



DATASHEET (IT Infrastructure Monitoring)

# Enterprise Console

## PRODUCT SUMMARY

### KEY FEATURES

- Single pane of glass for enterprise monitoring
- Mobile apps for Apple and Android
- SMS and email notification
- Built-in alert escalation
- Ability to raise help desk tickets automatically

### INTEGRATIONS

- IBM i Server Suites
- Network Server Suite
- Advanced Reporting Suite
- Task Supervisor
- Trap Receiver
- Application Monitoring Templates
- Your help desk platform

View alerts generated on IBM i, AIX/VIOS, Linux, and Windows servers on a single, modern, centralized, graphical console. Plus, use Enterprise Console to receive SNMP traps from devices and software—both HelpSystems software and tools from other vendors.

## Simplify Enterprise Management

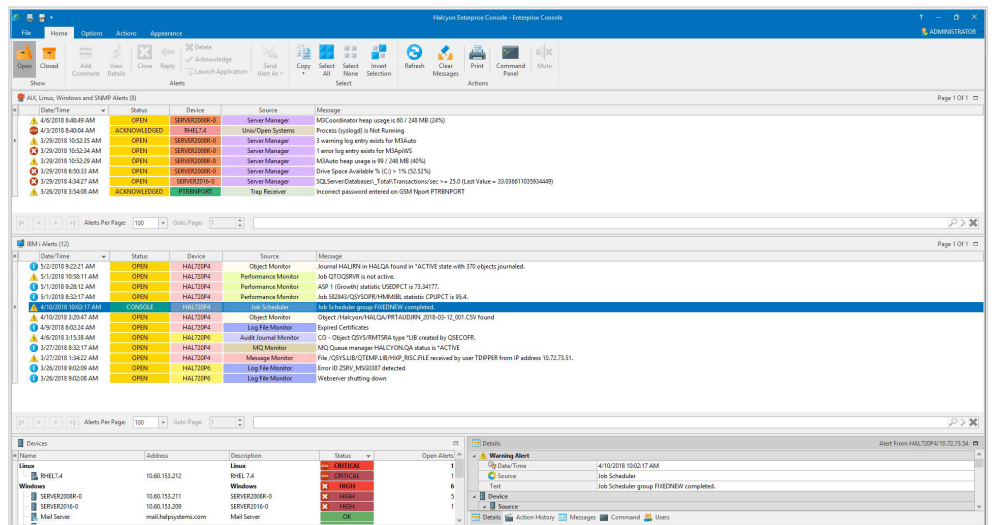
Enterprise Console provides a real-time focal point for your IT infrastructure monitoring regardless of host operating system or geographical location.

Enterprise Console clients make it possible for help desk agents, systems administrators, management teams, and anyone who needs visibility into monitoring metrics to have their own specific view. Each can tailor their view based on their roles and responsibilities, providing a consistent view across your entire enterprise.

## Integration

Simply turn on supported HelpSystems products to view messages, alerts, and important event notifications for multiple platforms from right within Enterprise Console's single dashboard.

Through simple customization, Enterprise Console can also integrate with your help desk application to automatically raise tickets for any conditions you decide are critical to application availability.



Open alerts

**Devices**

**Servers (UNIX)**

Server Name	IP Address	Status	System	Alerts
CENTOS69	10.72.48.10	HIGH	CentOS 6.9 System	6
CENTOS7	10.72.48.16	HIGH	CentOS 7 System	6
HALAIX1		OK	IBM PowerPC AIX Server	0
HALAIX3		OK	IBM PowerPC AIX Server	0
HALAIX61		OK	IBM PowerPC AIX Server V6.1	0
HALAIX71		OK	IBM PowerPC AIX Server V7.1	0
LnX100	10.72.73.120	OK	LnX100	0
RHEL74-0	10.60.153.212	OK	RHEL74-0	0
SUSE122	10.72.48.15	OK	OPENSUSE Linux 12.2	0
TESTC065	10.72.48.52	OK	CentOS Linux 6.5	0
TESTS114	10.72.48.65	OK	SUSE Linux 11.4	0
TESTS131	10.72.48.67	OK	SUSE Linux 13.1	0
TESTS132	10.72.48.66	OK	SUSE Linux 13.2	0
TESTU144	10.72.48.68	OK	Ubuntu Linux 14.04	0

Alerts | Devices | Config

Servers sorted by those with the most number of alerts on iPad and iPhone

**51 Alerts**

Time	Status	Device	Category	Message
3/29/18, 11:50:27 AM	OPEN	HAL720P4	Message Monitor	Option GGGG not valid option for device DDDDDDDDD.
3/13/18, 4:27:03 PM	OPEN	HAL720P2	Performance Monitor	ASP 1 statistic USEDPT is 73.92301.
3/13/18, 4:27:02 PM	OPEN	HAL720P2	Performance Monitor	System statistic UNPROTSUSE is 15923 Mb.
3/13/18, 4:26:01 PM	OPEN	HAL720P2	Performance Monitor	System statistic CPUPCT is 61.5.
3/13/18, 4:25:02 PM	OPEN	HAL720P2	Performance Monitor	System statistic CPUPCT is 60.4.
3/13/18, 4:25:02 PM	ERROR	HAL720P2	Performance Monitor	ASP 33 statistic USEDPT is 10.88528.
3/13/18, 4:24:02 PM	OPEN	HAL720P2	Performance Monitor	System statistic UNPROTSUSE is 10.88528.
3/13/18, 4:24:02 PM	OPEN	HAL720P2	Performance Monitor	System statistic UNPROTSUSE is 73.91719.
3/13/18, 4:24:01 PM	OPEN	HAL720P2	Performance Monitor	System statistic UNPROTSUSE is 15918 Mb.
3/13/18, 4:24:01 PM	OPEN	HAL720P2	Performance Monitor	System statistic UNPROTSUSE is 66.3.
3/13/18, 4:23:45 PM	OPEN	RHARRISS0716	Server Manager	% Processor Time (Total) >= 0% (48.59%)
3/13/18, 4:23:45 PM	OPEN	RHARRISS0716	Server Manager	% Processor Time (Total) >= 0% (14.64%)
3/13/18, 4:23:45 PM	OPEN	RHARRISS0716	Server Manager	% Processor Time (Total) >= 0% (3.34%)
3/13/18, 4:23:29 PM	OPEN	CEN1072	Unix/Open Systems	Load (Total) >= 0.00% [28.21%]
3/13/18, 4:23:29 PM	OPEN	CENTOS7 10.72.48.16	Unix/Open Systems	Load (Total) >= 0.00% [0.62%]
3/13/18, 4:23:28 PM	OPEN	CENTOS69 10.72.48.10	Unix/Open Systems	Physical Memory Used % >= 0.00% [40.66%]
3/13/18, 4:23:28 PM	OPEN	CENTOS69 10.72.48.10	Unix/Open Systems	Used Filesystem Space % (/) >= 0.00% [31.14%]
3/13/18, 4:23:27 PM	OPEN	CENTOS69 10.72.48.10	Unix/Open Systems	Load (Total) >= 0.00% [0.50%]
3/13/18, 4:23:02 PM	OPEN	HAL720P2	Performance Monitor	ASP 33 statistic USEDPT is 10.88528.
3/13/18, 4:23:01 PM	OPEN	HAL720P2	Performance Monitor	ASP 1 statistic USEDPT is 73.91894.
3/13/18, 4:23:01 PM	OPEN	HAL720P2	Performance Monitor	System statistic UNPROTSUSE is 15922 Mb.
3/13/18, 4:23:01 PM	OPEN	HAL720P2	Performance Monitor	System statistic CPUPCT is 59.6.
3/13/18, 4:23:00 PM	OPEN	DEVHYPERV	Server Manager	% Processor Time (Total) >= 0.0% (1.12%)
3/13/18, 4:22:45 PM	OPEN	RHARRISS0716	Server Manager	Physical Memory Available % >= 0% (46.72%)
3/13/18, 4:22:45 PM	OPEN	RHARRISS0716	Server Manager	% Processor Time (Total) >= 0% (14.08%)
3/13/18, 4:22:45 PM	OPEN	RHARRISS0716	Server Manager	Drive Space Available % (*) >= 0% (3.33%)

View Details | Add Comment | Close | Acknowledge | Delete

Open alerts on iPad and iPhone

### Alert Prioritization

Identifying critical alerts is quick and easy thanks to Enterprise Console's clever alert categorization features. Along with flexible alert escalation routines, you can optionally send emails and SMS text messages if/when high-impacting alerts have been outstanding for an unacceptable amount of time.

### Mobile Apps

The Enterprise Console mobile app for Apple and Android devices allows you to close, acknowledge, or forward alerts while on the go. This makes it quick and convenient for you to manage your whole IT infrastructure at any time and place.

### Let's Get Started

Visit us at [www.helpsystems.com/cta/request-live-halcyon-demo](http://www.helpsystems.com/cta/request-live-halcyon-demo) to arrange your demo and see Enterprise Console in action.



#### About HelpSystems

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and automate processes, encrypt and secure data, and provide easy access to the information people need.