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Website Monitoring

Non-secure Web Sites (HTTP) Dotcom-Monitor performs URL monitoring for performance, accessibility and availability; content check; forms monitoring, basic and NT LAN Manager (NTLM) authentication support.

Secure Web Sites (HTTPS) Dotcom-Monitor performs Secure Socket Layer (SSL) -protected web-site monitoring for performance, accessibility and availability; content check; forms monitoring; SSL certificate check, client-side certificate support.

Web Application Monitoring

Transaction Application Dotcom-Monitor simulates end-user behavior from multiple locations worldwide, and checks for complex transactions such as shopping carts, custom logins, member sections, sign-up processes, etc. Each transactional step monitors all of the above (HTTP/HTTPS) parameters. Dotcom-Monitor also provides support for cookies, dynamic variables, client-side certificates and password-protected pages. The collected data is aggregated by each step and by the overall transaction for complete reporting.

Network Monitoring

Streaming Media Server Dotcom-Monitor checks video streaming services for performance and availability by connecting to a Windows Media Server, buffering and playing a stream for three to five seconds, after which it disconnects. The metrics include connection time, buffering time, received packages, buffering packages, frame rate and average bytes per second.

FTP server Dotcom-Monitor connects to the specified File Transfer Protocol (FTP) server. It then logs on using a customer-supplied user name and password and issues a directory-listing command for a specific directory. Dotcom-Monitor then checks whether the specified files exist. If a problem is detected in at any point in the process, a notification is generated.

Network Device (Ping, ICMP) To help verify IP-level connectivity, Dotcom-Monitor's Ping/Internet Control Message Protocol (ICMP) command sends an ICMP echo request to a target name or IP address. This helps ensure the integrity of routers, firewalls and multiple Internet appliance devices, and is an important component of remote network-monitoring services.

Web Service (SOAP/HTTP) Simple Object Access Protocol (SOAP) is a lightweight protocol for information exchange in decentralized, distributed environments. XML-based, it consists of:

- An envelope that defines a framework for describing what is in a message and how to process it
- A set of encoding rules for expressing instances of application-defined data types



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- A convention for representing remote procedure calls and responses

Dotcom-Monitor can replicate one or more end-client requests and monitor web services for availability and proper content.

DNS server

Domain Name System (DNS) servers are used to translate domain names to IP addresses. If a DNS server is down, multiple services such as mail servers, web sites and proxy servers may become unavailable. Dotcom-Monitor tests DNS servers by querying a specified server in order to resolve a specific Internet address. If the DNS server is unable to resolve the address or is unavailable, a notification is generated.

DNS blacklist (DNSBL)

Dotcom-Monitor helps ensure e-mail deliverability by querying major DNS blacklist databases. If a specified IP address or host name is blacklisted, a notification is generated.

The technology is built on top of DNS. DNS blacklists publish lists of addresses linked to spamming. Most mail transport-agent (mail server) software can be configured to reject or flag messages sent from a blacklisted site. When mail servers are added to the database, it will cause other companies to deny e-mail delivery from those servers. It is important to know if your servers are blacklisted so appropriate remedies can be taken to correct the problem.

Notification Devices

Email

With this device selected, Dotcom-Monitor sends an e-mail containing detailed information about the monitored device, task name, monitoring location, error code, and error description. (Note: A monitoring or monitored "device" represents a virtual grouping of online tasks.)

Wireless Device Email

With this device selected, Dotcom-Monitor sends an e-mail 80-character message formatted for cell phones and pagers that have associated e-mail addresses. The message provides basic error information, such as the device name, monitoring location, error code and a short error description.. Notification groups should be used if multiple alerts are required.

SNMP

The Simple Network Management Protocol (SNMP) option sends a SNMP trap to a SNMP management console or server. This allows for the integration of Dotcom-Monitor alerts directly into an IT management system so Dotcom-Monitor alerts are treated and routed like other alerts within the enterprise.

Custom Script

Custom alert scripts are recommended if specialized notification options are required, such as creating "problem tickets" in a helpdesk system or specially formatted e-mails.

Pager

The pager device option sends custom numeric messages to the specified digital pager. Numeric messages can also be customized per device, for predetermined website monitoring results.



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Phone	This device provides automated notification via phone. In the event the system reaches voice mail, the system will leave a message about the error.
SMS	Dotcom-Monitor's Short Messaging Service (SMS) currently supports over 300 networks in 118 countries. SMS delivers detailed information immediately to a wireless device.

Notification Options

Group Alerts	Dotcom-Monitor provides a one-step interface to create notification groups that support all of Dotcom-Monitor's notification devices.
Schedule Alerts	This option allows a Dotcom-Monitor user to choose the time-of-day and day-of-the-week when a particular group is notified of a problem.
Group Escalation	This option enables selective group notification based on downtime. For example, Tier 1 notification could be set for 30 seconds following an event, while Tier 2 notification could occur after 20 minutes and Tier 3 notification after 45 minutes.
Alerts Filtering	This option specifies the number of detected errors-in-a-row needed before a notification process starts.
Uptime Alerts	This option enables an uptime alert after Dotcom-Monitor detects that a problem is corrected
Alerts throttling	This feature ensures fewer redundant notifications by enabling error-notification preferences by different messaging formats - phone, e-mail, etc. - for each device and each error. For example, an administrator can set-up receipt of an "every instance" e-mail notification for a specific error, but set-up receipt of a "once-per-hour" phone message for that same error

Monitoring Frequency Breaks

Packages	1, 3, 5, 10, 15 minutes
Individual tasks	1 minute to 3 hours

Reporting Options

E-mail Text Reports	Using Dotcom-Monitor, daily, weekly and monthly report options are available for individuals or groups. E-mail reports can be sent to a single e-mail or an e-mail group. For email groups, please create a notification group under the "Notification Groups" tab. Reports will only go to valid e-mail formats. Assign this group to type of report below.
Global E-mail Report	This report provides up-to-the-minute aggregate statistics for specified date/time ranges.



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Online Reports Dotcom-Monitor report cards show current overall uptime/downtime status with drill-down options

CSV format Dotcom-Monitor offers weekly data output in standard file format for input into Excel or databases for further analysis or trending.

Real-Time Dashboards Dotcom-Monitor real-time dashboards provide an easy overview of all monitored devices. Real-time dashboards show the time when the device was last monitored, location that last performed last the check and the status of the device. If a failure in the device is detected, the failure will be displayed in red at the top of the dashboard. These dashboards self-refresh every 30 seconds.

SLA Reports Dotcom-Monitor service-level agreement (SLA) reports provide a single, simple view of SLA performance over specified time intervals. For example, specified uptime percentage can be varied over different days and day parts as follows:

- 99.98% - Monday – Friday, 9 a.m. - 5 p.m.
- 99.8% - Monday – Friday, 5 p.m. - 9 a.m.
- 99.5% - Weekends

Based on the supplied parameters, Dotcom-Monitor produces daily, weekly and monthly summary monitoring reports detailing SLA compliance.

API Report Dotcom-Monitor provides an API reporting framework for real-time data via an HTTP request.

Monitoring Locations

USA Minneapolis, New York, San Francisco, Orlando, Denver, Houston

International Canada, Israel, Australia, Germany, UK, International Netherlands, China

Other Options

Multi-User Dotcom-Monitor supports these role-based permission levels:

- Super user – Unlimited rights (one per account)
- Power user – Unlimited application control without user-account administration rights (unlimited number per account)
- Read-only user – Full reporting capabilities without any application control or user-account administration rights (unlimited number per account)



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Private Agent

In addition to external monitoring, Dotcom-Monitor provides private, remote agents that can be deployed in a network behind a firewall. This allows for:

- Monitoring services that aren't directly connected to the Internet
- Enhanced network diagnostics
- Management consolidation through a single interface
- Exclusive access to private agent

Dotcom-Monitor

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Dotcom-Monitor is a global leader and innovator in advanced website monitoring services. Founded in 1998, Dotcom-Monitor has helped more than 2,000 companies save money by ensuring maximum website uptime—at a cost up to 50 percent less than other services. Dotcom-Monitor watches businesses from the outside by simulating real-world, end-user actions. With monitoring stations located in major markets worldwide, Dotcom-Monitor ensures that clients are open for business around the world, 24 hours a day. No additional or no hardware is required to use Dotcom-Monitor's services. For more about Dotcom-Monitor, go to www.dotcom-monitor.com.

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