# redcoal Network Monitoring – Service Description

**Technical Support: support@redcoal.com**
**Or visit http://www.redcoal.com/**

## Overview

redcoal network monitoring is  an advanced hosted Web Server Monitoring service that ensures the reputation and uptime of your e-business by bringing together Monitoring, Reporting, Notification and Escalation in the combination best suited to your needs.
Our network monitoring system will try to contact your servers every 5 minutes via HTTP, HTTPS, ICMP or Telnet.
SMS alerts will be sent once only when your server becomes unreachable and once when your server becomes reachable again.
Alerts can be sent to individuals or broadcasting groups.

## How Network Monitoring Works

redcoal has remote agents running on its servers that act like an Internet browser, telnet or ICMP client. Once you create an account with us and submit URLs and IP addresses you would like to monitor, the process starts immediately. Our agents will start checking your site or servers with a frequency of five minutes. The agents monitor your web site to insure the web site is accessible and has proper content. If any of these things fall outside specified parameters, the notification process starts**.**

### Web Site Accessibility Check
Web Site Accessibility Monitoring insures that your web site is accessible from external locations.
If the web site is not accessible twice within a 10 minute internal the notification process starts.

### Content Check
Each time we check your site, we look for a specific phrase or keyword that you've set-up. Web Site Content Monitoring ensures that your page was not altered without your knowledge and that the page has the proper content. This feature is especially useful for insuring your data is valid on database-driven web sites. If a keyword is not present on that web page the notification process starts.

### Ping /ICMP monitoring
Ping/ICMP The ping command sends an ICMP echo request to a target name or IP address, helping you to verify IP-level connectivity. This is useful for ensuring the integrity of routers, firewalls and multiple Internet appliance devices, and is an important component of your remote network monitoring services.

### Telnet /Port Monitoring
This option allows you to monitor Internet services other than listed above. Our agents will try to connect to the server specified on the specified port and see if the remote computer accepts connections on this port. If the connection is not accepted the service is probably down and the notification process will start.

## Notification Process

redcoal Network Monitoring contacts your servers in 5-minute intervals. If a monitor returns an error twice in a row our system notifies you, by sending an SMS to the specified mobile phone number(s).

Messages can be sent to individuals or groups.

To set up SMS broadcasting groups log into service management, go to the *EmailSMS* tab and click on the *Groups* menu to the left (See appendix).

The system will also send SMS alerts once the monitor again returns a success (i.e. your servers are up again).

## Service Management Web Site

redcoal Service management web site can be accessed by selecting the 'My Account' tab on the redcoal.com main page. See the appendix for sample screen shots. Service Management provides the following features:

***Broadcasting Groups:*** Create lists of mobile phone numbers for broadcast or group SMS/MMS. Copy and past mobile phone numbers and names from Excel or import comma delimited ASCII files.

***Reporting:*** Provides extensive reporting to the administrator with detailed SMS transaction reports on individual users, departments/cost centres or destination numbers.

***Define Network Monitors:*** Provides tools set up new monitors or edit existing once. Select the monitor type, ports, keywords and define alert groups.

***Monitor Logs:*** Transactional log on server outages and notifications.

## Further Product Information

Business customers can obtain network monitoring product information from a redcoal account executive – please send an email with your details to info@redcoal.com and we will be in touch to discuss your requirements.

## About redcoal

Further information on redcoal including company profile, services and contact details can be found at http://www.redcoal.com

## Appendix A

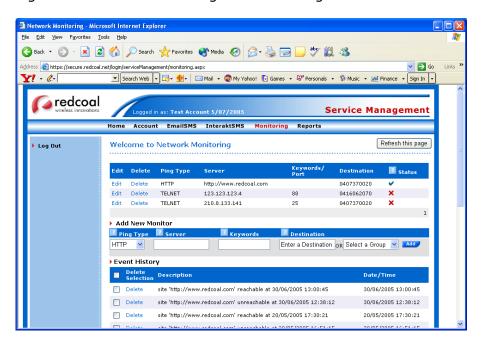Fig 1.0 – Network Monitoring Service Management



Fig. 1.1 Groups Set up