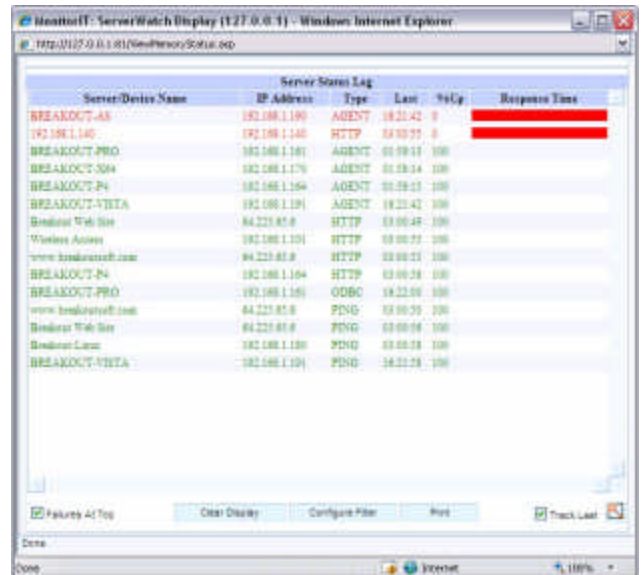
MonitorIT<sup>®</sup> from Breakout Software is a cost-effective, easy to use intranet/internet-based solution that monitors the availability, health and performance of your Windows & Linux/Unix servers, workstations and network devices on IP based networks. It provides extensive, proactive monitoring, analysis, alert notification, diagnosing and reporting capabilities that enable you to keep your eBusiness infrastructure at its peak, helping you to avoid costly downtime situations.

## What is MonitorIT

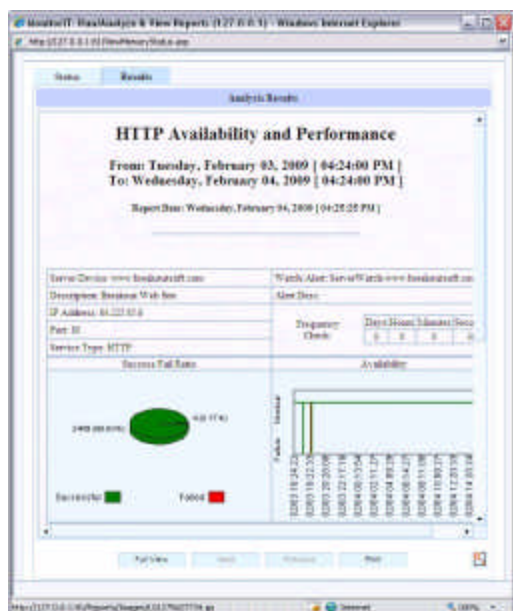
MonitorIT is a must-have tool for today's IT professionals. It helps you manage all of the servers/workstations and network devices in your organization by monitoring their availability, service response time, health, and performance through the use of nine monitoring components: **ServerWatch** monitors servers running any operating system to check for failures, service response times and availability; **SNMPWatch** monitors SNMP enabled servers and network devices for SNMP Traps; **SNMP CounterWatch** proactively monitors any SNMP Counter variables; and **SYSLOGWatch** monitors received SYSLOG messages for selected message types.

For Windows and Linux/Unix servers and workstations, monitor Availability, Reboots, Uptime, Disk Space, Memory, Swap/Page File space, and CPU utilization.

For Windows-based servers and workstations, **Windows CounterWatch** monitors all the available Windows Perfmon performance counters for Thresholds, establishing Baselines, and discerning Trends in operation and performance; **ProcessWatch** monitors Windows processes for run status and optionally for CPU and Memory utilization per process, and includes an option to terminate 'rogue' processes; **CustomWatch** executes your own custom provided 'monitors', optionally checks the exit code, and in general functions as a centralized Job Scheduler; **WinServicesWatch** monitors Windows services for run status and optionally restarts stopped services; **EventLogWatch** monitors all available Event Logs including custom 3<sup>rd</sup> party Event Logs, and **FileWatch** monitors files for creation or deletion as well as optional conditions such as whether a file's size or date/time has, or has not, been modified within an optional time duration, whether the file exceeds a maximum size, and/or whether it contains a specified substring.



Server/Device Name	IP Address	Type	Last	%Up	Response Time
BREAKOUT-AS	192.168.1.100	AGENT	18:21:42	0	
192.168.1.140	192.168.1.140	HTTP	18:20:55	0	
BREAKOUT-PRO	192.168.1.101	AGENT	01:59:53	100	
BREAKOUT-S04	192.168.1.170	AGENT	01:59:54	100	
BREAKOUT-IN	192.168.1.104	AGENT	01:59:53	100	
BREAKOUT-VITA	192.168.1.101	AGENT	18:21:42	100	
Breakout Web Site	84.221.81.8	HTTP	03:00:48	100	
Windows Admin	192.168.1.101	HTTP	03:00:53	100	
www.breakoutsoft.com	84.221.81.8	HTTP	03:00:51	100	
BREAKOUT-IN	192.168.1.104	HTTP	03:00:58	100	
BREAKOUT-PRO	192.168.1.101	ODBC	18:21:50	100	
www.breakoutsoft.com	84.221.81.8	PING	03:00:50	100	
Breakout Web Site	84.221.81.8	PING	03:00:58	100	
Breakout Linux	192.168.1.100	PING	03:00:58	100	
BREAKOUT-VITA	192.168.1.101	PING	18:21:58	100	



Sophisticated alert features notify you of potential problems, enabling you to automatically execute corrective actions when alert conditions occur. Monitoring data can be viewed in real-time via dynamic status displays and graphs, and via historical reports of monitored data and status. All monitoring data is stored in MonitorIT's Access or SQL Server database that enables you to perform comprehensive analysis and obtain report recommendations for improving performance. Plus, you can access MonitorIT anytime, from anywhere, using your Internet Explorer Web browser to view real-time monitoring data, generate reports or perform administration tasks.

## Monitor Servers & Network Infrastructure.

**ServerWatch** The ServerWatch component ensures the smooth operation of all server and network IP services on any server, regardless of the operating system. ServerWatch monitors your Internet, Email and Database services for proper operation -- it lets you monitor and check server services such as HTTP, FTP, SMTP, POP3, DNS, Lotus NOTES, and ODBC, SQL Server & ORACLE databases. There are SNMP queries and PING options for testing general server & network device availability. ServerWatch provides a dynamic status view, as well as historic reports, of availability and performance of all monitored servers & services. And it is extremely easy to

configure using the Discovery feature to automatically locate servers & network devices and IP services in your Windows & Linux/Unix domains & infrastructure.

## CounterWatch for Windows/Linux/Unix & SNMP

Monitor the performance of your Windows servers/workstations and SNMP enabled devices with CounterWatch. Selectively monitor and gather detailed data about virtually every aspect of their operation. Performance Counters are available for all aspects of the Hardware (such as Disk, Memory, Processor, and Network) and Software (including applications such as IIS, SQL Server and Exchange Server). MonitorIT uses this comprehensive performance data to trigger alerts if specified thresholds are exceeded, and to generate consolidated performance reports, or dynamic graphs. Create your own custom collection & report templates to monitor, analyze, and make recommendations for improving performance.

**EventLogWatch** Centralize real-time EventLog monitoring and collection to MonitorIT's database. EventLogWatch monitors your Windows servers and workstations for entries into the various available Event Logs, including custom 3<sup>rd</sup> party Event Logs. This provides you with the ability to monitor, and be alerted, for virtually any event of significance that

occurs, and take predefined corrective action. A powerful Event Log Viewer provides a consolidated view of Event Log data. You can filter the monitoring, viewing, and Reporting of Event Log data by Log type, Event types (Error, Warning, Information or Security Success or Failure), Event ID(s), Source, User, and even a unique substring in the Description. You can also use a powerful EventLog Archive feature that will upload and archive EVT files, based on a variety of flexible schedules, to a central storage, and satisfy Sarbanes-Oxley & HIPAA requirements.

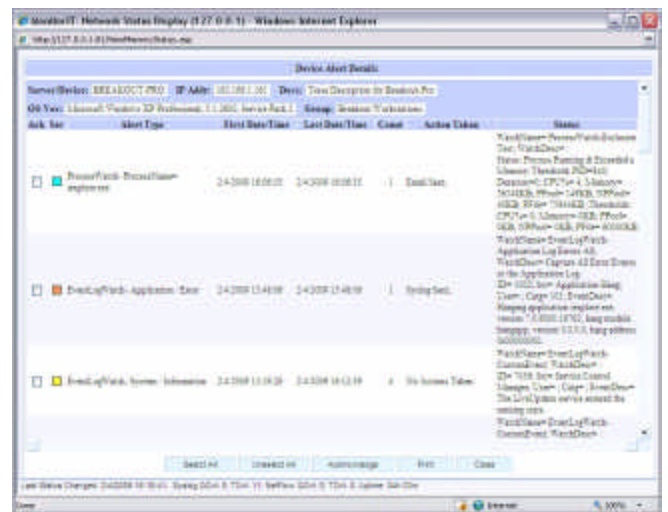
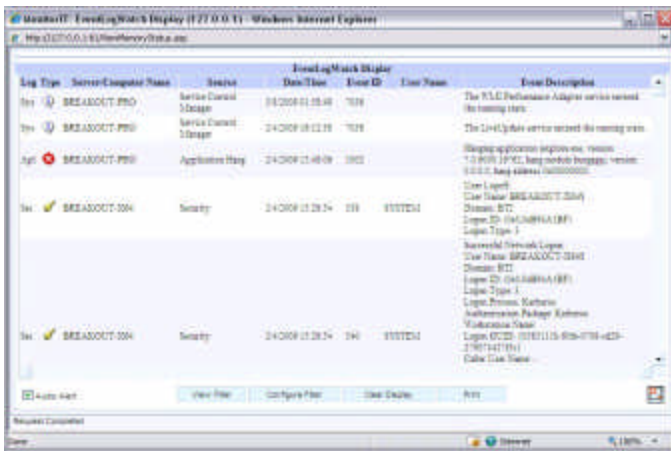
**ProcessWatch** Monitor your selected Windows processes with ProcessWatch to make sure they continue

running. Define alert notifications so you know when a process has stopped. Optionally have MonitorIT attempt to restart the stopped process, or take other corrective actions. Also, have MonitorIT watch for 'rogue' processes that should not be running, and terminate them when found. For running processes, optionally monitor CPU & Memory utilization thresholds and be alerted when thresholds are exceeded. Review the history of process failures in the MonitorIT Alert Notification Report.

**WinServicesWatch** Monitor your selected Windows services with WinServicesWatch to make sure they continue running. Define alert notifications so you know when a service has stopped. Optionally have MonitorIT attempt to restart the stopped service, or take other corrective actions. Review the history of service failures in the MonitorIT Alert Notification Report.

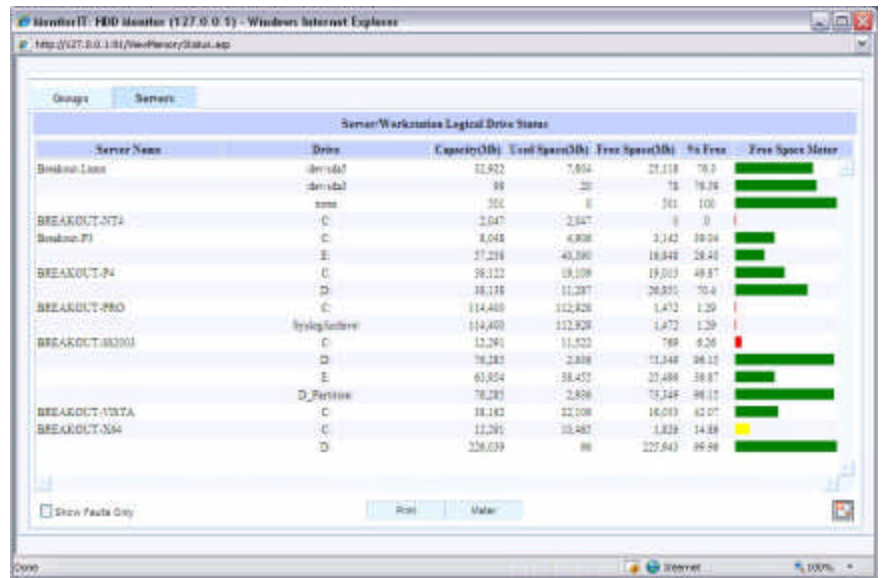
**SYSLOGWatch** MonitorIT's SYSLOGWatch monitors SYSLOG messages transmitted from your selected servers and devices. The MonitorIT Server listens on the standard SYSLOG UDP port for these messages and processes them according to your specified SYSLOG Watches. You can choose to be alerted when critical SYSLOG messages are received, and you can use SYSLOGWatch to centralize your SYSLOG collection, management and reporting.

**SNMPTrapWatch** MonitorIT's SNMPWatch monitors your SNMP compliant servers and network devices for SNMP Traps. You specify which SNMP Traps that are monitored and the acceptable servers and network devices where they can originate. Optionally define alert notifications upon receipt of specific SNMP Traps. Review the history of SNMP Traps received in the MonitorIT Alert Notification Report.



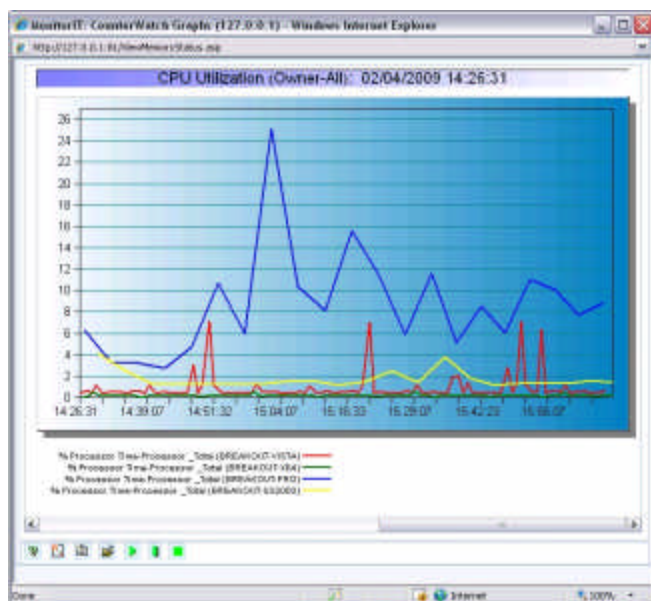
**FileWatch** With FileWatch, monitor for the creation, existence and deletion of any file on your Windows servers and workstations. Optionally, define conditions that occur or do **not** occur for the watched files, such as change in size, change from last-modified date/time, exceed a maximum size, or containing a specified substring. Be alerted when the conditions are met, and take predefined, automatic corrective actions.

**CustomWatch** MonitorIT's CustomWatch monitors your Windows servers/workstations by executing any Windows program, command, script, or batch file executable that you provide. It runs the executable periodically on the monitored server/workstation according to a schedule that you specify. You can optionally specify a comparison of the executable's Exit Code to an exit code you specify, and generate an alert notification if the comparison fails. You can optionally specify an Executable Time-Out value and MonitorIT will terminate the executable if it does not complete on its own before the time-out expires; you can optionally specify Logon credentials and MonitorIT will start the executable under the user context of these credentials; and the specification for the executable, and for the optional command-line options, support Environment Variable substitution when bracketed with the percent character; for example, %SYSTEMROOT%. Use the powerful CustomWatch to create your own custom monitors but also use CustomWatch as a central Windows Job Scheduler, and easily manage the scheduled execution of all your jobs across all your servers and workstations from the central MonitorIT Server.



## Alert Notification & Action System

Sophisticated alert features provide warning of the occurrence of problems that can cause your mission-critical servers and systems to malfunction. MonitorIT lets you set thresholds for any of the Counters and IP Services, and conditions for any of the Events, Windows Services, Processes, Files, Custom monitors, and SNMP devices you monitor. These thresholds and conditions, when met, result in a real-time alert notification. Alert notifications can be sent, with alert details, via email, alpha/numeric pager, PCS phone, beeper, or as an SNMP Trap or SYSLOG message. In addition, on Windows systems, MonitorIT can execute a program, batch, or command file that takes corrective action, or reboots the server that generated the alert. An alert test feature lets you confirm proper execution of alert notifications and alert actions *before* an alert condition has been met. Email notification text can be customized to accommodate cell phones & pagers, and Email Groups are supported to simplify Email notifications to multiple persons or teams. For added convenience, third-party software developers can take advantage of the "User" alert feature to build alert conditions into their programs that generate alerts to MonitorIT and utilize MonitorIT's alert action system.



## Gain Insight to Diagnose & Improve the Health of your Infrastructure

Feature-rich reporting and analysis tools let you perform real-time and historical assessments of your servers/workstations and network devices, right down to the smallest level of detail. Create custom CounterWatch reports for monitoring and analyzing any performance counters. All reports are generated in HTML for easy distribution and viewing. There are Inventory reports that provide summary information about the servers, workstations and desktops being monitored. And there are ServerWatch reports with features that include the ability to generate a consolidated report on server and services availability and response times for any time period. All reports can be executed manually, or scheduled for automatic, periodic report analysis with complete flexibility in when and what is reported. The automatic reports can be emailed to one or more recipients.

With Windows & SNMP CounterWatch, Active Graphing lets you watch network and system performance levels in real time.

Choose from over 25 supported graph types or customize the graphs to display the way you want them to. Display multiple graphs simultaneously, and friendly but sophisticated VCR-like controls let you forward, reverse, fast forward/reverse and stop for optimized visual display and examination. Save your defined Graphs and reopen them at any time to view the selected counters for any time period. Multiple administrators can even view or share the same graph. Changes made by one are automatically applied to the others. In addition, this data is stored in a central database for detailed analysis and reporting. CounterWatch reports provide an intelligent *Performance Wizard* that identifies performance bottlenecks and recommends a strategy for enhancing performance. This can save countless unnecessary equipment upgrades by helping you maximize the efficiency of the systems already in place.

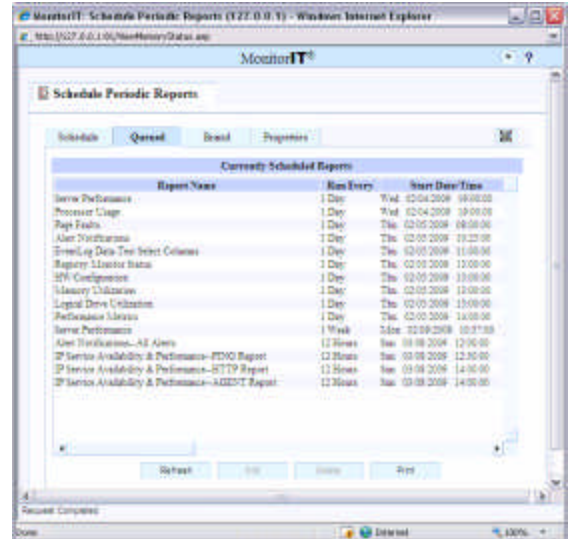
## How It Works

MonitorIT has two primary software programs: Server and Agent. The MonitorIT Server software provides centralized administration and analysis, coordinates all of the monitoring functions, and manages its associated SQL or Access database. This program is installed on a Windows NT/2000/XP/2003/VISTA/2008 server/workstation system.

The ServerWatch, SNMP CounterWatch, SNMP TrapWatch, and SYSLOG monitoring components offer “agent-less” operation, enabling MonitorIT to monitor server availability and service response time on any server OS, and monitor SNMP Counters and Traps, and SYSLOG messages, from all SNMP & SYSLOG enabled servers and network devices, without requiring any software to be installed on those monitored servers and devices.

The Agent Java program is installed on any Linux/Unix server for monitoring Availability, Reboots, Uptime, Disk Space, Memory, Swap/Page File space, and CPU utilization.

The Agent service program is also installed on any Windows NT/2000/XP/2003/VISTA/2008 server/workstation that is to be monitored for EventLogWatch, ProcessWatch, CustomWatch, WinServicesWatch, CounterWatch and FileWatch. Windows Agent installation & updating is managed from a centralized screen on the MonitorIT Server, and is accomplished using “Push” technology for simple, fast installation of the Agent service, with no rebooting required. You can install and/or update Agents on all your servers & workstations in a single operation with a single click. There is an alternate, automatic “Pull” technology to enable downloading and installing the Agent on servers/workstations where the “Push” is not supported due to security or other reasons.



## Flexible, Easy to Use, Always Available, and Secure

Server Name	Total Phys(Kb)	Avail Phys(Kb)	Total Page(Kb)	Avail Page(Kb)	% Avail	Avail Meter
Breakout-Linux	1,007,016	180,260	2,040,212	2,040,212	100	<div style="width: 100%;"></div>
BREAKOUT-NT4	130,096	70,732	159,272	66,908	56	<div style="width: 56%;"></div>
Breakout-P3	130,592	12,100	1,671,984	1,444,512	86	<div style="width: 86%;"></div>
BREAKOUT-P4	261,200	27,684	632,804	490,076	77	<div style="width: 77%;"></div>
BREAKOUT-PRD	1,047,548	424,800	2,531,964	1,705,580	68	<div style="width: 68%;"></div>
BREAKOUT-SS2003	523,232	48,536	3,646,512	1,782,380	49	<div style="width: 49%;"></div>
BREAKOUT-VISTA	1,047,296	723,636	2,317,048	1,852,092	79	<div style="width: 79%;"></div>
BREAKOUT-X64	2,096,244	1,156,904	3,944,280	3,697,364	79	<div style="width: 79%;"></div>

MonitorIT is simple to setup and administer. Configuring new systems for monitoring, generating reports and defining alerts and alert actions is as simple as using your Web browser. MonitorIT’s seamless integration with Internet Explorer and the familiar ‘Outlook’ style controls make navigation and management a breeze, and enable you to use MonitorIT features whenever you want, wherever you are. And multiple administrators can use MonitorIT at the same time, all with access to instantly updated data—updated monitoring data or changes made by one administrator are immediately reflected to the others.

You can optionally enable security so that only authorized users can access the MonitorIT Server to administer and/or to view the dynamic status displays, and there are several levels of security to allow select users the appropriate level of control.

## Access & SQL Server Database

All MonitorIT configuration and monitored data is stored in its centralized Microsoft Access-based database. Optionally, you can use Microsoft SQL Server as a local or remote back-end database. This enables you to utilize the more robust,

scalable features of SQL Server, and its sophisticated tools for data mining, manipulation and custom report generation. You can also use 3<sup>rd</sup> party report tools that are compatible with Microsoft Access or SQL Server databases to mine all the monitored data captured by MonitorIT. And if you start out with the default Access database, it is very easy to transition and upgrade to SQL Server, and export all your existing data to SQL to preserve your configuration.

## WMI Support for Tracking Hardware Configuration Details

MonitorIT supports using Microsoft's WMI (Windows Management Instrumentation) to query and provide detailed hardware configuration information of your Windows servers & workstations. Now you can easily track these hardware configuration details. Optionally send an alert notification when Hardware Configuration changes are detected.

## MonitorIT Benefits

**Ensure persistent 24x7 server availability and presence.** MonitorIT's ServerWatch feature helps you maintain steadfast availability and stable performance of all your server and network devices. By constantly monitoring for server and/or IP service availability & performance, MonitorIT can instantly determine if your server and network devices are no longer functioning properly, and it can take actions to correct the problem.

**Reduce the potential for disasters.** MonitorIT lets you proactively manage your systems, servers and network...instead of working in *reactive* mode, responding to problem situations *after* they arise. And IT professionals know by experience that the sooner a problem is dealt with, the smaller it is.

**Maintain high levels of network, system and user uptime.** MonitorIT constantly monitors your network and it can identify and resolve performance problems that you may encounter due to heavy traffic or inadequate/erroneous configurations. MonitorIT keeps your network and systems running at peak levels, which reduce the impact of productivity loss due to downtime.

**Low cost of implementation.** At a cost per system that rivals even simple desktop utilities, you can't afford *not* to use MonitorIT. MonitorIT provides protection, measurement, alert and analysis capabilities that will help manage your systems and networks on an ongoing basis.

**Spend IT money wisely.** MonitorIT can help you fine tune your existing servers & workstations—sometimes a “bad” piece of equipment becomes perfectly functional with just a little bit of tweaking.

**Obtain rich server/system analysis with limited IT resource requirements.** MonitorIT's extensive reporting and analysis features let you gather and view incredibly detailed information about the systems and servers monitored, with recommendations for improvement.

**Track and evaluate new equipment purchases for real cost savings data.** For new equipment and software purchases, MonitorIT can conduct performance analysis before and after you install the new components. It's a great way to measure and evaluate the effectiveness of your purchases, so you can make sure that the enhancements you've put into place are achieving the expected and desired results.

**Get started today.** MonitorIT provides all of the components you need to start monitoring your systems, networks, and servers now. You don't need any additional hardware or software--MonitorIT is self-contained. Plus MonitorIT's seamless integration with your Web browser makes set up and implementation a breeze



**Stop Reacting. Be Proactive. MonitorIT.**



**Breakout Software**

7 Pheasant Lane, Suite 200, Scotch Plains, NJ 07076-2216

Phone: 908.561.5210 Web: <http://www.breakoutsoft.com>

Email: [sales@breakoutsoft.com](mailto:sales@breakoutsoft.com); [support@breakoutsoft.com](mailto:support@breakoutsoft.com)

**MonitorIT® is Registered Trademark of Breakout Technologies, Inc.**

**Copyright© 2010, Breakout Technologies, Inc.**