PageR *Enterprise* ™

PageR *Enterprise* software runs from Windows NT/2K/XP/2K3/Vista

Network-Wide Server, Device & Event Monitoring, Alerting & Automatic Corrective Action

Description

PageR Enterprise (PageR) is the automatic server, device and event monitor that watches anything across your network to immediately notify remote IT staff and managers when important events occur. PageR runs on Windows NT/2K/XP/2K3/Vista to monitor servers, logfiles, services, TCP/IP, SNMP, disks, programs, web pages/links, devices, bandwidth, power and more across Windows NT/2K/XP/2K3/Vista, Novell NetWare, UNIX (All), OpenVMS, HP3000, RS6000, AS/400, IBM, Linux and others. When events occur or thresholds are passed, PageR automatically sends out event status information through a network connection or modem to a mobile phone, pager, BlackBerry, PDA, email, IM, Skype, logfile, web page, more. Alert notifications easily communicate the event status.

Written for managers at all levels of experience, PageR is an easy to set up and run program that will free up valuable time for IT staff and managers while reducing staffing costs, unnecessary overtime, job fatigue, worry and frustration.

Staff members that receive alerts know what is happening as the events occur, regardless of the time of day, or where they may be at the time of notification. They are, therefore, free to enjoy weekends and non-work hours without feeling guilty about being away from the office or unreachable by phone. They are automatically and always kept fully informed if something does occur across the network and can therefore go back to the office or dial-in from a remote site if an emergency event requires such a response. Best of all, personnel can avoid situations where they've been away and return to find a crisis has occurred and a significant number of system users are being unproductive as they angrily wait to regain access in order to continue working.

Once PageR is set up and started, IT personnel no longer need to be tied to the computer room or their keyboard. They become free to be productive wherever they are needed in the organization and can begin to enjoy their personal time without concern about what is happening at the office during off hours.

Benefits

• Know immediately when important or critical system or network events occur that could lead to expensive down time or lost worker productivity. Thereby, allowing systems personnel to take action that can avoid or minimize a situation's impact on servers, the network and its users, as well as reducing costs to the organization.

• Give the IT staff & management peace of mind by keeping them fully informed of system, server, device and network critical events regardless of where they are, the time of day, or day of the week.

• Reduce unnecessary and unscheduled overtime by letting staff & managers leave the office when scheduled to do so because PageR is watching everything for them. Reduce staff needs during off-peak hours, holidays or weekends and eliminate or reduce the need for 24-hour, on-site operators to monitor or "babysit" systems, servers, devices, applications and the network.

• Create a lights out environment, allowing the IT & network staff to handle greater responsibility without additional staff hires.

• Free IT & network staff to work outside of the office or further from the computer room by unleashing them from the systems, servers or network itself. Enjoy greater productivity and faster, more efficient support responses because PageR immediately notifies personnel when they are needed.

• Save your organization valuable time and money by preventing disasters, reducing downtime, and streamlining recovery situations.

• Allow individual staff members to know immediately when their special applications run and complete, without the need for someone to track them interactively or worry about completion.

• Enjoy easy, immediate contact with IT staff by using PageR's "interactive" or "manual" paging and notification capabilities.

Functions

• PageR runs as a low overhead, background application or service on a Windows NT/2K/XP/2K3 host to monitor various server, device and network issues for virtually any condition, event, and threshold network-wide. When monitored objects go into an alarm state, PageR communicates through a network connection or modem to send event and status information to the appropriate staff member's mobile phone, pager, BlackBerry, PDA, email, IM, pop-up broadcast, etc. Status information is displayed on the mobile device so staff members can immediately see what has occurred.

• The PageR Activity Log window shows everything that PageR does, including starts, stops, scans, checks, who gets contacted, when and more. This listing changes dynamically as activities occur. Viewing this shows what PageR is doing. You can choose 1 of 4 levels of information, from minimum to in depth.

• PageR maintains an online Status Window of all events being monitored and their present status since the last scan. This display changes dynamically as event changes are added when they occur and previous events are modified when they change status or are resolved. A quick review of the Status Window shows managers what events are currently impacting or threatening a system, server, device, application, website or the network itself. The Status Window shows run-time statistics and an Alarm Summary so managers know cumulatively what has happened over a period of time. There are filters that allow display of desired information and a variety of sorting options available.

• PageR provides interactive or manual notification capabilities where network users can manually send pager, mobile phone, email, and/or pop-up broadcast messages to staff without having to know their individual contact data. This is a powerful tool for organizations that may need to reach remote staff, groups or unpublished contacts.

• PageR provides easy & instant access to Microsoft's Event Log and Performance Monitor right from the File menu, putting needed information within easy reach as users make changes to PageR's configuration and as monitoring needs grow and expand over time.

• While PageR runs as a service, users can make configuration changes in Maintenance Mode without having to bring down the PageR monitor. This is a huge advantage and reduces monitoring downtime to the absolute minimum.

Features

- PageR regularly checks system, server, device & network events on a time interval specified by managers during setup, typically every minute or multiple of minutes, 24 x 7. PageR can also check all monitored objects immediately by clicking on the 'Scan' button any time a manager suspects trouble. Individual monitored objects can have their own monitoring intervals.

- PageR can send notifications via dial out page, SNPP, email, Windows Messenger, Skype, broadcast pop-up, logfile and web page update, audible alert, fax, spoken English text and more.

- PageR will monitor systems, servers, logfiles, TCP/IP, SNMP, disks, devices, syslogs, services, files, web pages/links, FTPs, network connections, tasks, bandwidth, and much more.

- PageR supports mixed platform networks to monitor Windows, Novell NetWare, UNIX, OpenVMS, HP3000, RS6000, AS/400, IBM, Linux, more. Information obtained from system, log or other sources can trigger alerts or automatic corrective actions.

- PageR can start applications or run scripts/commands as an automatic response to an object going in or out of an alarm state.

- On Windows NT/2K/XP/2K3/Vista, any event written to an Event Log (i.e. System, Security, Application) can be used as a trigger for immediate, remote notification and/or automatic corrective action.

- PageR can notify individuals, groups, hierarchies and more.

- PageR allows scheduling of monitoring down to any one (1) minute a month, as well as the use of dependencies to reduce total alert notifications and emphasize the most important issues.

- PageR includes a secure web browser interface so remote staff can access PageR via the internet to check the status of alarm objects, turn monitoring on or off, scan and more.

- PageR users can specify 'blackout' periods of time when PageR will not page or email them, allowing users to designate periods of time that can remain uninterrupted or to simply eliminate less timely alerts that can be a nuisance during times like an evening or weekend. Alerts blocked during blackout periods can be sent to logs for later viewing, discarded, overridden and sent anyway, or be queued to send when the blackout period ends, as specified on a case by case basis for individual monitored objects.

- PageR can be set up during the first user session and modified on the fly. Set-up is made quick through PageR's easy to understand window and menu interface. PageR can be set up to meet your specific organization's server, network or site specific criteria.

- System managers have control to determine how frequently PageR checks each monitored object, who should be notified and when, the number of notifications to send, which contact methods to use, priority of issues, and more.

- PageR can monitor across an unlimited number of systems or OS types, across the department or organization's worldwide network.

- PageR is a single executable image, which processes information in a fast, resource efficient manner. It's presence is silent and unnoticed until it alerts staff that important events have occurred.

- PageR can be run as a 'Service' if desired, with additional security, resilience, automatic restart and safety benefits.

- Network users can interactively and immediately notify any contact listed in the PageR Contact Menu by clicking on the 'Page' button of the web browser interface, selecting the recipient or group from a menu, then entering message text to send. Text can be sent by page, email, pop-up broadcast or a combination of these methods.

- Comprehensive online Help and documentation makes setup quick and easy for any user. Pop-up field Help is context sensitive.

Advantages

- PageR makes the IT staff look good by immediately alerting them to server, device and event issues network-wide, even when people are off site. This allows them to react quickly, avoiding or minimizing the impact of situations on users and the organization.

- Because PageR can be directed to auto-respond to an alert condition, managers benefit because they appear extremely responsive in resolving important issues. In reality, PageR has responded immediately and automatically on their behalf.

- With an immediate notification from PageR, IT staff have time to save data and resources that might be at risk for loss when system usage continues after problems develop.

- Once server, device and event objects are defined and your contacts are set up, users can start PageR and go about other activities. PageR will act like a silent assistant or safety net to monitor important servers, devices and events network-wide.

- PageR is primarily a read only product and therefore completely safe at all times, under all conditions. It does not modify any files except its own and takes no action on CPU usage, memory, processes, or other critical system resources unless set up to do so.

- PageR is easy to install, setup & operate... an automatic solution.

- PageR can be cost justified quickly, often the first time it warns of a threatening situation and enables personnel to resolve the issue before it impacts users and the organization.

- Live chat, email and toll free technical support are available.

Basic Hardware Requirements

Windows NT/2K/XP/2K3/Vista host system with network access and a modem if dial out notification is desired.

Basic Software Requirements

Windows NT/2K/XP/2K3/Vista.

Distribution Media And Documentation

PageR is distributed on CD media or via web download. In-depth, easy to read documentation is provided in print & PDF formats. Optimized documentation is available from the Start menu for immediate access and full information at the click of a button.

Installation

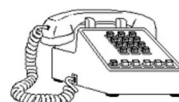Installation is quick and easy, typically less than a few minutes.

Contact

AVTECH Software, Inc.
221 Third Street, Admiral's Gate
Newport, RI 02840-1087 USA

Phone 401.847.6700
Fax 401.847.6701
Email Sales@AVTECH.com

Web AVTECH.com

To **Order, Call Toll Free** at:
1.888.220.6700

AVTECH - 080910.24