



Alerting Capabilities of GSX Monitor

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1 About This Document

This section outlines the purpose and aim of the document, related documents, and any source materials or terminology used.

Please note that this document is regarded as confidential and is for customer use only.

Purpose

The purpose of this document is to provide a detailed overview of the alerting capabilities of **GSX Monitor** software.

Related Documents

In addition to this guide, you can also refer to the following documents in the GSX Groupware Solutions documentation set for information:

- *GSX Environmental Health*
- *Database Monitoring and Reporting Capabilities of GSX Monitor*

Terminology

The following table contains a definition of the terms commonly used in the document:



Term	Definition
Server	The physical server (or VMWare slice) that is being monitored.
System	The system that resides on the server. For example, BES, Sametime, or Exchange.
Threshold	A customer defined point that generates an action and or event when reached.
Alerts	Alarms that are generated when a specific monitored Key Performance Indicator (KPI) has exceeded a predefined threshold.
Delivery Method	The method by which an alert is delivered to one or more predefined recipients. For example, phone, pager, email, or fax.
Reminders	If an alert is generated and the condition generating this alert is not addressed within a predefined time frame, a reminder is sent to the original recipient.
Escalation	If a reminder concerning an alert is sent and the condition generating the alert is still not addressed, an escalation alert is generated. This escalation is delivered to a recipient other than the recipient of the original and reminder alerts, such as a manager.
Severity	Defined severity levels for different alerts. For example, pending mail greater than a predefined threshold may be a severity 3 alert, while a server down may be defined as a greater, severity 1, alert. The ability to associate several different severity levels with every alert enables administrators and IT managers to prioritize their response to alerts.
Profiles	Tailored alert settings that can be applied to the alerts that you want activated. Profile details include, Profile Name, Delivery Mechanism, Target, Severity, Reminder, and Escalation.
Maintenance	The time period where a server can be taken offline for systems maintenance. In some cases the server may be unavailable to the business. GSX Monitor enables you to specify repeat or once off maintenance periods that can be excluded from reporting and alerting if required.



2 Overview

GSX Monitor is the most widely used monitoring tool on the market today and currently safeguards over 5 million email accounts. The software can simultaneously monitor IBM Lotus Domino and Sametime, Microsoft Exchange, Blackberry Enterprise Servers, LDAP and SMTP ports, and URLs.

Alert capability is an integral part of the **GSX Monitor** software solution and warns administrators of potential problems before they lead to performance problems or outages. Alerts can be configured so the correct personnel are notified when performance indicators reach defined levels. As a result, remedial action can be taken **before** a problem actually occurs. The use of this proactive, automated monitoring can save money for your business, while ensuring a reliable service from your communications infrastructure.

In this increasingly technology driven, fast-paced and demanding business environment it is vital that IT Systems function efficiently and do not create a potentially crippling business impact when they are not available. A sobering example of this potential impact is the response from a hospital messaging administrator when asked what was the monetary impact of system downtime ***"It's not a question of money, it's a question of lives."***

This demonstrates how vital it is to receive alerts when your system performance is threatened. Alerts can identify server problems and also service problems, such as problems with applications running on servers.

This document provides a detailed description of the alerting options available with **GSX Monitor**, along with configuration details, and some handy tips and techniques for using the software.



3 The GSX Approach

The GSX team have been developing monitoring, reporting, and alerting solutions for collaboration platforms for over 14 years. We work with global multinational customers and partners to ensure that our products are customer focused and new releases incorporate customers' requirements and suggestions.

GSX Monitor can be installed on any client machine on your network and enables the following:

Service and Server Monitoring

The GSX approach is unique and is tried and tested over the many years that we have been in business. Our competitors have tried to imitate this approach with very limited success.

As GSX software emulates a customer accessing the system we, uniquely, simulate the level of service that your customers are experiencing and provide quantifiable metrics on the level of service and Service Level Agreements (SLAs) that they are experiencing and expecting. For example, a server may be up and running, but if your customer cannot work with their data on the server then your service is unavailable. GSX software removes this risk by providing a real-time view of the health of your entire communications infrastructure.

Non Invasive Installation on Servers

As no installation on your servers is required, **GSX Monitor** software results in a low maintenance and management overhead. You can install the software on a client and monitor hundreds of servers from that one single installation.

Consistent Reporting Across Multiple Platforms

As **GSX Monitor** software tracks and gathers information, this information is consolidated into **GSX Analyzer**. Using the software's powerful and highly customizable report building capabilities, you can generate consistent reports across multiple platforms and/or metrics. This ensures you build the reports that you want to deliver.



4 Why Flexibility is Important

At GSX we provide a reporting solution that is highly customizable to suit your business and provide multiple configuration points on alerts. These include:

- The type of alert
- The threshold level that triggers alert generation
- Who the alert is sent to
- How the alert is delivered
- How often the alert is repeated

Such flexibility is vital as the tools that comprise the collaboration suite frequently consist of email, Blackberry, and online collaboration systems. **GSX Monitor** will monitor and report on all of these environments at a highly detailed level. If there is a potential issue it is critical that notification is received rapidly, by the correct personnel. This ensures they can address the issue, perhaps before it is even noticed by the business.

The ability to configure different alerting profiles and apply them to different incident scenarios ensures the right information gets to the right person at the right time. Another factor to consider is, as IT departments grow and develop, responsibility becomes more and more segmented and distributed. Therefore, sending all alerts to everyone in the department, or sending alerts to irrelevant teams may result in them being treated as a nuisance and ignored. This may result in a negative impact on the response time to a relevant alert.

With **GSX Monitor** you can target your alerts to ensure that they are delivered only to relevant personnel. Ideally, you should set alerts to give warnings of threats to your service and ensure they get the response that they deserve by tailoring and configuring them to meet your business service expectations and organizational support structure.

Important: Set your alerts at a threshold that indicates they are an alert and not just information. This ensures alerts generated in your environment are treated with the urgency that they merit.



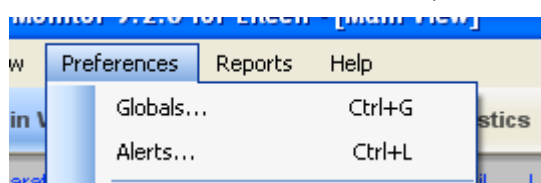
5 Configuration of Alerting Options

In this section we will discuss the various global options available for configuration in **GSX Monitor**.

Global Settings

The initial step in configuring **GSX Monitor** is to set some global settings.

From the main **Preferences** menu, select **Alerts**.



The **Alert Preferences** screen is displayed containing several tabs in which you can specify some of the fundamental alerting specifications. These tabs include:

- Email
- Events Configuration
- Alerts
- Images
- GSM Modem



Email

The **Email** setting is very important as from it you configure the primary and secondary servers that are used to send alerts via the following devices:

- SMTP Email
- SMS
- Pager

Important: It is very strongly recommended that, following the configuration of your servers, you use the test functionality to confirm they are configured correctly.

The **Alert Preferences** dialog box has tabs for **E-mail**, **Events Configuration**, **Alerts**, **Images**, and **GSM Modem**. The **E-mail** tab is active.

The default server is used for sending email messages and alerts. If the default server is unavailable, an alternate server may be used. In the event both servers are unavailable, the messages are stored locally until one become available. (*) mandatory field.

☐ Use SMTP Mail Server

Default server used to send mail (*):

Server IP or Hostname: [] Port Number: [25] Default is 25

If Authentication is enabled: ☐ Use SSL authentication User: [] Password: []

When default server is down, use:

Server IP or Hostname: [] Port Number: [25] Default is 25

If Authentication is enabled: ☐ Use SSL authentication User: [] Password: []

Sender address (*): GSXMonitor@MyDomain

Test 1st server Test 2nd server

☐ Use specific Mail Servers for Pager/SMS alerts

Default server used to send pager:

Server IP or Hostname: [] Port Number: [25] Default is 25

If Authentication is enabled: ☐ Use SSL authentication User: [] Password: []

When default server is down, use:

Server IP or Hostname: [] Port Number: [25] Default is 25

If Authentication is enabled: ☐ Use SSL authentication User: [] Password: []

Sender address: GSXMonitor@MyDomain

Test 1st server Test 2nd server

☒ Use Lotus Domino Mail Server

Sender address (not modifiable): Eileen Fitzgerald/GSX

Default server used to send mail (*) GSXLN006/GSX

When default server is down, use: []

Lotus Domino Pager/SMS Gateway Server

Default server used to send pager: GSXLN006/GSX

When default server is down, use: []

Default distribution list (*) (e.g. UserName@domain.com;Admin_Group@domain.com)

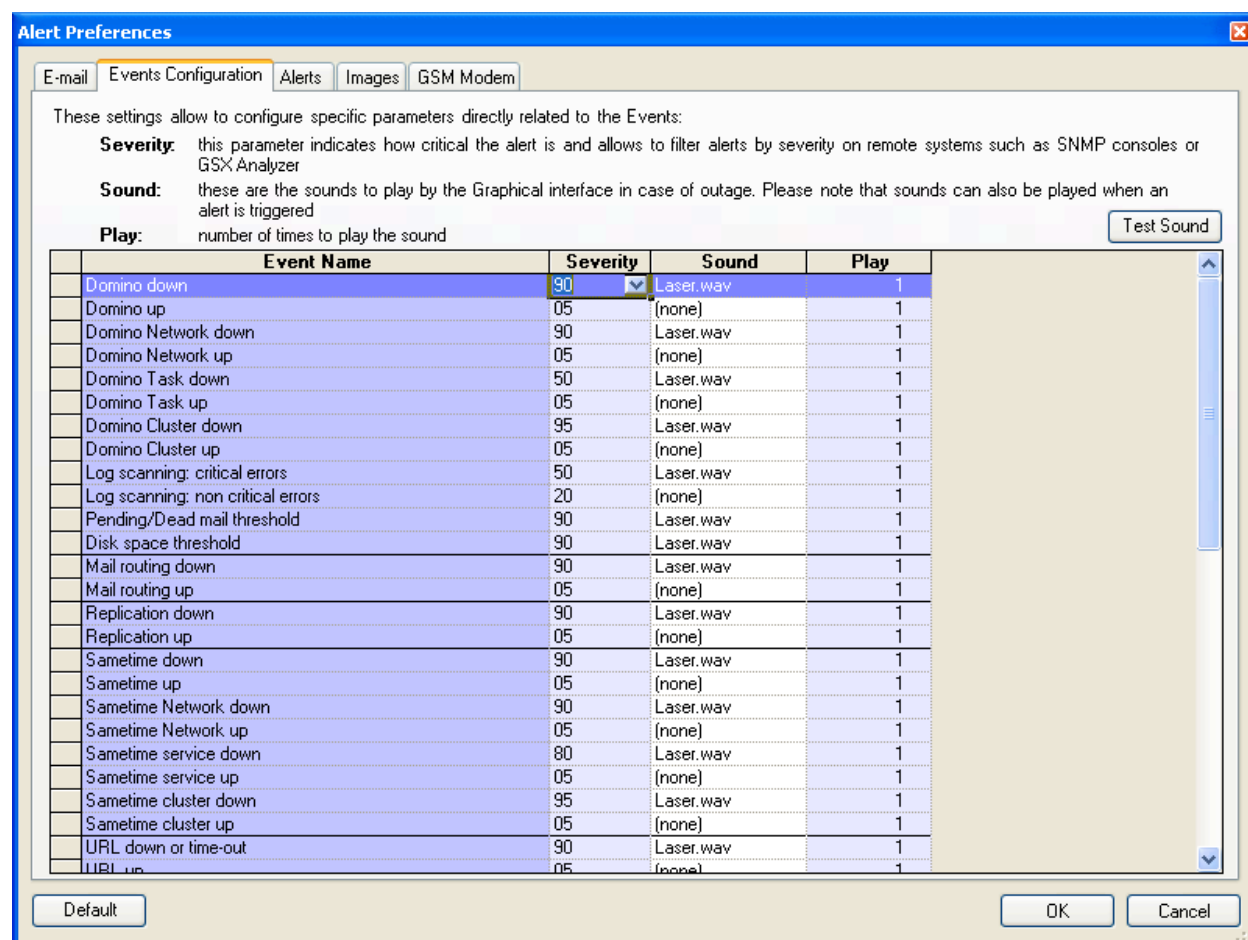
efitzgerald@gsx.net

Default OK Cancel



Events Configuration

The **Events Configuration** tab displays a list of all possible alerts that **GSX Monitor** can generate. You can assign a severity to them and, if required, also assign a sound to be played by the monitor station if they occur.



The **Alert Preferences** dialog box is shown with the **Events Configuration** tab selected. The dialog has four tabs: **E-mail**, **Events Configuration**, **Alerts**, **Images**, and **GSM Modem**. Below the tabs, a text box states: "These settings allow to configure specific parameters directly related to the Events:". Below this, three parameters are defined:

- Severity:** this parameter indicates how critical the alert is and allows to filter alerts by severity on remote systems such as SNMP consoles or GSX Analyzer
- Sound:** these are the sounds to play by the Graphical interface in case of outage. Please note that sounds can also be played when an alert is triggered
- Play:** number of times to play the sound

A **Test Sound** button is located to the right of the **Play** definition. Below the definitions is a table with four columns: **Event Name**, **Severity**, **Sound**, and **Play**. The table lists 24 events. The first row, **Domino down**, is highlighted in blue and has its **Severity** set to 90 and **Sound** set to **Laser.wav**. The other rows have their **Severity** values set to 05, 90, 05, 50, 05, 95, 05, 50, 20, 90, 90, 90, 05, 90, 05, 90, 05, 80, 05, 95, 05, 90, and 05. The **Sound** column shows **Laser.wav** for most events and **(none)** for others. The **Play** column shows the value 1 for all events.

Event Name	Severity	Sound	Play
Domino down	90	Laser.wav	1
Domino up	05	(none)	1
Domino Network down	90	Laser.wav	1
Domino Network up	05	(none)	1
Domino Task down	50	Laser.wav	1
Domino Task up	05	(none)	1
Domino Cluster down	95	Laser.wav	1
Domino Cluster up	05	(none)	1
Log scanning: critical errors	50	Laser.wav	1
Log scanning: non critical errors	20	(none)	1
Pending/Dead mail threshold	90	Laser.wav	1
Disk space threshold	90	Laser.wav	1
Mail routing down	90	Laser.wav	1
Mail routing up	05	(none)	1
Replication down	90	Laser.wav	1
Replication up	05	(none)	1
Sametime down	90	Laser.wav	1
Sametime up	05	(none)	1
Sametime Network down	90	Laser.wav	1
Sametime Network up	05	(none)	1
Sametime service down	80	Laser.wav	1
Sametime service up	05	(none)	1
Sametime cluster down	95	Laser.wav	1
Sametime cluster up	05	(none)	1
URL down or time-out	90	Laser.wav	1
URL up	05	(none)	1

At the bottom of the dialog, there are three buttons: **Default**, **OK**, and **Cancel**.



Alerts

The **Alerts** tab enables you to customize the alerts to align and meet your company's requirements. This streamlines your alerting process to ensure critical information is reported to you in a succinct manner in order to ensure that you receive the information you need when you need it.

Alert Preferences

E-mail | Events Configuration | **Alerts** | Images | GSM Modem

Alert Filter

A network or router outage may lead to a complete part of the network be down for a while. The filter below has been created to limit the number of alerts sent out due to such a problem. It will apply to all server and network down alerts, independantly from their type (Domino, Exchange, Network, etc ...) and only for the period defined below.

☒ Limit the system to send a maximum of alerts in case of equipment down, in a period of

Then send a specific "Global outage" alert using this profile:

Pending/Dead mail

Pending/Dead mail alerts are sent only if the number of pending/dead mail in mailboxes:

- exceeds the threshold defined in Server Settings
- does not keep decreasing at next scans (set to 0 for immediate alerting)

Advanced

☒ Do not send a "server down" alert if a "network down" alert has been previously sent for the same server.

Maintenance

During maintenance periods, keep alerting using this profile:

Alert format

By default, alert e-mails are generated in HTML format (see also "Images" folder).

☐ Do not create alert e-mail in HTML but in simple text format.

Warning: Log reports and Replication reports are not impacted by this option. they are always generated in HTML format.

Reports

Weekly Report on Daily, weekly and monthly periodic reports are generated at midnight. A weekly report set to the default day of Monday includes statistics from Sunday.

The customizable options include:

Alert Filter

One **GSX Monitor** station can monitor hundreds of servers. However, if one router goes down, hundreds of servers may become unavailable, potentially resulting in thousands of alerts depending on your settings. By setting this filter, if multiple servers are down simultaneously you receive a global outage alert instead of hundreds of individual alerts.

Pending/Dead Mail

Some companies are very sensitive to mail throughput. This setting enables you to set up advance warning in the event of a potential issue with pending mail. In an individual server setting you can set the threshold for pending mail, for



example generate an alert if there is a predefined amount of pending mail. However, in addition, you may require a warning that pending mail is approaching that predefined threshold. You can use this setting to override the threshold setting and generate an alert if the volume of pending mail has not decreased in XXX scanning cycles.

Advanced

As previously discussed, **GSX Monitor** simulates your users experience. If the network is down and the server is up and running but your users cannot access it, then your service is not available. Because of this scenario, **GSX Monitor** has a two system process to identify where the fault in the service lies. The Advanced setting allows you to receive one alert versus two if the network is down as, if the network is down then the Domino service cannot be accessed, and Domino is down.

In Server Settings you can set up alerts on Domino down or network down, see [Individual Alerts in Detail](#). **GSX Monitor** will test to see if the Domino service is available by establishing a Domino session. If it cannot establish a session it generates a Domino down alert. It will then attempt to ping the server using the IP address or hostname provided. If it cannot ping the server it generates a network down alert.

Maintenance

By default, when you specify a maintenance period, your alerting profile is excluded for that maintenance period. However, you may want to be informed of server availability during a maintenance period and can override individual server schedules with a specific alerting profile for maintenance periods.

Alert Format

By default, all email alerts are created in HTML format. This option enables you to override this setting and send alerts in a simple text format.

Reports

This option enables you to define the day on which you send your weekly statistic report to **GSX Analyzer**.

Images

The **Images** tab enables you to customize the presentation and logos used on your alerts to bring them in line with your company's look and feel.



Help Mail Routing 0 0 0 0 0 Performance 2 1 0 DB Mo

Alert Preferences

E-mail Events Configuration Alerts Images GSM Modem

GSX Monitor sends alerts in html format using default images located on the GSX website. The location may be changed and the images modified using a different link. Although the image configurations below are modifiable, using an incorrect image size may result in an unreadable email. GSX highly recommends not changing the images unless retaining the size parameters mentioned.

Alert Report Header:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/AlertHeader.gif"/>	<input type="button" value="View"/>	Size must be 860 by 46 pixels
Replication Monitoring Header:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/ReplHeader.gif"/>	<input type="button" value="View"/>	Size must be 950 by 52 pixels
Log Monitoring Header:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/LogHeader.gif"/>	<input type="button" value="View"/>	Size must be 860 by 46 pixels
Date:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/AlertDate.gif"/>	<input type="button" value="View"/>	Size must be 175 by 23 pixels
Category:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/AlertCat.gif"/>	<input type="button" value="View"/>	Size must be 175 by 23 pixels
Station Name:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/AlertStation.gif"/>	<input type="button" value="View"/>	Size must be 175 by 23 pixels
Message Footer:	<input type="text" value="http://www.gsx.net/clients/gsx/gsxhomepage.nsf/FootImage.gif"/>	<input type="button" value="View"/>	Size must be 860 by 185 pixels

GSM Modem

GSX Monitor enables you to set up a primary and secondary server and also facilitates another level of alerting if required. The **GSM Modem** tab enables you to configure a GSM modem to be used as an alert delivery mechanism in the event of all other mechanisms failing.

Alert Preferences

E-mail Events Configuration Alerts Images GSM Modem

GSX recommends using a GSM Modem attached to the monitoring system. This will allow the system to send out SMS messages on the GSM Mobile network in case of a failure in the internal messaging/Mail system. To use this feature you'll need the following to be setup:

- a standard USB GSM Modem (GSX recommends using Falcom Samba 75 USB GPRS modem)
- a SIM card for the Modem
- a network availability where the monitoring station resides

GSM Modem Configuration

GSX Modem name:

COM Port:

PIN Code:

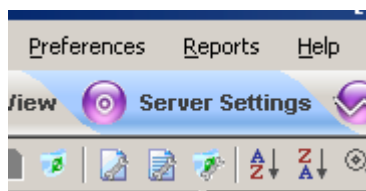
Status: Unvalidated: Com Port not responding.



6 Individual Server Settings

You can configure your servers to scan for service availability and define the thresholds and parameters for your alerting strategy in the **Server Settings** screen.

To display the **Server Settings** screen, from the main menu select Server Settings → Scanning.



Each option available in the **Server Settings** screen is described in sequence below, including an explanation of how your selection impacts alerting.

- **Domino Server Name** – The Domino name of the server as found in the Name and Address Book (NAB).
- **Domino Server Alias** – The name of the server as displayed in **GSX Monitor**. This name can be different to the Domino name.
- **Network IP Address or Hostname** – The IP or hostname of the server. This is used by **GSX Monitor** to check network availability when Domino or hostname are detected as down. It is very important it is the exact server name used in the Domino, DNS, or Active Directory, as the Monitor station uses it to find the server and perform the secondary check.
- **Scanning Frequency** – Defines the polling interval in minutes. It is recommended to define a lower interval for more critical servers.
- **Retry Frequency if Device is down** – **GSX Monitor** works by checking if it can open a session on a server. Sometimes a server may reject a session but accept the subsequent request, so you may want to specify the number of rejected sessions that can occur before you generate a service down alert. However, if you do not want your retries to become part of the existing cycle, this option enables you to 'fast track' your server scans if a specific server has been reported down on a scan.
- **Alert Threshold During Bus. Hours** – Specifies the wait period before generating an alert. This allows the system time to double check availability before generating a service unavailable alert.
- **Business Hours** – Specifies your company's business hours. This flexibility is important and enables you to prioritize alerts and assign different time periods before sending an alert, depending on whether the incident occurs during or outside business hours. This enables you to closely align your service monitoring and alerting profiles with business service availability.
- **Alert threshold during off hours** – Defines the time period the system waits before ending an alert outside of business hours.



- **Trigger this alert if XXX is down** – Specifies the type and profile of alert to be triggered if the service being monitoring is down. For more information on the types of alerts and different profiles, see [Alert Profiles and Definitions](#).
- **Trigger this Alert if Network is down** – If **GSX Monitor** has determined that it cannot open a session on the server it will try and ping it via the IP or hostname. If it cannot ping the server, this indicates the network is down. In this case, you can define a different profile to inform a different team of potential errors.
- **Trigger this Alert if XXX is up** – Defines an alert for when the service is back on line and available.
- **Trigger this Alert if network is up** – Defines an alert for when **GSX Monitor** can ping the server again.

Note: Ensure you have notification that both the network and service are back on line, as network availability does not guarantee service availability.

- **Server Distribution list for Errors relating to this server** – This setting enables you to assign standard profiles across multiple servers, as well as adding additional distribution lists that may be specific to individual servers. For example, if you assign a standard alert profile in the event of service unavailability for servers A, B, and C, but server A hosts a critical business application, you can set a distribution list specific to alerts on server A. Therefore, in the event of an outage on server A, the database manager is informed.



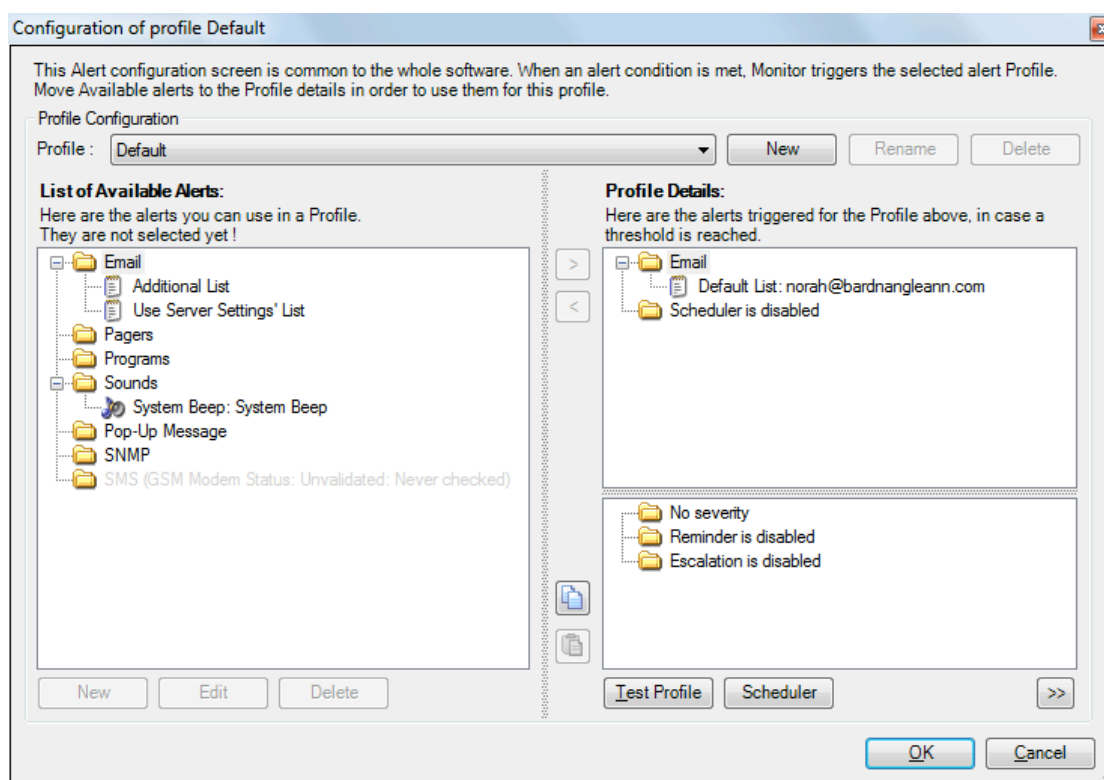
7 Alert Profiles and Definitions

GSX Monitor can be configured to alert and report on hundreds, if not thousands, of possible scenarios. For each of these scenarios you may not want the same severity, recipients, or delivery mechanism applied, or to have to define an alert profile for each and every alert scenario that you create. **GSX Monitor** enables you to create tailored profiles that can be applied to the alerts that you want activated. In each profile you can define the following:

- Profile Name
- Delivery Mechanism
- Target Recipients
- Severity
- Reminder
- Escalation

You can define your profiles in advance and apply to your alerts as you activate them, or you can set up profiles as you activate alerts and add to the profile options available.

GSX Monitor enables you to both define and assign alert profiles in the **Configuration of profile** screen.



You can assign an alert profile to be activated when a specific alert condition occurs. You can also create on the fly alert profiles that you can use for subsequent alert conditions.



The **List of Available Alerts** menu on the left-hand side of the screen enables you to select alerts or the delivery mechanism of alerts. You can specify how you want to receive alerts by selecting one or multiple options available.

Note: You can configure how these options route the alert in **Global Settings**.

The options enable you to do the following:

- **Email** – Enter email distribution lists
- **Pager** – Send alerts via a pager
- **Program** – Invoke a program accessible to *GSX Monitor*
- **Sound** – Generate a sound when an alert is activated
- **Pop-Up** – Generate a Windows pop up when an alert is activated
- **SNMP** – Generate an SNMP Trap that can be used by an external system
- **SMS** – Send an SMS message via Global System for Mobile communications (GSM) when an alert is activated

The options that you associated specifically with this profile are then displayed on the upper right-hand side of the screen. You can further refine these settings by enabling the scheduler for pager options.

There are three very powerful options that can be associated with this profile on the lower left-hand side of the menu. These options include:

- **Severity** – Enables you to define the severity of your alerts. We advise you align this with the impact to the business of this alert condition being reached and the alert being generated. This severity is reported to *GSX Analyzer* for reporting purposes and can be critical for defining the quality of service delivery and prioritization of problem management within your business. For example, how many severity 1's have occurred in the past month, what was the root cause, and how to resolve them. Setting the Severity parameter here overrides the one defined in **Events** tab for this profile. See [Events Configuration](#).
- **Reminder** – Enables you to set up a reminder alert. This means an alert is resent every predefined number of minutes during the time period that the cause of the alert has not been addressed.
- **Escalation** – Enables you to set up an escalation profile independent of the original alert profile. When a reminder concerning an alert is sent and the condition generating the alert is still not addressed within a specific, predefined time frame, an escalation alert is generated. This escalation is delivered to a recipient other than the recipient of the original and reminder alerts, such as a manager.



8 Individual Alerts in Detail

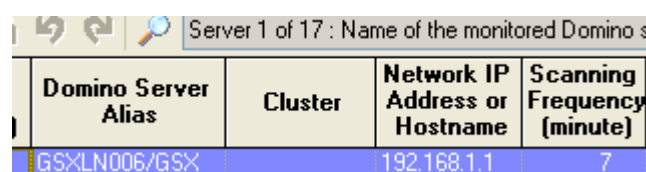
In this section we will discuss the various individual alerts available in **GSX Monitor**.

Domino Down/Domino Up

This alert indicates the basic availability settings of your Domino service; whether it is up or down. You can configure this alert to activate when your Domino service is back on line.

Domino Network Down/Domino Network Up

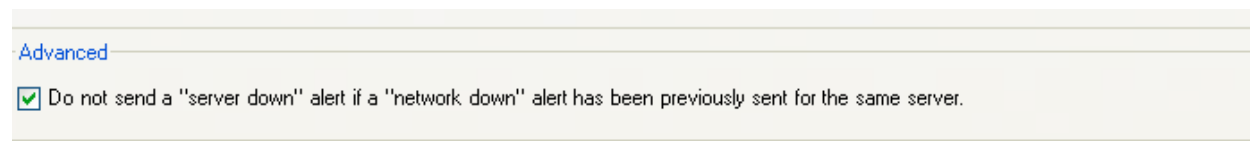
This alert indicates if the Domino network is up or down. If **GSX Monitor** detects that it is unable to open a Domino session on the server, it will ping the server, on the IP or hostname you have provided, and try and establish if Domino or the network/service is unavailable.



Server 1 of 17 : Name of the monitored Domino s

Domino Server Alias	Cluster	Network IP Address or Hostname	Scanning Frequency (minute)
GSXLN006/GSX		192.168.1.1	7

If **GSX Monitor** cannot open a Domino session, a Domino down alert is generated. If it then cannot ping the server a network down alert is generated. Both alerts are related to the same disruption in service and one could, technically, be sufficient. For that reason you can set a global preference to suppress a server down alert if a network down alert has already been sent. See the **Advanced** feature in [Alerts](#).



Advanced
<input checked="" type="checkbox"/> Do not send a "server down" alert if a "network down" alert has been previously sent for the same server.

Domino Task Down/Domino Task Up

This alert indicates if the Domino server is running at task level. **GSX Monitor** focuses on monitoring and measuring the quality of service that you deliver to your customers, down to the task level. If the Domino server is running, but the router task is down, then your mail service is not available to your customer. Because of this it is imperative to monitor the status of your tasks on your server.

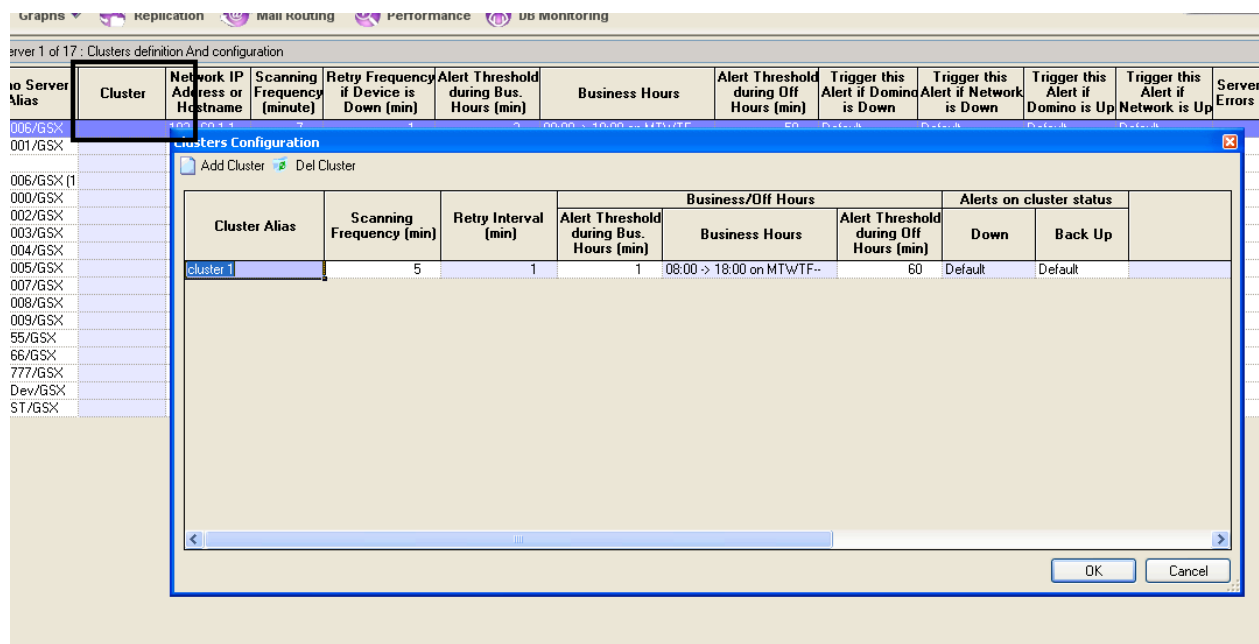
In Domino, you can set more detailed monitoring on specific statistics. You can specify **GSX Monitor** to monitor for availability and also for a "frozen task", where the task is running but not performing. Even if the server or server component is running, a check is performed to ensure it is actually providing a service.

[illegible]



Domino Cluster Down/Domino Cluster Up

This alert provides scanning and performance metrics on clusters of Domino servers.

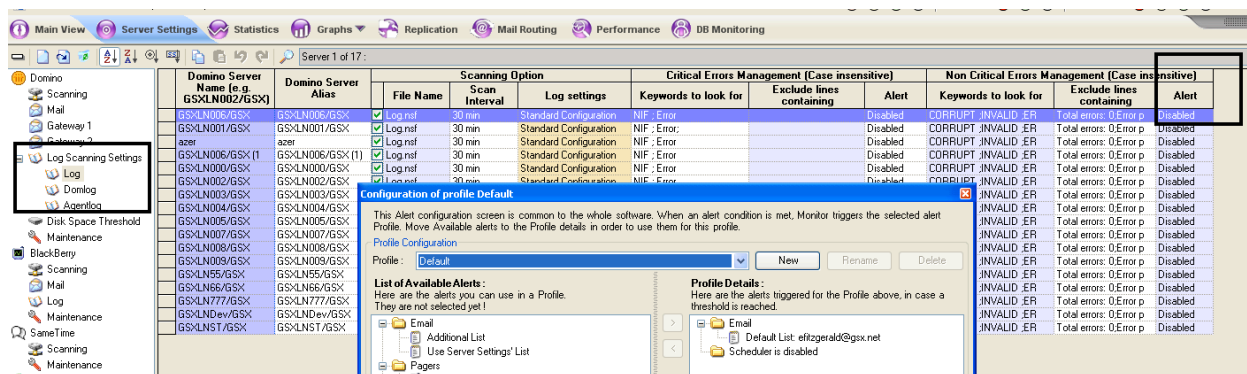


When a server is identified as part of a cluster, **GSX Monitor** performs the following activities:

- Ensures at least one server in the cluster is available. If not, a special alert is issued unless all servers in the cluster have entered a maintenance window.
- Utilizes the same parameters for scanning frequency, retry interval, and alerting for all of the cluster members.
- Scans all servers in a cluster as a group.
- Generates availability statistics and reports on the overall availability of the cluster.





Log Scanning: Critical Errors/Log Scanning: Non Critical Errors

This alert can differentiate between critical or non critical errors detected by a log scan. Many customers use **GSX Monitor** to scan their logs and search for and retrieve information to assist them in proactively managing their collaborative environment. The Domino, Domlog, and AgentLog contain a lot of information and, depending on the size and complexity of the environment, can take time to review. You can set alerts on critical keywords, for example "unauthorized access", that will generate an alert when this keyword is found. This ensures administrators react in a timely manner to any critical situations that occur.



This alert is triggered if the pending or dead mail threshold on a server has been or is about to be reached. All administrators will accept some level of dead mail in the business environment. The threshold levels set up for this alert are very specific to each company but the level needs to be monitored for numerous reasons:

- Increasing levels of pending mail can suggest that there is an issue with mail routing and the administrator needs to react before it impacts customers.
- Pending mail may build up if a destination server is down and unreachable. As the router recycles in trying to send pending mail, it will delay the routers response time to sending all mail.
- The larger the volume of dead mail in your mailbox, the less efficient your mailbox is, making it prone to corruption.

Server 1 of 17 : Alert triggered in case of excessive dead mail.										
 Domino  Scanning  Mail  Gateway	Domino Server Name (e.g. GSXLN002/GSX)	Domino Server Alias	Type			Pending Threshold	Pending Alert	Dead Threshold	Dead Alert	
			Type	Formula for Pending Mail	Formula for Dead Mail					
	GSXLN006/GSX	GSXLN006/GSX	Mail box or multiple mailboxes	RoutingState != 'DEAD'	RoutingState = 'DEAD'	100	Default	100	Default	
GSXLN001/GSX	GSXLN001/GSX	Mail box or multiple mailboxes	RoutingState != 'DEAD'	RoutingState = 'DEAD'	100	Default	100	Default		

This alert is triggered if the disk space on the server has reached or is about to reach a predefined threshold. Sufficient disk space is critical to the efficient running of any system. However, email specifically has the unexpected capacity to rapidly increase in size in a very short period of time. If the shortage of disk space becomes critical, it could have a serious impact on the availability of your service.

Availability and capacity planning administrators and infrastructure managers need to be alerted on disk space utilization and free space on their servers. If either of these exceeds a predefined threshold, they need to be notified immediately. With **GSX Monitor** you can configure your disk space alerts to suit your organizational requirements by setting specific thresholds for either free disk space available or disk space currently used at both megabyte (MB) level and percentage level.



Main View Server Settings Statistics Graphs Replication Mail Routing Performance DB Monitoring

Server 1 of 17: Disk space threshold configuration

Domino Server Name (e.g. GSXLN002/GSX)	Domino Server Alias	Alert	Configuration
GSXLN006/GSX	GSXLN006/GSX	Default	Data Disk 500MB
GSXLN001/GSX	GSXLN001/GSX	Default	Data Disk 500MB
azer	azer		
GSXLN006/GSX (1)	GSXLN006		
GSXLN000/GSX	GSXLN000		
GSXLN002/GSX	GSXLN002		
GSXLN003/GSX	GSXLN003		
GSXLN004/GSX	GSXLN004		
GSXLN005/GSX	GSXLN005		
GSXLN007/GSX	GSXLN007		
GSXLN008/GSX	GSXLN008		
GSXLN009/GSX	GSXLN009		
GSXLN55/GSX	GSXLN55/		
GSXLN66/GSX	GSXLN66/		
GSXLN777/GSX	GSXLN777		
GSXLNDev/GSX	GSXLNDev		
GSXLNST/GSX	GSXLNST/		

Disk Space Configuration

Disk Space Threshold Configuration

☐ Disabled
No threshold is set and no alerts will be sent.

☐ Data Disk
A threshold is set only on the disk where the Domino's data directory
Alerts will be sent if the amount of free space on this disk goes below the threshold.
in MB: 500 in %: 10

☒ Any Disks
A threshold is set for any disk found on the Domino server.
Alerts will be sent if the amount of free space on any of the servers disks goes below the threshold.
in MB: 500 in %: 10

☐ Custom
A threshold is set for the selected disks.
Alerts will be sent if the amount of free space on any of the selected server disks goes below the threshold.

List of disks: Refresh

Disk	Size (in MB)	Free (in MB)	Percent Free	Disk Threshold
------	--------------	--------------	--------------	----------------

Mail Routing Down/Mail Routing Up

Under Mail Routing you can set up mail routing probes to monitor mail routing between server A and Server B. You can also set expected Service Level Agreements (SLAs) for routing time between both points and use echo points for external destination points. If your SLA is breached, you can set up alert notifications, using the standard profiles or specifically defined ones, to alert administrators or service managers that mail routing is up or down.



Configuration

Probe Name	SLA	Probes	Retry	Source Server	Send To	Target Server(s)	BlackBerry Probe	Advanced Settings	Alert
Cycle	2 min	1	2	192.168.1.5 (SMTP)	efitzgerald@gsx.net	GSXLN006/GSX (D)	<input checked="" type="checkbox"/>	Find key in "Subject" field	Default

Configuration of profile Default

This Alert configuration screen is common to the whole software. When an alert condition is met, Monitor triggers the selected alert Profile. Move Available alerts to the Profile details in order to use them for this profile.

Profile Configuration

Profile: Default [New] [Rename] [Delete]

List of Available Alerts:
Here are the alerts you can use in a Profile. They are not selected yet!

- Email
 - Additional List
 - Use Server Settings' List
- Pagers
 - Support Pager: send to GXHelp@GSX.NET
- Programs
- Sounds
 - System Beep: System Beep
- Pop-Up Message
- SNMP
- SMS (GSM Modem Status: Unvalidated: Never checked)

Profile Details:
Here are the alerts triggered for the Profile above, in case a threshold is reached.

- Email
 - Default List: efitzgerald@gsx.net
 - Scheduler is disabled
- No severity
 - Reminder is disabled
 - Escalation is disabled

[New] [Edit] [Delete] [Test Profile] [Scheduler] [OK] [Cancel]

History

Injection Date	Time	Time
24/07/2009 17:37:05	n/	
24/06/2009 18:06:06	n/	
24/06/2009 16:05:12	0	
24/06/2009 16:03:12	0	
24/06/2009 16:01:12	0	
24/06/2009 15:59:12	0	
24/06/2009 15:57:11	0	
24/06/2009 15:55:11	0	
24/06/2009 15:53:11	0	
24/06/2009 15:51:10	0	
24/06/2009 15:49:10	0	
24/06/2009 15:47:10	0	
24/06/2009 15:45:10	0	

Probe sent on 24/06/2009 15:45:10 was received on 24/06/2009 15:45:10

Replication Down/Replication Up

This alert is triggered if **GSX Monitor** is unable to process a replication report. This indicates an access or availability issue on the replication server or issues with the overall replication process.



Configuration 1 of 1: Replication back up alert.

Global settings

☒ Enable ☒ Report generation time Every 1 day ☒ Send report to efitzgerald@gsx.net

Replication settings

Number of databases monitored for replication: 1 / 1

Cycle time	Database name	Database title	Master server	Alert Down	Alert Up			
Every 1 day	Basetemp.nsf	Base temporaire	GSXLN006/GSX	Replication	Replication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Configuration of profile Replication Alerts

This Alert configuration screen is common to the whole software. When an alert condition is met, Monitor triggers the selected alert Profile. Move Available alerts to the Profile details in order to use them for this profile.

Profile Configuration

Profile : Replication Alerts

List of Available Alerts :
Here are the alerts you can use in a Profile.
They are not selected yet !

Profile Details :
Here are the alerts triggered for the Profile above, in case a threshold is reached.

Email

Sametime Down/Sametime Up

This alert indicates if the Sametime Domino server is up and running.

Server 1 of 1 : Alert triggered in case of Lotus Instant Messaging & Web Conference encountered some problems.

Internet host name (e.g. sametime.gsx.net)	Retry Frequency if Device is Down (min)	Timeout (seconds)	Alert Threshold during Bus. Hours (min)	Business Hours	Alert Threshold during Off Hours (min)	Trigger this Alert if Sametime is Down	Trigger this Alert if Network is Down	Trigger this Alert if Sametime is Up	Trigger this Alert if Network is Up
gsxdemo.gsx.net	1	180	1	08:00 -> 18:00 on MTWTF	61	Business	Default	Default	Default

Domino

- Scanning
- Mail
- Gateway 1
- Gateway 2
- Log Scanning Settings
- Disk Space Threshold
- Maintenance
- BlackBerry
- Scanning
- Mail
- Log
- Maintenance
- Sametime
 - Scanning
 - Maintenance
- URL
- Scanning

Sametime Network Down/Sametime Network Up

This alert indicates if the Sametime server is reachable via ping. It is a similar alert to the Domino Network Down/Up alert. See [Domino Network Down/Domino Network Up](#).



Sametime Service Down/Sametime Service Up

This alert indicates if the Sametime service on the Sametime server is up and running. You can also set up a specific alerting profile if required.

Sametime services alerts	
Trigger this Alert if a Service is Down	Trigger this Alert if a Service is Up
Default	Default

Sametime Cluster Down/Sametime Cluster Up

This alert indicates if the cluster that contains the Sametime server is available. It is a similar alert to the Domino Cluster Down/Up alert. See [Domino Cluster Down/Domino Cluster Up](#).

URL Down or Time-Out/URL Up

This alert is triggered when a company URL is unavailable. Many companies depend on business critical applications that are accessed via a browser whether internal customer facing or external customer facing, such as a Web Site. With **GSX Monitor** you can set scanning and alerts in your business critical web sites to ensure their availability and define whether or not they meet your internally or externally set expectations. You can also set authentication settings for servers that require authentication via a popup window.

URL Location	URL Alias	Scanning Frequency (minute)	Advanced	Retry Frequency if Device is Down (min)	SLA threshold (sec)	Alert Threshold during Bus. Hours (min)	Business Hours	Alert Threshold during Off Hours (min)	Trigger this Alert if URL is Down	Trigger this Alert if URL is Up
www.gsx.net	www.gsx.net	5	No Auth, IE pro	1	60	1	08:00 - 18:00 on MTWTF--	60	Default	Default

URL Advanced settings for www.gsx.net

Authentication Settings | Proxy Settings

Authentication type:
No authentication
No authentication
Popup authentication

OK Cancel



BES Down/BES Up

This alert is triggered when a Blackberry Enterprise Server (BES) is unavailable. You can choose the BES components that you want to monitor and if at least one of these components are down, the BES is considered down.

BES Advanced Settings for GSXINTEST/GSX

Services Database User alerts

BES modules to monitor on

Version: BlackBerry V5.x

☒ BlackBerry Messaging Agent ☐ BlackBerry MailStore Service

☒ BlackBerry Controller ☒ BlackBerry Policy service

☒ BlackBerry Dispatcher ☒ BlackBerry Synchronization service

IP address or host name
Leave empty if on same machine
(SNMP Service must be started)

☒ BlackBerry Alert service

☒ BlackBerry Attachment service

☐ BlackBerry Collaboration service

☒ BlackBerry MDS Connection Service

☐ BlackBerry MDS Services (optional)

☒ BlackBerry Router

BlackBerry Administration Services

☐ Administration Service - Application Server Administration Services IP or host name

☐ Administration Service - Native Code Container

Optional BES management Services

☐ User Administration Service

☐ BlackBerry Monitoring Console

☐ Monitoring Service - Application Core

☐ Monitoring Service - Data Collection Subsystem

☐ Monitoring Service - Polling Engine

Monitoring Services IP address or host name

SNMP Community (case sensitive - READ required): public

OK Cancel

BES SRP Connection Failure/BES SRP Connection Up

This alert is triggered when the BES Server Routing Protocol (SRP) connection is unavailable. It is critically important to monitor the status of your SRP



connectivity because, if the current SRP ID for the BlackBerry Enterprise Server is not running, BlackBerry services are unable to communicate with the BlackBerry Infrastructure and cannot start.

BES Server name (e.g. GSX\LNTEST/GSX)	Advanced settings	Retry Frequency if Device is Down (min)	Alert Threshold during Bus. Hours (min)	Business Hours	Alert Threshold during Off Hours (min)	Trigger this Alert if BES is Down	Trigger this Alert if BES is Up	SRP Connection Failure Alert	SRP Connection Back Up Alert
GSX\LNTEST/GSX	3 BES modules monitored	1	1	08:00 > 18:00 on MTWT	60	Default	Default	Default	Default

BES Log Scanning: Critical Errors/BES Log Scanning: Non Critical Errors

This alert differentiates between critical or non critical errors detected during a BES log scan using predefined critical or non critical keywords. These alerts can then be sent to the profile of your choice.

BES Server name (e.g. GSX\LNTEST/GSX)	BES Alias (for display only)	Log Folder	Scan Interval	Log settings	Keywords to look for	Exclude lines containing	Alert	Keywords to look for	Exclude lines containing	Alert
GSX\LNTEST/GSX	GSX\LNTEST/GSX	Logs	15 min	Default Configuration	ERROR.FAIL*** No Re		BES Log P			BES Log

BES Hung Thread Alert

Under **Server Settings** → **Blackberry Log**, you can configure **GSX Monitor** to search for and report on hung threads. This alert is triggered when a BES thread has hung and is vital in assisting administrators in identifying potential issues with routing that may not impact the key services but can cause issues for specific users.

Alert	Hung Thread Alert
BES Log	Default




BES Pending Mail Threshold

This alert is triggered if pending messages waiting to be sent by the BES messaging agent exceed a predefined threshold. It is vital to ensure that message routing at the BES level is monitored as well as message routing on the underlying messaging server.

BES Server name (e.g. GSXLNBES/GSX)	BES Alias (for display only)	Pending messages	
		Threshold	Alert
GSXLNTEST/GSX	GSXLNTEST/GSX	1000	Default

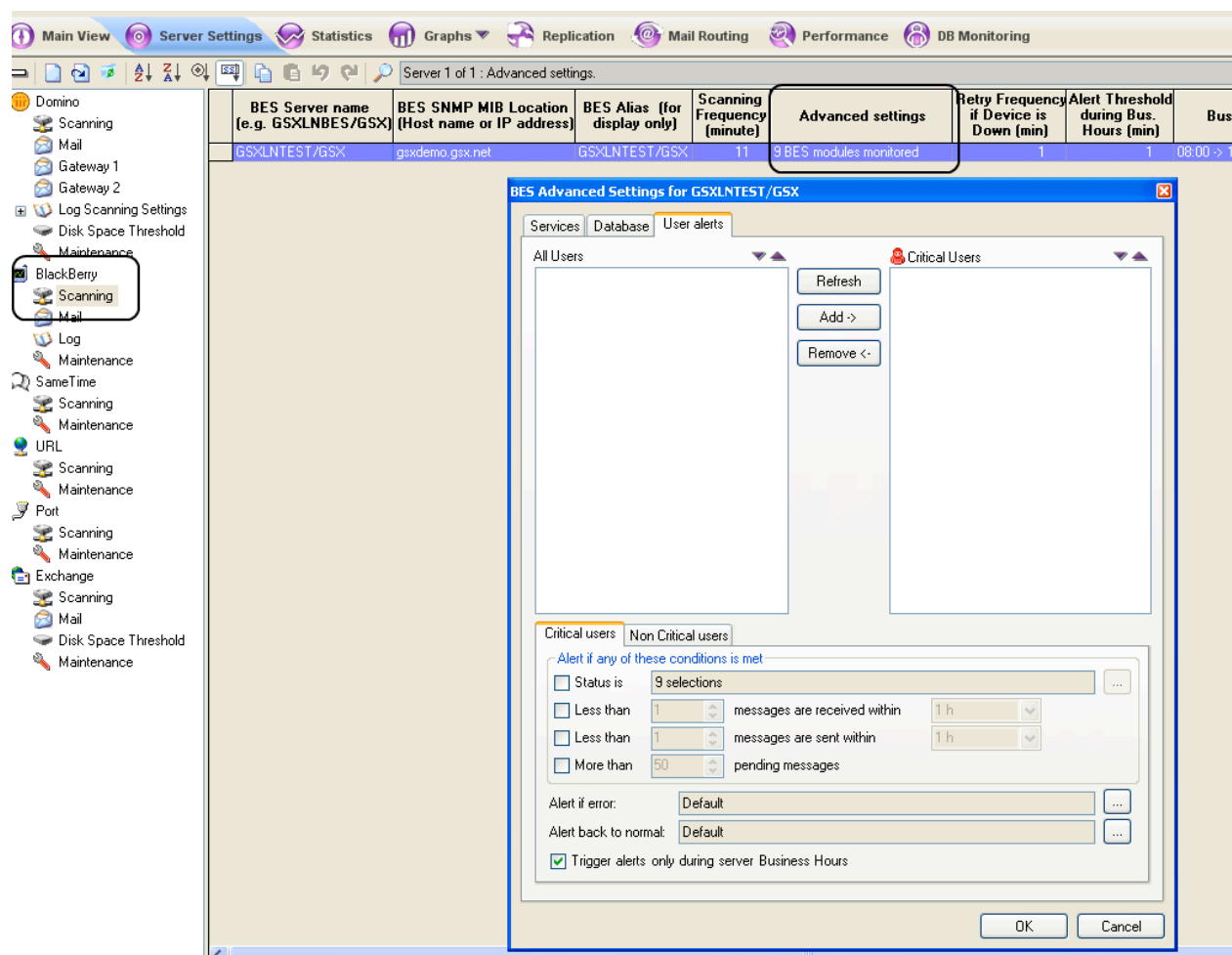
BES No Forwarded Mail Threshold

This alert is triggered when mail forwarding from your BES server to handhelds reduces substantially or stops completely. In many environments email, especially email on BES servers is one of the busiest applications in the IT service portfolio. While there may be periods of inactivity, it is highly unlikely that these indicate anything other than negative service disruption. This alert notifies your administrators that, if this metric does not decrease in a given period of time, there is a strong indication of problems with service.

No Forwarded Mail Threshold			
Enabled	Threshold Interval	Only during Business Hours	Alert
<input checked="" type="checkbox"/>	8 h	<input checked="" type="checkbox"/>	BES Mail Profiles 

BES Critical User Alert/BES Non Critical User Alert

While all users are important, it is usually management or sales that depend on Blackberry the most. You can define certain personnel as critical users and set alerts to trigger if their mail routing pattern does not conform to normal levels.



No More BES Critical User Alert

This alert is triggered when a critical user has returned to normal services and is no longer in a critical status.

DB Performance Down

This alert is triggered when the performance of a database is reduced. It is very important to monitor the performance of your business critical databases as it can have a very negative impact on the business if they become unavailable or do not respond within an acceptable timeframe.

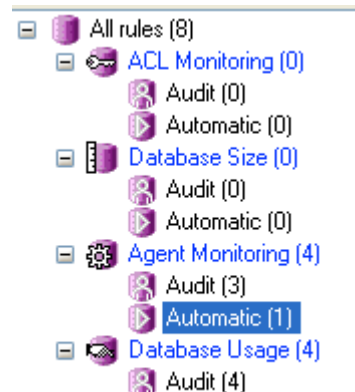
Note: Just because the server is running does not mean that the service is available.



Main View Server Settings Statistics Graphs Replication Mail Routing Performance DB Monitoring												
Configuration 1 of 5: Configuration name												
Performance settings												
	Configuration name	Scanning frequency	Server name	Database name	Database title	View name	Time-out (seconds)	Failures before sending an alert	Alert	Daily Maintenance	Weekly Maintenance	Scheduled Maintenance
<input checked="" type="checkbox"/>	Sametime Center	10	GSXLN001/GSX	stcenter.nsf	Sametime Center	(\$libbox)	180	3	Default	Not Set	Not Set	Not Set

DB monitoring alert

There are multiple alerts that can be set to monitor the status and performance of your databases.



You can monitor and receive alerts on the following:

- **ACL Monitoring** – Monitor and send alerts if changes are made to an ACL on a database
- **Database Size** – Monitor a database size
- **Agent Monitoring** – Monitor any issues agents may have, such as error generation run for a period of time
- **Database Usage** – Monitor and generate reports on database usage

Port Down/Port Up

This alert is triggered Port Down when a SMTP task is busy and rejecting sessions. When the connection between **GSX Monitor** and the port is accepted, a Port Up alert is sent.

In a working environment monitoring the status of tasks may not be enough. The task could be up and running, but busy, and reject or delay connections. **GSX Monitor** eliminates this issue by simulating an end user and connecting at the protocol level. The software then interacts with the system by, for example, performing an LDAP/AD search or sending a SMTP mail.



The screenshot displays the GSX Monitor application window. The top menu bar includes View, Preferences, Reports, and Help. Below it is a toolbar with icons for Main View, Server Settings, Statistics, Graphs, Replication, Mail Routing, Performance, and DB Monitoring. The left sidebar shows a tree view of monitoring categories: Domino, Mail, Gateway 1, Gateway 2, Log Scanning Settings, Disk Space Threshold, Maintenance, BlackBerry, Scanning, Mail, Log, Maintenance, SameTime, Scanning, Maintenance, URL, Scanning, Maintenance, Port, Scanning, Maintenance, Exchange, Scanning, Mail, Disk Space Threshold, and Maintenance. The 'Port' category is selected, and the 'Port Configuration' dialog box is open for IP address 192.168.1.26. The dialog box has tabs for LDAP and SMTP. The SMTP tab is active, showing settings for port number (25), alert down/up (Default), retries before alert (1), from/to email addresses (GSXMonitor@gsx.net, Admin@gsx.net), and authentication (User name: monitor, Password: masked). The background table shows port configurations for three servers.

IP address or Host name	Port Alias (for display only)	Link port to Domino server	Scanning Frequency (minute)	Port Configuration
192.168.1.26	192.168.1.26	No server link	5	1 Configuration enabled
192.168.1.151	192.168.1.151	No server link	5	1 Configuration enabled
192.168.1.207	192.168.1.207	No server link	5	1 Configuration enabled

Timeout on LDAP Request

This alert is triggered when a LDAP Port scan reports an abnormally long delay in executing a LDAP search. As this identifies any lag in the response time that users are experiencing, it is an important task in the efficient running of your business.



View Preferences Reports Help Mail Routing 0 0 0 0 0 0

Main View Server Settings Statistics Graphs Replication Mail Routing Performance DB Monitoring

Server 1 of 3 : Port configuration

	IP address or Host name	Port Alias (for display only)	Link port to Domino server	Scanning Frequency (minute)	Port Configuration
	192.168.1.26	192.168.1.26	No server link	5	1 Configuration enabled
	192.168.1.151	192.168.1.151	No server link	5	1 Configuration enabled
	192.168.1.207	192.168.1.207	No server link	5	1 Configuration enabled

Domino
Scanning
Mail
Gateway 1
Gateway 2
Log Scanning Settings
Disk Space Threshold
Maintenance
BlackBerry
Scanning
Mail
Log
Maintenance
SameTime
Scanning
Maintenance
URL
Scanning
Maintenance
Port
Scanning
Maintenance
Exchange
Scanning
Mail
Disk Space Threshold
Maintenance

Ports Configuration for 192.168.1.26

LDAP SMTP

☒ Enabled

Port number: 389

Alert Down: Default ...

Alert Up: Default ...

Retries before alert: 1

☐ Authentication (Uncheck for Anonymous):

User name: (E.g. John Doe/GSX)

Password: (Internet password)

☒ Enable Search

Search for nodes: 0=GSX

of nodes with attribute: objectClass=*

Timeout on search: 15 Sec

Alert if timeout: Default ...

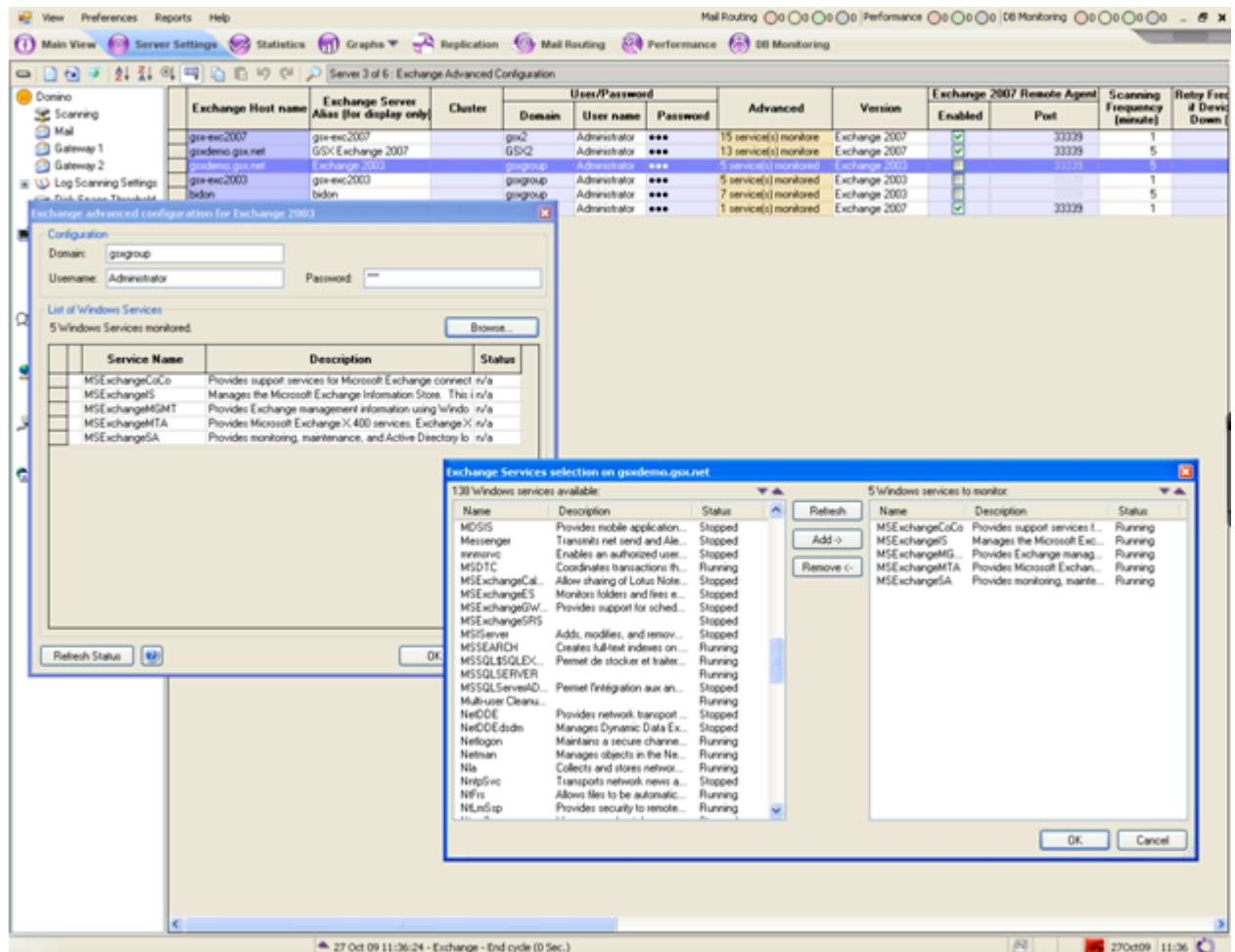
☐ Use SSL

Default Test OK Cancel

Exchange Down/Exchange Up

This alert is triggered when your Exchange Windows services or other important services become unavailable. If at least one of these services is not running, **GSX Monitor** assumes that the service is not guaranteed and sends an Exchange Down alert.

An Exchange Up alert is sent when all the services are running again.



Exchange Network Down/Exchange Network Up

This alert indicates if the Exchange network is up or down. If **GSX Monitor** detects that it is unable to access the server, it will ping the server, on the hostname you have provided, and try and establish if Exchange or the network/service is unavailable.

If **GSX Monitor** fails to access the Exchange server, an Exchange Down alert is generated. If it then cannot ping the server a Network Down alert is generated. Both alerts are related to the same disruption in service and one could, technically, be sufficient. For that reason you can set a global preference to suppress a server down alert if a network down alert has already been sent. See the **Advanced** feature in [Alerts](#).

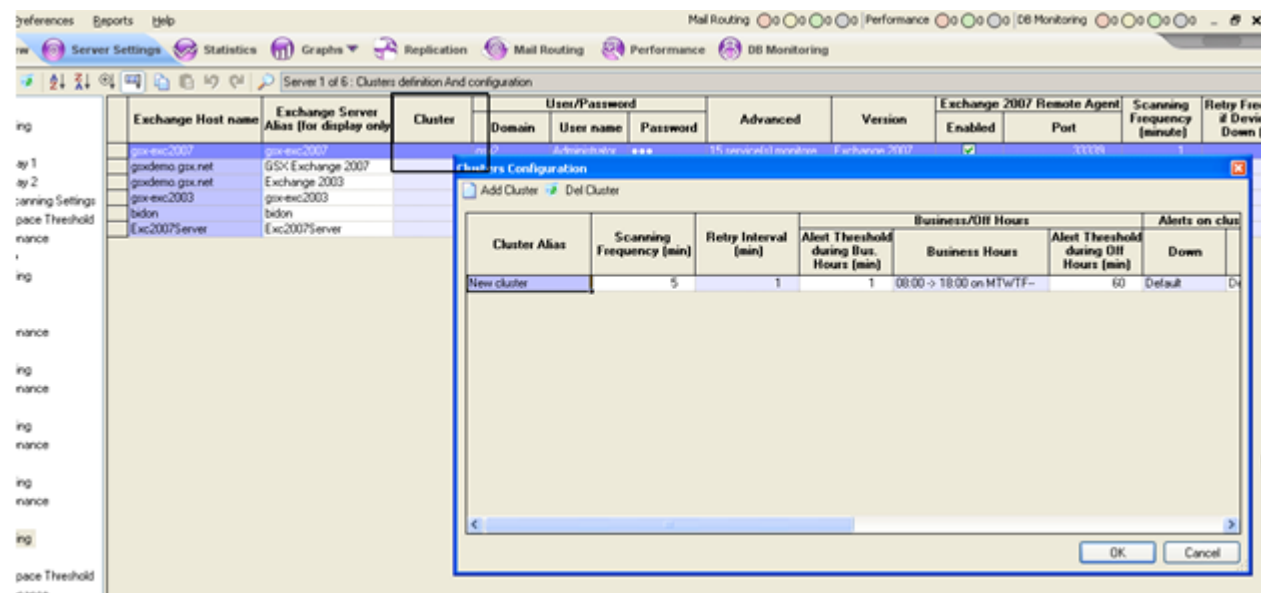
Advanced

- ☒ Do not send a "server down" alert if a "network down" alert has been previously sent for the same server.



Exchange Cluster Down/Exchange Cluster Up

This alert provides scanning and performance metrics on clusters of Exchange servers.



When a server is identified as part of a cluster, **GSX Monitor** performs the following activities:

- Ensures at least one server in the cluster is available. If not, a special alert is issued unless all servers in the cluster have entered a maintenance window.
- Utilizes the same parameters for scanning frequency, retry interval, and alerting for all of the cluster members.
- Scans all servers in a cluster as a group.
- Generates availability statistics and reports on the overall availability of the cluster.

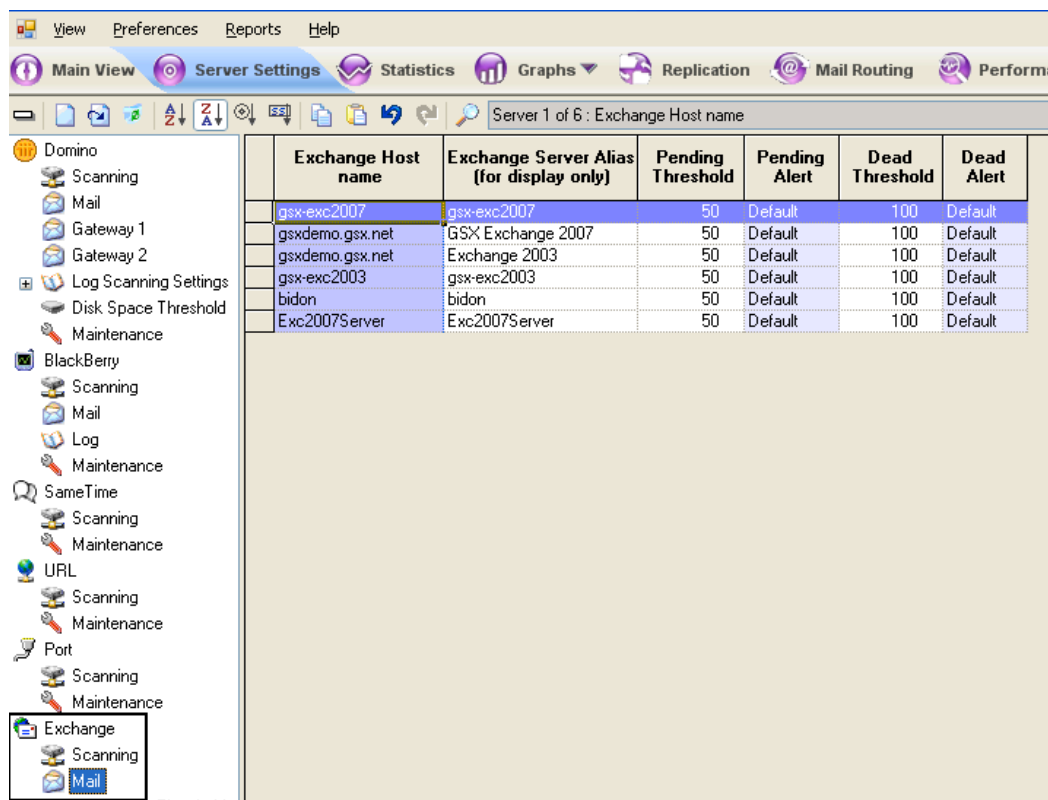
Exchange Pending/Dead Mail Threshold

This alert is triggered if the pending or dead mail threshold on an Exchange server has been or is about to be reached. All administrators will accept some level of dead mail in the business environment. The threshold levels set up for this alert are very specific to each company but the level needs to be monitored for numerous reasons:

- Increasing levels of pending mail can suggest that there is an issue with mail routing and the administrator needs to react before it impacts customers.
- Pending mail may build up if a destination server is down and unreachable. As the router recycles in trying to send pending mail, it will delay the routers response time to sending all mail.



- The larger the volume of dead mail in your mailbox, the less efficient your mailbox is, making it prone to corruption.



Exchange Host name	Exchange Server Alias (for display only)	Pending Threshold	Pending Alert	Dead Threshold	Dead Alert
gsx-exc2007	gsx-exc2007	50	Default	100	Default
gsxdemo.gsx.net	GSX Exchange 2007	50	Default	100	Default
gsxdemo.gsx.net	Exchange 2003	50	Default	100	Default
gsx-exc2003	gsx-exc2003	50	Default	100	Default
bidon	bidon	50	Default	100	Default
Exc2007Server	Exc2007Server	50	Default	100	Default

Exchange Disk Space Threshold

This alert is triggered if the disk space on the Exchange server has reached or is about to reach a predefined threshold. Sufficient disk space is critical to the efficient running of any system. However, email specifically has the unexpected capacity to rapidly increase in size in a very short period of time. If the shortage of disk space becomes critical, it could have a serious impact on the availability of your service.

Availability and capacity planning administrators and infrastructure managers need to be alerted on disk space utilization and free space on their servers. If either of these exceeds a predefined threshold, they need to be notified immediately. With **GSX Monitor** you can configure your disk space alerts to suit your organizational requirements by setting specific thresholds for either free disk space available or disk space currently used at both megabyte (MB) level and percentage level.



View Preferences Reports Help Mail Routing 0 0 0 0 0 Performance

Main View Server Settings Statistics Graphs Replication Mail Routing Performance DB Monitoring

Server 1 of 6 : Disk space threshold configuration

Exchange Host name	Exchange Alias (for display only)	Alert	Configuration
gsx-exc2007	gsx-exc2007	Default	Any Disk 500MB
gsxdemo.gsx.net	GSX Exchange 2007	Default	Any Disk 500MB
gsxdemo.gsx.net	Exchange 2003	Default	Any Disk 500MB
gsx-exc2003	gsx-exc2003	Default	Any Disk 500MB
bidon	bidon	Default	Any Disk 500MB
Exc2007Server	Exc2007Server	Default	Any Disk 500MB

Disk Space Configuration

Disk Space Threshold Configuration

☐ Disabled
No threshold is set and no alerts will be sent.

☒ Any Disks
☒ in MB 500 ☐ in % 10
A threshold is set for any disk found on the server.
Alerts will be sent if the amount of free space on any of the servers disks goes below the threshold.

OK Cancel

Domino
Scanning
Mail
Gateway 1
Gateway 2
Log Scanning Settings
Disk Space Threshold
Maintenance
BlackBerry
Scanning
Mail
Log
Maintenance
SameTime
Scanning
Maintenance
URL
Scanning
Maintenance
Port
Scanning
Maintenance
Exchange
Scanning
Mail
Disk Space Threshold
Maintenance



9 Summary

Reliable communication and collaboration systems are essential to the way modern businesses function. More and more companies need these systems available 24/7, 365 days of the year. In today's challenging economy and with IT budgets constrained, the ability to quickly and efficiently monitor your environment **and** measure the performance of your servers and services is the key to staying ahead of your competitors. It is crucial to ensure the continuous and efficient operation of these systems and identify potential problems **before** they occur.

As all organizations vary in infrastructure and configuration, flexibility in the monitoring solution is crucial and is one of the main features of **GSX Monitor**. This flexibility ensures **GSX Monitor** can monitor the key components of your environment that are critical to availability and the service delivery. At the same time, you can specifically configure **GSX Monitor** for your organizational requirements; it's not just a generic configuration.

The level of detail and the type of alerting required can vary greatly from company to company. Therefore, flexibility and various options in the following areas are important:

- Checking (scanning interval)
- Prioritization
- Method of Notification
- Reminders
- Maintenance, Bank Holidays, and Business hours

The presence of multiple components within a company's collaborative environment, such as Email, Wireless, and shared databases makes it vital to ensure that the method of monitoring and reporting is consistent across the entire collaboration solution. Not only to ensure consistency of reporting on quality of service delivery, but also to reduce the overhead associated with managing your collaboration solution.

Last but not least, remember, it is not enough to report on server availability alone. Your server may be up and running but if your customers cannot access the service then your business is not working for you. Without an effective monitoring solution, you'll only know there's a problem when the complaints start coming through to the support team. Ensure that collaboration servers are monitored for availability at both the hardware and service provision level.



10 Tips and Techniques

Copy and Paste

GSX Monitor provides great flexibility in configuring alerts. You can specify alerts on thresholds designed to suit your business requirements and to targeted profiles such as specifying:

- Who gets alerted
- When they get alerted
- How they get alerted

You may, however, want to have one alert profile across all configurations and this is very easy to achieve using **GSX Monitor**. Simply copy the profile you want to apply, select multiple alerts, and paste.

1. Select the profile you want to copy.

Trigger this Alert if Dominant Alert is Down	Trigger this Alert if Dominant Alert is Down
Business Hours	Default
Default	Default

2. Select the target alerts where you want to apply the profile.

Alert Threshold during Off Hours (min)	Trigger this Alert if Dominant Alert is Down	Trigger this Alert if Dominant Alert is Down
59	Business Hours	Default
60	Default	Default
58	Default	Default
58	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default
59	Default	Default



3. Paste the profile.

Alert Threshold during Off Hours (min)	Trigger this Alert if Dominant Alert is Down	1
59	Business Hour	De
60	Business Hour	De
58	Business Hour	De
58	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Business Hour	De
59	Default	De
59	Default	De



11 About GSX Groupware Solutions

Thank you for your interest in GSX Groupware Solutions. GSX is the leading provider of monitoring solutions for messaging and communication environments with more than 500 clients worldwide, including 30% of Fortune 100 companies.

Our clients rely on GSX solutions to monitor their communications infrastructure, and ensure reliable and continuous services. The GSX solution is the only tool available that enables you to monitor, and proactively manage all of your messaging environments through one effective interface.

With a proven track record, GSX solutions offer the most reliable and effective monitoring solution available today. Our strategic partners include IBM, Blackberry Alliance, Microsoft, Double Take Software, Bluewave, Lotus Notes User Group, BMC, and AT&T.



For More Information:

For more information, visit www.gsx.com where our resource center contains FAQs, Case Studies, Podcasts, White Papers and Webinars. You can also download a fully functional, 60 day evaluation copy of **GSX Monitor**, **GSX Server Guard**, and **GSX 360**.



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