



## Monitoring FAQs

- ▼ **Does netPrefect allow us to monitor switches being up or down, disc space, whether Exchange is working, the Internet being up and down?**

Yes, using a mixture of SNMP and WMI queries you can get all of this information and more
- ▼ **As we are only interested in monitoring servers, does netPrefect allow us to monitor server availability and disk capacity, and provide trend analysis to say the machine is running within its optimum portfolio between say 50% and 70% utilisation on the processor and identify variations in performance over a 24 hour period?**

netPrefect will capture all of the performance information that you require from your managed devices and can present that information to you in the form of time series graphs. netPrefect will even determine that a performance metric has exceeded threshold and automatically generate alerts, clearing the alerts when those metrics have fallen below the threshold. For trend analysis, netPrefect provides the raw data to external systems that are specifically designed for analysing trends, and which will also allow you to merge data from other sources in your reports.
- ▼ **Can netPrefect monitor multiple applications on a single server?**

Yes, netPrefect can monitor all aspects of a server including multiple applications.
- ▼ **Will netPrefect allow us to monitor the performance of switches?**

If the switches are managed or "smart" then yes, SNMP will typically be used to monitor and manage the switch.
- ▼ **To query a machine with SNMP, does it need a service running on the machine?**

Yes, the managed device must be running an SNMP agent, which is typically built into most devices and simply needs to be enabled. On Windows, the SNMP agent is not installed by default and must be added to the running system.
- ▼ **Can netPrefect monitor client servers that are located in our data centre rather than at the client location?**

Yes, netPrefect is built with multiple disparate networks in mind. It is equally capable of monitoring and managing a single location.
- ▼ **How many screens do you need to monitor multiple customers?**

The GUI can monitor multiple customers at once using its hierarchical tree view on just one screen. Of course, if you want separate screens for each customer, that's straightforward too.
- ▼ **If we've got multiple customers using it, can netPrefect present multiple dashboards?**

Yes, netPrefect has a security system that allows users to be assigned the managed devices that they are allowed to see, along with the levels of interaction with those devices. So customers can be given their own login credentials that are set up to only allow them to see their own systems when they log in through the GUI or web interface.
- ▼ **Is there a limit to the number of nodes you can actually monitor?**

No limit is built into the software, but there will be a practical limit based on performance of the hardware that is being used to run netPrefect. However, when this limit is reached, simply install more hardware to extend the number of devices that netPrefect can manage.
- ▼ **Will netPrefect log temperature from an EM box and log it onto the database?**

Yes, if the environmental monitor can provide the temperature information to netPrefect via one of its standard transports.
- ▼ **Could the server manager be installed on one of the servers that's actually being managed?**

Yes, but be aware that if the server is down, then you have no visibility of any of the devices that that server manager is monitoring.

- ▼ **Does netPrefect allow us to alert our customers to potential problems before they are aware of them?**  
Yes, you can send notification to you customer at the same time as it is sent to you, when the issue is first detected by netPrefect.
- ▼ **Does netPrefect allow us to identify whether SQL agents are running?**  
Yes, using the WMI transport.
- ▼ **How can we use netPrefect to show our customers that we are doing something for them despite the fact they have had no major problems?**  
You can publish managed device statistics to the customer via the built in web server. This allows the customer to view the current state of their systems as well as view any outstanding alerts that may be raised for any given device.
- ▼ **You say netPrefect is monitoring the software. Does it flag up when someone drops a new piece of software on?**  
Yes, netPrefect can be configured to monitor the installed software on a managed device and to generate an event/alert when new software is installed.
- ▼ **What exchange monitoring is built into netPrefect?**  
Using the new WMI capability in netPrefect, all aspects of Exchange can be monitored. Cyclone has created specific rules to monitor the Exchange server mail queues, and netPrefect will notify you if the backlog of emails has exceeded thresholds that you set.
- ▼ **Will netPrefect allow us to integrate system monitoring with our ticketing system?**  
Yes, events generated by netPrefect can be used to update an external trouble ticketing system, either directly by inserting records into its database, or by sending the trouble ticketing system an email in order to automatically create a ticket.
- ▼ **Can you write something like RAID sets. What about Acer?**  
Yes, we can monitor ACER devices, RAID sets and their controllers providing they present their status information to us via one of our transports, e.g. SNMP.
- ▼ **Can I monitor patches issued by Microsoft?**  
No, we do not currently have the ability to monitor the Microsoft patch distribution system. We can, however, using WMI, tell you what you have installed on your managed devices. You can then compare that information with your sources of updates from Microsoft.
- ▼ **How configurable are the Cisco rules? We predominantly use Fortinet kit.**  
We provide a number of rules that are aimed at Cisco devices. However, in general, as with all netPrefect configuration items, rules can easily be copied and modified to suit specific device types and behave in the way that you need for your environment. If you need help configuring any rules you only need to ask, and we will be happy to help.
- ▼ **Is netPrefect an Enterprise Product?**  
Absolutely, netPrefect provides Enterprise functionality and scalability but at a price ideally suited to the SME.