



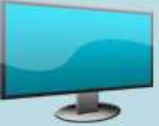































Desktop Agent Schedule



























Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						
 Anti-Virus Updates Every 4 hours	 Anti-Virus Updates Every 4 hours	 Anti-Virus Updates Every 4 hours	 Anti-Virus Updates Every 4 hours	 Anti-Virus Updates Every 4 hours	 Anti-Virus Updates Every 4 hours	 Anti-Virus Updates Every 4 hours
	 Hardware & Software Asset Collection			 Hardware & Software Asset Collection		
		 Temporary File and Internet Debris Removal			 Temporary File and Internet Debris Removal	
	 Logical Disk Space Check*		 Microsoft Patch Assessment	 Logical Disk Space Check**		
 Quick Spyware Scan & Removal	 Quick Spyware Scan & Removal	 Quick Spyware Scan & Removal	 Quick Spyware Scan & Removal		 Quick Spyware Scan & Removal	 Quick Spyware Scan & Removal
 Security Patch Deployment	 Security Patch Deployment			 Security Patch Deployment	 Security Patch Deployment	 Security Patch Deployment
	 S.M.A.R.T. Monitoring Check			 S.M.A.R.T. Monitoring Check		

* If missed, a Microsoft Patch Assessment will run before the next scheduled Security Patch Deployment until the assessment is successful.

** Logical Disk Space Check runs as part of the Hardware & Software Asset Collection scan.

All tasks are performed in low priority mode

Server Agent Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						
<p>Performance Monitoring Occurs Every 2 minutes and sends a 10 minute average to the Data Center. Error and Warning Event IDs are captured every 15 minutes Services and Processes are probed every 2 minutes Device Availability is checked every 1 minute</p>						
 Anti-Virus Check Every 4 hours  Security Patch Deployment**	 Anti-Virus Check Every 4 hours  Hardware & Software Asset Collection  Logical Disk Space Check  Security Patch Deployment**	 Anti-Virus Check Every 4 hours  Security Patch Deployment**	 Anti-Virus Check Every 4 hours  Microsoft Patch Assessment*  Security Patch Deployment**	 Anti-Virus Check Every 4 hours  Hardware & Software Asset Collection  Logical Disk Space Check  Security Patch Deployment**	 Anti-Virus Check Every 4 hours  Security Patch Deployment**	 Anti-Virus Check Every 4 hours  Security Patch Deployment**

*If missed will not run again until the next Wednesday.

**Only runs the 3rd and 4th week of the month.

Server Monitoring

Agent is Installed



The Server is then scanned to see what ports, processes, and services are currently in use



Based on the results of the scan the default monitoring policies are applied



Application:

- Microsoft Exchange Directory
- Microsoft Exchange Event Service
- Microsoft Exchange IMAP4
- Microsoft Exchange Information Store
- Microsoft Exchange Internet Mail Service
- Microsoft Exchange Management
- Microsoft Exchange Message Transfer Agent
- Microsoft Exchange Routing Engine
- Microsoft Exchange Site Replication Service
- Microsoft Exchange System Attendant

Performance:

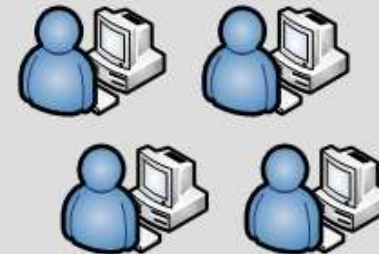
- CPU, Memory, Logical Disk, Paging File



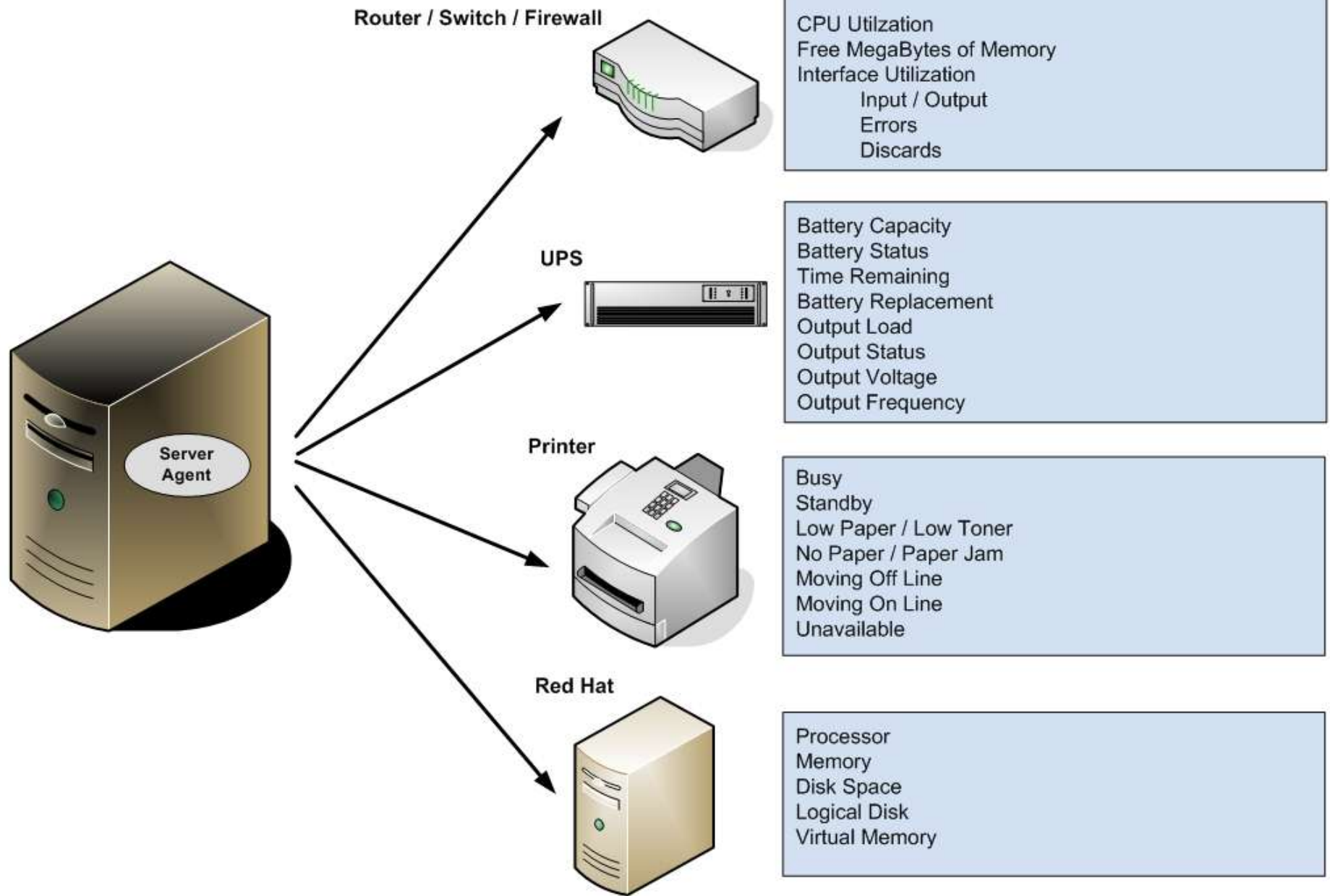
24X7 monitoring of all applications and performance parameters

In the event of an application failure or performance issue the Network Operations Center is immediately notified and remotely resolves the issue.

Network Operations Center



Network Monitoring



Gateway Software

