

WellCare Program - General Overview

How WellCare works:

- The WellCare software, SilverStreak, gets installed on one of the servers or a PC on your network.
- The SilverStreak Software polls the other servers we are monitoring (admin rights required for each).
- Information is sent via https (secure & encrypted via port 443, no firewall config changes required) to our SilverBack Server.
- Our SilverBack Server then processes data for CPU/Disk/Memory Utilization, SQL and Backup (Veritas & ArcServe) Errors.
- This information is acquired from Performance Monitor and Event Viewer on each of your servers.
- Any alerts get sent via email and a dashboard we can view in the WellCare NOC.
- A Windows Security Patch Assessment Report can be emailed monthly. Other monthly reports may also be available in the future (CPU/Disk/Memory Utilization, etc.).
- Links:
 - NextGen's WellCare Program - <http://www.nextgen.com/services/wellcare.html>
 - SilverBack (Acquired by Dell, Inc. in 2007) - <http://www.silverbacktech.com>

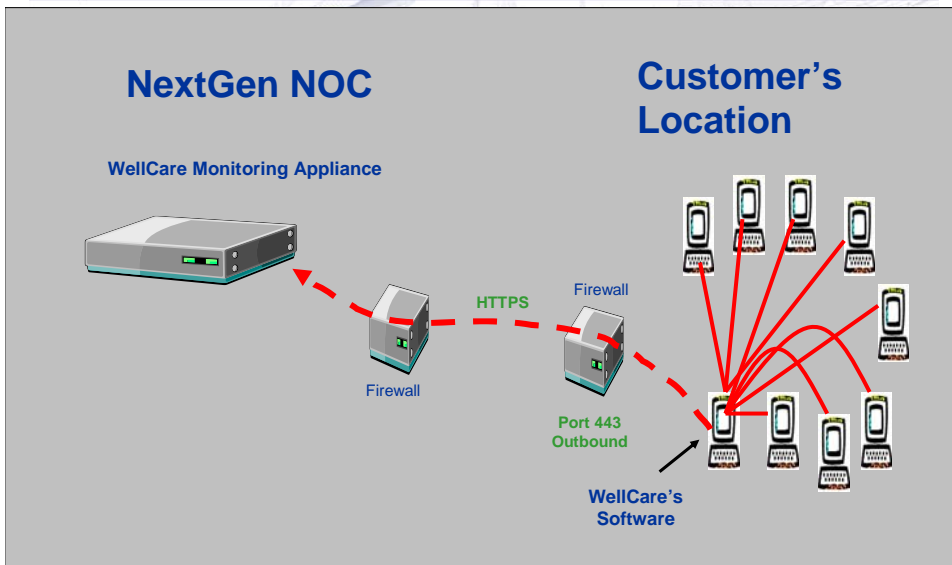
The alerts emailed to you are:

- **SilverStreak** is down for more than fifteen minutes.
- **CPU** usage exceeding 80% for more than 30 minutes (can be modified).
- **Memory** usage exceeding 80% for more than 30 minutes (can be modified).
- **Disk** usage exceeding 15% free space for more than 30 minutes (can be modified).
- **Backup Failures**
 - Backup Service Stopped
 - Error in IO Device
 - Job Failed
 - Media Insert
- **SQL Errors**
 - Backup Failures
 - Maintenance Errors
 - Server Agent Warnings (hardware and software)
 - **Critical SQL errors that auto generate Tickets w/in our support are:**
 1. SQL I/O Error 823
 2. Error msg contains "DBCC CheckDB"
- **Interface down for five minutes**
 - Server is down
 - Server is busy
- **Disk Failures**
 - Defunct drive
 - Disk Degraded
 - Disk or Drive Failed
 - Service Control Manager
- **Windows Services Monitoring**
 - Services Down
 1. NextGuard

- o Services Stopped
 1. Surescripts
 2. Cluster Service
 3. Print Spooler
 4. NextGen Fax Services
 5. NGICSRemoteScanning



> **WellCare's Remote Monitoring Architecture**



Please call 215-657-7010 or email Andrew O'Dell (aodell@nextgen.com) to get started.