

Upwatch User Guide

Ron Arts

Upwatch User Guide

by Ron Arts

Copyright © 2002-2004 by UpWatch BV, The Netherlands

Table of Contents

Preface	i
1. About UpWatch	1
1.1. History.....	1
1.2. Features	1
Index.....	3

Preface

People, especially managers, like to have facts and figures when taking decisions, either because a lot of money may be involved, or their job (or both). If you want to prove your website (or switch, or basically any other device) was available, showed the proper performance, or just want to know current and past CPU load, you've come to the right place.

Chapter 1. About UpWatch

1.1. History

UpWatch is born from the loins of Netland Internet Services BV, Amsterdam, The Netherlands. We are a hosting company which started in 1993 (when even Bill Gates knew nothing of the internet). We started doing managed hosting in 1995, and that's when we found out about monitoring. The hard way.

It became clear that customers can easily bring down their own server on impossible moments, and that it doesn't look very good if you both find out about that the monday after. So we started doing SLA's and limit customer rights on their own server.

Initially we used Big Brother (bb4.com) for monitoring. This is an outstanding and useful package, and we have been using it for many years. But it has a few downsides. One is scalability. It does not scale well to hundreds of hosts. Also it has a geek-like look, we felt we couldn't give the URL to our customers. Third problem was integration with our backoffice.

At the same time yours truly was thinking about setting up a commercial service for monitoring servers remotely. All this culminated into UpWatch. So lets get straight to the ..

1.2. Features

This is the full list of upwatch features:

- Scalable: designed for monitoring tens of thousands of hosts
- Resilient: autorestarts after database failures, forgiving for operator errors
- SuSE, RedHat and Fedora RPM's generated from sourcetree for easy installation
- Extensive and complete documentation, partly generated from source
- Multi-tenanting: multiple companies can run monitoring services for network of multiple client-companies using the same backend+probe serverpark
- OS support: clients available for Linux, Windows, FreeBSD, Solaris, server runs on linux or freeBSD, remote monitoring is linux only.
- Monitoring results are in XML, and can be pre- and postprocessed
- Secure: run as ordinary user, developed with security in mind
- Compatible with all Big Brother clients, imports bb-hosts file
- GUI is multi-language enabled (uses gettext)
- GUI has mobile client support
- Generates realtime graphs from the database
- Notifications by email or SMS.
- Clients for: HTTP GET, IMAP, MSSQL, MySQL, PING, POP3, PostgreSQL, SMTP, SNMP GET, TCP connect (any port)
- Local client detects: CPU load, loadavg, swap use, I/O use, memory use, and where supported hardware info like CPU temperature, fan speed and Power voltages. Also you can set it up to scan any logfile using regular expressions you supply.

- Fully opensource: GUI built on Apache/PHP, Backend on C/Perl, Database is MySQL. Uses GNU configure.

Index