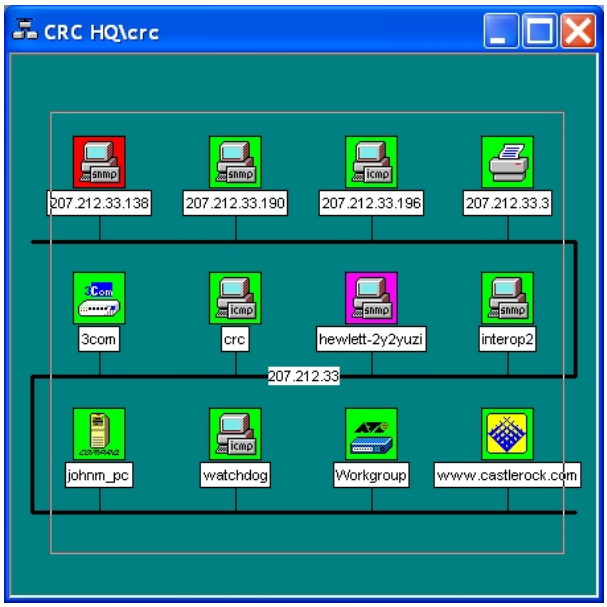
Castle Rock Computing

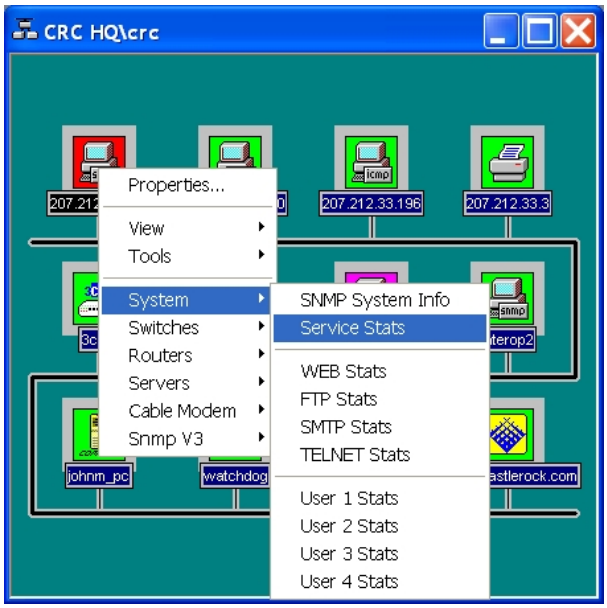
How to monitor Device Availability and Network Latency

SNMPc is continually monitoring the devices on the network and keeping a record of the device availability and response times. This How-To guide details the options for displaying the data:

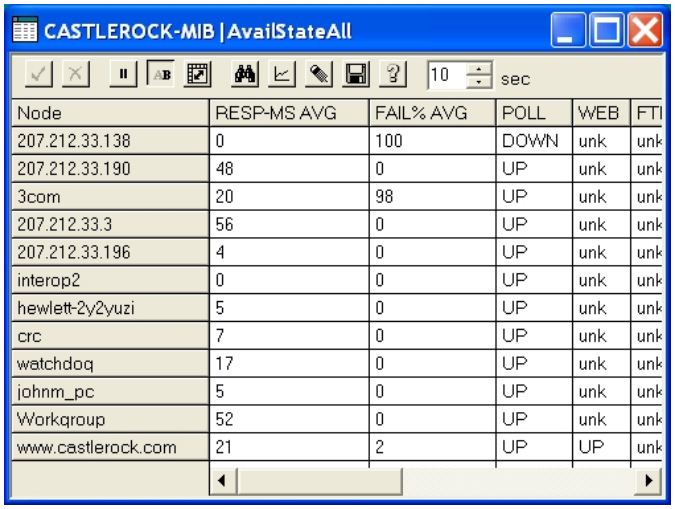
1) Highlight the devices that you wish to view the availability statistics on. You can use the CTRL key to select multiple devices or by holding the left mouse button down you can draw a 'box' around the icons to select them.



2) Right click on any of the selected icons and select the *System/Service Stats* Menu



3) The following table will then be displayed



Node	RESP-MS AVG	FAIL% AVG	POLL	WEB	FTI
207.212.33.138	0	100	DOWN	unk	unk
207.212.33.190	48	0	UP	unk	unk
3com	20	98	UP	unk	unk
207.212.33.3	56	0	UP	unk	unk
207.212.33.196	4	0	UP	unk	unk
interop2	0	0	UP	unk	unk
hewlett-2y2yuzi	5	0	UP	unk	unk
crc	7	0	UP	unk	unk
watchdog	17	0	UP	unk	unk
johnm_pc	5	0	UP	unk	unk
Workgroup	52	0	UP	unk	unk
www.castlerock.com	21	2	UP	UP	unk

The following variables are contained in the table

Resp-MS AVG – This is the average time in milliseconds that the device takes to respond to an SNMP/ICMP request

FAIL%AVG – This is the downtime of the device expressed as a percentage of the overall time that the SNMPc server has been operational. In the above example the device www.castlerock.com has been down 2% of the time since SNMPc has been polling. It has therefore been up 98% of the time.

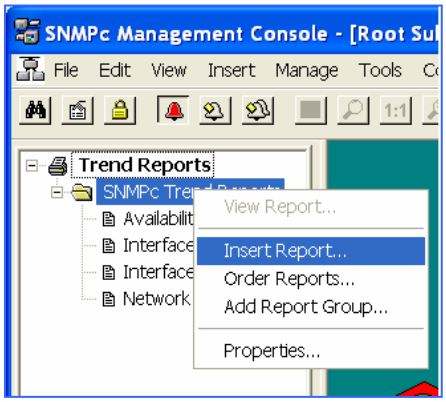
Poll – The current state of the device (Up or Down)

WEB/FTP/... – The current state of the monitored service. (Up or Down)

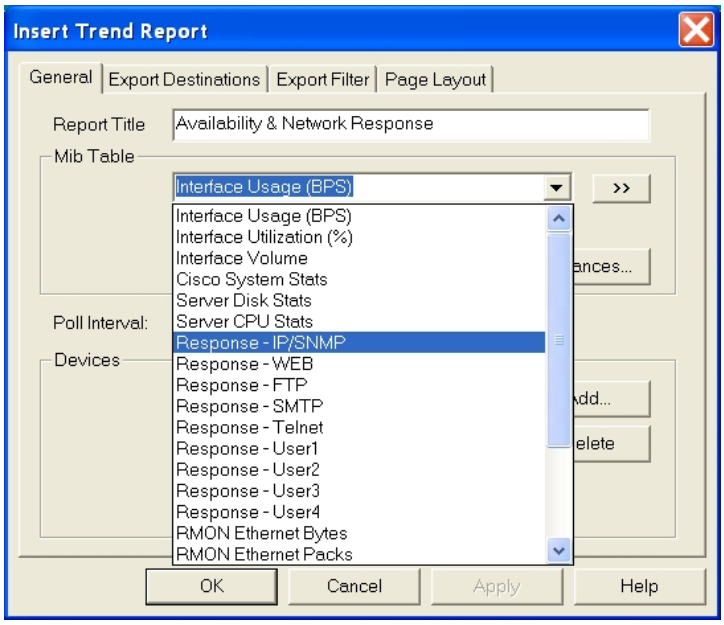
For SLA purposes it is often useful to be able to monitor availability and network latency over a specific period of time such as a day/week/month etc. In this scenario the best solution is to create a trend report

Highlight the devices that you wish to monitor. Please note that in SNMPc there is a maximum of 10 devices per report. If you have more than 10 devices you wish to monitor you can create multiple reports.

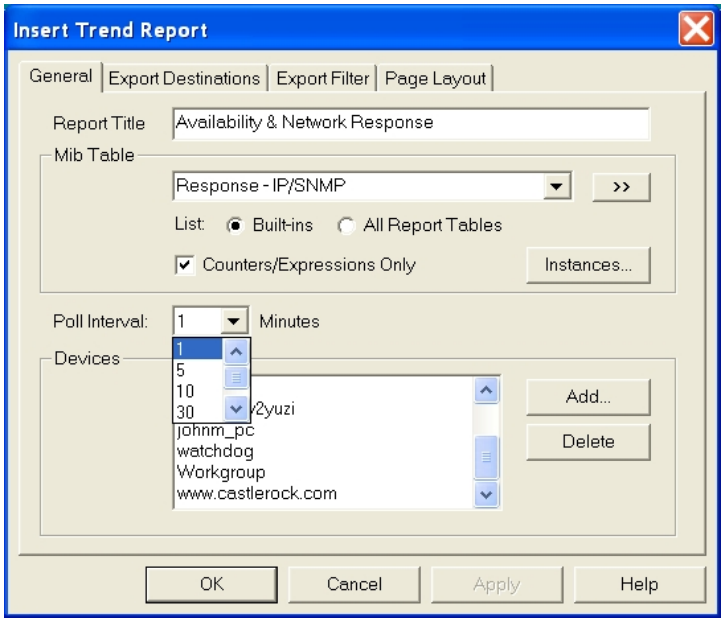
Select the *Trend* tab on the bottom of the selection tool (the left-hand pane of the main window). Right-click on the folder named *SNMPc Trend Reports* and select '*Insert Report*'.



Give your Trend Report a *Report Title*. To record Network Availability and Latency select the report *Response IP/SNMP*



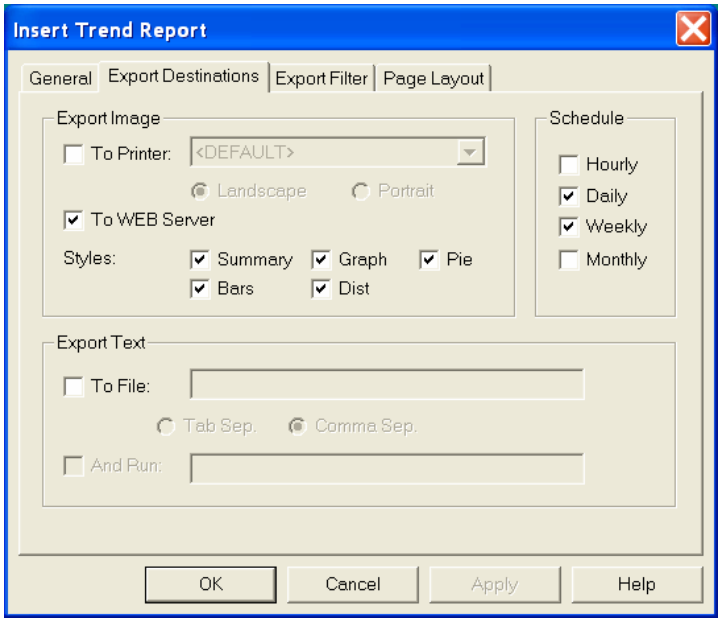
Select the desired poll interval required and *Add* any additional devices.



If you want to set a threshold on the network latency or availability statistic select the *Instances* button. Detailed instructions on setting thresholds on collected data is contained in the How-To guide 'How to create a Trend Report with Thresholds'.

Select the *Export Destinations* tab. Here you can control the format of your report. SNMPc Enterprise can automatically produce scheduled hourly, daily, weekly, and monthly reports. Report formats include graph, pie, bar chart, distribution, and summary (table). You can also

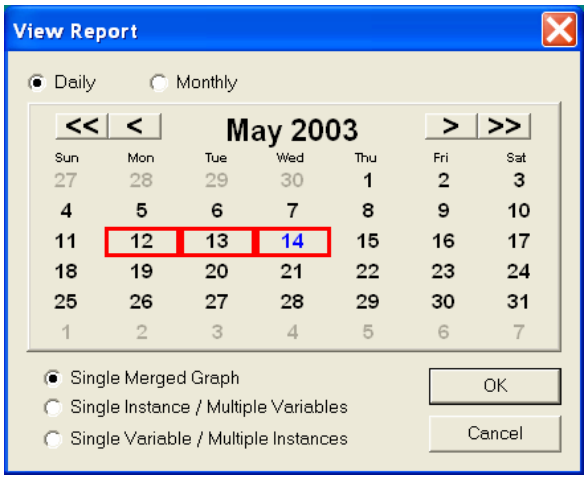
choose how the data is exported. Reports can be automatically sent to a printer, web server or saved to disk. In the Workgroup version of SNMPc many of these options will be disabled.



From the *Page Layout* tab choose layout options such as the axis labels and position of the Legend.

Select *OK* to save your settings and begin the data collection process.

At any time, trend reports can be viewed by right-clicking on the report name in the Trend selection tool and selecting “View Report”. The date range and format of report that you wish to see can then be selected.



1) If you are using SNMPc Enterprise you can view the Html reports by selecting the ‘*Web Reports…..*’ option from the *Tools* menu. The web report template can only be viewed once the first report has been created.

Notes

Many customers using SNMPc to record SLA statistics export the data through ODBC to 3rd party databases. The data can then be manipulated as required. In addition to exporting the Response IP/SNMP trend report another option is to export the device up/down events. An advantage of this is that it lets you derive statistics such as number of transitions and actual period of downtime. Please see the How to guide on ODBC export for more information. ODBC export is only support on the SNMPc Enterprise Platform.