



**Site24x7**

Free Online Training - Day 1



# Intro about the training program

All modules of Site24x7 will be covered in 5 sessions.

We offer this training program in three time zones for your convenience.

AUS Time Zone (10:00 AEST) | UK Time Zone (10:00 BST)| US Time Zone (10:00 PDT)

## Sessions split up:

**Session 1 - Introduction and Deep Dive into Website Monitoring (Mon, Oct 10, 2022)**

**Session 2 - Infrastructure Monitoring and Custom Plugins (Tue, Oct 11, 2022)**

**Session 3 - Network & Virtualization Monitoring and Log Management (Wed, Oct 12, 2022)**

**Session 4 - Application Performance Monitoring and Real User Monitoring (Thu, Oct 13, 2022)**

**Session 5 - Reports, Dashboards, Advanced Configurations, Alerting, and More (Fri, Oct 14, 2022)**



# Scope of the session

- …→ Common Terminologies
- …→ User & Alert Management
- …→ Website Monitoring
- …→ Synthetic Monitoring
- …→ REST API Monitoring
- …→ Other Internet Services Monitors
- …→ Website Security Related Monitors



# Common Terminologies



# Monitor

- Any resource whose performance needs to be tracked is considered as a monitor in Site24x7
- A monitor can be a website, a server, a network device, an application or any component in your IT infrastructure that needs monitoring
- Site24x7 licensing and pricing work based on the monitor type categorization
- For the ease of usage and based on the complexity of monitoring, we have categorized Site24x7 monitors as:
  - Basic
  - Advanced



# Basic Monitors

- Website (HTTP/HTTPS) monitor
- DNS Server, Ping, FTP Server, SMTP Server, POP Server, NTP Server monitors
- SSL/TLS Certificate, Domain Expiry, Brand Reputation, Real-time Blocklist Check monitors
- SOAP Web Service, REST API monitors
- Port (Custom Protocol), UDP Port monitors
- WebSocket monitor
- Windows, Linux, FreeBSD, OS X server monitors (agent based) (charged based on servers and not individual metrics)



# Basic Monitors cont..

→ Microsoft IIS monitor

Windows Server Backup monitor

Cron and Heartbeat monitors

Docker and container monitors

Plugin monitors

→ VMware, Azure, AWS, GCP Monitors

Each resource is considered as one basic monitor



# Advanced Monitors

- > Web Page Speed (Browser)
- > Web Transaction (Browser)
- > FTP Transfer
- > Mail Delivery
- > Website Defacement
- > APM Insight Instance Monitor



# Advanced Monitors cont..

- > Microsoft BizTalk Monitoring
- > Microsoft SharePoint Monitoring
- > Microsoft Office 365 Monitoring
- > Microsoft Active Directory (AD) Monitoring
- > Microsoft Exchange Monitoring
- > Microsoft Hyper-V Monitoring
- > Microsoft SQL Monitoring
- > Microsoft Failover Cluster M



# Monitor Group

- A monitor group is a logical collection of monitors that are grouped together based on user requirements
- Monitor groups help organize resources being monitored by geography, function, topology, ownership or by business application
- Site24x7 creates an integrated view for effective monitoring and management by grouping resources



## Monitor Group cont..

- Dependency can be mapped in a monitor group
- Suppress alerts for dependent monitors when the dependent on monitor (parent monitor) is down
- Additionally, you can also add nested Subgroups up to level five under a main monitor group and thus, visualize all your monitoring resources using a Business View



# On-Premise Poller

- On-Premise Poller, our lightweight agent, helps monitor your internal network and resources behind a firewall or virtual private network (VPN)
- Can be used as a monitoring location in website, internet services and security monitors
- Also used for VMware, network, VMware Horizon, nutanix and agentless server monitoring



# User & Alert Management



# User Profile Configuration

Add User ⓘ

Note: IM, Monitor Access, Voice Call, and Alert Settings are applicable only to Site24x7

Contact Name	Alex
Job Title	Cloud Engineer
Email	alex1994@zoho.com
Mobile Number	United States of America (+1) 17358421181 Please verify your Mobile Number to Test Alerts. Supported SMS Networks.
SMS Providers	BulkSMS
Voice Call Providers	Twilio
IM	Configure IM Account
Site24x7 User Role ⓘ	Operator
StatusIQ User Role ⓘ	StatusIQ Super Admin
CloudSpend User Role ⓘ	Cost Administrator
<input type="radio"/> Monitor groups <input checked="" type="radio"/> All Monitors	
Associate to User Alert Group ⓘ	No items selected
Notify Medium ⓘ	<input type="checkbox"/> Email <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call <input type="checkbox"/> IM

Alert Settings ⓘ

Down ⓘ	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call <input type="checkbox"/> IM
Critical ⓘ	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call <input type="checkbox"/> IM
Trouble ⓘ	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call <input type="checkbox"/> IM
Up ⓘ	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call <input type="checkbox"/> IM
AppLogs ⓘ	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Voice Call <input type="checkbox"/> IM
Anomaly ⓘ	<input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Voice Call <input type="checkbox"/> IM

Alerting Period ⓘ  24:00 (Total Hours)

Don't Alert Me ⓘ No items selected

Email Format  HTML  Text

**Save**

# User Alert Group Configuration

Add User Alert Group ⓘ X

Display Name	<input type="text" value="Operations Team"/>
Add Users	<input type="text" value="Alex, Daniel Operator"/> <span style="font-size: small;">▼</span>
Associate Attribute Alert Group	<input type="text" value="All Attributes Group"/> <span style="font-size: small;">▼</span> <span style="font-size: small;">✎</span> <span style="font-size: small;">+</span>
<p>Alerts are delivered to users based on threshold breach of your selected attributes</p>	
<span style="border: 1px solid #ccc; padding: 2px 10px; border-radius: 5px; text-decoration: none; color: inherit;">Save</span>	

# Attribute Alert Group Configuration

Add Attribute Alert Groups

Display Name: Operations Attribute Alert Group

Monitor type filter: APM Insight Application, Cron Moni... and 20 more

Attributes:

Select All		Availability	Exception count threshold
Error count threshold	Throughput threshold	✓ Availability	Heap memory usage thresh...
Average Response Time thr...	JVM CPU usage threshold	Apdex threshold	GC time threshold
Error rate threshold	GC count threshold	Request count threshold	Response time threshold for...
Alert me if Job does not star...	Alert me if Job runs longer t...	dnssec check	Notify when Site is down
Response time threshold for...	ip Check	Notify server connection er...	Switch Status
Notify when Application Po...	Current Requests	✓ Network Traffic	Network Interface Status
✓ Response Time	Packet Loss	Network Interface Status	Network Interface Status

Save



# On-Call Schedule

- With On-Call Schedule:
  - Shifts can be configured based on the availability of assignees.
  - Rotate shifts periodically.
  - Opt not to receive alerts during selected days.
- In the Site24x7 web client, navigate to:  
**Admin > User Management > On-Call Schedule.**
- You can also access the option from the Add Monitor form.



# Website Monitoring



# Website Monitor

- Keeps a constant watch over a specified website and track its availability and performance minute-by-minute
- Verifies the availability of specified, addressable, standard HTTP, and HTTPS URLs from over 110+ global locations and also from behind-your-firewall using On-Premise Poller
- In addition to the above, it scans your websites to check for the presence and absence of specified keywords as well

# Website Monitor Configuration

Edit Website Details

Display Name	vTitan
Web page URL	https://www.vtitan.com
Check Frequency	1 min
Monitoring Locations	World Wide Locations Seattle, Melbourne, Warsaw, Vancouver, Riyadh and 1 more

Content Checks    HTTP Configuration    Advanced Configuration

Should contain string(s)	"Log In" "Sign UP"	Trouble Down	
Should not contain string(s)	Error	Trouble Down	
Case sensitive	Yes No		
Should match regular expression		Trouble Down	
Should contain HTTP Response Header(s)	Header Name	Header Value	+
HTTP Response Header Severity	Trouble Down		

# Website Monitor Configuration cont..

HTTP Configuration      Advanced Configuration

HTTP Method     POST  GET  HEAD

HTTP Request Headers  ⓘ   Header Name  Header Value

User Agent  ⓘ

Authentication method  Basic / NTLM  OAuth  Web Token

Web Credentials  vtitan credential

Client certificate   
Only PKCS #12 files are supported.  
 Client Certificate Password

Query authoritative name server  ⓘ

Force IP addresses  ⓘ   Enter one IPv4 or IPv6 address per line, in order of preference.

Accepted HTTP status codes  ⓘ   200,404

SSL Protocol  ⓘ   Auto

HTTP Protocol  ⓘ   HTTP/1.1

# Website Monitor Configuration cont..

Content Checks    HTTP Configuration    Advanced Configuration

Connection Timeout ⓘ 15 secs

Prefer IPv6 ⓘ Yes No

Monitor Groups ⓘ Application Server, Production Cri... +

Dependent on Monitor ⓘ gowtham-8087.csez.zohocorpin.com

Configuration Profiles

Threshold and Availability ⓘ Global Threshold - URL ↴ +

Notification Profile ⓘ Default Notification ↴ +

User Alert Group ⓘ  Admin Group  Application T...  Network Team

Tags ⓘ App.Prod X Select Tags Add Tag

IT Automation Templates ⓘ Select Automation ↴ Execute on Down ↴  
Invoke URL - IT Admin - Execute on Down X

Execute IT Automation during Scheduled Maintenance

Third-Party Integrations

Services ⓘ  Team GTI  Test

Save Cancel

# Location Profile

Edit Location Profile ⓘ

Display Name	World Wide Locations			
Primary Location ⓘ	Seattle - US (v6)			
Restrict monitoring within selected locations (Not recommended) ⓘ	<input type="button" value="Yes"/> <input type="button" value="No"/>			
Secondary Locations ⓘ				
<input type="checkbox"/> North America	<input type="checkbox"/> Europe	<input type="checkbox"/> Asia	<input type="checkbox"/> South America	<input type="checkbox"/> IPv6 enabled location
<input type="checkbox"/> Atlanta - US ⓘ	<input type="checkbox"/> Amsterdam - NL ⓘ	<input type="checkbox"/> Bangkok - TH ⓘ	<input type="checkbox"/> Buenos Aires - ARG ⓘ	<input type="checkbox"/> On-Premise Pollers
<input type="checkbox"/> Boston - US ⓘ	<input type="checkbox"/> Athens - GR ⓘ	<input type="checkbox"/> Beijing - CHN	<input type="checkbox"/> Lima - PE ⓘ	<input type="checkbox"/> Poller-8087
<input type="checkbox"/> Chicago - US ⓘ	<input type="checkbox"/> Barcelona - ES ⓘ	<input type="checkbox"/> Bengaluru - IN ⓘ	<input type="checkbox"/> Medellin - CO	<a href="#">+ Add On-Premise Poller</a>
<input type="checkbox"/> Columbus - US	<input type="checkbox"/> Belgrade - RS	<input type="checkbox"/> Chengdu - CHN	<input type="checkbox"/> Rio de Janeiro - BR	<input type="checkbox"/> Mobile Network Pollers
<input type="checkbox"/> Dallas - US ⓘ	<input type="checkbox"/> Brussels - BE ⓘ	<input type="checkbox"/> Chennai - IN ⓘ	<input type="checkbox"/> Santiago - CL ⓘ	<input type="checkbox"/> android-41ccf72b757bc137
<input type="checkbox"/> Denver - US ⓘ	<input type="checkbox"/> Bucharest - RO ⓘ	<input type="checkbox"/> Chongqing - CHN	<input type="checkbox"/> Sao Paulo - BR ⓘ	<input type="checkbox"/> android-41ccf72b757bc137
<input type="checkbox"/> Detroit - US ⓘ	<input type="checkbox"/> Budapest - HU ⓘ	<input type="checkbox"/> Dubai - UAE	<input type="checkbox"/> Australia	<a href="#">+ Add Mobile Network Poller</a>
<input type="checkbox"/> Fremont-CA - US ⓘ	<input type="checkbox"/> Copenhagen - DA ⓘ	<input type="checkbox"/> Guangzhou - CHN	<input type="checkbox"/> Adelaide - AUS ⓘ	
<input type="checkbox"/> Houston - US ⓘ	<input type="checkbox"/> Edinburgh - UK ⓘ	<input type="checkbox"/> Hangzhou City - CHN	<input type="checkbox"/> Auckland - NZ ⓘ	
<input type="checkbox"/> Kansas - US ⓘ	<input type="checkbox"/> Falkenstein - DE ⓘ	<input type="checkbox"/> Hanoi - VN ⓘ	<input type="checkbox"/> Brisbane - AUS ⓘ	
<input type="checkbox"/> Las Vegas - US	<input type="checkbox"/> Frankfurt - DE ⓘ	<input type="checkbox"/> Hong Kong - HK ⓘ	<input type="checkbox"/> Canberra - AUS ⓘ	
<input type="checkbox"/> Los Angeles - US ⓘ	<input type="checkbox"/> Helsinki - FI ⓘ	<input type="checkbox"/> Huhehaote - CHN	<input checked="" type="checkbox"/> Melbourne - AUS ⓘ	
<input type="checkbox"/> Mexico City - MX ⓘ	<input type="checkbox"/> Ireland - IE ⓘ	<input type="checkbox"/> Hyderabad - IN ⓘ	<input type="checkbox"/> Perth - AUS ⓘ	

# Threshold Profile

Edit Threshold Profile

Monitor Type: Website  
Display Name: Global Threshold - URL

Downtime Rules  
Number of locations to report monitor as down: 1 location

Threshold Configuration  
Notify when website content is modified: Yes  
Threshold Type: Static Threshold (selected)  
Notify when website content changes by percentage:  
Condition: > Threshold: 50 % Notify As: Trouble  
Add Critical Threshold

Response time threshold for primary monitoring location:  
Condition: > Threshold: 5000 ms Poll Strategy: Poll count Poll Value: 3 Notify As: Trouble  
Condition: > Threshold: 10000 ms Poll Strategy: Poll count Poll Value: 1 Notify As: Critical  
Add Critical Threshold

Response time threshold for secondary locations:  
Condition: > Threshold: 7000 ms Poll Strategy: Poll count Poll Value: 2 Notify As: Trouble  
Add Critical Threshold

## Advanced Threshold Settings (Strategy):

Poll count serves as the default strategy to validate the threshold breach. You can validate threshold breach by applying multiple conditions ( $>$ ,  $<$ ,  $\geq$ ,  $\leq$ ,  $=$ ) on your specified threshold strategy. The monitor's status changes to "*Trouble or critical*" when the condition applied to any of the below threshold strategies hold true:

- Threshold condition validated during the poll count (number of polls):** Monitor's status changes to trouble or critical status when the condition applied to the threshold value is continuously validated for the specified "Poll count".
- Average value during poll count (number of polls):** Monitor's status changes to trouble or critical status, when the **average of the attribute values**, for the **number of polls** configured, continuously justifies the condition applied on the threshold value.
- Condition validated during time duration (in minutes):** When the specified condition applied on the threshold value is **continuously validated**, for all the polls, during the **time duration** configured, monitor's status changes to trouble or critical status.
- Average value during time duration (in minutes):** Monitor's status changes to trouble or critical status, when the **average of the attribute values**, for the **time duration** configured, continuously justifies the condition applied on the threshold value.

# Notification Profile

Edit Notification Profile i

Display Name	Accounts		
Send root cause analysis report by email when monitor is down	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Email template for Down/Trouble Alerts <small>i</small>	None <small>▼ +</small>		
Notify as Down/Trouble after executing associated IT Automation(s) <small>i</small>	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Suppress IT Automation of Dependent Monitors <small>i</small>	<input checked="" type="radio"/> Yes <input type="radio"/> No		

**Alert Configuration**

All alerts will be sent through the notification mode of your preference. You can also configure the business hours and the status for which you would like to receive an alert. If you do not set any specific business hours or status preferences, you'll receive alerts for all the status changes throughout the day.

When the status is	Alerting Period	Notification Medium	
Down	All Hours	Email, SMS, Voice Call, Mobile pus...	<small>▼ X</small>
Up	All Hours	Email, SMS, Voice Call, Mobile pus...	<small>▼ X</small>
Trouble	All Hours	Email, SMS, Voice Call, Mobile pus...	<small>▼ X</small>
Critical	All Hours	Email, SMS, Voice Call, Mobile pus...	<small>▼ + X</small>

# Notification Profile

## Notification Delay

You can choose to delay and receive Down, Trouble, or Critical notifications if the monitor remains in the same state for a specific number of polls. If you haven't configured any Notification Delay for a specific period, you'll receive alerts immediately.

When the status is	Notification Delay	Alerting Period
Down	Notify immediately after failure	All Hours
Down	Notify after five continuous failures	All Hours

## Persistent Alert

Persistent alerts provide continuous notifications until you acknowledge the Down/Critical/Trouble alarm. You will be receiving alerts until you acknowledge the alarms, at the frequency you've configured in the Notify Every Field.

Notify After Every	Notify User Alert Group	Notification Medium / Third-Party Services
1 st error	User Group associated with the monitor	Email, SMS, Voice Call

## Escalation Settings

Escalation can help in reminding user alert groups that the monitors are still down and need attention. You can set more than one escalation time, crossing which an escalation alert will be triggered. You can also opt to trigger an IT automation after the escalation.

Escalate After	Notify User Alert Group	Notification Medium / Third-Party Services
60 mins	Admin Group	Email, SMS, Voice Call, Mobile pus...
IT Automation	No items selected	



# Synthetic Monitoring



# Web Page Speed (Browser) Monitor

- Web Page Speed (Browser) monitoring provides a split up of your website components and tracks individual component load time, response time, status, component size and more using a real web browser
- It clears the cache on every poll thus giving you the response time of a first time user on every poll

# Web Page Speed (Browser) Monitor Configuration

Edit Web Page Speed (Browser) Details

Display Name: Zylker Test

Web page URL: https://www.site24x7.com/

Check Frequency: 15 mins

Page Loading Timeout: 45 secs

Wait after load: Static Website

Select Browser For Monitoring: Firefox

Monitoring locations: Training - Location  
Fremont-CA, Amsterdam, Copenhagen, Bucharest

Monitor Groups: Demo Production, ES - All Monitor ... and 6 more

Dependent on Monitor: No items selected

HTTP Configuration (Block Domains)

Link Validation: Enter URL: Trouble Down

Response Header: Header Name: Header Value: +

Save

Edit Block List

Monitor Level Block List

Block Domains: analytics.google.com

Account Level Block List

Block Domains:

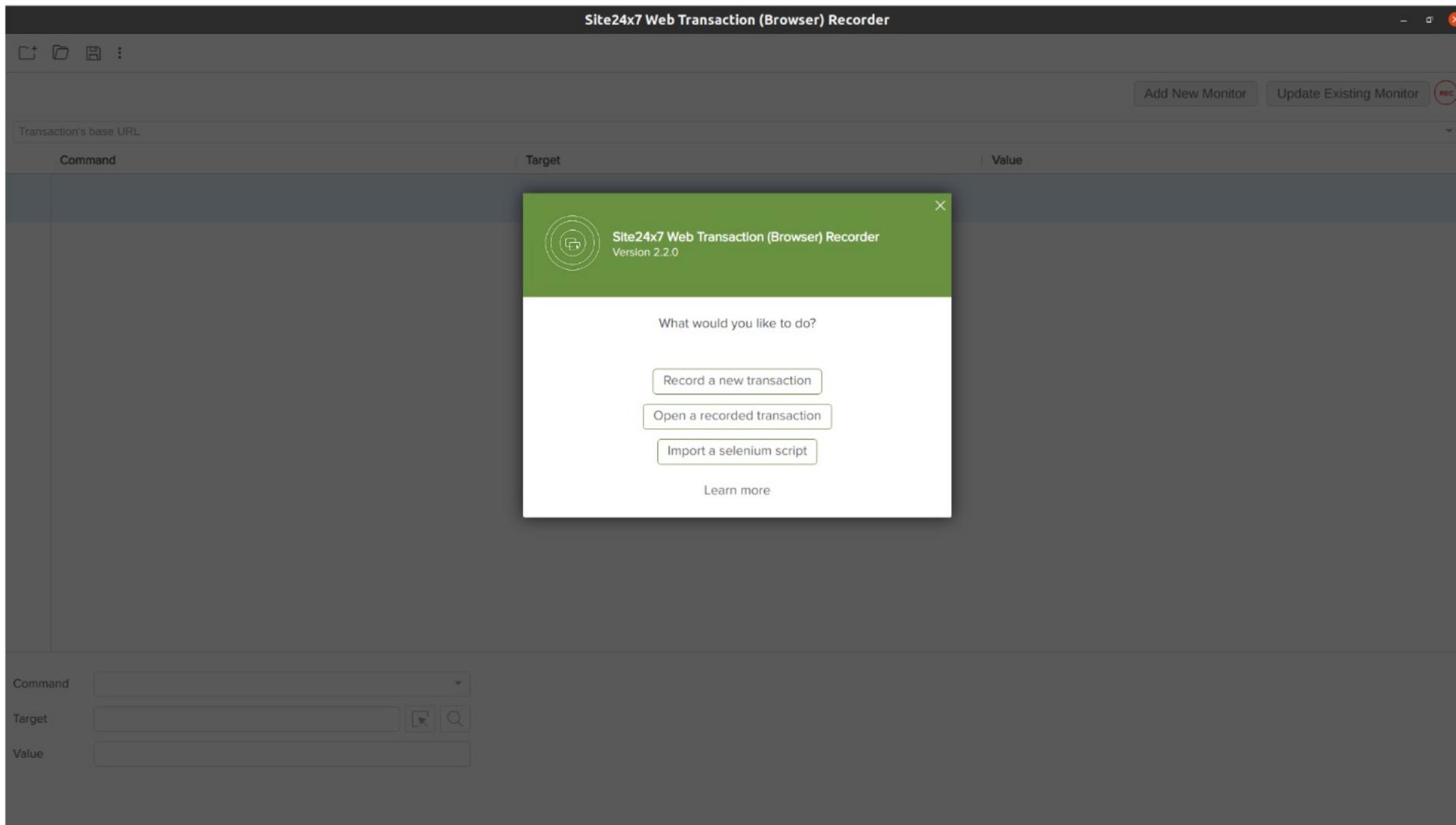
- googlesyndication.com
- googleadservices.com
- googletagmanager.com
- analytics.google.com
- google-analytics.com



# Web Transaction (Browser) Monitor

- Monitors the availability and performance of your web transactions using an actual web browser
- The intelligent capture functionality learns about the changes made to any user interactive element on a web page and updates the web script accordingly

# Web Transaction (Browser) Recorder





# REST API Monitoring



## REST API Monitor

- REST API monitor regularly checks the response of your REST APIs
- It helps you to monitor the site with POST, GET, PUT, DELETE and PATCH HTTP methods

# REST API Monitor Configuration

The screenshot shows the configuration interface for a REST API monitor. The main form includes fields for:

- Display Name: Training Rest API
- Endpoint URL: https://site24x7.com
- Check frequency: 1 min
- Connection timeout: 10 secs
- Prefer IPv6: No
- Monitoring locations: Training - Location (Fremont-CA, Amsterdam, Copenhagen, Bucharest)
- Monitor Groups: Demo Production, EventPro and 5 more
- Dependent on Monitor: None

A modal window is displayed, highlighting the "Response format" dropdown, which is currently set to "JSON". Other options in the dropdown are "Text" and "XML".

Below the modal, other configuration settings are visible:

- JSONPath expression (with three empty input fields and a plus sign icon)
- JSONPath Severity: Trouble, Down
- JSON Schema Check: Yes, No



# REST API Transaction Monitor

- Site24x7's REST API transaction monitoring has the ability to monitor workflows in REST applications
- You can monitor a sequence of 25 endpoint URLs
- Allows parameter forwarding in your step sequence
- Performs content check

# REST API Transaction Monitor Configuration

Edit REST API Transaction Details

Display Name: Basic Parameter Forwarding Example

Check Frequency: 10 mins

Monitoring locations: Critical Locations  
Fremont-CA, Singapore, Ireland, Los Angeles, Washington and 2 more

Monitor Groups: EventProduction, GroupTesting, MGr... and 4 more

Dependent on Monitor: No items selected

Transaction Steps:

- Step 1  
Method: GET | URL:https://www.vtitan.com
- Step 2  
Method: GET | URL:http://www.vtitan.com

Parameter Forwarding:

Response format: JSON Find my JSON Path

[\$.test] = \$.HttpCode +x

Response Header/Cookie format: {\$[Name] = Regular expression} +



## Other Internet Services Monitors



# WebSocket Monitor

- WebSocket creates an uninterrupted connection between two devices and updates the content without having to wait for a request from the user
- This provides low latency communication for the user, delivering a dynamic and real-time web experience

# WebSocket Monitor Configuration

The screenshot shows a configuration form for a WebSocket monitor. The fields include:

- Display Name:** Websocket
- WebSocket URL:** wss://echo.websocket.org
- Check frequency:** 5 mins
- Connection timeout:** 15 secs
- Prefer IPv6:** No
- Force IP addresses:** (Empty text area)
- Skip hostname verification:** No
- Ignore trust certification path:** No
- SSL Protocol:** Auto
- Monitoring locations:** India (dropdown), Chennai, Mumbai, Bengaluru (list items)
- Monitor Groups:** No items selected
- Dependent on Monitor:** None



# DNS Server Monitor

- DNS monitoring screens the performance of your DNS servers for DNS lookup failure, connection time exceeding the set limit, etc
- You can make sure if forward lookups are working as expected and your domain names are resolving correctly
- Site24x7 DNS monitoring supports different DNS record lookup types like A, AAAA, CNAME, NS, MX, SOA, PTR, SRV

# DNS Server Monitor Configuration

The image shows two screenshots illustrating the configuration of a DNS Server Monitor and the search for name servers for a domain.

**Screenshot 1: DNS Server Monitor Configuration**

This screenshot shows the configuration of a DNS Server Monitor. The 'DNS Server' field is set to `ns2.vtitan.com`, which is highlighted with a red box. The 'Question name' field is set to `vtitan.com`, also highlighted with a red box. Other configuration options include:

- Display Name: Training 2018
- Port: 53
- Connection timeout: 10 secs
- Prefer IPv6: Yes
- DNSSEC Validation: No
- Question type: ALL
- Search Field: (empty)
- Check frequency: 5 mins
- Monitoring locations: Training Location (London, Frankfurt, Chennai, Mumbai)
- Monitor Groups: To Delete Test Group with and 1 more
- Dependent on Monitor: None

**Screenshot 2: Name Server Of my Domain**

This screenshot shows the results of a search for the name servers of the domain `vtitan.com`. The search URL is `https://www.site24x7.com/jsp/finddnshost.jsp`. The results table lists the following name servers and their IP addresses:

Name Server	IP
ns5.vtitan.com	216.52.73.31
ns2.vtitan.com	117.20.43.94
ns4.vtitan.com	122.15.156.168
ns1.vtitan.com	207.224.234.106
ns3.vtitan.com	121.244.91.40

A red box highlights the row for `ns2.vtitan.com` with IP `117.20.43.94`.

**Help**

- Enter your domain name to find name servers and IP addresses for your domain.
- After fetching the results, copy any one of the name server or IP address to DNS Host field in the 'DNS Server' screen.



# Port (Custom Protocol) Monitor

- Port monitoring helps you to monitor TCP/IP ports from different monitoring locations
- You can stay alerted in case of downtime and when there is a content mismatch in the response

# Port (Custom Protocol) Monitor Configuration

## Add a Port Monitor (Custom Protocol)

Display Name i

Host i

Port (TCP) i  80

Check frequency i  5 mins

Connection timeout i  secs

Command i

Prefer IPv6 i  Yes  No

Monitoring locations i  Boston Stockholm, Mumbai, Bengaluru +

Monitor Groups i  +

Dependent on Monitor i



## UDP Monitor

- Tracks the availability of your User Datagram Protocol (UDP) ports from different locations
- Get alerted about any downtime or when there is a content mismatch in the response



# UDP Monitor Configuration

Add UDP Monitor

Display Name <small>i</small>	v titan
Host <small>i</small>	v titan.com
Port <small>i</small>	9091
Check Frequency <small>i</small>	5 mins
Wait time <small>i</small>	10 secs
Command <small>i</small>	Test Command
Prefer IPv6 <small>i</small>	Yes No
Monitoring locations <small>i</small>	North America <small>▼</small> <small>edit</small> <small>+</small> Washington Texas, New York, Los Angeles, Toronto and 1 more
Monitor Groups <small>i</small>	No items selected <small>▼</small> <small>+</small>
Dependent on Monitor <small>i</small>	No items selected <small>▼</small>
Content Checks	
Should contain string(s) <small>i</small>	success <small>Trouble</small> <small>Down</small>



# Ping Monitor

- Monitors the round trip latency to any host
- Three ICMP packets are sent per poll, based on which the monitor will be considered as UP if at least a single packet is received
- However, if no packs are received, the monitor will be deemed as DOWN

# Ping Monitor Configuration

Edit Ping Monitor Details

Display Name	ShopPrime - Ping
Host	35.154.253.222
Check Frequency	1 min
Echo timeout	15 secs
Prefer IPv6	Yes No
Monitoring locations	North America Salt Lake City Houston, Los Angeles, Miami,
Monitor Groups	merchantlink.com
Dependent on Monitor	Production Server 10

Edit Threshold Profile

Monitor Type	Ping										
Display Name	Default Threshold - PING										
Downtime Rules	Number of locations to report monitor as down 3 locations										
Threshold Configuration	Packet loss threshold <table><thead><tr><th>Condition</th><th>Threshold</th><th>Poll Strategy</th><th>Poll Value</th><th>Notify As</th></tr></thead><tbody><tr><td>&gt;</td><td>33 %</td><td>Poll count</td><td>2 polls</td><td>Trouble</td></tr></tbody></table>	Condition	Threshold	Poll Strategy	Poll Value	Notify As	>	33 %	Poll count	2 polls	Trouble
Condition	Threshold	Poll Strategy	Poll Value	Notify As							
>	33 %	Poll count	2 polls	Trouble							



# Services - FTP/SMTP/POP Server Monitors

Monitor the availability and response time of your

- …→ FTP Server
- …→ SMTP Server
- …→ POP Server



# NTP Server Monitor

- Monitors the availability of primary NTP server and captures the time in primary NTP server and all the secondary NTP servers
- Continuously compares the time of each secondary NTP servers with the time of a primary NTP Server and calculates time drift
- Alerts will be sent when:
  - The primary NTP server is not available
  - The time drift of secondary NTP servers exceeds max drift



# NTP Server Monitor Configuration

Add an NTP Server

Display Name <small>i</small>	ES_NTP_1
Primary NTP server <small>i</small>	192.168.100.15
Check frequency <small>i</small>	5 mins
Prefer IPv6 <small>i</small>	<input type="radio"/> Yes <input checked="" type="radio"/> No
Check synchronization <small>i</small>	<input type="radio"/> Yes <input checked="" type="radio"/> No
Secondary NTP servers	192.168.100.15
	Primary
	Secondary
Maximum drift <small>i</small>	10 ms <input type="radio"/> Trouble <input checked="" type="radio"/> Down
Monitor Groups <small>i</small>	BeanStalkGroup <input data-bbox="1907 1221 1958 1260" type="button" value="+"/>
Dependent on Monitor <small>i</small>	A Zylker



# Mail Delivery Monitor

- Mail Delivery monitor checks your inbound and outbound mail servers by verifying delivery to both internal and external mailboxes
- It lets you know more about the mail-user experience by testing every aspect of email delivery process and capturing the email round trip time from 110+ global locations

# Mail Delivery Monitor Configuration

**SMTP Configuration**

Use Site24x7's SMTP Server

SMTP Host /IP

Use secure connection (SSL)

Enable TLS

SMTP Port

From Email Address

To Email Address

 To successfully save the monitor, you must verify the specified **To Email Address** by clicking on the verification link sent to [patricia.boyle@zylker.com](mailto:patricia.boyle@zylker.com).

Configure Mail Server Authentication

**POP/IMAP Configuration**

Enable Email fetching using POP / IMAP

Use Site24x7's POP / IMAP Server

Choose Mail Fetch Protocol

Use secure connection (SSL)

Enable TLS

POP Host /IP

POP Port

Fetch folder

User name

Password

Mail Subject

File Attachment Name



# SOAP Web Service Monitor

- SOAP web service monitor regularly checks the availability and performance of your SOAP based Web Services
- It alerts you, whenever the response (XML) does not bear the specified SOAP attribute name or when the SOAP attribute value provided in response validation, does not validate against its corresponding SOAP attribute name

# SOAP Web Service Monitor Configuration

Display Name ⓘ

SOAP Training|

Endpoint URL ⓘ

http://www.dneonline.com/calculator.asmx

Request Builder

SOAP message ⓘ

```
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"  
    xmlns:tem="http://tempuri.org/">  
    <soap:Header/>  
    <soap:Body>  
        <tem:Add>  
            <tem:intA>2</tem:intA>
```



# FTP Transfer Monitor

- FTP transfer monitor tracks the round-trip-time, file upload time and file download time of your FTP servers
- It sends a 10Kb txt file to the configured destination folder, and checks if the respective file is getting uploaded and then the same file is getting downloaded successfully



# FTP Transfer Monitor Configuration

Add a FTP Transfer Monitor

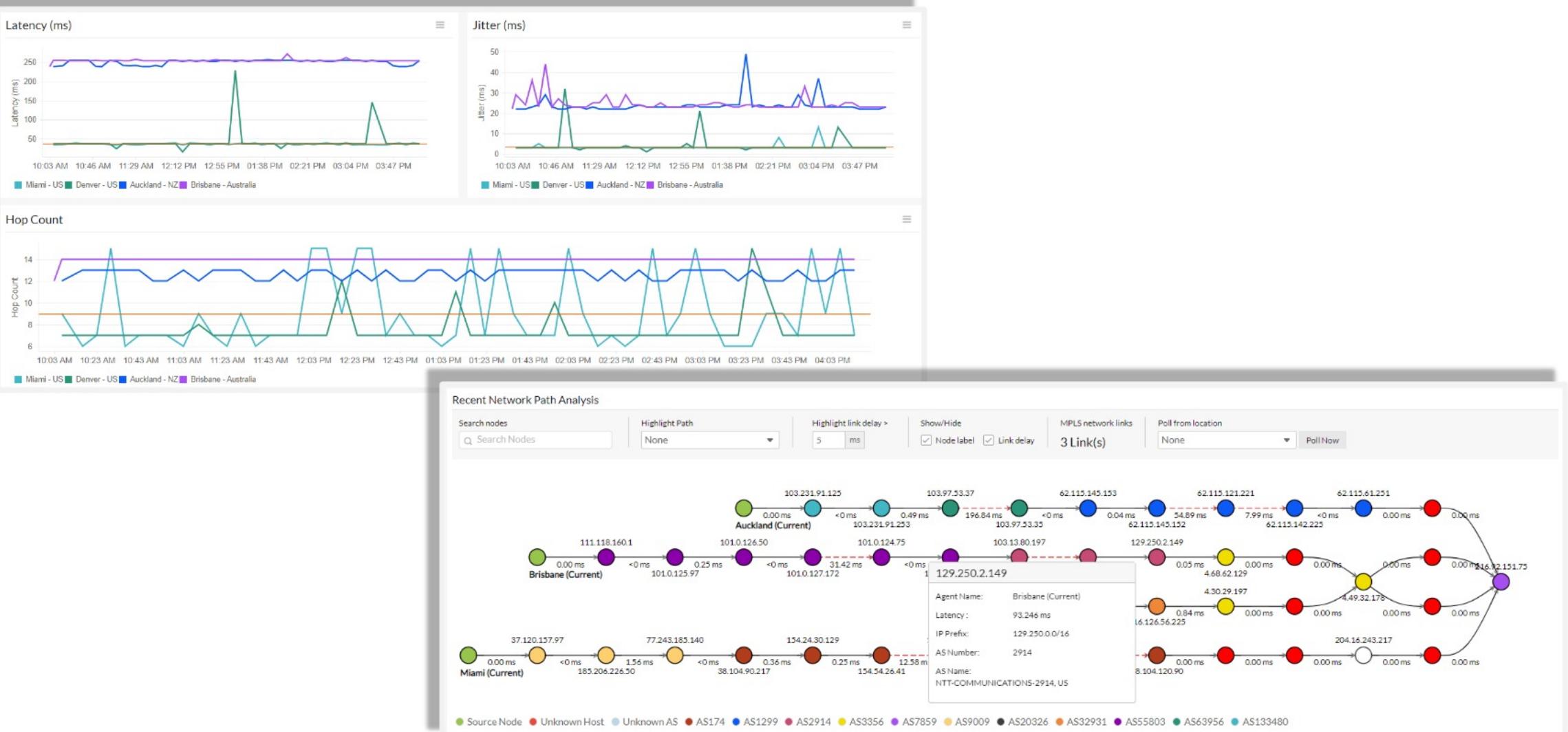
Display Name	Zylker FTP
Host Name / IP	192.168.0.1
File Transfer Mode	FTP
Port	21
Check Frequency	5 mins
Connection timeout	10 secs
Check file upload ⓘ	<input type="radio"/> Yes <input type="radio"/> No
Check file download ⓘ	<input type="radio"/> Yes <input type="radio"/> No
User name	alex413@zylker.com
Password	*****
Destination folder path ⓘ	/root
Location Profile ⓘ	North America <a href="#">+</a>
	Montreal Houston, Los Angeles, Miami, San Francisco and <a href="#">1 more</a>
Associate with Monitor Group(s) ⓘ	No items selected <a href="#">+</a>
Dependent on Monitor ⓘ	No items selected



# ISP Latency Monitor

- Obtain visibility across the internet with ISP latency monitoring
- View the availability, maximum hops and latency, and the number of unreachable paths
- Obtain the latencies at each path from a location and view a global latency map
- Drill down into each hop from a chosen location
- Visualize data transfer using traceroute

# ISP Latency Monitor





# Website Security Related Monitors



# Website Defacement Monitor

- Website defacement refers to an attack on your website that alters your website's structure with potentially hazardous content, graphics, malicious code insertions and more
- Detects modification to text content and critical HTML elements in the webpage viz., Script, Image, Anchor, Iframe and Link
- Monitors any unintentional and unauthorized changes to company websites by company employees

# Website Defacement Monitor Configuration

## Add Website Defacement monitor

Display Name

Domain URL   
[Get website pages](#)

Allow Domains

Defacement type

Website Pages

Page Name	Webpage URL	X	+
https://www.vtitan.com	https://www.vtitan.com	X	+
/index.html	https://www.vtitan.com/index.html	X	
/vtitan-and-covid19.html	https://www.vtitan.com/vtitan-and-covid19.html	X	
/corporate.html	https://www.vtitan.com/corporate.html	X	
/products.html	https://www.vtitan.com/products.html	X	
/press.html	https://www.vtitan.com/press.html	X	
/careers.html	https://www.vtitan.com/careers.html	X	
/contact.html	https://www.vtitan.com/contact.html	X	

[Save to Monitor](#)



# Website Defacement Monitor Configuration

Page Name	Webpage URL ⓘ	Threshold detection ⓘ	Script Modification Threshold ⓘ	Content Modification threshold ⓘ	
https://www.vtitan.co	https://www.vtitan.com	<input type="radio"/> Auto <input checked="" type="radio"/> Manual	50 %	20 %	x +
/index.html	https://www.vtitan.com/index.html	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x
/vtitan-and-covid19.h	https://www.vtitan.com/vtitan-and-covid19.htm	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x
/corporate.html	https://www.vtitan.com/corporate.html	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x
/products.html	https://www.vtitan.com/products.html	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x
/press.html	https://www.vtitan.com/press.html	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x
/careers.html	https://www.vtitan.com/careers.html	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x
/contact.html	https://www.vtitan.com/contact.html	<input type="radio"/> Auto <input checked="" type="radio"/> Manual			x

Check Frequency ⓘ  ▾

Monitor Groups ⓘ  ▾



## Real-time Blocklist Monitor

- Real-time blocklist monitor checks and confirms if your hostname or IP addresses are blocklisted against popular DNS-based blocklists in real-time
- Allows you to instill confidence in your customers that they can contact you safely, through email, your website, and social media



# The blocklists we check

→ BACKSCATTERER	SORBS WEB
→ BLOCKLIST.DE	SORBS ZOMBIE
→ InvaluementSIP	SORBS VIRUS
→ InvaluementSIP/24	SURBL
→ InvaluementURI	UCEPROTECT Level 1
→ Passive Spam Block List	UCEPROTECT Level 2
→ SORBS HTTP	UCEPROTECT Level 3
→ SORBS SOCKS	Lashback Unsubscribe Blacklist (UBL)
→ SORBS MISC	Nordspam BL
→ SORBS SMTP	Talos Security Intelligence Blacklist

# Real-time Blocklist Monitor Configuration

Edit Real-time Blocklist Monitor details

Display Name

Resolve Hostname(s) on every poll  Yes  No

Hostnames & IP Addresses  x +  
Note: 10 Hostnames/IP Addresses cost one basic monitor license.

Blocklist Providers  BACKSCATTERER  BLOCKLIST.DE  InvaluementSIP  InvaluementSIP/24  
 InvaluementURI  Lashback Unsubscri ...  Nordspam BL  Nordspam DBL  
 Passive Spam Block ...  SORBS HTTP  SORBS MISC  SORBS SMTP  
 SORBS SOCKS  SORBS SPAM  SORBS VIRUS  SORBS WEB  
 SORBS ZOMBIE  SURBL  Talos Security Int ...  UCEPROTECT Level 1  
 UCEPROTECT Level 2  UCEPROTECT Level 3

Monitor Groups  ▼ +



# Brand Reputation Monitor

- Site24x7's brand reputation monitor checks your website against regularly updated Google Safe Browsing list and notifies you if your website is affected
- Google Safe Browsing - Malware, Phishing and Unwanted software

# Brand Reputation Monitor Configuration

Add web pages (i) X

Web page URL

[Discover web pages](#) or [Add this web page](#)

Web page name	Web page URL	X
https://www.vtitan.com	https://www.vtitan.com	X
/index.html	https://www.vtitan.com/index.html	X
https://www.vtitan.com#	https://www.vtitan.com#	X
/corporate.html	https://www.vtitan.com/corporate.html	X
/products.html	https://www.vtitan.com/products.html	X
/press.html	https://www.vtitan.com/press.html	X
/careers.html	https://www.vtitan.com/careers.html	X
/contact.html	https://www.vtitan.com/contact.html	X

Save



# SSL/TLS Certificate Monitor

- SSL/TLS certificates encrypt the data transferred to and from the website of the certificate holder
- SSL/TLS certificate monitor does multiple checks like certificate validity, OCSP checks, and blacklisted checks

# SSL/TLS Certificate Monitor Configuration

## Edit SSL/TLS Certificate Monitor Details

Display Name ⓘ

vTitan - SSL/TLS Cert Monitor

Host and port ⓘ

HTTPS

:// vtitans.com : 443

Certificate expiry threshold ⓘ

30 days

Skip hostname verification ⓘ

Yes No

Ignore trust certification path

Yes No

Force IP addresses ⓘ

Enter one IPv4 or IPv6 address per line, in order of preference.

Monitoring locations ⓘ

World Wide Locations



Seattle Melbourne, Warsaw, Vancouver, Riyadh and 1 more

HTTP Protocol ⓘ

HTTP/1.1



# Domain Expiry Monitor

- Monitor your domain name and get notified about it's expiration
- From our proactive notification you can easily renew your domain address and maintain it's ownership on time
- The expiry notification threshold can be configured as per your need

# Domain Expiry Monitor Configuration

Add Domain Expiry Monitor

Save Cancel

Display name	Zylker
Registered Domain Name	zylker.com
Domain Name Expiry Threshold	30 days
Ignore Registry Expiry Date	Yes No
Monitoring locations	Domain Expiry- Default Primary Chennai
Monitor Groups	Certificates



# Best Practices

- Preconfigure the profiles for easy and quick monitor configurations
- Group the monitors to have a consolidated view of monitors
- Do string checks wherever possible to monitor the content of your website and don't just rely on the status code for availability
- Make sure that you are setting the right threshold values, so that you shall avoid the false alerts



## 2022 Q3 Updates

- Configure maintenance windows for your preferred time slots
- Response time graph based on IP address
- Record web transactions based on your device resolution



# Learnings from the session

- …→ Different types of internet services and security related monitors that Site24x7 offer, and their functionalities
- …→ High-level configuration of the same
- …→ Best practices



Crafted at ZOHO Corp.

## Seminar

# Beyond Monitoring: Leverage AIOps for observability

Tuesday, 15 Nov 2022  
Sydney, Australia

Thursday, 17 Nov 2022  
Melbourne, Australia





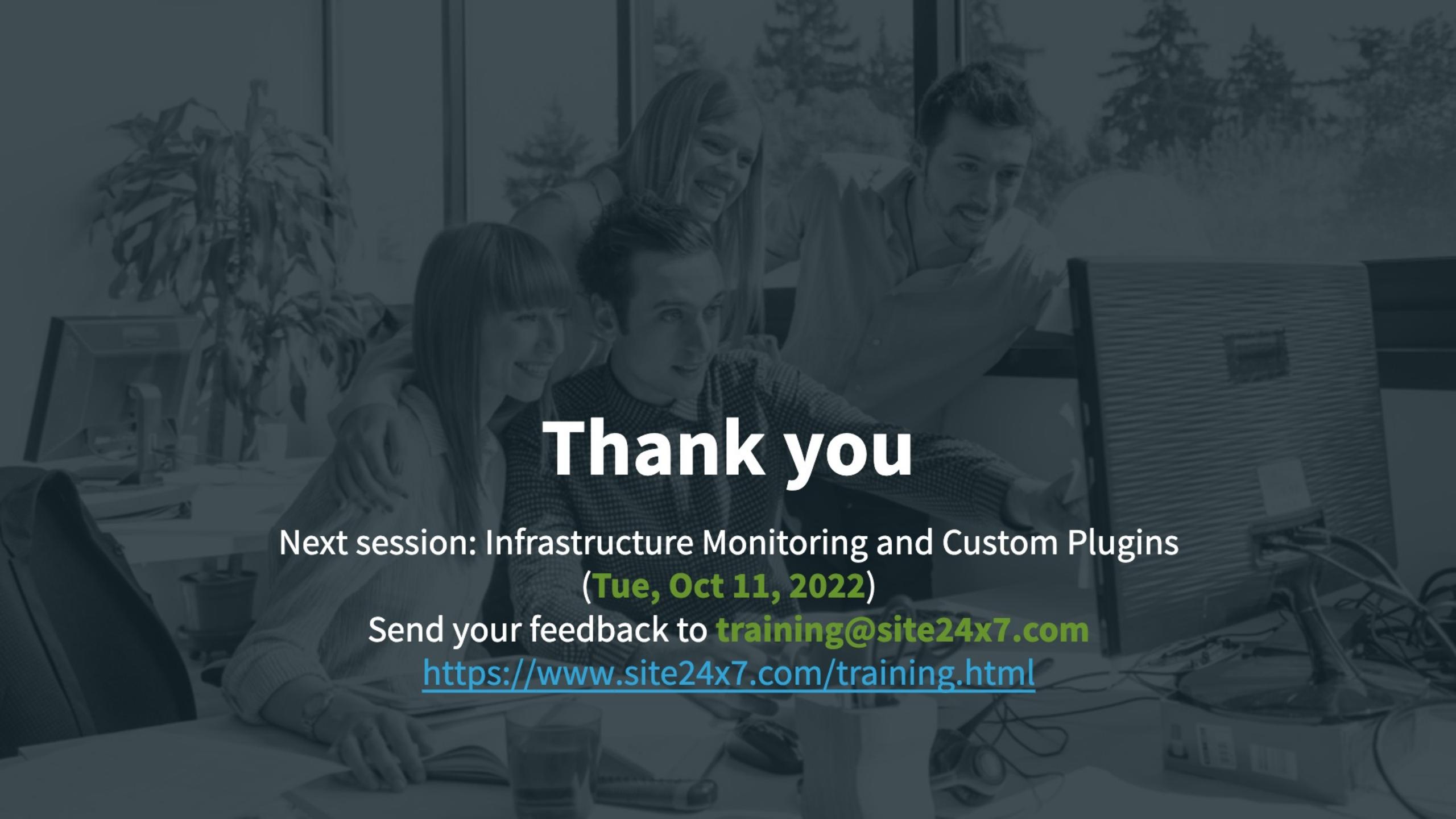
# Agenda

09:00 AM	 <b>Registration</b>  30 minutes
09:30 AM	 <b>Site24x7 observability platform: A shift from reactive to proactive monitoring</b>  45 minutes
10:15 AM	 <b>Digital experience management strategies for the modern enterprise</b>  45 minutes
11:00 AM	 <b>Break</b>  15 minutes
11:15 AM	 <b>Leverage AIOps for remote infrastructure monitoring in multi-cloud environments</b>  30 minutes
11:45 AM	 <b>Analyze, control, and track your spending on AWS and Azure cloud services</b>  15 minutes
12:00 PM	 <b>Certification</b>  30 minutes
12:30 PM	 <b>Lunch and Networking</b>  45 minutes



# Agenda / Registration Link

→ For Agenda and Registration : Click [this link](#)

A black and white photograph of four people in an office environment. Three women are in the foreground, leaning over a desk to look at a computer screen. A man is visible behind them. They are all smiling. The office has large windows in the background showing trees. There are plants on the left and papers on the right.

# Thank you

Next session: Infrastructure Monitoring and Custom Plugins  
**(Tue, Oct 11, 2022)**

Send your feedback to **training@site24x7.com**  
<https://www.site24x7.com/training.html>