

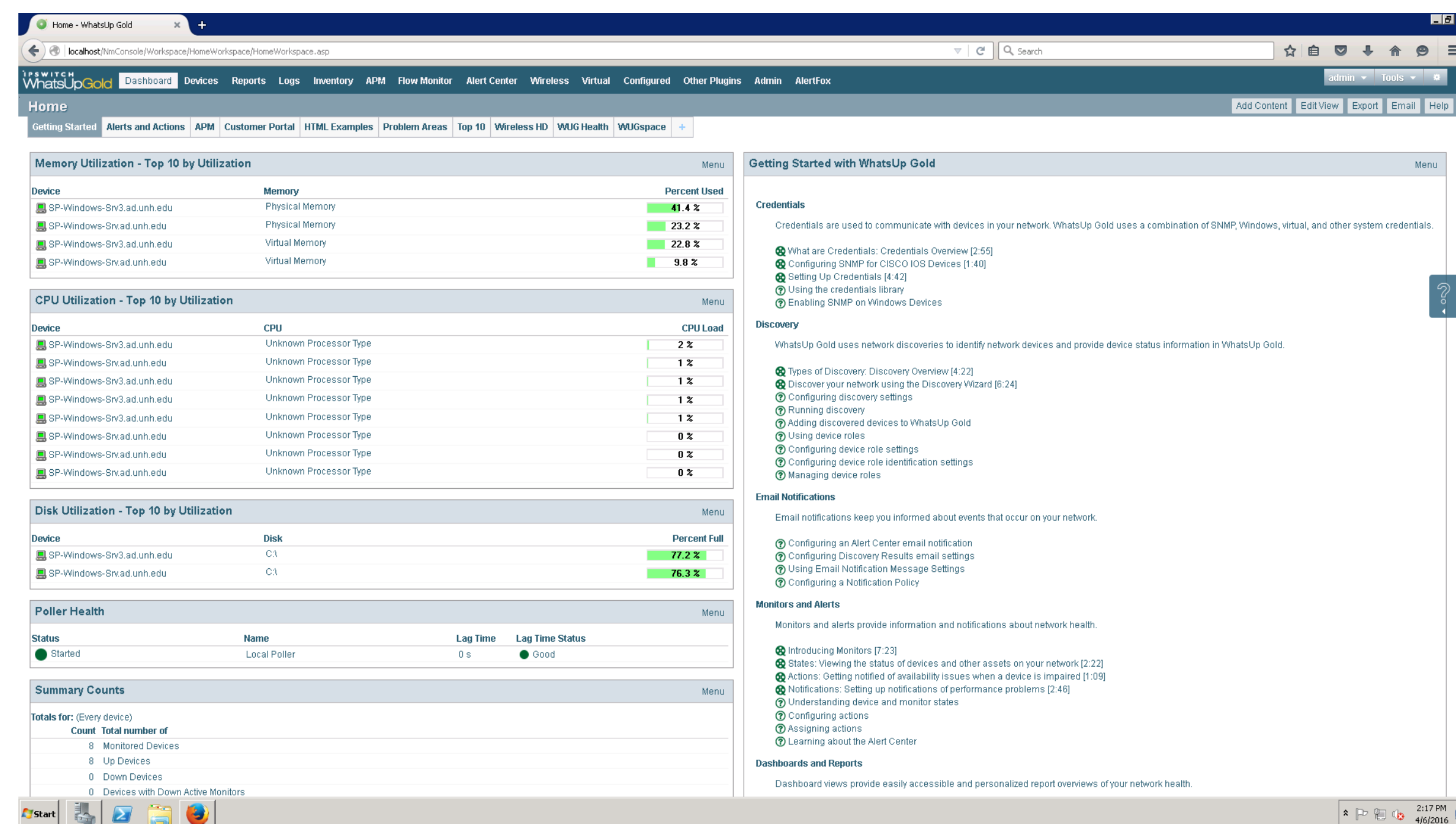
Service Monitoring at UNH

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Project Goal

Currently the University of New Hampshire relies on the software, SolarWinds, to monitor their network devices. SolarWind's shortcoming is in it's inability to monitor services and applications effectively. The objective of this project was to identify a product that could complement SolarWinds in assuring the network is functioning as intended. Important criteria for each software was support of protocols such as SSH, HTTP(S) and RADIUS in addition to database systems such as Oracle and MySQL.

WhatsUp Gold



Usability

- 👍 Installation simple and quick
- 👍 Allows for network device scanning or manual addition
- 👍 Application monitoring made easier with permission fields
- 👎 User Interface is difficult to navigate due to sub menus

Functionality

- 👍 Device hardware monitoring
- 👍 Wide array of protocol monitoring and basic services
- 👍 Built in monitoring solutions for Oracle and RADIUS
- 👍 Allows for custom external checks
- 👍 Linux and Windows support

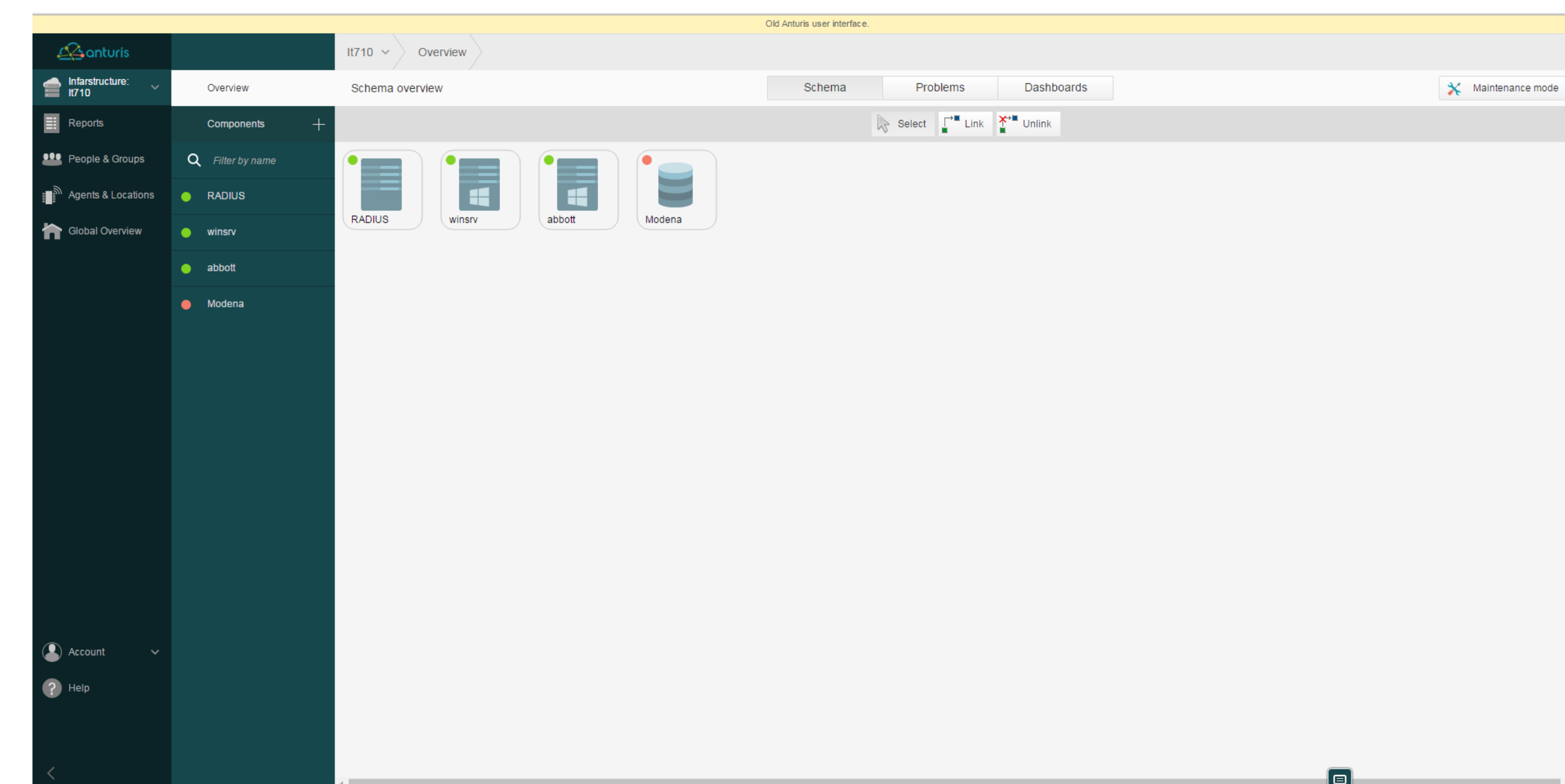
Cost

- 👎 Starts at \$1,755/yr for up to 25 devices

Response/Alerting

- 👍 Email and text to all defined addresses

Anturis



Usability

- 👍 User interface is very clean and easy to navigate
- 👍 Installation simple and quick for most devices
- 👍 Adding custom monitors is relatively simple
- 👎 Issues with client and server permissions

Functionality

- 👍 Effective status reports for built in monitors
- 👍 Linux and Windows support
- 👎 Basic service monitoring
- 👎 Uses external scripts to support RADIUS and Oracle

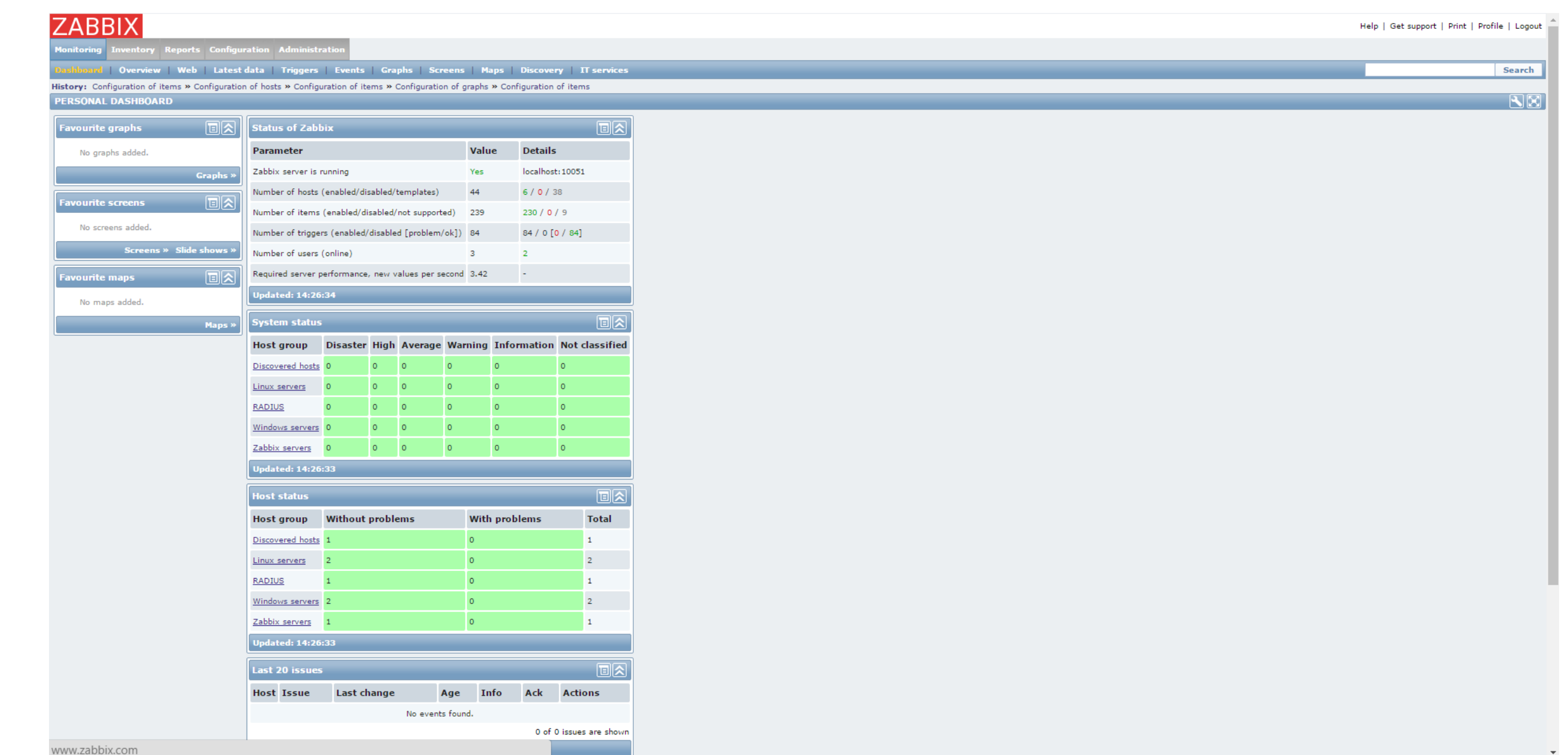
Cost

- 👍 \$125 /mo for 200 monitors across unlimited devices

Response/Alerting

- 👍 Email: Unlimited
- 👎 Text: 200/mo with best plan

Zabbix



Usability

- 👎 A Linux server must be dedicated as a host for Zabbix Server
- 👎 Very difficult to install, requires several Linux packages
- 👎 Features on Windows is lacking comparatively
- 👎 User must dig for status reports individually. Poor navigation

Functionality

- 👍 Customizable with packages and open source solutions
- 👍 Detailed reports on device statuses
- 👍 Supports external scripts
- 👍 Linux and Windows support
- 👎 Many services are not supported out of the box

Cost

- 👍 Free

Response/Alerting

- 👎 Email alerts only to those with a Zabbix account

Key

- 👍 -Good
- 👎 -Neutral
- 👎 -Bad