About five(9)s

five(9)s is a highly qualified technology provider specialized in client management and process design using LANDESK technology. We are one of the largest LANDESK partners in Europe and hold platinum status. Based on our longstanding, in-depth LANDESK knowledge, five(9)s develops unique add-on software for making LANDESK solutions and infrastructures even more efficient for users from all over the world. We run a large team of excellent consultants boasting more than ten years of LANDESK expertise at the highest level.

Your LANDESK safety belt - five(9)s EMPA Alerting Services

Are your LANDESK components up and running? Do your desired LANDESK actions get carried out as expected? These are only two of the questions you as a LANDESK administrator have to deal with each and every day.

Of course, you know how important it is to be proactively and instantly informed about issues in your infrastructure. And this is exactly what our five(9)s EMPA Alert Services were built for. Installed "on site" in your network, Alert Services continuously monitor all parameters necessary for the smooth operation of your LANDESK infrastructure. If any issues are detected, administrators will be informed instantly.

As well as performing standard tests for the availability of important LANDESK services or disk space, five(9)s Alerting Services offers even more:

- Policy synchronization not running?
- How long does it take to resolve the queries used in policy-based distribution methods? If it takes too long to be considered reliable, an alert is generated.
- Too many unprocessed scan files?
- What about the health of your LANDESK Agent? Is it alive? Alerting Services compare the last inventory date in the LANDESK database with the last computer account logon to the Domain Controller.
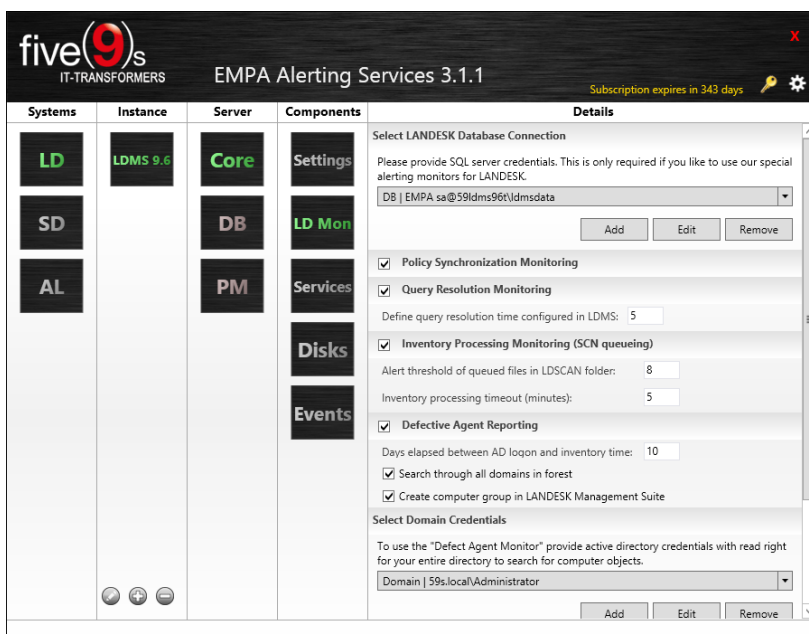
Thanks to fast issue detection and the immediate notification of the IT department, EMPA Alerting Services make a huge contribution to the reduction of your IT costs. Can you risk having an important security patch not being installed, just because the LANDESK policy mechanism doesn´t work and you are not aware of it?

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Page / Feature	Description
System	
Monitor several systems	Enable the five(9)s Alerting Services for your LANDESK Management Suite, or LANDESK Service Desk environment. Even non-LANDESK server can be monitored.
Instances	
Define instances	Creating instances for each monitored system, you can e.g. monitor your productive LDMS Coreserver as well as your Testsystem.
Server	
Define Server	Define specific server for each instance. Your LANDESK Management Suite e.g. can include your LANDESK core server, the database server and your LANDESK Process Manager.
Components	
Settings	Enable the five(9)s Alerting Services for each server and set your monitoring interval. Configure a maintenance scheduler, so you will not receiving alerts when your monitored device has reached its maintenance window and will be patched, or rebooted.
LD Monitoring	Monitor the correct functionality of the LANDESK policy synchronization, query resolution, and inventory processing based on defined thresholds. Check the inventory dates of your managed devices to examine which agents are defective. Select email addresses to define, which member of your IT staff should be informed about alerts.
Services	Monitor services to be informed by email when a necessary service has stopped unexpectedly.
Disks	Monitor disks and define thresholds for critical and warning levels based to be informed by email when your hard drive capacity is running low.
Events	Monitor events to be informed by email when an event log entry occurs as error, or warning, so you have the time to react on these information.

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