



WatchMouse is a global industry leader in website and application performance monitoring

All features of the WatchMouse Website monitoring service are listed in this document. The most recent version in multiple languages can be found on www.watchmouse.com/website_monitoring_features.php

General features

- Over 40 website monitoring stations worldwide in 26 countries
- No software, up and running in 5 minutes
- Root cause analysis
- Functional tests (website monitoring scripts)
- 16 protocols: HTTP(S), DNS, FTP, ...
- Maintenance slots support
- Alert escalation
- Fully featured reporting tools
- SLA compliance reports
- Fully featured website monitoring API for seamless integration
- 8 SMS gateways with 5 providers
- Public status (health) pages, hosted in the cloud

Content of alerts

- Alert text is configurable
- Text of alert can contain time stamp
- Text of alert can contain name of script
- Text of alert can contain error type
- Text of alert can contain step in error
- General Alert settings can be configured in the console
- Alert windows can be set for all channels
- Alert windows can be set per script
- During Incidents Alerts can be switched off manually
- Alerting text can be set per contact
- Alerting text can be set per groups of monitors

Protocols

- Web protocols: HTTP(S), including redirects, compression, user agents, etc.
- File transfer protocols: FTP(S), SFTP, TFTP, SCP
- Name service protocols: DNS, Domain
- Directory service protocols: LDAP(S)
- Email protocols: POP3, IMAP, SMTP
- Network level checks: ping, TCP connect
- Other protocols: SIP, XMPP
- User name/password authentication on all (applicable) protocols
- Client certificates authentication
- Email full circle checks
- IPv6 support
- Full page support (via scripts)
- SSL certificate expiration checks

Monitoring console

- Monitor frequency adaptable to every 1-60 minutes
- Monitoring locations/countries can be customized
- Schedule maintenance slots
- Time-out and performance thresholds can be defined
- Define redirection limit, HTTP compression, user-agent, etc.
- Organise monitors using folders and tags

Reporting

- Reporting can be configured in the console
- Statistics/reports per hour, day, week, month and year on availability and response times
- The tool must give insight into recurrent performance and availability problems in time (day, week, month) and report on these
- On demand report generation must be possible; reports can be created at any time by users
- Create an export of the scripts that are used
- Reports can be exported to PDF
- Reports can be exported to Excel
- Reports can be sent via email
- Periodic (day, week, month) reports can be automatically sent via email
- Periodic (day, week, month) reports can be automatically stored in the console
- Reports are downloadable via API
- Data Cubes are downloadable via API
- Graphs are available in PNG
- Graphs are available as interactive Flash objects
- Raw data is available for 30 days
- Root cause analysis details are available 48 hours
- Statistical data is available for at least 1 year

Functional tests (scripting)

- Multi-step functional and performance testing
- Support for jMeter recordings
- Support for Badboy recording tool
- Up to 40 script steps
- Up to 2 MB transfer per functional test
- Scripts can be recorded with jMeter and Badboy
- Scripts can be uploaded via Badboy or directly in the console
- Script frequency can be set to 5-60 minutes
- Scripts can handle Internet pages like a standard web browser

Alerting triggers

- All triggers are fully configurable in console
- Absence of content in page or file
- Presence of content in page or file
- Content matching on strings
- Content matching on regular expressions
- Slow performance (in a step) in an script
- Transaction failure in a script can lead to an alert
- Object Failures (in a step) in a script can lead to an alert
- When Service is up again an alert can be sent
- When Service is down a reminder after ... minutes can be configured
- When service has been down for more than ... minutes, an alternative contact can be alerted
- All time-out errors are checked from a second location to prevent false positives

Periodic Vulnerability Scanning

- Performs over 31000 checks for known vulnerabilities and security exposures
- Using a database which is updated daily by multiple accredited organizations including CVE and Bugtraq
- Real-time email, text and pager alerts following the detection of severe vulnerabilities
- Access to a Customer Console to check results, adjust scans, set alerts and view detail reports
- Increase or decrease the intensity or frequency of scans to match your business needs
- Scheduling scans during low usage or maintenance hours
- View detailed scan results: with each report including a list of all events found and pointers on how to fix found vulnerabilities
- Collated results remove any duplicate findings in repeated scans
- Filter reports to view only certain status/type
- View differential reports showing differences in scans from one day/week to the next
- Add operator comments and commands

Notifications

- Alert notifications can be configured in console
- Alerts can be sent via email
- Alerts can be sent in a text
- Alerts can be sent via XMPP/Jabber
- Alerts can be sent via pager
- Alerts can be sent via MSN
- Alerts can be sent via RSS Feed
- Alerts can be sent to SNMP trap (via plugin)
- Alerts can be forwarded to a web page (API)
- Work schedule can be defined per contact
- Contacts can be grouped
- Escalations can be defined in contact groups
- Reception of alerts is logged (where available)



Performance dashboard

- Dashboard is configurable in the console
- The tool has a dashboard in which historical availability and recent alerts are visible
- The aggregated results of the (test) scripts can be shown on the top level dashboard
- The dashboard contains near real time information with a view per day and hour of availability and drill down capability
- Show colours on the dashboard which are defined by configurable SLA input: (e.g. 100-99% = green, 98-99% = yellow, under 98% = red)
- The dashboard shows the availability figure of the day for each of the scripts

Security

- Access to the console is protected by username and password
- HTTPS is available for console access
- Access to the API is protected by username and password

Root Cause Analysis

- The tool gives detailed insight in problems and incidents
- During an incident the tool shows the steps of the scripts that were (not) completed
- A screenshot is made after a monitor is triggered
- Traceroute of one or more stations after a monitor is triggered
- Raw HTML is available when an error occurs
- A DNS analysis is made after a monitor is triggered
- A domain analysis is made after a monitor is triggered

Administrative

- Payment by wire transfer
- Payment by major credit cards
- Payment by purchase order

User management

- User Management can be configured in the console
- Extra users can be added which each have access to parts of the monitoring data

Online tools

- Website check from 10 locations worldwide
- Ping from over 40 locations worldwide
- Online Traceroute
- DNS analysis and performance check from 3 locations worldwide

Support

- The tool is offered as an ASP model or Solution-as-a-Service.
- The tool is hosted on at least two different external locations
- The tool itself is monitored. Unavailability will lead to automated alerts to client
- The tool is not enclosed in a corporate business suite. The service can run separately from the suite.
- Scripts can be added in 2 business days (from initial request to implementation)

Plans & pricing

WatchMouse offers a range of product services and features depending on the size of your company.

http://www.watchmouse.com/plans_price.php ▶

Additional information

Sign up for a free 30-day trial <http://www.watchmouse.com/trial> ▶

For further information regarding WatchMouse Website Performance Monitoring, or to discuss a customized solution contact enquiries@watchmouse.com or call: 415 373 5263 (US) or +31 30 2522400. To find out more about the WatchMouse Products visit

www.watchmouse.com ▶

About WatchMouse

Since 2002, WatchMouse has been providing Website Performance Monitoring to some of the world's largest companies. WatchMouse continuously invests to supply you with:

The best infrastructure

WatchMouse has a reliable, fully redundant, globally distributed network over 40 monitoring stations.

Industry experts

While you get on with running your core business, WatchMouse experts providing accurate, independent & reliable information at a competitive price.

An Industry leading, web-based, Customer Console

Providing self service and immediate results for many of the WatchMouse products. The WatchMouse Customer Console is user-friendly & provides your business complete control of the products.