

KaNest®-Watchdog Service Level Supervision

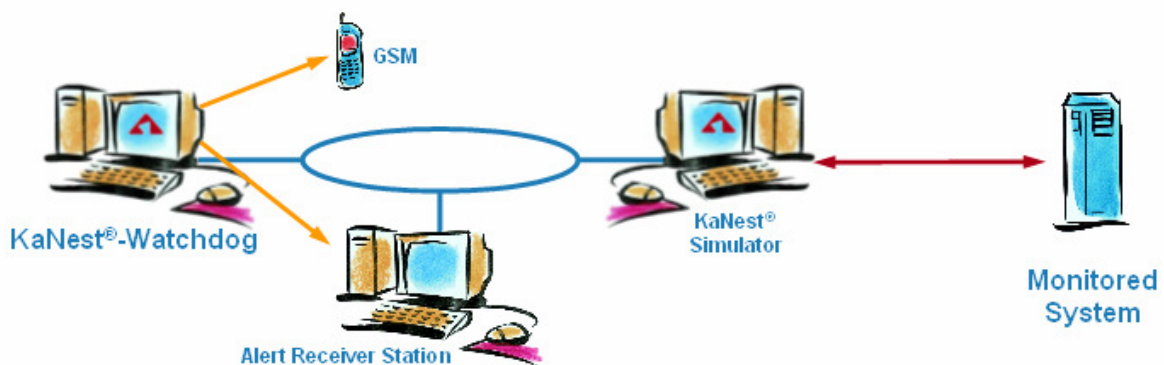
KaNest®-Watchdog enables supervision of the availability and the performance of transactional systems like acquiring or issuing host networks.

Sending requests to the monitored systems according to a pre-defined plan, **KaNest®-Watchdog** detects unexpected defects and generates appropriate alerts accordingly.

KaNest®-Watchdog is your best partner **to monitor** your production hosts from the outside **reacting** to any failure before it reaches your customer.

Key features

- Multiple protocols
- Multiple communication means
- Multiple hosts monitored
- Ability to be interfaced with a HSM
- Dedicated monitoring scripts
- Flexible planning
- Customizable alert thresholds
- Multiple means to send alerts
- Real-time statistics



GALITT Advantage

KaNest®-Watchdog controls one or several KaNest® simulators to check availability of systems:

- KaNest®-Watchdog can **monitor several KaNest® simulators** having independent behaviors.
- The planning of KaNest®-Watchdog is defined to **match with the real world** in terms of frequency per day, actual date & time, including exceptions according to specific business dates (e.g. Christmas shopping).
- KaNest®-Watchdog **handles triggers** depending on the availability and quality of the responses provided by the monitored systems.
- KaNest®-Watchdog **sends alerts** using various means of communication to appropriate contacts according to multiple criteria including severity and time.

MONITORING TEST SUITES

The KaNest®-Watchdog tool is coupled with an appropriate KaNest® monitoring Test Suite. Thus it provides a supervisory application whose purpose is to **detect failures, disruption of service and low quality service** on a network.

Such a supervisory system is a pre-requisite for highly sensitive networks, in order to guarantee the highest quality, and repair failures with minimum delay.

Taking advantage of the KaNest® simulator capabilities, specific Test Suites can be created for dedicated observations.

DISTRIBUTED ARCHITECTURE

Exchanges between KaNest®-Watchdog and the simulators are based on the DCOM model.

KaNest®-Watchdog acts as a **client of a KaNest® simulator** and as such is allowed to trigger test scripts defined within the simulator.

ALERT MEANS

KaNest®-Watchdog generates alerts for maintenance to be sent to the appropriate contact.

Depending on the day, time and contact name, KaNest®-Watchdog can send either **local alerts** (on screen or via SNMP) or **remote ones** (using e-mail or SMS to a GSM). Additional alert communication media can be implemented upon request.

MULTIPLE HOSTS

KaNest®-Watchdog can control several KaNest® simulators all **implementing different protocols** and having their **independent behaviors monitored**.

Thus multiple hosts are under control from a central point.

QUALITY OF SERVICE

Complementing its real time monitoring and alert process, KaNest®-Watchdog generates a **set of statistics** that provide a relevant view of the actual quality of service of the monitored system.

Technical specifications

Tested Functions

Monitoring the quality of:

- Acquiring hosts
- Issuer hosts
- Switches
- Network nodes
- Transaction processors

Communications

(As supported by KaNest®)

- TCP/IP
- PSTN (modems)
- Null Modem (RS232 cable)
- SSL
- X25

Formats

(As supported by KaNest®)

- ISO 8583 bitmaps
- TLV (Tag Length Value) Fields
- Fixed and delimited fields
- XML

Repositories

(As supported by KaNest®)

- ISO 8583 authorization networks (e-rsb, Eufiserv, Base I & SMS, MDS, BIM, SPAN, SID...)
- ATM protocols (NDC+, D912, Logigab, Diego...)
- POS (CB2A, SPDH, Visa II, Hypercom 8583, APACS 30&40, proprietary...)
- XML protocols (EPAS, IFX)
- Private implementations

Alert Media

- Message on screen
- SNMP alert
- e-mail
- SMS via a GSM modem
- SMS via Internet

Hardware Configuration

Pentium PC (1 GHz or above)

- XGA monitor
- 1 Gb RAM
- 1 Gb hard disk space
- CD-ROM drive
- USB port
- Windows™ XP SP2 or SP3 (recommended)

