

OPERATIONAL MONITORING

**CONFIDENCE, RELIABILITY
24/7/365!**

SSi Network

Service Status Details For All Hosts

Operations

continuously tracks the reliable operation of all installations, and takes corrective action as and when needed. This means that you never need to worry about system availability, but can focus on results and 'getting the job done'.

Service ↑↓	Status ↑↓	Last Check ↑↓	Duration ↑↓	Attempt ↑↓	Status Information
BFD	P ❌ OK	2007-06-24 20:14:46	1d 0h 53m 9s	1/1	Unblocked 168.126.248.240
PING	P ❌ OK	2007-06-25 12:45:30	0d 1h 14m 29s	1/3	PING OK - Packet loss = 0%, RTA = 44.66 ms
SwipeClient	P ❌ OK	2007-06-25 12:44:51	8d 2h 39m 15s	1/1	OK
ssh_auth	P ❌ OK	2007-06-25 12:24:44	13d 14h 23m 27s	1/1	OK
PING	P ❌ OK	2007-06-25 12:47:40	0d 0h 17m 19s	1/3	PING OK - Packet loss = 0%, RTA = 55.42 ms
SwipeClient	P ❌ OK	2007-06-25 12:44:51	4d 6h 4m 29s	1/1	OK
ssh_auth	P ❌ OK	2007-06-25 12:24:43	15d 1h 23m 18s	1/1	OK
MySQL	P ❌ OK	2007-06-25 12:48:43	4d 1h 6m 39s	1/1	MySQL thread count: 19
MySQLBackup	P ❌ OK	2007-06-25 04:11:53	28d 15h 34m 41s	1/1	Finished MySQL Backup: Mon Jun 25 04:17:10 EDT 2007
SwipeClient	P ❌ OK	2007-06-25 12:44:56	15d 19h 31m 44s	1/1	OK
ssh_auth	P ❌ OK	2007-06-25 12:39:44	0d 11h 54m 49s	1/1	OK
top	P ❌ OK	2007-06-25 12:44:42	14d 22h 24m 28s	1/1	OK - load averages are at 0.04, 0.01, 0.00
PING	P ❌ WARNING	2007-06-25 12:46:40	0d 0h 6m 19s	3/3	PING WARNING - Packet loss = 0%, RTA = 427.28 ms
SwipeClient	P ❌ OK	2007-06-25 12:44:59	4d 16h 51m 59s	1/1	OK
ssh_auth	P ❌ OK	2007-06-25 12:39:57	0d 2h 54m 38s	1/1	OK
BFD	P ❌ WARNING	2007-06-25 12:00:44	0d 12h 41m 19s	1/1	Blocked 202.164.38.91
PING	P ❌ OK	2007-06-25 12:46:38	1d 6h 18m 29s	1/3	PING OK - Packet loss = 0%, RTA = 25.49 ms
SwipeClient	P ❌ OK	2007-06-25 12:44:50	1d 6h 14m 59s	1/1	OK
ssh_auth	P ❌ OK	2007-06-25 12:39:43	13d 4h 23m 17s	1/1	OK
BFD	P ❌ WARNING	2007-06-24 15:52:50	0d 20h 57m 9s	1/1	Blocked 71.190.166.11
MySQL	P ❌ OK	2007-06-25 12:48:42	0d 3h 34m 19s	1/1	MySQL thread count: 60
MySQLBackup	P ❌ OK	2007-06-25 04:06:16	29d 17h 59m 53s	1/1	Finished MySQL Backup: Mon Jun 25 04:11:32 EDT 2007
PING	P ❌ OK	2007-06-25 12:44:37	29d 20h 8m 35s	1/3	PING OK - Packet loss = 0%, RTA = 0.31 ms
ssh_auth	P ❌ OK	2007-06-25 12:39:43	0d 4h 25m 19s	1/1	OK
top	P ❌ OK	2007-06-25 12:44:41	14d 22h 28m 35s	1/1	OK - load averages are at 0.00, 0.01, 0.04
DNS	P ❌ OK	2007-06-25 12:34:45	0d 20h 34m 59s	1/1	Checked: Mon Jun 25 12:40:04 EDT 2007
PING	P ❌ OK	2007-06-25 12:48:30	0d 3h 21m 29s	1/3	PING OK - Packet loss = 0%, RTA = 17.43 ms

Each installed system has unique built-in self-monitoring software that constantly reports its status to SSI Network Operations.

Leader Board Monitoring for quick response

Each kiosk in each system is summarized on a 'leader board', such as the small sample shown above right.

Technicians can see at a glance where attention might be required, and log in remotely to a system where a concern exists, and take any corrective action required *before* any problems might arise.

In this way we can guarantee our commitment to maximum service quality and reliability.

```
69.41.199.132 -- [03/May/2006:10:45:02 -0400] "GET /appmon/app/update?id=MFSTan
d&kstatus=0 HTTP/1.1" 200 87 "-" "-"
67.158.71.253 -- [03/May/2006:10:45:23 -0400] "GET /appmon/app/update?id=RTKioe
k&kstatus=0 HTTP/1.1" 200 86 "-" "-"
216.46.139.149 -- [03/May/2006:10:45:40 -0400] "GET /appmon/clients/list?page=1
 HTTP/1.1" 200 4938 "-" "Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.8.
0.2) Gecko/20060308 Firefox/1.5.0.2"
216.46.139.149 -- [03/May/2006:10:45:41 -0400] "GET /appmon/stylesheets/scaffol
d.css HTTP/1.1" 200 1152 "http://38.99.128.224/appmon/clients/list?page=1" "Mozil
la/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.8.0.2) Gecko/20060308 Firefox/1
.5.0.2"
216.46.139.149 -- [03/May/2006:10:46:01 -0400] "GET /appmon/app/update?id=Hydra
Asterisk&kstatus=0 HTTP/1.1" 200 92 "-" "-"
216.46.139.149 -- [03/May/2006:10:46:01 -0400] "GET /appmon/app/update?id=Hydra
Intranet&kstatus=0 HTTP/1.1" 200 92 "-" "-"
216.46.139.149 -- [03/May/2006:10:46:02 -0400] "GET /appmon/app/update?id=kanis
h&kstatus=0 HTTP/1.1" 200 87 "-" "-"
127.0.0.1 -- [03/May/2006:10:46:02 -0400] "GET /appmon/app/update?id=titanI&sta
tus=0 HTTP/1.1" 200 65 "-" "-"
127.0.0.1 -- [03/May/2006:10:46:01 -0400] "GET /epm960/clientconfig?domain=EPPS
2 HTTP/1.1" 200 1252 "-" "-"
127.0.0.1 -- [03/May/2006:10:46:03 -0400] "GET /appmon/app/update?id=titanII&st
atus=0 HTTP/1.1" 200 86 "-" "-"
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Performance Reliability