

Our Network Monitoring System constantly watches your network's components and sends an alert to our technical support staff if the component fails or operates outside a defined operational threshold. We can respond to the alert immediately to fix the problem depending on the type of network maintenance plan you choose.

Example Tasks for Daily Network Monitoring by SOHO Solutions

Daily Operations Task	ISA	IIS	SQL	XCG
Physical Checks				
Environmental	✓	✓	✓	✓
Network Availability	✓	✓	✓	✓
Backup Checks				
Completed	✓	✓	✓	✓
Analyze & Respond to errors	✓	✓	✓	✓
CPU & Memory Use				
Processor Utilization	✓	✓	✓	✓
Memory Utilization	✓	✓	✓	✓
Compare performance baseline	✓	✓	✓	✓
Disk Use				
Check Disk Free Space	✓	✓	✓	✓
Check disk performance	✓	✓	✓	✓
Check disks w/ transaction log	NA	NA	✓	✓
Check disks w/SMTP queues	NA	NA	✓	✓

Daily Operations Task Continued	ISA	IIS	SQL	XCG
Event Logs				
Review application logs for error events	✓	✓	✓	✓
Review all system/application event logs for warnings	✓	✓	✓	✓
Note errors & warnings	✓	✓	✓	✓
Respond to failures/problems	Based upon chosen network maintenance plan			
Security Logs				
Review security event log	✓	✓	✓	✓
Investigate unauthorized changes	✓	✓	✓	✓
Check news for latest information	✓	✓	✓	✓
Update / apply security patches	✓	✓	✓	✓
Verify contact to update server	✓	✓	✓	✓
Verify SMTP doesn't relay anonymously	NA	NA	NA	✓

SOHO Solutions Daily ISA Server Monitoring Tasks

- Check all services
- Copy service log files to secure location and review Web proxy, firewall and packet filters
- Review daily report summaries
- Resolve trouble tickets and document – dependent upon chosen network maintenance plan

SOHO Solutions Daily IIS Server Monitoring Tasks

- Check all services
- Check HTTP error logs (c:\wind\sys32\log files)
- Check the IIS logs for each website
- Count HTTP 400 and 500 errors in the IIS logs
- Check IISS log file sizes
- Resolve trouble tickets and document – dependent upon chosen network maintenance plan

SOHO Solutions Daily SQL Server Monitoring Tasks

- Check all services
- Check disk space for growing dB and logs
- Review SQL Server jobs for failures
- Check SQL Server error and agent logs
- Backup SQL Server transaction log
- Full dB backup of master and MSDB databases
- Track locking, blocking, deadlocks, non-running queries and high resource queries
- Resolve trouble tickets and document– dependent upon chosen network maintenance plan

SOHO Solutions Exchange Server Monitoring Tasks

1. Exchange Database Health
 - Verify dB mounted (events 9175, 486)
 - Ensure public folder replication up to date
 - Verify send/receive capabilities
2. MAPI Client Performance
 - Examine event log viewer
 - Verify Exchange service send/receive
3. Check Queues
 - Check queue for each server – admin group
 - Record queue size
4. Check Message Paths and Mail Flows
 - Check internal connectivity
 - Verify internal messages deliver successfully
 - Check external connectivity
 - Verify external messages deliver successfully
5. Ensure Connector Services are running
6. Verify Outlook Web Access availability

SOHO Solutions Inc. is a registered partner with...



Networking Infrastructure Solutions

