

E-MAIL NOTIFICATION & ALERTING

Support Automation service

Ensure mobile devices incorporate automated support right into its operation locally



- ✓ Executable Detected
- ✓ Fault Detected
- ✓ Error Dialog Box Creation
- ✓ Warning Dialog Box Creation
- ✓ Information Dialog Box Creation
- ✓ Question Dialog Box Creation
- ✓ Process Creation Detected
- ✓ Process Completion Detected
- ✓ Software Installation Detected
- ✓ Software Removal Detected
- ✓ Scandisk Log Produced at Start-up Found
- ✓ Printer Added / Removed
- ✓ Windows Event Log Change
- ✓ Dialog Box Creation
- ✓ File Distribution and Retrieval
- ✓ Network Configuration Change
- ✓ Registry Key Change Detected

Automatic Baseline and Specific Problem Intimation

The event log management notification module lets a support provider set up custom notification e-mail messages whenever support or management events that he/she is interested in occur. The notification module offers more than 400 Pre-built notification templates. They can be easily modified, duplicated, or deleted. Like all the other event log management modules, notifications can be accessed via a browser-based graphical user interface.

Advantages

- Sorting based on one of several criteria
- Deleting notifications individually or in batches
- Temporarily suspending a notification from one, some, or all systems
- Changing a notification's priority, expiration date, and detail content
- Displaying notifications based on when they were generated

UNPARALLELED VISIBILITY & CONTROL OVER CREATING NEW NOTIFICATION

Adding a new notification consist of simple step by selecting a query filter to retrieve events of interest, prioritizing, setting trigger threshold and selecting the systems or group. HandsFree Networks also provides flexibility in alert the user via e-mail or automatically file a ticket in ticketing system or use of dashboard notification console, a web-based repository where notifications are accessed and managed via a straightforward point-and-click interface.

Listed are few of the pre-built notifications that you'll be amazed at how much you can accomplish with just one, easy-to-use solution.

HandsFree Networks specific problem detection is compiled with groundbreaking speed and accuracy for immediate user notification with zero false-positives.

When	Priority	Name	Count	Expiration date	Site	Action
10/04 07:39	3	Synchronization failed - multiple retries	1 event	10/18 07:39	Gary Goldberg Financial Services	[edit] [delete] [purge] [suspend]
		entered	customer	machine	servvertime	
Detail		1223118151	Gary Goldberg Financial Services	salesintern1	1223118360	
10/04 06:35	3	Synchronization failed - multiple retries	1 event	10/18 06:35	Gary Goldberg Financial Services	[edit] [delete] [purge] [suspend]
		entered	customer	machine	servvertime	
Detail		1223114554	Gary Goldberg Financial Services	salesintern1	1223114758	
10/04 05:31	3	Synchronization failed - multiple retries	1 event	10/18 05:31	Gary Goldberg Financial Services	[edit] [delete] [purge] [suspend]
		entered	customer	machine	servvertime	
Detail		1223111959	Gary Goldberg Financial Services	salesintern1	1223112152	
10/04 04:33	3	Synchronization failed - multiple retries	1 event	10/18 04:33	Gary Goldberg Financial Services	[edit] [delete] [purge] [suspend]
		entered	customer	machine	servvertime	
Detail		1223107413	Gary Goldberg Financial Services	salesintern1	1223107636	
10/04 01:30	3	Synchronization failed - multiple retries	2 events	10/18 01:30	Gary Goldberg Financial Services	[edit] [delete] [purge] [suspend]
		entered	customer	machine	servvertime	
Detail		1223094565	Gary Goldberg Financial Services	salesintern1	1223094744	
Detail		1223097216	Gary Goldberg Financial Services	salesintern1	1223097425	
10/04 00:28	3	Synchronization failed - multiple retries	1 event	10/18 00:28	Gary Goldberg Financial Services	[edit] [delete] [purge] [suspend]
		entered	customer	machine	servvertime	
Detail		1223091434	Gary Goldberg Financial Services	salesintern1	1223091628	

<u>S.No</u>	<u>Notification Name</u>	<u>Event Filter</u>	<u>Default Frequency</u>	<u>Destination</u>
1	access denied – general	conn - access denied filters	60 minutes	Console, e-mail
2	add-in not installed	Outlook error - add-in could not be installed	60 minutes	Console, e-mail
3	Adptc - controller – general	Adptc - controller - general	3 minutes	Console
4	Adptc - Enclosure power supply has been removed	Adptc - Enclosure power supply has been removed	3 minutes	Console
5	Adptc - failed (retries exhausted)	Adptc - failed (retries exhausted)	3 minutes	Console
6	Adptc - Failed drive	Adptc - Failed drive	3 minutes	Console
7	Adptc - Logical device is degraded	Adptc - Logical device is degraded	3 minutes	Console
8	Adptc - Rebuild failed	Adptc - Rebuild failed	3 minutes	Console
9	Adptc - repeats 2 more times	Adptc - repeats 2 more times	3 minutes	Console
10	Adptc - returning error	Adptc - returning error	3 minutes	Console
11	Adptc - string too large	Adptc - string too large	3 minutes	Console
12	apc - Communication Not Established	apc - Communication Not Established	60 minutes	Console
13	apc - Insufficient Runtime Available	apc - Insufficient Runtime Available	60 minutes	Console
14	apc - Lost Communication With UPS	apc - Lost Communication With UPS	60 minutes	Console
15	apc - Output Load threshold Exceeded	apc - Output Load threshold Exceeded	60 minutes	Console
16	apc - Site Wiring Fault	apc - Site Wiring Fault	60 minutes	Console
17	apc - System Shutdown	apc - System Shutdown	5 minutes	Console
18	apc - The UPS service is not configured correctly	apc - The UPS service is not configured correctly	60 minutes	Console
19	apc - UPS battery is discharged	apc - UPS battery is discharged	10 minutes	Console
20	APC PowerChute service stopped	APC PowerChute service monitoring events	20 minutes	Console
21	Appl error	Unexpected application errors	60 minutes	Console, e-mail
22	arcserve - backup job cancelled	Arcserve - backup job cancelled	Daily at 8.12 AM	Console, e-mail
23	arcserve - backup job failed	Arcserve - backup job failed	Daily at 8.07 AM	Console, e-mail
24	arcserve - backup job incomplete	Arcserve - backup job incomplete	Daily at 8.17 AM	Console, e-mail
25	arcserve - backup job incomplete (no log file)	Arcserve - backup job incomplete (no log file)	Daily at 8.45 AM	Console, e-mail
26	arcserve - backup job successful	Arcserve - backup job failed	Daily at 8.35 AM	Console, e-mail
27	ARCserve Db Eng error	ARCserve Database Engine - error	60 minutes	Console
28	ARCserve Jb Eng error	ARCserve Job Engine - error	60 minutes	Console
29	ARCserve Msg Eng error	ARCserve Message Engine - error	60 minutes	Console
30	Arcserve service stopped	Arcserve service monitoring events	20 minutes	Console
31	ARCserve Tape Eng error	ARCserve Tape Engine - error	60 minutes	Console
32	ARCserveIT error	ARCserveIT - error	60 minutes	Console
33	ARCserveIT event	ARCserveIT - event	60 minutes	Console, e-mail
34	ReSOLV client not reporting	Client heartbeat event	60 minutes	Console, e-mail
35	attach block	Email attachment screening event	24 hours	Console, e-mail
36	authentication failed	Conn - authentication failed	60 minutes	Console, e-mail
37	Auto dwnld Serv error	Autodownload Server - error	60 minutes	Console
38	autoupdate failed	Windows event log - autoupdate failed	24 hours	Console
39	Avast - Error occured while attempting to update	Avast - Error occured while attempting to update	Daily at 9.00 AM	Console
40	Avast - failed operation	Avast - failed operation	Daily at 9.40 AM	Console
41	Avast - Manual stop of resident task detected	Avast - Manual stop of resident task detected	Daily at 10.05 AM	Console

42	Avast - New version program available Internet	Avast - New version program available Internet	Daily at 10.35 AM	Console
43	Avast - Program configuration change was detected	Avast - Program configuration change was detected	Daily at 10.15 AM	Console
44	Avast - scanning warning	Avast - scanning warning	Daily at 9.20 AM	Console
45	Avast - Successful virus definition update	Avast - Successful virus definition update	Daily at 9.50 AM	Console
46	Avast - virus definition update did not occur	Avast - virus definition update did not occur	Daily at 9.10 AM	Console
47	Avast - virus found	Avast - virus found	Daily at 9.30 AM	Console
48	Avast - VRDB generation was successfully completed	Avast - VRDB generation was successfully completed	Daily at 10.25 AM	Console
49	avg - AVG corrupted	avg - AVG corrupted	Daily at 10.10 AM	Console, e-mail
50	avg - infected files found	avg - infected files found	Daily at 10.00 AM	Console, e-mail
51	avg - no viruses found	avg - no viruses found	Daily at 10.30 AM	Console, e-mail
52	avg - problem found exit code not 0	avg - problem found exit code not 0	Daily at 10.20 AM	Console, e-mail
53	avg - scan did not complete	avg - scan did not complete	Daily at 10.40 AM	Console, e-mail
54	avg - update did not complete	avg - update did not complete	Daily at 10.50 AM	Console, e-mail
55	avg - update everything is o.k.	avg - update everything is o.k.	Daily at 10.55 AM	Console, e-mail
56	backup exec - 00000000 HEX	Veritas BE job completion status - 00000000 HEX	Daily at 9.10 AM	Console
57	backup exec - aborted	Veritas BE job completion status - aborted	Daily at 8.00 AM	Console
58	backup exec - canceled	Veritas BE job completion status - canceled	Daily at 8.05 AM	Console
59	backup exec - failed	Veritas BE job completion status - failed	Daily at 8.15 AM	Console
60	backup exec - failed to complete (no log file)	Veritas BE job - failed to complete (no log file)	Daily at 8.40 AM	Console
61	backup exec - missing log file	Veritas BE job completion status - missing log fil	Daily at 9.00 AM	Console
62	backup exec - mtce failed	Veritas BE job completion status - mtce failed	Daily at 8.20 AM	Console
63	backup exec - successful	Veritas BE job completion status - successful	Daily at 8.30 AM	Console
64	backup exec - truncated log file	Veritas BE job completion status - trunc log file	Daily at 8.50 AM	Console
65	Backup Exec service stopped	Backup Exec service monitoring events	20 minutes	Console
66	Blackberry service stopped	Blackberry service monitoring events	20 minutes	Console
67	Brightmail service stopped	Brightmail service monitoring events	20 minutes	Console
68	cannot bind socket	conn - cannot bind socket for incoming request	60 minutes	Console, e-mail
69	cant connect net printer	conn - cannot connect to printer	60 minutes	Console, e-mail
70	cant connect to citrix svr	conn - cannot connect to the Citrix server	60 minutes	Console, e-mail
71	can't start outlook	Outlook error – cannot start outlook	60 minutes	Console, e-mail
72	Chyn alrt notif svr error	Cheyenne Alert Notification Server - error	60 minutes	Console
73	Chyn disc svce error	Cheyenne Discovery Service - error	60 minutes	Console
74	Cisco service stopped	Cisco service monitoring events	20 minutes	Console
75	Citrix service stopped	Citrix service monitoring events	20 minutes	Console
76	clock sync	System clock synchronized	60 minutes	Console, e-mail
77	comp or share name not found	conn - computer or share name could not be found	60 minutes	Console, e-mail
78	Compaq physical drive failure	Compaq physical drive failure	3 minutes	Console
79	Computer Browser service stopped	Computer Browser service monitoring events	20 minutes	Console
80	conn - aol im	TCP-IP connectivity problems - AOL IM	60 minutes	Console, e-mail
81	conn - ReSOLV inter-client	TCP-IP connectivity problems - ReSOLV inter-client	60 minutes	Console, e-mail
82	conn - browsing	TCP-IP connectivity problems - Browsing	60 minutes	Console, e-mail
83	conn - browsing secure	TCP-IP connectivity problems - Browsing secure	60 minutes	Console, e-mail

84	conn - browsing unsecure	TCP-IP connectivity problems - Browsing unsecure	60 minutes	Console, e-mail
85	conn - email rcv	TCP-IP connectivity problems - E-mail receive	60 minutes	Console, e-mail
86	conn - email send	TCP-IP connectivity problems - E-mail send	60 minutes	Console, e-mail
87	conn - ftp	TCP-IP connectivity problems - FTP	60 minutes	Console, e-mail
88	conn - netbios-ssn	TCP-IP connectivity problems - netbios-ssn	60 minutes	Console, e-mail
89	conn - smb over tcp	TCP-IP connectivity problems - SMB over TCP	60 minutes	Console, e-mail
90	conn - ssh	TCP-IP connectivity problems - SSH	60 minutes	Console, e-mail
91	conn - tcp/ip other	TCP-IP connectivity problems - other	60 minutes	Console, e-mail
92	conn - telnet	TCP-IP connectivity problems - Telnet	60 minutes	Console, e-mail
93	conn not restored	conn - connection has not been restored	60 minutes	Console, e-mail
94	Connectivity issues	Connectivity issues	60 minutes	Console, e-mail
95	Contact information	Contact information event	24 hours	Console
96	DCOM Server Proc Launcher service stopped	DCOM Server Proc Launcher service mon events	20 minutes	Console
97	defrg	Disk defragmentation successful	60 minutes	Console, e-mail
98	Dell - Battery is Charging	Dell - Battery is Charging	3 minutes	Console
99	Dell - No Failover Assigned	Dell - No Failover Assigned	3 minutes	Console
100	disk - DELL raid controller errors	disk - DELL raid controller errors	3 minutes	Console
101	dell - svr adm - Device failed	dell - svr adm - Device failed	3 minutes	Console, e-mail
102	DellIOM - Disk array errors - AspiPro	DellIOM - Disk array errors - AspiPro	3 minutes	Console, e-mail
103	DellIOM - Disk array errors - Mylex	DellIOM - Disk array errors - Mylex	3 minutes	Console, e-mail
104	DellIOM - Disk array errors - Perc2Pro	DellIOM - Disk array errors - Perc2Pro	3 minutes	Console, e-mail
105	DellIOM - Disk array errors - PercPro	DellIOM - Disk array errors - PercPro	3 minutes	Console, e-mail
106	DellIOM - Disk array warnings - AspiPro	DellIOM - Disk array warnings - AspiPro	3 minutes	Console, e-mail
107	DellIOM - Disk array warnings - Mylex	DellIOM - Disk array warnings - Mylex	3 minutes	Console, e-mail
108	DellIOM - Disk array warnings - Perc2Pro	DellIOM - Disk array warnings - Perc2Pro	3 minutes	Console, e-mail
109	DellIOM - Disk array warnings - PercPro	DellIOM - Disk array warnings - PercPro	3 minutes	Console, e-mail
110	disk - driver detected a controller error	disk - driver detected a controller error	3 minutes	Console
111	disk - Device slot returned an invalid status	disk - Device slot returned an invalid status	3 minutes	Console, e-mail
112	disk - Driver detect an internal error	disk - Driver detect an internal error	3 minutes	Console, e-mail
113	disk - ft set cannot be used	disk - ft set cannot be used	3 minutes	Console
114	disk - ftdisk failed	disk - ftdisk failed	3 minutes	Console
115	disk - not ready for access	disk - not ready for access	3 minutes	Console
116	disk - parity error	disk - parity error	3 minutes	Console
117	disk - port timeout due to prolonged inactivity	disk - port timeout due to prolonged inactivity	3 minutes	Console
118	disk array status change	disk array status change	3 minutes	Console
119	disk cap < 10 percent	Disk - logical capacity utilization < 10%	60 minutes	Console
120	disk controller error	disk controller error	3 minutes	Console
121	disk did not respond	disk did not respond	3 minutes	Console
122	disk management issue	disk management issue	3 minutes	Console
123	disk stats	Disk - logical capacity utilization	24 hours	Console, e-mail
124	Diskeeper error	Diskeeper - error	60 minutes	Console
125	DNS service stopped	DNS service monitoring events	20 minutes	Console

126	domain ctrlr err	Windows event log - domain controller errors	60 minutes	Console
127	download block	File download screening event	24 hours	Console, e-mail
128	drwatson	Dr. Watson	60 minutes	Console, e-mail
129	err whl connecting to net	conn - error while trying to connect to network	60 minutes	Console, e-mail
130	error in connection	conn - error in connection	60 minutes	Console, e-mail
131	error on the network	conn - error on the network	60 minutes	Console, e-mail
132	error processing tasks	Outlook errors - error procssng requested tasks	60 minutes	Console, e-mail
133	error while reconnecting	Conn - error occurred while reconnecting	60 minutes	Console, e-mail
134	error writing to printer	conn - error writing to printer	60 minutes	Console, e-mail
135	eTrust - failed VD retrieval	eTrust virus defs failure to retrieve local defs	24 hours	Console
136	eTrust EZ Antivirus	eTrust EZ Antivirus Execution - successful	24 hours	Console, e-mail
137	Etrust service stopped	Etrust service monitoring events	20 minutes	Console
138	eTrust upd	eTrust virus definitions - successful update	24 hours	Console, e-mail
139	eTrust vd update failed	Windows event log - CA eTrust vd upd failed	24 hours	Console
140	Event Log service stopped	Event Log service monitoring events	20 minutes	Console
141	Excel errors	MS Excel errors	60 minutes	Console, e-mail
142	exch authentication fail	MS Exchange - authentication attempt failed	60 minutes	Console, e-mail
143	exchange server not available	Outlook errors - exchange server not available	60 minutes	Console, e-mail
144	exchange svr net problems	Outlook errors - exchange svr net problems	60 minutes	Console, e-mail
145	exec ctrl	Program execution control event	24 hours	Console, e-mail
146	exec detect	Executable detected	60 minutes	Console, e-mail
147	Exec sw undel error	Executive Software Undelete - error	60 minutes	Console
148	Executive SW Undelete service stopped	Executive Software Undelete service monitoring eve	20 minutes	Console
149	file attributes	Report file attributes event	24 hours	Console
150	File deletion	File deletion	60 minutes	Console, e-mail
151	File Replication Service stopped	File Replication Service	20 minutes	Console
152	File retrieval	File retrieval	24 hours	Console
153	firewall conn timed out	conn - connection with firewall timed-out	60 minutes	Console, e-mail
154	Folder mtce	Folders (general) and scandisk files clean-up	60 minutes	Console, e-mail
155	id changes	Identification Changes	60 minutes	Console, e-mail
156	IE 4.x connectivity	MS Internet Explorer 4.0 Failure Resolution	60 minutes	Console, e-mail
157	IE 5.x connectivity	MS Internet Explorer 5.0, 5.5 Failure Resolution	60 minutes	Console, e-mail
158	IE errors	MS Internet Explorer errors	60 minutes	Console, e-mail
159	IIS Admin service stopped	IIS service monitoring events	20 minutes	Console
160	Ill. op.	Illegal operation	3 minutes	Console, e-mail
161	in use - not accessed	Outlook error - is in use and could not be accessed	60 minutes	Console, e-mail
162	inbox folder not found	Outlook errors - inbox folder could not be found	60 minutes	Console, e-mail
163	Include service stopped	Include DC Services & Mail services service monitor	20 minutes	Console
164	info store could not be opened	Outlook error - info store could not be opened	60 minutes	Console, e-mail
165	Inoculate it svr error	Inoculate IT Server - error	60 minutes	Console
166	Intel service stopped	Intel services monitoring events	20 minutes	Console
167	Intersite Messaging service stopped	Intersite Messaging service monitoring events	20 minutes	Console

168	intrusion	Intrusion protection - disable or reject	60 minutes	Console
169	Intrusion prot. mgmt -- enable - disable - enforce	Intrusion prot. mgmt -- enable - disable - enforce	60 minutes	Console
170	ISA server service stopped	ISA Server service monitoring events	20 minutes	Console
171	item could not be moved	Outlook errors - item could not be moved	60 minutes	Console, e-mail
172	Kerberos Key Distribution Center service stopped	Kerberos Key Dist Ctr service monit events	20 minutes	Console
173	lanmanserver service stopped	lanmanserver service monit events	20 minutes	Console
174	lanmanworkstation service stopped	lanmanworkstation service monit events	20 minutes	Console
175	Limited or no connectivity	Conn - limited or no connectivity	60 minutes	Console
176	local dev already in use	Conn - local device name already in use	60 minutes	Console, e-mail
177	location unavailable	conn - location unavailable	60 minutes	Console, e-mail
178	logon fail - not sec audits	Windows event log - logon fail - not sec audits	24 hours	Console
179	logon fail - unknown usr bad pwd	Windows event log - unknown user name or bad password	24 hours	Console
180	logon fail - unknown usr bad pwd - not failed sec aud	Windows ev. log - unknown user - bad pwd NOT fld sec	24 hours	Console
181	maintenance failures	Maintenance failures	24 hours	Console
182	mass storage device has bad block	mass storage device has bad block	3 minutes	Console
183	mass storage device has bad block - cdrom	mass storage device has bad block - cdrom	3 minutes	Console
184	mass storage device has bad block – disk	mass storage device has bad block – disk	3 minutes	Console
185	mass storage device has bad block – tape	mass storage device has bad block – tape	3 minutes	Console
186	may be problem w net conn	conn - there may be problem with net connection	60 minutes	Console, e-mail
187	McAfee - failed VD retrieval	McAfee VirusScan virus db upd fail retr local defs	24 hours	Console
188	McAfee services service stopped	McAfee services service monitoring events	20 minutes	Console
189	McAfee update	McAfee virus db & VirusScan update successful	24 hours	Console, e-mail
190	McAfee vd update failed	Windows event log - autoupdate failed	24 hours	Console
191	McAfee VirusScan	McAfee VirusScan execution - successful	24 hours	Console, e-mail
192	mem stats	Memory capacity utilization	24 hours	Console, e-mail
193	Microsoft Search service stopped	Microsoft Search service monitoring events	20 minutes	Console
194	MS Access errors	MS Access errors	60 minutes	Console, e-mail
195	MS Exchange - db size max leading to dismount	MS Exchange - db size max leading to dismount	20 minutes	Console, e-mail
196	MS Exchange Information Store stopped	MS Exchange Information Store mon. events	20 minutes	Console
197	MS Exchange Management stopped	MS Exchange Management mon. events	20 minutes	Console
198	MS Exchange Routing Engine stopped	MS Exchange Routing Engine mon. events	20 minutes	Console
199	MS Exchange service stopped	MS Exchange service monitoring events	20 minutes	Console
200	MS Exchange System Attendant stopped	MS Exchange System Attendant mon. events	20 minutes	Console
201	MS message queuing service stopped	MS message queuing service monitoring events	20 minutes	Console
202	MS SQL Server service stopped	MS SQL Server service monitoring events	20 minutes	Console
203	msg interf unknown err	Outlook errors - msg interf returned unknown err	60 minutes	Console, e-mail
204	MUM - ReSOLV server error - RPC call to svr failed	MUM - ReSOLV server error - RPC call to server failed	24 hours	Console
205	MUM - binary backoff - RPC failed, will retry later	MUM - binary backoff - RPC failed, will retry later	24 hours	Console
206	MUM - failed to run, exceeded fail sched param val	MUM - failed to run, exceeded fail sched param val	24 hours	Console
207	MUM - Information log - no other codes apply	MUM - Information log - no other codes apply	24 hours	Console
208	MUM - MS sw upd event log reported by MUM	MUM - MS sw upd event log reported by MUM	24 hours	Console
209	MUM - New updates have been detected	MUM - New updates have been detected	24 hours	Console

210	MUM - reboot rqrd - even if autorestart not enabled	MUM - reboot rqrd - even if autorestart not enabled	24 hours	Console
211	MUM - Scrip 237 disabled	MUM - Scrip 237 disabled	24 hours	Console
212	MUM - Scrip 237 execn in conflict with anthr Scrip	MUM - Scrip 237 execn in conflict with anthr Scrip	24 hours	Console
213	MUM - Scrip enabled on sys. not supported by MUM	MUM - Scrip enabled on sys. not supported by MUM	24 hours	Console
214	MUM - Soft. Upd. Install cycle compl. with errors	MUM - Soft. Upd. Install cycle compl. with errors	24 hours	Console
215	MUM - Soft. update installation cycle successful	MUM - Soft. update installation cycle successful	24 hours	Console
216	MUM - Software update detect cycle failed	MUM - Software update detect cycle failed	24 hours	Console
217	MUM - Software update detect cycle successful	MUM - Software update detect cycle successful	24 hours	Console
218	MUM - Software update download cycle failed	MUM - Software update download cycle failed	24 hours	Console
219	MUM - Software update download cycle successful	MUM - Software update download cycle successful	24 hours	Console
220	MUM - Software update installation cycle failed	MUM - Software update installation cycle failed	24 hours	Console
221	MUM - Software update installation cycle success	MUM - Software update installation cycle success	24 hours	Console
222	MUM - User canceled system restart	MUM - User canceled system restart	24 hours	Console
223	MUM - Waiting to detect - detect in 1-5 min.	MUM - Waiting to detect - detect in 1-5 min.	24 hours	Console
224	MUM - Waiting to download	MUM - Waiting to download	24 hours	Console
225	MUM - Waiting to install	MUM - Waiting to install	24 hours	Console
226	MUM event did not occur	Microsoft Update Management event	Daily at 6 AM	Console, e-mail
227	name could not be resolved	Outlook errors - name could not be resolved	60 minutes	Console, e-mail
228	net access denied	conn - network access denied	60 minutes	Console, e-mail
229	net cfg change	Network configuration change detected	60 minutes	Console, e-mail
230	net conn fail	Network connectivity failed	60 minutes	Console, e-mail
231	net conn may be lost	conn - network connection may have been lost	60 minutes	Console, e-mail
232	net conn not found	Conn - net connection could not be found	60 minutes	Console, e-mail
233	net conn restored	Network connectivity restored	60 minutes	Console, e-mail
234	net deploy - deployment period has ended	net deploy - deployment period has ended	24 hours	Console
235	net deploy - Sub-net survey completed	net deploy - Sub-net survey completed	60 minutes	Console
236	net deploy - Installation event	net deploy - Installation event	60 minutes	Console
237	net error has occurred	conn - network error has occurred	60 minutes	Console, e-mail
238	net location can't be rchd	conn - network location cannot be reached	60 minutes	Console, e-mail
239	net name can't be found	conn - network name cannot be found	60 minutes	Console, e-mail
240	net name no longer avail	conn - specified net name is no longer available	60 minutes	Console, e-mail
241	Net packet filter	Network packet filtering event	60 minutes	Console
242	net path not found	conn - network path was not found	60 minutes	Console, e-mail
243	net resce or dev not avail	conn - net resource or device no longer avail	60 minutes	Console, e-mail
244	Netscape connectivity	Netscape (Mail, Browser) 4.x Failure Resolution	60 minutes	Console, e-mail
245	netware couldn't log in	conn - system couldn't log you into network	60 minutes	Console, e-mail
246	no active network adapters	Conn - no active network adapters found	60 minutes	Console, e-mail
247	No AV - Sym McAfee TrendM eTrust AVG Avast	AV - Sym McAfee TrendM eTrust AVG Avast	Monthly on the 1st day at 9.00 AM	Email
248	no domain svr available	conn - no domain server available	60 minutes	Console, e-mail
249	Norman - virus found	Norman - virus found	60 minutes	Console, e-mail
250	Norton Anti Virus	Norton Anti Virus Execution - successful	24 hours	Console, e-mail
251	not accessible	conn - not accessible	60 minutes	Console, e-mail

252	not conn to remote comp	conn - client could not connect to remote computer	60 minutes	Console, e-mail
253	not conn to term server	conn - client could not connect to terminal server	60 minutes	Console, e-mail
254	NT Backup - 8001 - Warnings or errors encountered	NT Backup - 8001 - Warnings or errors encountered	4 hours	Console
255	NT Backup - 8019 - Warnings or errors encountered	NT Backup - 8019 - Warnings or errors encountered	4 hours	Console
256	NT Backup - Backup fail	NT Backup - Backup fail	4 hours	Console
257	NT Backup - completed with errors	NT Backup job completion status - errors	Daily at 8.25 AM	Console
258	NT Backup - Error detected after verify	NT Backup - Error detected after verify	4 hours	Console
259	NT Backup - Error encountered - MS Exchange	NT Backup - Error encountered - MS Exchange	4 hours	Console
260	NT Backup - Error encountered - MS Exchange DB	NT Backup - Error encountered - MS Exchange DB	4 hours	Console
261	NT Backup - Insufficient system resources	NT Backup - Insufficient system resources	4 hours	Console
262	NT Backup - not successful	NT Backup job completion status - not successful	Daily at 8.10 AM	Console
263	NT Backup - Out of disk space while writing log	NT Backup - Out of disk space while writing log	4 hours	Console
264	NT Backup - SQL svr backup fail - non-simple recon	NT Backup - SQL svr backup fail - non-simple recovey	4 hours	Console
265	NT Backup - successful	NT Backup job completion status - successful	Daily at 8.40 AM	Console
266	on-demand remote control	On-demand remote control event	60 minutes	Console
267	Outl Expr errors	MS Outlook Express errors	60 minutes	Console, e-mail
268	outlk can't open dlft email fldr	outlook errors - unable to open dflt e-mail folder	60 minutes	Console, e-mail
269	outlk exchg svr unavail	outlook errors - your ms exchange svr is unavailabl	60 minutes	Console, e-mail
270	outlk failed to start correctly	Outlook errors - failed to start correctly	60 minutes	Console, e-mail
271	outlk no permssion x log on	Outlook errors - no permission to log on	60 minutes	Console, e-mail
272	outlk server not available	Outlook errors - server not available	60 minutes	Console, e-mail
273	Outlook errors	MS Outlook errors	60 minutes	Console, e-mail
274	packet filtered	Network packet filtering - packet dropped	60 minutes	Console
275	password lockout	Password lockout resolution event	24 hours	Console, e-mail
276	patch failed	Software patch application event - unsuccessful	24 hours	Console
277	patch success	Software patch application event - successful	24 hours	Console
278	path cannot be found	conn - path cannot be found	60 minutes	Console, e-mail
279	Pegasus connectivity	Pegasus Mail 3.x Failure Resolution (IP, Hostname)	60 minutes	Console, e-mail
280	permanent conn not avail	conn - permanent connection not available	60 minutes	Console, e-mail
281	Plug and Play service stopped	Plug and Play service monitoring events	20 minutes	Console
282	port probe	Port probe detected	60 minutes	Console
283	Powerpoint errors	MS Powerpoint errors	60 minutes	Console, e-mail
284	print jobs	Print queue problem resolution - all print jobs	24 hours	Console
285	print problem resolved	Print queue problem resolution - resolution event	60 minutes	Console, e-mail
286	print queue event	Print queue problem resolution event	60 minutes	Console
287	Print Spooler service stopped	Print Spooler service monitoring events	20 minutes	Console
288	printer door open	Print queue problem resolution - door open	60 minutes	Console
289	printer install or remvl	Printer installation or removal event	24 hours	Console
290	printer is offline	Print queue problem resolution - printer offline	60 minutes	Console
291	printer out of paper	Print queue problem resolution - out of paper	60 minutes	Console
292	printer paper jam	Print queue problem resolution - paper jam	60 minutes	Console
293	printer settings	Print queue problem resolution - printer settings	24 hours	Console

294	Printing issues	Printing issues	60 minutes	Console, e-mail
295	prnt a/r	Printer added/removed	24 hours	Console, e-mail
296	proc-svce shutdn-restart	Process-service shutdown-restart event	60 minutes	Console
297	Process completion	Process completion	5 minutes	Console
298	Process creation	Process creation	5 minutes	Console
299	Processor fault	Faults	3 minutes	Console, e-mail
300	Processor queue length - 11-20	Processor queue length - 11-20	60 minutes	Console
301	Processor queue length - 20-30	Processor queue length - 20-30	60 minutes	Console
302	Processor queue length - 5-10	Processor queue length - 5-10	60 minutes	Console
303	processor utilzn >=75	Processor utilization - 75-100	60 minutes	Console, e-mail
304	prog exec	Program executed	60 minutes	Console, e-mail
305	Protected Storage service stopped	Protected Storage service monitoring events	20 minutes	Console
306	raid - Check Consistency is in Progress	raid - Check COnsistency is in Progress	3 minutes	Console, e-mail
307	raid - Defunct drive	raid - Defunct drive	3 minutes	Console, e-mail
308	raid - description for event id 145 can't be found	raid - description for event id 145 can't be found	3 minutes	Console, e-mail
309	raid - description for event id 214 can't be found	raid - description for event id 214 can't be found	3 minutes	Console, e-mail
310	raid - detected a path failure to Subsystem	raid - detected a path failure to Subsystem	3 minutes	Console, e-mail
311	raid - logical drives contain a bad stripe	raid - logical drives contain a bad stripe	3 minutes	Console, e-mail
312	raid - Media error	raid - Media error	3 minutes	Console, e-mail
313	raid - one or more degraded logical devices	raid - one or more degraded logical devices	3 minutes	Console, e-mail
314	raid - Physical Drive is in READY state	raid - Physical Drive is in READY state	3 minutes	Console, e-mail
315	raid - Registration failed	raid - Registration failed	3 minutes	Console, e-mail
316	raid - Unable to Open from Registry	raid - Unable to Open from Registry	3 minutes	Console, e-mail
317	reboot	System reboot	24 hours	Console, e-mail
318	reg change	Registry change detected	60 minutes	Console, e-mail
319	Registry protection mgmt	Registry protection management event	60 minutes	Console
320	remote computer not found	conn - specified remote computer couldn't be found	60 minutes	Console, e-mail
321	remote conn general	conn - remote general	60 minutes	Console, e-mail
322	Resource issues	Resource issues	60 minutes	Console, e-mail
323	RPC service stopped	Remote Procedure Call (RPC) service monitoring eve	20 minutes	Console
324	SBS service stopped	SBS service monitoring events	20 minutes	Console
325	Scandisk	Scandisk - successful	24 hours	Console, e-mail
326	scandisk err	Scandisk error	60 minutes	Console, e-mail
327	Scandisk log	Scandisk log file found at system start-up	60 minutes	Console, e-mail
328	scrip cfg upd	Scrip configuration update	24 hours	Console
329	Services start	Services start	60 minutes	Console
330	Shell Hardware Detection service stopped	Shell Hardware Detection service monitoring events	20 minutes	Console
331	Slow clock	System clock difference greater than threshold	24 hours	Console, e-mail
332	SMTP service stopped	Simple Mail Transfer Protocol (SMTP) service monit	20 minutes	Console
333	Spybot - Failed fixes	spybot - failed fixes	Daily at 11.20 AM	Console, e-mail
334	SpyBot - Fix Job Aborted	SpyBot - Fix Job Aborted	Daily at 11.10 AM	Console, e-mail
335	SpyBot - Fixes successful	SpyBot - Fixes successful	Daily at 11.30 AM	Console, e-mail

336	SpyBot - No immediate threats were found	SpyBot - No immediate threats were found	Daily at 11.50 AM	Console, e-mail
337	SpyBot - Scan Job Aborted	SpyBot - Scan Job Aborted	Daily at 11.00 AM	Console, e-mail
338	SpyBot - scan job successful	SpyBot - scan job successful	Daily at 11.40 AM	Console, e-mail
339	spyware detected	spyware - all - OBSOLETE	24 hours	Console
340	Start-up envt. mgmt. -- enable - disable - enforce	Start-up envt. mgmt. -- enable - disable - enforce	60 minutes	Console
341	startup exec	Start-up environment control event	60 minutes	Console, e-mail
342	stationery not installed yet	Outlook errors - stationery not installed yet	60 minutes	Console, e-mail
343	sw inst	Software installation	24 hours	Console, e-mail
344	sw unist	Software removal	24 hours	Console, e-mail
345	sw upd - ReSOLV	Software update - ReSOLV	24 hours	Console
346	sw upd appl	Software patch application event	24 hours	Console, e-mail
347	Symantec - failed VD retrieval	Symantec LiveUpdate failure to retrieve local defs	24 hours	Console
348	Symantec LiveUpdate	Symantec LiveUpdate - successful update	24 hours	Console, e-mail
349	Symantec service stopped	Symantec service monitoring events	20 minutes	Console
350	Symantec vd update failed	Windows event log - Symantec vd update failed	24 hours	Console
351	sys clock sync fail	System clock synchronization failure	24 hours	Console
352	sys survey	System survey	7 days	Console, e-mail
353	System shutdown	Windows shut down	Daily at 11.00 PM	Console, e-mail
354	System start-up	System start-up	20 minutes	Console
355	Telnet connectivity	MS Telnet (3.51, 4.0, 5.0) Failure Resolution	60 minutes	Console, e-mail
356	Terminal Services service stopped	Terminal Services service monitoring events	20 minutes	Console
357	timed out x authent svr	Conn - timed out waiting for authenticn	60 minutes	Console
358	timed out x vpn svr	Conn - timed out waiting for vpn server	60 minutes	Console
359	Trend Micro - failed VD retrieval	Trend Micro - VD - failure to retrieve local defs	20 minutes	Console
360	Trend Micro - Scan	Trend Micro - Scan - successful	20 minutes	Console
361	Trend Micro - VD	Trend Micro - VD - successful update	20 minutes	Console
362	Trend Micro service stopped	Trend Micro service monitoring events	20 minutes	Console
363	Trend Micro vd update failed	Windows event log - Trend Micro vd upd failed	24 hours	Console
364	ts client couldn't connect	Terminal server - client could not connect	60 minutes	Console
365	unable to browse network	conn - unable to browse network	60 minutes	Console, e-mail
366	unable to conn to host	conn - unable to connect to host	60 minutes	Console, e-mail
367	unable to connect	conn - unable to connect	60 minutes	Console, e-mail
368	unable to estab vpn conn	conn - unable to establish vpn connection	60 minutes	Console, e-mail
369	Unexpected system shutdown	Windows event log - unexpected shutdown	40 minutes	Console
370	UPS pwrchte error	UPS - APC PowerChute plus - error	60 minutes	Console
371	User changed date	User changed date/time	60 minutes	Console, e-mail
372	virus found - etrust	Virus found - eTrust EZ Antivirus	60 minutes	Console
373	virus found - failure - norton	Virus found - Norton AntiVirus - failure	60 minutes	Console
374	virus found - mcafee	Virus found - McAfee VirusScan	60 minutes	Console
375	virus found - norton	Virus found - Norton AntiVirus	60 minutes	Console
376	virus found - success - norton	Virus found - Norton AntiVirus - success	60 minutes	Console
377	virus found - symantec - tamper protection alert	Virus found - SYMANTEC TAMPER PROTECTION ALERT	60 minutes	Console

378	virus found - trend micro	Virus found - Trend Micro	60 minutes	Console
379	virus mgmt problem - etrust	Virus management problem - eTrust	60 minutes	Console
380	virus mgmt problem - mcafee	Virus management problem - McAfee VirusScan	60 minutes	Console
381	virus mgmt problem - norton	Virus management problem - Norton AntiVirus	60 minutes	Console
382	virus mgmt problem - trend micro	Virus management problem - Trend Micro	60 minutes	Console
383	win cant connect to pntr	conn - windows cannot connect to the printer	60 minutes	Console, e-mail
384	win can't find computer	conn - windows cannot find computer or share name	60 minutes	Console, e-mail
385	Win Intnt NS error	Windows Internet Name Service - error	60 minutes	Console
386	win log	Windows event log change detected	60 minutes	Console, e-mail
387	win log - accnt locked out	Windows event log - Security - accnt locked out	60 minutes	Console, e-mail
388	win log - passwd expired	Windows event log - Security - password expired	60 minutes	Console, e-mail
389	win log - security	Windows event log change - Security	60 minutes	Console, e-mail
390	win log - security failed	Windows event log change - Security - failed	60 minutes	Console, e-mail
391	win log - security success	Windows event log change - Security - success	60 minutes	Console
392	win log - sys, app	Windows event log change - sys, app	60 minutes	Console, e-mail
393	Windows Audio service stopped	Windows Audio service monitoring events	20 minutes	Console
394	Windows Management Instrumentation stopped	WMI service monitoring events	20 minutes	Console
395	WINS service stopped	WINS service monitoring events	20 minutes	Console
396	wireless connection repair	Conn - wireless connection repair	60 minutes	Console
397	wizard	Wizard	60 minutes	Console
398	word - net err	MS Word Network errors	60 minutes	Console
399	word - permssn err	MS Word Permission errors	60 minutes	Console
400	word - read failed	MS Word Read Failed	60 minutes	Console
401	word - save failed	MS Word Save Failed	60 minutes	Console
402	Word errors	MS Word errors	60 minutes	Console, e-mail
403	Word mail not started	Outlook errors - ms word mail could not be started	60 minutes	Console, e-mail

To learn more about HandsFree Networks and our solutions, visit www.handSFreenetworks.com, send us an e-mail or call.



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