

SERVICE MONITORING & MANAGEMENT

Support Automation service

Optimize endpoint security for maximum PC protection



- ✓ Report Running Processes
- ✓ Process Shutdown/Restart
- ✓ Service Restart (MS Windows NT4, 2000, XP, And Server 2003)
- ✓ Web Application Monitoring

Manage Processes & Services on Your Devices

The HandsFree Networks Service Monitoring & Management automation service delivers an effective tool for monitoring services and processes that run on a system. In case of service malfunction our tool can shut down or restart the service and requires no human intervention. This process can be on-demand or scheduled making it a powerful remote system management tool. It lets you shut down, and optionally restart any combination of process on one, some or all systems on a site.

Advantages

- Automated detection of service failure.
- Faster performance and reduced delays.
- Increased system availability.
- Monitor and manage all web applications from one hassle free console.

ENHANCE KNOWLEDGE ON PROCESSES AND SERVICES

HandsFree Networks adaptive Service Monitoring & Management feature monitors, reports, executes or shuts down a service. In addition, it gives a report of all services and processes running on the system in real-time. It is a powerful tool for analyzing faults and resolving them. It discovers unknown reasons behind a fault. It delivers comprehensive proactive support automation for cause discovery, remediation and monitoring of overall system health and effectiveness.

Advantages

- This feature can be used as an analytical tool.
- Detailed performance levels of TCP services on a system.
- It reports the availability of a service and response time for effective monitoring of system performance.

HandsFree Networks Service Monitoring & Management feature for monitoring, managing and enhancing system performance.

Time	Source	Category	Description
2009-09-23 14:54:04	devsite	tsg-1	Detected
2009-09-23 14:54:03	devsite	tsg-1	Dialog Box Creation Explorer.exe
2009-09-23 14:54:00	devsite	tsg-1	Process Creation Detected rundll32.exe
2009-09-23 14:54:00	devsite	tsg-1	Dialog Box Creation Explorer.exe
2009-09-23 14:53:59	devsite	tsg-1	Process Completion Detected rundll32.exe
2009-09-23 14:53:49	devsite	tsg-1	Dialog Box Creation Explorer.exe
2009-09-23 14:53:45	devsite	tsg-1	Process Completion Detected MindManager.exe
2009-09-23 14:53:45	devsite	tsg-1	Process Completion Detected WINWORD.EXE
2009-09-23 14:53:44	devsite	tsg-1	Process Completion Detected firefox.exe
2009-09-23 14:53:38	devsite	tsg-1	MS Windows Service Manager
2009-09-23 14:53:42	devsite	tsg-1	Dialog Box Creation
2009-09-23 14:53:42	devsite	tsg-1	Process Completion Detected OUTLOOK.EXE
2009-09-23 14:53:41	devsite	tsg-1	Process Completion Detected EXCEL.EXE
2009-09-23 14:53:32	devsite	tsg-1	Dialog Box Creation Explorer.exe
2009-09-23 14:53:32	devsite	tsg-1	Windows Event Log Change Detected
2009-09-23 14:53:32	devsite	tsg-1	Windows Event Log Change Detected
2009-09-23 14:53:32	devsite	tsg-1	Process Creation Detected rundll32.exe
2009-09-23 14:53:30	devsite	tsg-1	Process Completion Detected rundll32.exe

SERVICE MONITORING CAPABILITIES

HandsFree Networks Service Monitoring & Management feature is robust with the following capabilities:

- Continuous & real-time monitoring of services.
- Availability of services can be tested from one or more systems without the dependence on a single point of monitoring.
- Monitors performance of services and processes.
- Notifies a malfunction of a service.
- Automated resolution of services that do not respond.
- Keeps systems up and running.

RELIABLE SHUTDOWN/RESTART PROCEDURE

Services and processes on a system are not all excluded and independent. Most applications have several dependent services running which require a correct procedure for shutdown. Effective performance of a system also depends on how the states of most important services can be preserved. HandsFree Networks proactive Services Monitoring & Management feature takes care of such few critical issues maintaining your business process optimization.

Advantages

- Preserves states of services along with parameters and specifications.
- Services offering a particular functionality can be grouped for proper maintenance.
- The shutdown of dependent services first and restarts of such services last.
- Reports all services and their successful execution of failure on a scheduled or on-demand basis.

OPTIMIZE NETWORK AVAILABILITY AND PERFORMANCE

Your organization's internal and external network plays a very vital role in your business. HandsFree Networks Service Monitoring & Management helps you to relax while it takes care of resolving problems of network availability. All web applications, services and processes are monitored and notified.

Advantages

- Discover unknown processes hampering your system performance.
- Get real-time reports on network services not responding, e.g., Telnet, FTP.
- Automatic shutdown of malfunctioning or not responding services.
- Replicated restarting of instances of a service is eliminated, e.g., if this feature shuts down 3 instances of IE, it will restart on one instance..
- Restarts only successfully shut down process thereby reducing faults and increasing performance.

MANAGE ALL WINDOWS SERVICES

The Service Monitoring & Management feature of HandsFree Networks allows the monitoring, managing and optimizing of services under the Windows Service Manager. It notifies and resolves faulty services without end-user intervention.

Advantages

- Centralized monitoring tool for services.
- Automated resolution of faulty services.
- Maximize system performance.
- Effective control over system processes.

Technical Requirements

- No server infrastructure or VPN connections required.
- Internet connection (56K or faster).
- Any version of Microsoft or non-Microsoft browsers.
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista.

Powered by HandsFree Networks Unique Framework

HandsFree Network Service Monitoring & Management is just one of HandsFree Networks support automation services which are powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for dedicated lines, or special infrastructure. Any exchange between the ReSOFT server and ReSOFT client occurs only as a consequence of a ReSOFT client request. This makes ReSOFT significantly more secure than traditional push based management solutions.

For more information on the HandsFree Network Service Monitoring, visit us at www.handsfreenetworks.com



HandsFree Networks Inc
1021 Main Campus Drive, Suite 300
Raleigh, NC 27606 (US)

HandsFree Networks Pvt. Ltd.,
4th Floor, Concorde Block, UB City,
Vittal Mallya Road, Bangalore-560001 (INDIA)

www.handsfreenetworks.com

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