

# Acronis Monitoring Service

SaaS-based unified monitoring  
for cloud, on-premise,  
and hybrid infrastructures

Acronis Monitoring Service provides you with everything you need to ensure critical systems are up and running and to get insights into the performance of your IT infrastructure via both internal (behind the firewall) and external (via the worldwide polling network) monitoring.

Robust, yet easy to use and affordable, Acronis Monitoring Service enables you to start tracking IT system metrics in minutes with no training or complicated setups, receive customizable alerts in case of problems, and analyze historical and real-time data to identify performance optimization opportunities.

## AVAILABLE MONITOR TYPES

### Server (OS) performance

- CPU usage & load
- RAM
- Disk space
- Disk usage
- SMART drive
- Swap usage

### Custom shell scripts

### Networks

- SNMP devices
- Ping
- Printers
- Network channel quality
- Network interfaces

### Services

- ICMP
- HTTP
- TCP
- SSH
- FTP
- SMTP
- IMAP
- POP3

### Websites

- Full page load
- Uptime & response time
- SSL Certificate expiration
- Body and header content

### Software

- MySQL database
- Apache server
- Log files
- Custom scripts
- OS processes
- Windows services
- Windows Event Logs
- Active Directory
- Java Virtual Machine

## HOW IT WORKS

Acronis Monitoring Service operates via two types of checks:

- 1. External monitoring** is performed remotely using the global monitoring network of Acronis' public agents. With no software to install, you are able to ensure your websites, web services and internet-facing devices are up and running smoothly.
- 2. Internal monitoring** uses small-footprint native agents installed on the on-premise or cloud-based servers, thus enabling monitoring of the full IT infrastructure (system, network and application metrics) behind a firewall.

## START MONITORING IN MINUTES AND SCALE WITH EASE

Configure full IT stack monitoring in minutes with no training or complicated setups

Be alerted instantly to problems so you can identify and resolve issues before they impact your users

Minimize maintenance complexity of a monitoring system and total cost of ownership

Quickly identify performance and availability problems for effective troubleshooting

Get a single-pane-of-glass view of the health of an entire on-premise, cloud-based or hybrid infrastructure

Make smarter IT decisions by analyzing historical and real-time data

Monitor multiple data centers in different geographical locations from a single dashboard

# KEY FEATURES

**Quick and seamless wizard-driven setup** – configure monitoring of critical IT systems' metrics in minutes with no training required.

**Web-based GUI** – application central monitoring panel interface available from any computer or tablet device anywhere around the world through a secure connection.

**Smart email, SMS, and voice call notifications** – receive customizable alerts based on incident severity, component dependencies, thresholds, and team roles or responsibilities.

**Hybrid monitoring** – an in-house server or network, a private cloud, or a public cloud infrastructure served by an IaaS provider like Amazon Web Services®, Microsoft Azure®, Rackspace®, or DigitalOcean®. Acronis Monitoring Service can monitor it all.

**Data presentation and SLA reports** – information you need to keep your entire network in top shape through network maps, charts, tables, and dashboards.

**Infrastructure schema view with impact-dependencies modeling** – create logical dependencies between network components such as routers, servers, applications, printers, and services.

**Server (OS) performance monitoring** – track important operating system metrics like: CPU usage, CPU load, RAM, free disk space, disk usage.

**Full page load monitoring** – monitor the time it takes for all the page elements (images, CSS, JavaScript, and so on) to load from different parts of the world.

**Website uptime monitoring** – monitor availability at predefined time intervals to ensure your website is up 24\*7\*365 for all your visitors.

**Response time monitoring** – constantly checking how long it takes for your site to respond helps you ensure

that your visitors have a consistently rewarding experience.

**SSL/TLS Certificate expiration monitoring** – specify the minimum number of days before expiration and to receive alerts if the certificate is not updated.

**MySQL database monitoring** – 15+ metrics of a MySQL DB. Apache web server monitoring – Apache processes and statistics.

**Log files monitoring** – how often a specific expression occurs in a log file. Swap usage monitoring – swap usage and swap-out rate.

**OS processes monitoring** – check OS processes presence, number of the processes matching a pattern, their aggregate CPU and memory consumption.

**Windows services monitoring** – select the services you want to receive notifications for should they stop working.

**Active Directory monitoring** – Active Directory performance and replication status

**Windows Event Logs monitoring** – detect system, security and application problems on your Windows machines.

**Java Virtual Machine monitoring** – key JVM performance metrics.

**Network devices monitoring** via SNMP, Ping, and TCP protocols.

**Printers monitoring** – printer's status and supply level.

**Network channel quality (VoIP statistics) monitoring** – jitter, network latency, packet loss.

**Network interfaces monitoring** – traffic, packets, errors, discards.

Custom metrics monitoring – use an arbitrary script or a shell command to implement a custom monitoring scenario.

**Monitoring via the network protocols** – ICMP (Ping), HTTP, TCP, SSH, FTP, SMTP, IMAP, POP3.

## SUPPORTED WEB BROWSERS

Acronis Monitoring Service web interface supports the following web browsers:

- Google Chrome 29 or later
- Mozilla Firefox 23 or later
- Opera 16 or later
- Windows Internet Explorer 10 or later
- Safari 5.1.7 or later running in the OS X and iOS operating systems

## SUPPORTED OPERATING SYSTEMS AND ENVIRONMENTS

### Agent for Windows

- Windows Vista – all editions
- Windows Server 2008 – all editions
- Windows 7 – all editions
- Windows Server 2008 R2 – all editions
- Windows 8/8.1 – all editions except for the Windows RT editions (x86, x64)
- Windows Server 2012/2012 R2 – all editions
- Windows Storage Server 2003/2008/2008 R2/2012/2012 R2
- Windows 10 – all editions

### Agent for Linux

- Linux with kernel from 2.4.20 to 4.1 and glibc 2.3.2 or later
- Various x86 and x86\_64 Linux distributions, including:
- Red Hat Enterprise Linux 4.x, 5.x, 6.x, and 7.x
- Ubuntu 9.10, 10.04, 10.10, 11.04, 11.10, 12.04, 12.10, 13.04, 13.10, 14.04, 14.10, and 15.04
- Fedora 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, and 22
- Debian 4, 5, 6, 7.0, 7.2, 7.4, 7.5, 7.6, 7.7, 8.0, and 8.1
- CentOS 5.x, 6.x, and 7.0
- CloudLinux 6.x