

NASAWatch™

NASAWatch, a sophisticated system management tool that continuously reports on the operational state of customers' systems to maximize system availability, is available at no cost for systems maintained by NASA.

NASAWatch maximizes availability and minimizes unnecessary outages by implementing preemptive remedies to stressed systems and proactively notifying system management professionals of the condition of marginal components prior to failure.

This means that even before the system fail, NASA will be alerted to the problem and will get it resolved before it turns into a serious service outage.

Here's how NASAWatch works:

NASA will install a minimal software utility on each monitored system. This module directs a copy of system warnings and error messages to NASA's Customer Call Center. The relay computer also interrogates systems for "heartbeats," immediately detects outages, and forwards appropriate notification to NASA. If they wish, customers may be placed on the notification list.

Messages such as

HOST hostname IS DOWN OR UNREACHABLE! PLEASE VERIFY NETWORK CABLE OR HOST ACCESSIBILITY.

can be routed to an unlimited number of pagers, e-mail addresses and help desks, but will always go to the NASA Customer Call Center. Since it is script-based, NASAWatch can be tailored to fit any environment and support hierarchy.

NASAWatch capable systems include:

- IBM® RS/6000® AIX®
- IBM AS/400 – OS/400®
- IBM CMOS – OS/390®
- Sun®
- EMC®
- HP/Compaq®
- Dell®

NASAWatch provides a secure method of monitoring systems. Predefined messages from the client systems are filtered and forwarded to NASA, which eliminates the need for queries outside the company firewall and prevents the possibility of a security breach due to hacking.

To learn more about NASAWatch, call the NASA Customer Call Center at (800) 724-9692.



National Association of
System Administrators

3305 South IL Rte. 31, Crystal Lake, IL 60012

<http://www.nasasupport.com>
Phone: (800) 724-9692
Fax: (815) 455-5296