Opus Interactive can provide basic and advanced levels of monitoring, to ensure that your network, applications, website and content are all functioning as designed. Code errors and slow response time or poor application performance can all create a user experience that weigh heavily on your brand. Explore in greater detail our different levels of monitoring and put these fears to rest.

BASIC MONITORING

Our basic level of monitoring – ping a port – checks operational networks and applications. Pings are sent to specified IP addresses to see if the network is alive. Port checks include checking various application ports at a specific IP address to see if the ports respond. Examples include ports 80 and 443 for HTTP/HTTPS, ports 25 and 100 for SMTP and POP Mail, and port 21 for FTP.

If an IP address or specific port does not respond for a certain amount of time, an event is created and our systems administrators are alerted so action can be taken.

ping a port

SNMP & resource

ADVANCED MONITORING

If Basic Monitoring is not enough, or your internal resources are light, we can provide Advanced Monitoring services. Our Advanced Monitoring incorporates SNMP and resource monitoring, application monitoring, and content and website monitoring, providing in depth coverage for maximum reassurance.

SNMP & Resource Monitoring

Using SNMP our monitoring systems check your devices not only for availability but server and network resource usage. Network activity, RAM, CPU and hard drive usage are tracked for statistics graphing and historical reference. Thresholds are set and alerts are sent when the performance of a device is reduced.

Through SNMP some high end devices will alert on hardware failures and some devices can even send their own alerts to our monitoring system. Services and processes running on devices can be monitored to verify they are running, and not running out of control.

Application Monitoring

Larger applications, vendor appliances, power and environmental systems and other aspects of the data center often have specific monitoring requirements. Applications such as MS Exchange, MS SQL Server and other database platforms, VoIP phone systems, SAN arrays and virtualization platforms have aspects that need to be monitored and maintained beyond the standard port and resource monitoring. These applications and systems often have custom SNMP configurations that allow this advanced, more specific monitoring. Our systems are either already aware of these applications or can be enhanced to understand what is necessary to accurately monitor and alert on the status and performance of the advanced system or platform.
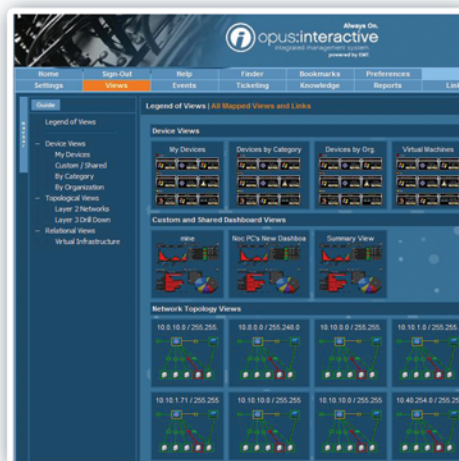
Content & Website Monitoring

It is important that your website or application is accessible to at all times to your customers and prospects. It is possible for the underlying services to be running yet your web site or web page is not. Code errors, slow response time, or one step of a multi-step process being down could affect the end user experience for your site visitors.

With simple content monitoring we can monitor a specific web page and look for a section of content. This will alert administrators to errors or slow response times on your home page for example. For more advanced multi-step application monitoring a script can be developed that walks through multiple pages, clicks and logs in to your site to verify all portions of the process work.

Performance of the application is tracked for statistics graphing and historical reference. If content from a specific web page is not returned or one of the steps in the script fails then alerts are sent and administrators will work to remedy the issue or work with developers for more advanced problems.

Next Steps:

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