MonitorIT Documentation

September 2010

1.0 What is MonitorIT?

MonitorIT allows CASS Business Telephones, Inc. the ability to monitor all aspects of a network, including any hardware that CASS installs. Major aspects of a network that are monitored include, but are not limited to, entire network outages,T1/T3 failures, voicemail server failures, site failovers and CLAN failures. Know the status of your equipment 24/7.

2.0 How CASS Monitors Your Network

CASS strictly monitors your network in two ways. First, all alerts are displayed on large display monitors in real-time within the CASS premises that all technicians have access to. Second, vital alerts are emailed to CASS technicians in real-time, ensuring that your network is monitored twenty four hours every day. Figure 1 shows the display of alarms that technicians see on CASS premises.
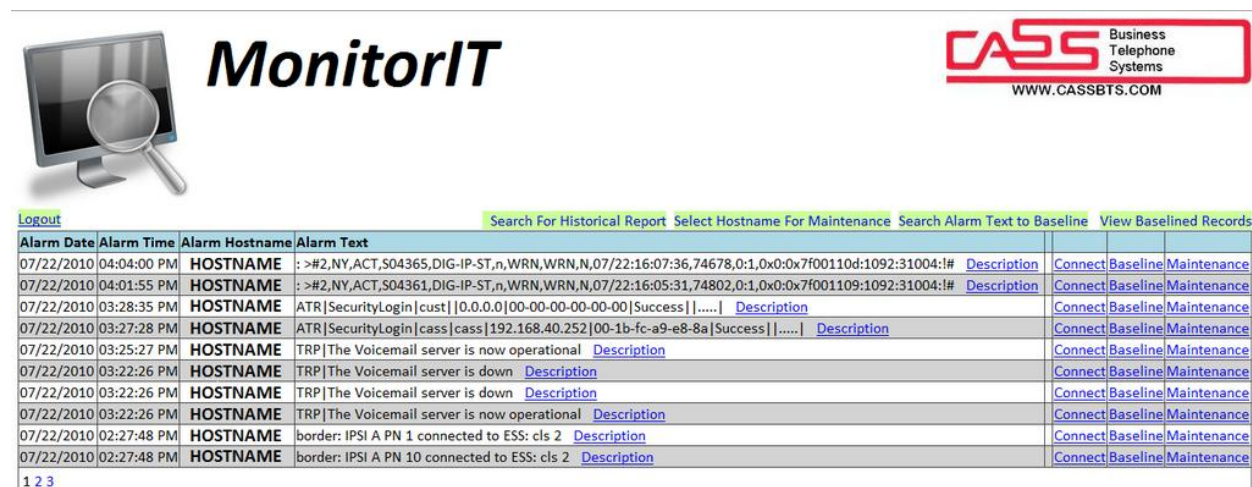

Figure 1: Display of Alarms

From the alarm display page, CASS technicians can also take advantage of other features MonitorIT has to offer, including historical reports of alarms relating to your network. CASS technicians use this feature to capture alarms from previous events. With this data, patterns can be detected in network behavior to better explain residual effects and prevent similar network issues in the future. Figure 2 shows an example of a MonitorIT historical report.

Figure 2: MonitorIT Historical Report

Figure 2 shows that the historical report is filtered by maintenance object, a date range and a time range. Since large-scale network problems create many alarms, this type of filtering is essential in determining the cause. CASS technicians also have the option to look at all historical events for an entire day or at events within a specified time range for a given day. Additionally, these reports can be easily exported to Microsoft Word format.

Figure 3: Exported MonitorIT Historical Report

Moreover, the MonitorIT application allows CASS technicians to control which alerts appear in the MonitorIT display and notify them via email with the baseline feature. By baselining trivial alarms associated with the network, vital alarms can be easily recognized as quickly as possible.

As mentioned before, CASS technicians will receive a notification of network alerts in addition to the events appearing on a large display on CASS premises. Figure 4 shows the notification that CASS techs receive via email when a network event occurs.

Figure 4: Network Event Notification Email

The body of the email contains pertinent information concerning the network event, including the hostname, time that the event occurred, and what type of event occurred.
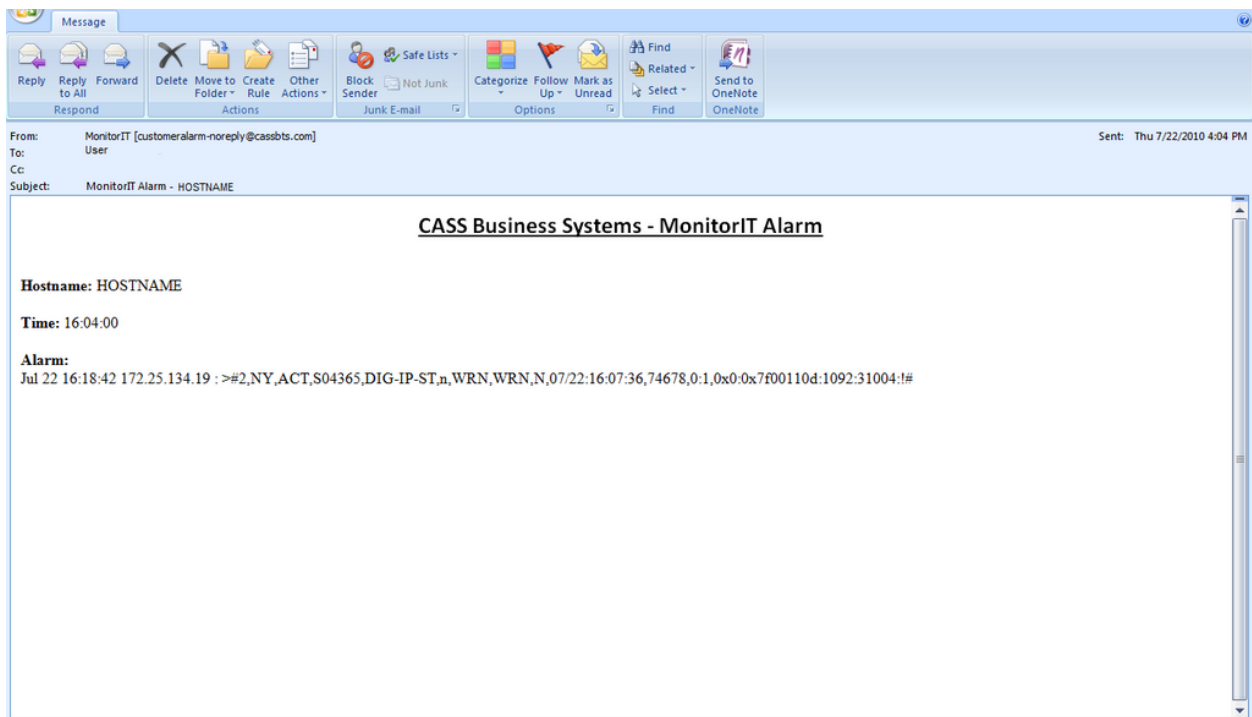

Figure 5: Email Body Containing Detailed Event Information

With this vital information in real-time, CASS technicians can now act quickly and efficiently to restore affected network service.

3.0 Alarms for Customers

CASS offers its MonitorIT customers the ability to be emailed alerts directly. First, CASS technicians choose the most critical alerts for your network and register them in MonitorIT system. Next, the customer provides a CASS representative with the desired email addresses of company members that wish to receive MonitorIT alerts. After CASS registers an email address,

the customer is notified immediately via email that MonitorIT alerts will be received in the future.
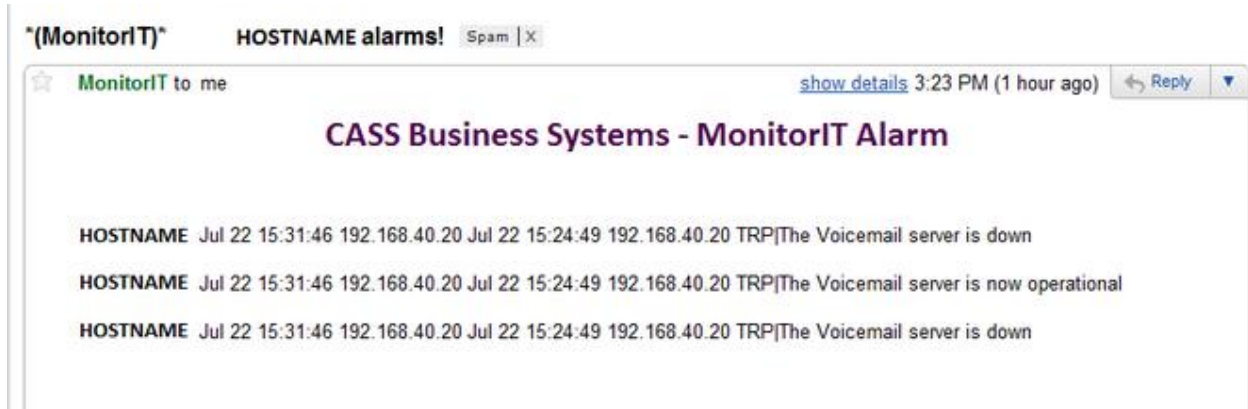

Figure 6: Example of MonitorIT Alert Sent to Customer

Once per minute the MonitorIT system checks for vital alerts and sends all alerts within the minute to the customer. This service allows for the customer to be fully aware of any network outages at anytime, including out of standard business hours.

To learn more about any of the MonitorIT features, please do not hesitate to contact a CASS representative.

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