

**I. Research Overview and Outcome**

**I. Introduction**

Client Proactive Monitoring

This project resulted in the development and deployment of a standard suite of monitored services, process, and conditions for customer Kaseya servers to promote proactive monitoring and remediation by Kaseya's Support team. Through an understanding of current support practices, procedures, and common support issues, we developed monitoring profiles to provide as much advanced notice of impending problems as possible.



**I.II Approach**

Kaseya's Scripting

Scripted solutions will fall in both proactive and reactive corrections. Evaluation of potential side effects of scripted corrections and level of intrusiveness will be needed to assess which scripted corrections can be safely executed automatically and which will require customer's permission. Scripted remediation will service both monitored (proactive) problems and customer initiated reactive problems.



Script Pseudocode

Specify an agent variable, to point to the correct directory (#agenttemp#)  
 Execute a command (specify sqlcmd.exe command)  
 -S #vMachine# -E -q "EXIT(exec sp\_helpdb 'subscribers') -o #agenttemp#result.txt  
 Get the file onto the Kserver, using the get file script  
 result.txt will display the current size of the Kaseya Database

Supporting Application layer

SQLServer:Databases - Size Of DB  
 SQLServer:Databases - Log File Size  
 SQLServer:General Connections  
 SQL Server- Transactions/sec  
 Web Service- Current Connections  
 IIS -Anonymous users  
 IIS -TCPv4- Connections established  
 Services : Kserver.exe  
 KWebExec.exe  
 KsvrChk.exe  
 External Monitoring- External System Checks

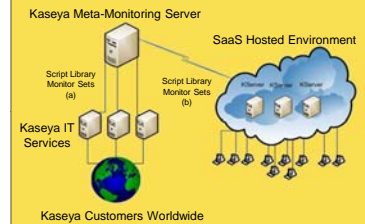
Hardware Layer

Processor - % Processor time  
 Memory- Pages/Sec  
 Memory - Avail MB  
 Logical Disk- Avg. Disk sec/Read  
 Avg. Disk sec/Write  
 Size Available/ All Drives  
 Network - Bytes Sent/sec  
 Bytes Received/sec  
 Total Bandwidth



**I.III Implementation**

Script Based Monitor Sets



**I.IV Results**

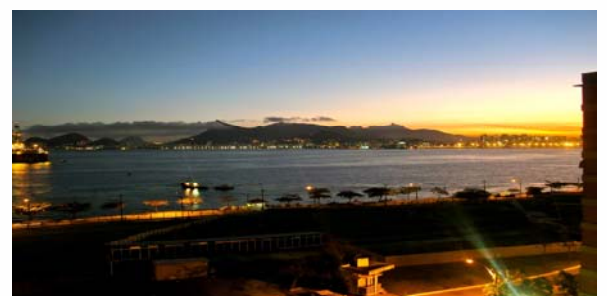
Production

All the monitor sets and scripts that I created during the research project, were applied on an IT Automation meta-monitoring server, which in turn was used to monitor other types of real-time monitoring servers. The general monitoring can be used in the following Kaseya Services:

SaaS Services  
 Noc Services/ IT Services

**II. International Experience**

My six weeks abroad in Brazil was one of the best experiences of my life. I enjoyed everything the country had to offer, the people, the climate, the lifestyle, the whole culture in general. Traveling around the country was a great experience as well, the taxi rides and bus rides always brought a fun adventure. The food in Brazil is extraordinary, and the cuisine is as diverse as its regions and climates, with many dishes showing their African roots, which were my favorite. Last but not least the scenery in Brazil is truly breath taking. The beaches at Copacabana, Leblon, and Ipanema are amazing, and the terrain surrounding the country is beautiful. In addition this trip helped me gain the international experience I felt I needed to enhance my career and professional development. It increased my confidence, initiative and independence, and it proved that I can adapt and work well with any team. Overall, Eu Te Amo Brasil!



**III. Acknowledgement**

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