

Trace9® – Unified IT Monitoring Solution

Trace9 - unified monitoring solution uses industry leading monitoring frameworks & technologies to monitor health and performance of entire IT infrastructure across physical, virtual and hybrid IT environments.

The platform collects, analyzes and correlates data from multiple sources including databases, servers, network devices, virtual environments, websites, cloud services, etc. and enables its users to visualize & analyze the data with help of customizable dashboards and reports to extract powerful operational intelligence.

Features

Clear & Powerful Analytics: Real-time monitoring and root cause analysis.

Real-time Dashboards: Dynamic charts, graphs and tables for KPIs visualization. Customizable pre-built dashboards. Infrastructure, application, service and user specific views.

Distributed & Highly Available Architecture: High availability deployment for redundancy and scalability. Master-slave architecture for seamless HA failover / switchover.

Open API Integration: Third party open API integrations with other platforms and tools to streamline workflows.

Role Based Access Control: Restrict access to dashboards, reports and other features based on user's roles within an organization.

Multi-tenant Architecture for MSPs: Monitor multiple customers' IT environments from a single dashboard. Customer-specific dashboards, alerts and reports.

Alerts & Notifications: Email notifications based on pre-defined thresholds.

Reporting: Pre-built, customizable reporting templates and delivery schedule. Separate reports for Management and IT teams.

Data Retention: Store data points for custom time period to visualize long term trends and patterns.



Trace9®
Unified IT Monitoring Solution

Trace9 at a glance

- Monitors networking devices, compute, systems, virtual environments, storage, applications, databases and cloud environments.
- Supports industry wide protocols and practices for monitoring including SNMP, Traps, Syslog, WMI, SSH, ICMP, Netflow, agent-based, agent-less and more.
- Helps quickly detect and diagnose performance issues with data analytics and visualization engines.
- Generates customized reports-on demand and using schedulers.
- Provides Intelligent alerting, notification and IT help desk capabilities aligned with customer's operational workflows.

Multivendor Support: Monitor anything and everything that supports common protocols like SNMP, and Syslog.

Map View: Geographical representation of IT assets on map with real time status information with different colors to represent warning, critical and healthy states.

Audit Log: Track users' actions to see who did what and when.

IT Helpdesk: Automated generation and complete tracking of trouble ticket life-cycle with unified dashboard, customer portals, ticket categorization, agent roles customization and email alerts.

Flexible Licensing: Perpetual and Subscription based licensing models.

Monitoring Capabilities

Network & Infrastructure Monitoring

Device Statistics: Device Vendor, Device Firmware, Device Information, Current Status, Device Up time, CPU Utilization, Memory Utilization, Power Consumption, Hardware Health, Interface Status, Interface Utilization, Ports Status and Events.

Link Statistics: Bandwidth Utilization, Response Time, Packet Loss, Link States Timeline.

Protocols Supported: SNMP v2 / SNMP v3, Syslog, SSH, ICMP, CDP, LLDP, SNMP Traps.

Devices Supported: Routers, Switches, Firewalls, Access Points, PDUs, UPS, Cooling Units, xDSL Modems, Load Balancers, ONTs.

Application Monitoring

Application Statistics: Device Info, Uptime, Status, Memory Utilization & Trends, CPU Utilization & Trends, Response Time, Packet Loss, Health Checks, Network Bytes Transferred, Bandwidth Utilization and more.

Active Directory Monitoring: LDAP Searches / sec, LDAP Client Sessions, LDAP Bind Time, Directory Services Reads, Writes & Searches / sec, Active Directory Domain Services Status, User Accounts Info, User Login Details and more.
Version: Win Server 2016

Use-cases

Conditional Monitoring: KPIs monitoring for critical IT applications and services based on the condition of underlying infrastructure. Real-time impact analysis of device failure on services.

Application Monitoring: Perform optimal server and application monitoring by measuring metrics like response time, requests per minute, thread and session details, CPU usage, as well as disk and memory utilization.

SLA Monitoring: Define service level targets of IT assets in terms of availability and performance. Monitor SLA compliance.

Event Correlation: In-context insights to examine trends and quickly pinpoint performance bottlenecks.

Power vs Link Failure Detection: Identify root cause of device unavailability: Link failure or Power failure? Separate link SLA & device SLA reports.

Reduce Time to Resolve: Early identification of performance issue with real-time visibility to reduce resolution time.

Single Source of Truth: A unified 360 degree monitoring view for complete visibility into network, IT assets, and applications to anticipate, recognize, and mitigate performance issues.

Exchange Monitoring: Items Processed, Items with Classification Detections, Items with Malware Detections, Requests / sec, Scan Time / item, Failed Updates, Updates Attempted, Hit & Miss / sec and more.

Database Monitoring

MS SQL Monitoring: Connection Time, Connected Users, Full Scans, Transactions, Batch Latch & Lock Request, SQL Recompilations, sql-init Compilations & Runtime and more. Version: 2017

My SQL Monitoring: Threads-connected, Thread & Query Cache Hit Rate, Table Cache Hit Rate, Table Lock Contention, Index Usage, Slow Queries, Open Files and more.

Oracle Monitoring: Connection Time, Switch Interval, Session Usage, Process Usage and more. Version: 11g

Server Monitoring

IIS Monitoring: Total Anonymous Users, Total Page Not Found Error, Logon Attempts / sec, Running Websites, Running Application Pools, Web Requests Rate, Metadata Cache Stats, URL Cache Stats, File Cache Memory Usage, File Sent or Received / sec and more. Version: Win Server 2016

Linux Server Monitoring: Total Users and Processes, IO Stats, Interface Receiving and Transmitting Speed and more. Version: CentOS 7

Apache Monitoring: Apache Status, Open Slots, Busy Workers, Idle Workers, Requests / sec, Bytes / request and more. Version: 2.4.6

Windows Server Monitoring: Health Checks, Running Services with Status, IO Statistics and more. Version: 2016

Linux Application Monitoring

NGINX Monitoring: Active Connections, Requests per connection, Connections per second, Reading Writing and Waiting Requests Trends.

MAILQ Monitoring: Postfix Unsent Emails, Sendmail Unsent Emails, Postfix Active Email Deliveries, Postfix Deferred Emails, Postfix Corrupt Emails, PostFix Incoming Emails, Locally Posted Emails, Mails on Hold and more.

Deployment Options

On-premise Deployment:

Deployed locally within a customer's data center on either of below mentioned options:

- Customer provided machines (Physical or Virtual) as per our recommendation.
- Hardware provided and supported by Cloud 9 Networks as part of the solution.

Software as a Service: Offered as monitoring service via SaaS platform fully managed by Cloud 9 Networks.

Virtual Environment Monitoring

Virtual Environment Stats: Host (ESXi) Info and Status, Virtual Machines Info and Resource Utilization, Data-stores Information and more.

Certificate Monitoring

Certificate Information: Certificate Issuer, Expiry, Public Key, Signature Algorithm and more.

For more information:

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