



# Service Keeper

Strengthen server administration by keeping your critical applications always up and running

ServiceKeeper® is designed to provide peace of mind to server administrators by monitoring mission-critical applications. It maximizes your infrastructure availability by detecting failures, quickly performing recoveries and reporting it to administrators. With ServiceKeeper®, servers will always be up and running therefore avoiding expensive downtime. Try this powerful tool and experience serenity.

## 1. Monitoring resources

ServiceKeeper® controls the status of your network's devices, services and resources. Choose among different methods to quickly detect failures and events on your network information services infrastructure:

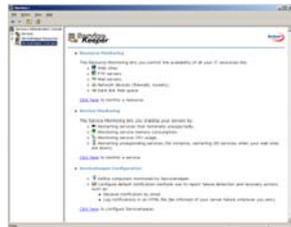
- Control Windows Services status (running, pending, etc.)
- Monitor TCP/IP services: HTTP (including protocol specific errors 4xx & 5xx), SMTP, FTP, TELNET, PING, etc.
- Monitor multiple web sites on the same server
- Monitor file system (file sizes, file count, free disk space)
- Filter event log (watches for specific events in the event log)
- Monitor process memory and CPU usage
- Monitor Windows system Counters
- Write custom VBScript, includes access to ServiceKeeper internal variables



## 2. Recovery of critical applications

ServiceKeeper® recovers your mission-critical applications using your preferred methods and frequency:

- Restart Services (after n seconds, including all dependent services)
- Kill Service processes (no need to reboot)
- Clean up files (move, delete, copy, etc.)
- Start Service on a different server or reboot server
- Run custom programs, custom scripts (VBScript) or batch files



▶ «ServiceKeeper® helped us tremendously with an email service on our web service. It kept it up and running when the service failed to restart» - Michael Goetz

▶ «Your ServiceMill® and ServiceKeeper® products have offered us MUCH peace of mind!! ... We use both products as part of our credit card processing system» - Andy Laakmann

### Service scheduling

ServiceKeeper® gives you the opportunity to schedule usage of your services and their dependencies:

- Stop Services at night during backups
- Restrict server access at specific times
- Restart Services every night to clean up resources (memory, handles, etc.)
- Compatible with Microsoft® BackOffice Suite products.

## 3. Down notification

A timely response is critical to avoid lengthy and costly downtime. To minimize response time, a full set of communication tools is available:

- Send e-mails or windows messaging (Net Send)
- Run custom programs (pager, SMS, etc.)
- Phone call notification using computer-generated speech
- Generate SNMP traps
- Run custom scripts (VBScript)
- Add an entry in a HTML Log (it allows remote access using any web browser) and in the Event Log.
- Possibility to notify all group members and combine multiple notifications.

## 4. Statistics reports

ServiceKeeper® provides you with detailed statistics on the overall availability of monitored resources, failures detection and recoveries.

Licence	Pricing	
	US\$	Euros
Up to 2 monitored servers	199.00	179.00
Up to 5 monitored servers	449.00	399.00
Up to 10 monitored servers	849.00	799.00
Up to 25 monitored servers	1,799.00	1,599.00
Site, Unlimited	3,499.00	3,199.00

ServiceKeeper® is supplied with a single user license for Service+, a powerful Windows Service administration utility that lets you start, stop, restart, edit properties, sort, remove and kill multiple services at the same time.

**Requirements:**

- Windows 2000, Windows XP (32-bit & 64-bit), Windows Server 2003 (32-bit & 64-bit).
- 18 MB of hard disk space.
- Available for Intel x86, Intel Itanium and AMD x64 platforms.

Native Unicode Application available in English, French and Korean.

