



## Imecom Group's Document Messaging Alarms module

### ***Value & Event Monitoring – Corrective Actions – Notification***

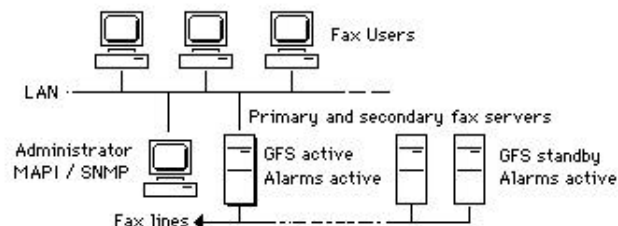
*Imecom Group* markets and supports the Document Messaging product range that enables the automated acquisition, processing, and dissemination of any document type using any communications provider.

DM Server for Fax is a Windows NT based messaging engine. It can be directly used by ten to thousands of LAN or E-Mail clients, or provide an interface for elaborate multi-site configurations that use messaging vehicles across the LAN / WAN. It runs as a service on NT or 2000 Server or networked NT workstations. Up to 1,000 fax lines are supported per location.

DM Server utilizes Parallel Processing, dropping all messages in a common data pool where copies are retrieved by one of multiple sets of autonomous parallel processes operating on and over the associated servers. If any process is not completed successfully, another process retrieves the original message. Based on the error conditions involved administrators can institute a variety of corrective actions

### **Document Messaging Alarms Overview**

Imecom Group's DM Alarms module is an NT service that can monitor counter values and event log entries on any NT machine on your network. Based on that monitoring, it implements a range of actions when a counter reaches a predefined level or when a specific event is logged, and then notifies the appropriate people of the condition that was detected and the actions that were taken. As an example, Monitoring rules set by the administrator can restart the failed Global Fax Service or start Services on a redundant system already active as a Secondary Fax Server. Alarms are also duplicated to assure continuous service.



Alarms can monitor a wide range of Windows NT or Windows 2000 components, including Performance Counters, the Event Log, Client Applications, Server Applications, Processes, Services, SNMP Traps, Disk Space... The system administrator has full control over the monitoring rules, corrective actions and the delivery of problem notifications.

## Operation

Alarms is comprised of an NT service, a Win32 administration application, and a database for storing "supervisory rules".

Each supervisory rule is comprised of 3 parts:

1. A set of conditions for triggering the rule
2. A set of actions taken when the conditions for that rule are met
3. A set of recipients to notify of trigger conditions and of the results of the actions taken

All rules are stored in an Access database. There is no limit to the number of rules entered.

The Win32 administration application can be run on any NT workstation on the network that has access to the directory where Alarms was installed. It is used for two purposes:

1. To create, modify or delete Supervisory Rules
2. To display a visual representation of the counters monitored, and any conditions that have been triggered.

The Alarms NT Service actually does the work of monitoring the counters and event log specified in the Supervisory Rules, comparing those with the trigger conditions, taking the specified actions when trigger conditions are met, and notifying specified administrators of the trigger conditions and of the results of the actions taken.

## Features

### ***Trigger conditions for Supervisory Rules***

There are 2 major types of trigger conditions:

1. Event log entries - A supervisory rule can be triggered when a new entry is detected in the event log from a specific source, with a specific ID, or of a specific type ("error", "warning", "information"). Use of wildcards would allow triggering of a Supervisory rules when any "error" entry from a given source is found in the Event Log.
2. Counter values - Any NT counter can be monitored, and a supervisory rule can be triggered when that NT counter reaches a certain value. It is also possible to trigger a supervisory rule after multiple readings of a counter value, when all readings were over/under) the threshold.

### ***Available actions for Supervisory Rules***

There are 3 types of actions available:

1. Service oriented - Stop a service, restart a service, kill a task, or any combination.
2. System oriented – Reboot
3. Program oriented - Start a program or a batch file, with or without command line parameters, including variables from the trigger conditions.

### ***Notification***

Supervisory rules can notify individuals or processes of what has been detected (trigger conditions) and achieved (actions). There are multiple methods available for notification:

- NT oriented - Create an event log entry, or send an NT message
- Mail oriented - Send a MAPI or SMTP message, with variables from the trigger conditions in the subject or body field.
- SNMP oriented - Send SNMP traps to an SNMP console
- Program oriented - Run a program or a batch file, with or without command line parameters, including variables from the trigger conditions

## Prerequisites

- NT 4.0 SP3 or above, or Windows 2000
- 20 Mb free disk space