



ON-CALL
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Powerful Disaster Prevention Aid for Computer Rooms and IP Enabled Devices

COMPLEMENTS EXISTING MANAGEMENT SYSTEMS

MONITORS ESSENTIAL SERVICES AND DEVICES

RECORDS AND CHARTS DATA TO CONFIRM SERVICE LEVELS

NOTIFIES KEY PERSONNEL AUTOMATICALLY

ALLOWS TOTALLY CONFIGURABLE ALERT MESSAGES

INTELLEGENTLY ALERTS ON CRITICAL EVENTS ONLY

DELIVERS STATUS REPORTS REMOTELY ON REQUEST

COMMUNICATES VIA MMS (SMS), EMAIL, INSTANT MESSAGING

FEATURES ENCRYPTED LOGS AND A SECURE DATABASE





ONcallTM

Overview

Every minute counts when air-conditioning and coolers have tripped out and the power has been restored to your critical plant and server rooms! The site electrician and server operators need to be alerted and this takes time. ***Too late if you fail to receive a message in time or have been unnecessarily delayed: systems may have been damaged irreparably or even destroyed. ONcall can help prevent such catastrophes.***

ONcall is a business disaster-prevention aid and data logger, designed to monitor and report in *unambiguous language* on the availability and status of computer systems; networks and critical business services; and, to chart and record data continuously. Any IP-enabled equipment and plant, such as production machinery and surveillance equipment, can also be monitored with confidence, whilst simultaneously data logging and charting.

Although ***ONcall*** is a capable network monitoring tool in its own right, it is designed as a complement to existing network management tools that, by their nature, are constantly undergoing changes or being reconfigured (sometimes on a daily basis) with the risk of disrupting alerting mechanisms. With ***ONcall*** providing secondary monitoring in the background, even if an unintentional configuration error closes down the main network, an alert can still be sent directly to a recipient via the GSM network.

In addition to its alerting capability, ***ONcall*** contains powerful data logging and charting functions, providing a permanent record for future analysis. Thus enabling critical events and prevailing conditions to be examined in great detail.

ONcall SMS Alert messages can be sent directly via GSM modem and the GSM network to mobile phones or Pagers - with no reliance on an e-mail service or WAN connection. Instant Messaging is included too!

ONcall features secure interactive status reporting and control from remote locations via GSM mobiles, PDAs and Instant Messaging.

A calendar facility caters for recipients working a shift system or those working in different time zones. This enables personnel to be selectively assigned according to their availability.

ONcall contains a powerful message builder, logging and charting functions. Event information can be stated in simple language for each alert action whilst keeping a permanent record of events before and after an incident occurs.

ONcall is ideal for unmanned datacentres and machine rooms, in fact anywhere where there is a requirement to keep continuous records of environmental conditions and infrastructure service/carrier availability.

ONcall can monitor and report on almost any IP device - even production machinery!

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Features

Monitors, Alerts and Reports on virtually any IP-enabled network device.

Monitoring and event logging are based on individual tests and parameters for each critical device. Predetermined threshold settings define normal and abnormal conditions. Secure logging of all data allows "Post Mortem" analysis of a critical event.

Alerts can be sent to any number of recipients by any combination of direct SMS, E-mail, and Instant Messaging.

"Command Actions" enable authorised recipients to issue commands *and* remotely request information via SMS and Instant Messaging.

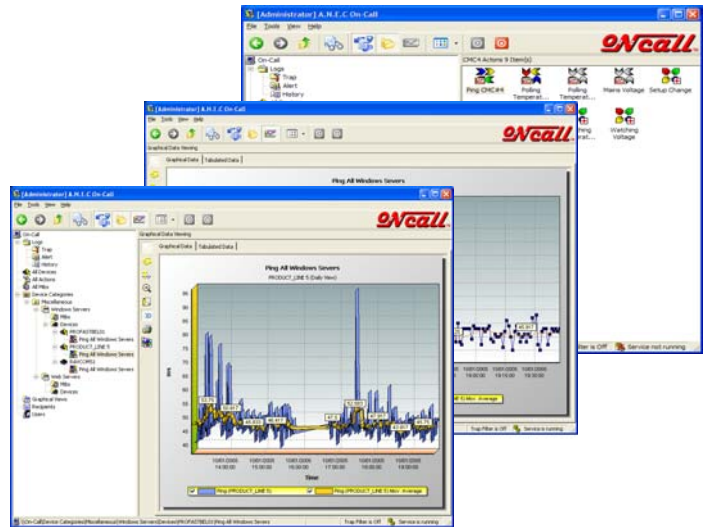
SMS Alerts can be launched directly into the GSM network ... even if the LAN or WAN becomes inaccessible with no access to the mail server (GSM modem required).

Contains a Powerful Graphics Engine with a variety of graphing styles. Any monitored device can be optionally graphed continuously to a granularity of 1 minute for a period of 24 hours and then rolled up to show sampled averages for a week, month or year. Tabulated data is available for export to external applications i.e. Excel.

Advanced MIB Walker with Database assists in the identification of SNMP objects. MIB contents for each monitored device may be "walked" individually and stored for future use.

Integrated Device Scanner will scan IP address ranges and assist in configuration of the system. Mislaidd community strings can be easily identified to help reorganise your network and harden your security model.

Features a powerful Message Builder that allows a Report or an Alert message to be constructed to output event information in simple but unambiguous language. Messages can be as simple or detailed as appropriate.



The figure shows three overlapping screenshots of the ONcall configuration interface. The top screenshot is the "Assign Recipients" window, showing a list of recipients and their responsibilities. The middle screenshot is the "Build SNMP Message" window, showing a text editor for building the message content. The bottom screenshot is the "Select SNMP Devices" window, showing a list of devices and their IP addresses.

The figure shows two overlapping screenshots of the ONcall interface. The top screenshot is the "Device Scanner" window, showing a table of scanned devices with columns for IP Address, DNS, System Name, Description, Location, Contact, and Community. The bottom screenshot is the "MIB Walker" window, showing a tree view of MIB objects and their values.



Value Proposition

"...site shutdown.... layoffs inevitablecomputer datacentre destroyedit couldn't happen here... or could it?"

Something failed on one of your sites? Have the latest information about ALL your critical devices, services and environmental conditions 24x7x365.

ONcall is a pragmatic and common sense approach to automated disaster prevention based on field experience and customer needs gained from work with some of ANEC's most prestigious clients.

ONcall can give you peace of mind and protection for your valuable assets from one system, helping you sleep at night, and, when you are away.

ONcall can call and report status information to all of your people for you; saving you those critical minutes enabling them to avert a disaster before it happens. Need more information? No problem! **ONcall** is interactive: anyone on the alert recipients list can issue a query for more detailed information.

OK! Your people are responding and the situation is under control. **ONcall** lets an administrative recipient cancel or suspend further alerts through a simple command language straight from a mobile phone, computer or PDA, allowing people to get on with their work. And, in case you forget, alert actions can be configured to return to service automatically.

ONcall operates as an "out of the box" environmental monitor when integrated with industry standard rack environmental monitoring systems such as the Compaq/HP Console Management Controller (CMC). **ONcall** can individually monitor all of your environmental sensors. Thermal damage can be easily averted... given early notice and remedy. Overheating can cause chronic problems and widespread internal damage. **ONcall** is ideal for server farms; data centres; machine rooms; and PTO exchanges (POPs).

ONcall is an independent monitoring system. Operational changes may have been inadvertently disabled alerting mechanisms in your network management systems. **ONcall** uses its own mechanisms to query and test for the presence and status of IP devices and services against predetermined parameters.

ONcall provides extensive logs about the events, alert activity, including information about who received the information. Data is encrypted to prevent alteration.

ONcall can monitor and graph the availability of your server links, telecoms circuits and WAN links. If any of these services fails, **ONcall** can provide accurate information for Service Level analysis and negotiation. You can also make the call to your provider or support staff to initiate service recoveries before everyone comes into work!

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System Requirements

SERVER SYSTEM	Recommended Minimum Configuration
Hardware:	Pentium IV, 2GHz. - (A fast processor helps graphing presentation speed) 18 GB available disk space. RAID 0 mirrored drives. (Depends on users data-logging requirements). Standard VGA adapter and monitor or better. (<i>ONcall</i> will run unattended without a monitor if graphing is not required). 2GB Ram. 1 x RS232 Serial Port.
Operating System:	Windows 2000 / 2003 Server. (The mail system must be configured if e-mail alerting is used.) Current Service Packs applied.
Network Environments:	1 or 2 x 10/100 Ethernet ports. (2 ports are required if <i>ONcall</i> is used in the network-fail-safe configuration).
Bandwidth	The bandwidth requirements depend on the number of actions and data requests.
Modems (GSM)	Motorola MTC45TC GSM / modem and contract SIM card.
Modems (PSTN)	US Robotics Sportster, Hayes.
GSM Operators (UK)	Orange, Vodaphone, TMobile.



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