



IP Sentry 4.6
Network Monitoring Software

Software Review and Evaluation Guide

RGE, Inc.
P.O. Box 583 - Danville, IN 46122
Phone: 317-745-3398 - Fax: 317-745-3147
<http://www.ipsentry.com>

sales@ipsentry.com
support@ipsentry.com

TABLE OF CONTENTS

Purpose	1
What is IPSentry	2
How does IPSentry Work?	3
Goals and Focus	4
Product Overview.....	5
Technical Support.....	8
Target Market.....	9
History and Background	10
Marketing and Distribution	11
Supported Platforms.....	12
System Requirements	13
Current Price List	15

IPSentry 4.6 Product Evaluation Guide

Purpose

The purpose of this guide is to provide a basic overview of IPSentry Network Monitoring Software and describe general information about RGE, Inc. and IPSentry Network Monitoring Software.

For Setup and Configuration summary, please see the IPSentry 4.6 Getting Started Guide.

For detailed configuration information and application help, please see the IPSentry 4.6 Users' Guide.

The information provided in this document contains summarized information available in more detail within the electronic help system provided with the software and on-line at:

<http://www.ipsentry.net/olhelp2>

IPSentry from RGE, Inc. is a Windows based software package designed for system administrators, technical support personnel, and other key persons responsible for immediate attention to network systems failure.

IPSentry has been designed as a network monitoring and notification administrative tool to insure that when a critical failure occurs on your network you will be notified promptly to efficiently handle the situation.

Depending on the mission critical nature of your configuration and network infrastructure, the return on investment (ROI) for the base cost of IPSentry can be easily realized with a single outage notification when you consider the alternative of waiting for your clients or users to inform you of a problem.

This alone makes IPSentry exceedingly easy to cost justify when you consider a network outage under your control that can cost a company thousands of dollars in a very short period of time.

The basic process of IPSentry is to poll the various network resources that have been defined at a specified interval. When a failure has been detected, the alerts and notifications previously defined will be generated.

IPSentry monitors your network and devices from a single machine attached to your network. There is no need for “agents” or proprietary software to be installed on the servers or devices you will be monitoring.

Redundant monitoring capabilities are built into IPSentry giving you the piece of mind that even if the machine on which the software is running crashes, the secondary or even tertiary monitoring machines will trip a notification to alert you to the problem.

This document contains brief discussions and screen shots of the various monitoring and notification capabilities available.

The evolution in design and feature implementation of IPSentry has been focused on fault monitoring and notification.

Our objective has been to provide a cost effective monitoring solution to a wide range of commercial consumers.

In an ideal world, network fault monitoring software would not be required because everything would function perfectly. In the real world, companies must invest valuable time and resources to insure mission critical network functionality.

Our pricing structure and development process is focused on the idea that a company's resources are better utilized on correcting problems as permanently as possible rather than simply reacting to them with the same response each and every time the problem occurs. This can be accomplished by immediate notification of system faults and immediate attention and diagnostics. Corrective actions can be taken while the problem is occurring rather than hours or days after the problem has corrected itself.

RGE, Inc. has been able to remain cost competitive by providing features a-la-carte thereby allowing the customers to select what features they are interested in rather than paying for features they may not use.

IPSentry is in the beginning stages of creating new products based on Microsoft's .NET development platform.

Product Name: IPSentry Network Monitoring Software

Version: 4.6.0

Category: Network and System Administration Software

Location: <http://www.ipsentry.com>

Contact: sales@ipsentry.com

Distribution

IPSentry is distributed electronically via download from the internet. The software binary distribution is available direct from our own servers as well as various repository servers such as CNET's Download.com and Tucows.

We do offer a CD Media Delivery option for customers wishing to receive the software on CDROM.

Pricing

The pricing structure for IPSentry Software is a-la-carte feature pricing structure with various licensing options to choose from.

Current pricing information can be found at the end of this document.

The pricing structure contained in this document is subject to change without notice.

We currently offer 4 license types of the IPSentry application and 3 license options for the various add-in components.

Single Server Licensing

The Single Server Licensing option allows the licensed software to run on a single computer. The software can monitor many different servers, computers, and devices from this single installation.

Site Licensing

The Site Licensing option allows the licensed software to be run on one or more computers at a single physical location (address).

This license provides customers with the ability to break up monitoring tasks across multiple machines without incurring additional licensing expenses.

Enterprise Licensing

The Enterprise Licensing option allows the licensed software company to deploy the software on an unlimited number of machines in an unlimited number of locations within that corporate entity.

IPSentry LITE

IPSentry LITE is a freeware version of the IPSentry base application which is limited in function to only two monitoring tasks.

This option is designed for the consumer market where monitoring only one or two network resources (such as a personal web page) is necessary.

This license is also ideal when used in conjunction with our Single or Site licensing options to provide additional redundancy and on-the-spot monitoring options within a corporation.

The add-in components are not available under the 'lite' licensing structure.

Generalized Feature Information

Monitoring Functionality

IPSentry provides various options for monitoring devices, database, servers, and many other items accessible to the computer.

TCP/IP Network Monitoring

Provides ability to monitor connectivity and response from TCP/IP connected devices and servers on the network.

Drive Space Monitoring

Provides ability to monitor free drive space availability on either local or remote machines.

NT Service Monitoring

Provides ability to check the status of an NT System Service to verify that required services are in the desired state.

Add-In Monitoring

IPSentry add-in components provide additional monitoring capabilities through the use of our own add-in components or internally developed components.

The current distribution contains the following add-in components:

NT Event Log Monitor

Use to monitor NT Event Logs for entries that conform to the user-defined filter.

NT Performance Counter Monitor

Use to monitor various system counters and trigger alerts when the counter values are outside the specified acceptable range.

SMTP/POP3 Mail Loop Monitor

Use to insure that email from relay host to end mailbox is occurring without interruption. Allows monitoring of MAPI based mail servers.

HTTP/HTTPS Enhanced Web Monitor

Provides enhanced functionality for monitoring web servers by allowing form posting, redirection, cookie acceptance, SSL, user login, and more.

SNMP Add-In

Use to monitor SNMP compliant devices by selecting the SNMP Object and the trigger filter. Add-in performs an snmpGET request and evaluates the returned value against a user-defined filter.

ODBC Database Monitor

Use to monitor connectivity and query execution to databases and database servers such as SQL via ODBC.

File and Directory Monitor

Use to monitor various aspects of Files and Directories such as Size, Existence, Modification, File Counts, and more.

Modem Connection Monitor

Use to monitor dialup modems to insure connections can be established. Busy signals, no answers, and other failures will trigger alerts.

Network Time Monitor

Use to query a time server using either TIME or NTP and compares the local computer time against the time server. Can also be used to synchronize the computer clock with the time server.

MRTG Statistics Monitor

Use in conjunction with the MRTG product. Evaluates the header statistic information and provides alerting when the gather statistics are outside of defined thresholds.

UDP Monitor

Use to monitor UDP based servers such as RADIUS, DNS, and game servers such as Quake.

TempTrax Monitor

Use in conjunction with the Sensatronics TempTrax temperature unit to monitor temperature levels of the attached probes.

File Content Monitor

Use to scan files for specified content and be alerted if the content is or is not found in the file.

Alerting and Notification

IPSentry provides several different methods of alerting to problems as well as problem resolution.

Audible Notification

Plays a WAV file or causes the PC Speaker to beep when the alert is triggered.

Email Notification

Sends an email via SMTP or MAPI when the alert is triggered.

Launch Application

Executes a command to launch an application, command file, or script when the alert is triggered.

Pager (Numeric beeper, Alpha pager or cell phone, SMTP based paging)

Sends a message notification to the pager or pagers defined in the alert. Uses the modem to dialup paging service terminals to send the page.

Syslog messaging

Sends a user-defined syslog message when the alert is triggered.

X10 Power Control

Utilizes the X10 Power control modules to turn ON or OFF devices connected to those modules. This is ideal for lights or sirens in the data center.

SNMP Trap (SNMP add-in Component)

Send the IPSentry trap object to an SNMP manager.

NT Service Control

Use to START, STOP, PAUSE, RESUME, or RESTART an NT Service on local or remote machines based on the result of a monitored device.

Technical support for IPSentry is offered free of charge via email to support@ipsentry.com for licensed (Single, Site, and Enterprise) users of the IPSentry software.

Limited technical support is provided during the evaluation period to help with installation and configuration issues.

The software distribution includes a fully searchable help system and the help documentation is also available online at <http://www.ipsentry.com/olhelp2>

We also offer free access to our searchable knowledge base which is a dynamic support system that is updated as various solutions become available.

Email support is available between 8:30am and 5:30pm Mon-Fri and often times we may provide extended hours support.

The IPSentry target market is IT professionals responsible for mission critical systems operations in various industries.

This market crosses the boundaries for consumer, corporate, educational, military, and government marketplaces.

IPSentry was first developed in 1996 and used at a local internet service provider to monitor various aspects of connectivity and internal network performance and alert the technical staff of problems which may be detrimental to the customer experience with the service.

In 1997, the software was developed as a commercial application and marketed by the developer (Rex W. Walker, President/CEO of RGE, Inc.) through shareware download channels on the internet.

Later in 1997, RGE, Inc. was created from a partnership between the original partners of R&G Enterprises.

The IPSentry software has undergone many changes over the years with a primary focus of adding feature enhancements based on customer request and response.

IPSentry is currently marketed exclusively via electronic marketing functions available on the internet.

This ranges from reseller channels, direct marketing, VAR's, and affiliates.

IPSentry is a Windows based software application capable of running under the following Microsoft Windows.

- Windows 95 (Updates Required)
- Windows 98 (Updates Required)
- Windows ME (Updates Required)
- Windows NT 4.0 (SP6 Required)
- Windows 2000 (SP2 Required)
- Windows XP (Service Packs Recommended)

While it is required that IPSentry be running on a Microsoft Windows based machine, monitoring functionality for standard TCP/IP connections or devices for which an underlying protocol wrapper exists is not restricted to Windows systems.

Features such as NT Service Monitoring, NT Event Log Monitoring, and NT Performance Data monitoring are of course exclusive to the Windows platform.

***Features such as NT Service Monitoring and Control, NT Event Log Monitoring, and NT Performance Log Monitoring are not available under the 9x versions of windows due to limitations of the those systems.*

The same system requirements for the operating system under which IPSentry will be running are sufficient for most implementations of IPSentry.

The following is a list of system requirements and prerequisites for the successful installation and operation of IPSentry.

Operating System Requirements

IPSentry has been designed and tested to run on Microsoft Windows 32-bit platforms including Windows 98, Windows ME, Windows NT 4.0, Windows 2000, and Windows XP.

Prerequisites

The installation and operation of IPSentry requires that you have the following items installed on the system on which IPSentry will be installed depending on your operating system.

All Operating Systems

Internet Explorer 5.0 or Later

*IE6 or higher is recommended.
<http://windowsupdate.microsoft.com>*

Windows Scripting Host

*Normally installed with Internet Explorer. However, you can verify that it is installed by looking for "cscript.exe" or "wscript.exe" in your \System32 directory.
<http://www.microsoft.com/scripting>*

Local administrator security rights.

In order to install and run IPSentry successfully, both the Installer and IPSentry application must be run with a minimum of Local Admin rights. (These rights may not apply on Win9x systems depending on policies you may have configured)

Configure Modem

In order to utilize the modem based paging features of IPSentry, you will need to install and configure a modem on your system.

Windows XP

Install the latest service packs to insure compatibility.
At this time, no service pack prerequisites exist for Windows XP.

Windows 2000

Service Pack 2 or later required.
<http://windowsupdate.microsoft.com>

Terminal Services Server

If you are running Terminal Services, you must install the application at the physical system console. You must also not allow IPSentry to be placed in the common STARTUP folder.

Windows NT 4.0

Service Pack 6a or later required.
<http://windowsupdate.microsoft.com>

Terminal Services Server

If you are running Terminal Services, you must install the application at the physical system console. You must also not allow IPSentry to be placed in the common STARTUP folder.

Windows 98

DCOM98 Update

<http://www.microsoft.com/com/dcom/dcom98/download.asp>

***Features such as NT Service Monitoring and Control, NT Event Log Monitoring, and NT Performance Log Monitoring are not available under the 9x versions of windows.*

Windows 95

**Unsupported operating system.*

DCOM95 Update

<http://www.ipsentry.com/com/dcom/dcom95/download.asp>

Winsock 2 Update from Microsoft

http://www.microsoft.com/windows95/downloads/contents/wuadmintools/s_wunetworkingtools/w95sockets2/

TAPI version 2.1 update

This should be installed in your IPSentry folder under the Win95 folder.

TAPI2195.exe

***Features such as NT Service Monitoring and Control, NT Event Log Monitoring, and NT Performance Log Monitoring are not available under the 9x versions of windows.*

IPSentry Current Pricing Structure

Order online at <http://www.ipsentry.com>

Product Description	Available License Types		
	Single	Site	Enterprise
IPSentry Base Application	99.00	395.00	1995.00
IPSentry Package Bundle <i>*Includes Base + AllAdd-Ins</i>	465.00	1795.00	8195.00
Add-In Components			
NT Event Log Monitor	49.00	195.00	805.00
NT Performance Counter Monitor	49.00	195.00	805.00
NT Service Control	39.00	155.00	785.00
SMTP/POP3 Mail Loop Monitor	49.00	195.00	805.00
HTTP/HTTPS Enhanced Web Monitor	49.00	195.00	805.00
SNMP Add-In	59.00	235.00	1095.00
ODBC Database Monitor	49.00	195.00	805.00
File and Directory Monitor	39.00	155.00	785.00
Modem Connection Monitor	39.00	155.00	785.00
Network Time Monitor	25.00	100.00	500.00
MRTG Statistics Monitor	49.00	195.00	805.00
UDP Monitor	FREE	FREE	FREE
TempTrax Monitor	FREE	FREE	FREE
File Tail Content Monitor	FREE	FREE	FREE

The pricing structure contained in this document is U.S. Dollars and is subject to change without notice.