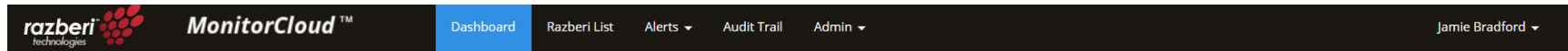
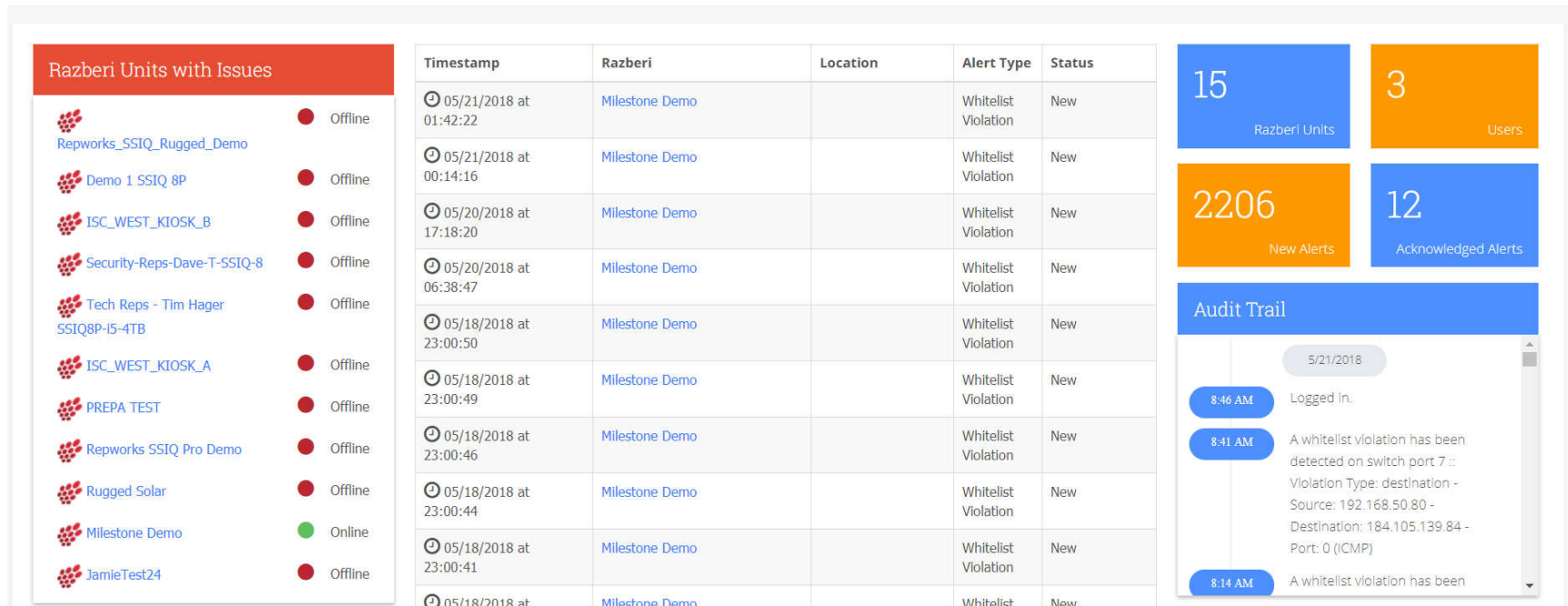


**Razberi Technologies MonitorCloud** is a subscription-based monitor feature on all Razberi ServerSwitch platforms to monitor hardware performance and cybersecurity.



## Dashboard



Timestamp	Razberi	Location	Alert Type	Status
05/21/2018 at 01:42:22	Milestone Demo		Whitelist Violation	New
05/21/2018 at 00:14:16	Milestone Demo		Whitelist Violation	New
05/20/2018 at 17:18:20	Milestone Demo		Whitelist Violation	New
05/20/2018 at 06:38:47	Milestone Demo		Whitelist Violation	New
05/18/2018 at 23:00:50	Milestone Demo		Whitelist Violation	New
05/18/2018 at 23:00:49	Milestone Demo		Whitelist Violation	New
05/18/2018 at 23:00:46	Milestone Demo		Whitelist Violation	New
05/18/2018 at 23:00:44	Milestone Demo		Whitelist Violation	New
05/18/2018 at 23:00:41	Milestone Demo		Whitelist Violation	New
05/18/2018 at	Milestone Demo		Whitelist	New

**15**  
Razberi Units

**3**  
Users

**2206**  
New Alerts

**12**  
Acknowledged Alerts

**Audit Trail**

5/21/2018

- 8:46 AM Logged in.
- 8:41 AM A whitelist violation has been detected on switch port 7 :: Violation Type: destination - Source: 192.168.50.80 - Destination: 184.105.139.84 - Port: 0 (ICMP)
- 8:14 AM A whitelist violation has been

This Cloud-based, secure portal provides health, cyber threat, and network capacity monitoring. Easily setup real time event triggers to email or text alarm notifications for your operations staff and security managers.

The MonitorCloud Portal provides a rich level of detail about production systems, configurations, and real-time status. Sensor data includes; CPU, Memory, Disk Systems, network and switch ports.

**Event Management includes:**

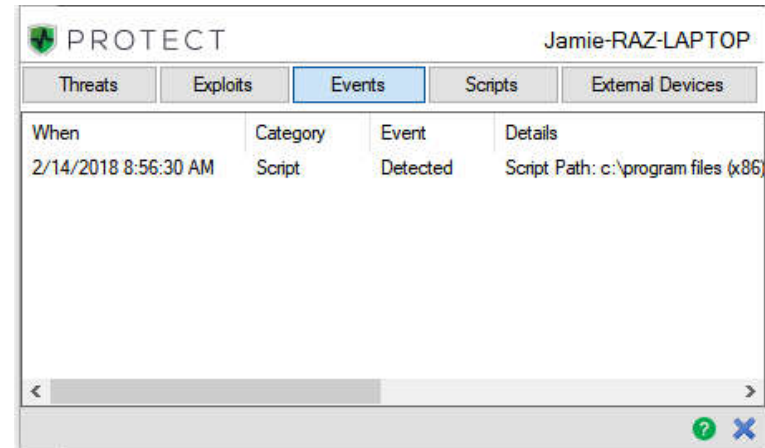
<b>Alert Type Hardware</b>	<b>Description</b>
Unit Offline	Notifies you when your unit has not communicated with MonitorCloud for 15 minutes.
Switch Offline	Notifies when Razberi Monitor cannot communicate with a ServerSwitchIQ switch.
EndpointDefender Offline	Notifies when Razberi Monitor cannot communicate with an EndpointDefender.
Disk Health	Storage disk errors, disk missing, or disk failure notifications.
CPU Temperature	The CPU temperature is too high.
RAID Health	RAID array advice messages indicating issues or failure.
<b>Alert Type Performance</b>	<b>Description</b>
Switch Traffic	The switch traffic rate is too high.
Video Loss	No RTP or MJPEG video has been detected on this port for 5 minutes or the bitrate of video has been zero for 5 minutes.
Audio Loss	No RTP audio has been detected on this port for 5 minutes or the bitrate has been zero for 5 minutes.
Excessive Reconnects	A data stream with the same media format from the same source IP and to the same destination IP has been generated 4 times within 5 minutes.
<b>Alert Type Cybersecurity</b>	<b>Description</b>
Malware Protection	Alerts you when malware and related cyber threats has been detected, quarantined, or blocked.
Unauthorized Device	A device with a MAC address that does not match the bound MAC has been found.
Default Password	A default password has been used to secure a device.
Common Password	A common password has been used to secure a device.
Whitelist Violation	A device is attempting to access an unauthorized network.
<b>Alert Type Licensing</b>	<b>Description</b>
License Expiration	Alerts when Razberi Monitor license is expiring.

## Hardware and Software data information capture:

Information	Description
Serial Number	Razberi ServerSwitch and attached PortExtender machine serial numbers.
Model Name	Razberi ServerSwitch and attached PortExtender model numbers.
Machine Name	Friendly name given to the ServerSwitch.
Local Time	Current time on the ServerSwitch system.
Time Zone	Configured time zone on the ServerSwitch system.
OS Version and Serial Number	Operating System installed on the ServerSwitch system.
CPU Model, Cores, and Clock Speed	Intel CPU model, clock speed, number of physical and logical cores.
BIOS	ServerSwitch BIOS date, time, and version.
Memory Capacity	Installed Memory Capacity and quantity.
HDD Manufacturer, Model, Serial Numbers, Location, RAID Type	Physical Hard Drive manufacturer, serial number, bay location, capacity, RAID type configured, firmware.
Storage Partition Utilization	Logical Hard Drive partition drive letter, label, capacity and utilization.
Storage Controller	Storage Controller hardware information, status, RAID type.
Embedded Ethernet Switch Port Count, Firmware Version and MAC IDs	Switch port information, port count, switch firmware version, MAC address, connection type, DHCP status, PoE power, switch licensing.
Network Interface Link State and Speed	Network Uplink information, connection status, adapter hardware, MAC and IP address information.
Server Last Boot Date and Time	Last boot time and date of the ServerSwitch
Last Heart Beat Date and Time	Last heart beat received from ServerSwitch
CylanceProtect Status	Provides status of Cylance installation and current version.
Registration	Provides date and time of ServerSwitch being manufacturer registration.
VMS	Provides the manufacturer of the installed video management software.

Razberi Technologies has integrated CylanceProtect events into MonitorCloud Health Monitoring to provide real-time threat management notification. Platforms with CylanceProtect Anti-virus and Malware agents installed will update MonitorCloud Health Monitoring should events or violations occur.

- AV and Malware Threats
- Unauthorized Scripts
- File less execution
- Exploits



and

## Prerequisites for MonitorCloud Health Monitoring

1. You must first have a MonitorCloud Account from Razberi Technologies.
  - Visit [www.razberi.net](http://www.razberi.net) and navigate to Products and Solutions, Razberi Monitor. On this page you will find “Request an Account”. Complete the form and submit. You will receive a notification on your email that you used to register. The notification will contain your credentials to login to the MonitorCloud Health Monitoring Portal.
2. Your Razberi ServerSwitch must be able to connect to the Razberi MonitorCloud Portal.
  - The following Fully Qualified Domain Names (FQDN) will need to be allowed for outbound traffic
    - a. <https://sink.monitor.razberi.net>
    - b. <https://api.monitor.razberi.net>
    - c. <https://monitor.razberi.net>
  - Communication used by your Razberi ServerSwitch is over secure communications port 443, HTTPS / TLS 1.2.
  - Destination address for all monitoring of your ServerSwitch is <https://monitor.razberi.net>
  - Certificate Authority is verified using Geotrust
  - Razberi Monitoring Service initiates OAUTH Authentication Token Bearer
  - Only outbound communications are initiated and completed by the Razberi Monitoring Service

3. You can either register your Razberi ServerSwitch directly from the unit or from the MonitorCloud Health Monitoring Portal.
  - From your Razberi ServerSwitch - launch the MonitorCloud icon on the desktop, and select Register Razberi.
  - From your MonitorCloud Health Monitor Portal – Select the Razberi List tab, click the Register Razberi blue button.

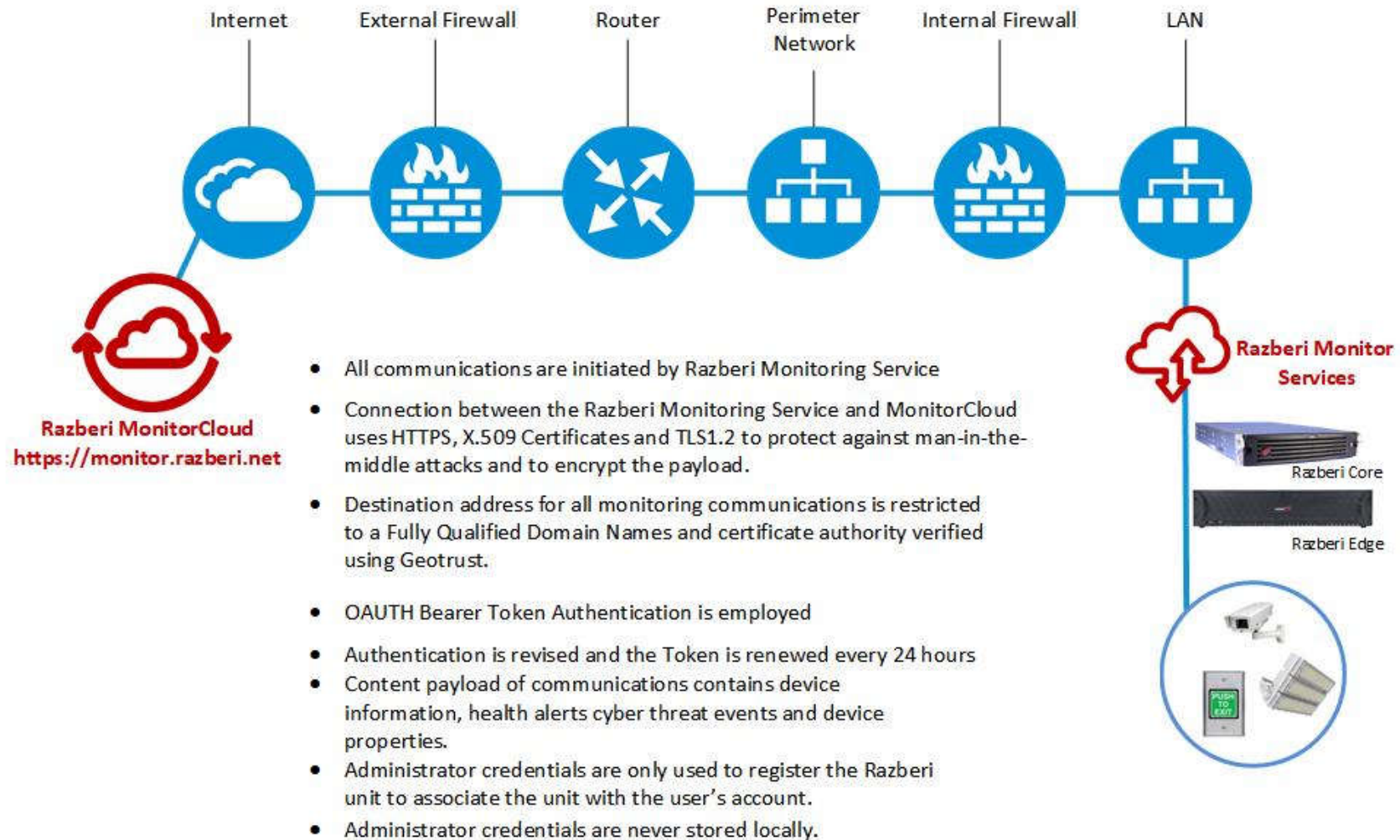
For sales information, please contact

- [salesinfo@razberi.net](mailto:salesinfo@razberi.net)
- 1-469-828-3380, Option 2

For Technical Support, please contact

- [technicalsupport@razberi.net](mailto:technicalsupport@razberi.net)
- 1-469-828-3380, Option 3

# Razberi MonitorCloud Monitoring Service External Communications Process



Razberi MonitorCloud  
<https://monitor.razberi.net>