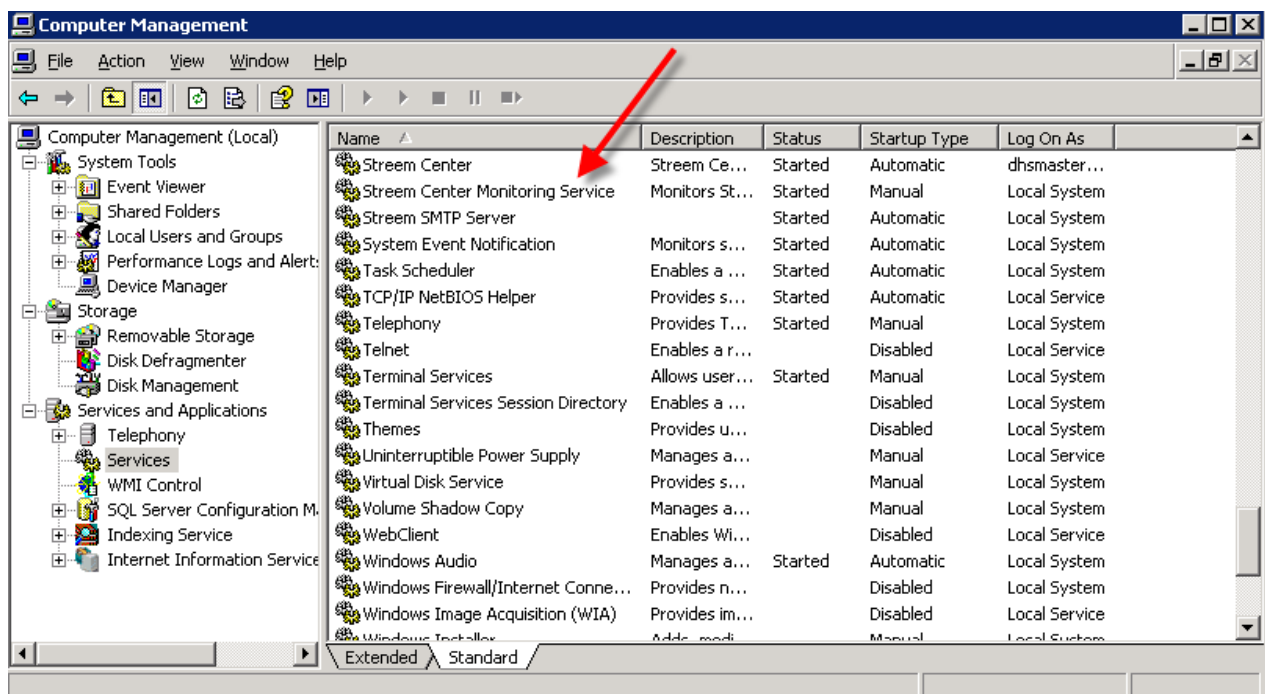


## Stream Center Monitoring Service

### Overview

The Stream Center Monitoring Service (scMonitor) is used to proactively monitor a customer's Stream Center system on a continuous basis. The purpose of this monitoring facility is to detect problems that different parts of the Stream Center system may experience and report them back via email. (See screenshot of the Stream Center Monitoring Service as listed in the Windows services panel.)



## Stream Center Monitoring Service

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### Tests

The Stream Center Monitoring service tests the following components of the Stream Center system on a regular basis. By default, these tests are performed *once every hour*. The tests are performed sequentially in the order described below:

**1. Stream Center SMTP Service:**

- An email is sent to the Stream Center SMTP Service to test its functionality.

**2. Faxing – Outbound and Inbound:**

- An email is sent to the Stream Center SMTP Service using a domain and a test account that causes a fax to be sent back into Stream Center. This tests all the functionality of sending out bound faxes including workflow operation, document conversion, database access, Stream Fax printer operation, and telephony communication operation.

**3. Broadcast – Voice, Fax and Email (If applicable):**

- A broadcast is sent using Stream Center's Common Alerting Protocol (CAP) interface in an XML file format and includes one voice, fax, and email destination each. This tests the broadcast functionality of Stream Alert, as well as email connectivity, text to speech conversion, telephony communications and database access.

## Stream Center Monitoring Service

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### Reports

Each time the tests are executed, the Monitoring service generates a report which is then emailed to a pre-configured list of recipients. If all the tests are successful, then an email such as the one seen below is sent out:

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All tests were successful.

Company: Customer Name  
System: Stream Center  
Server: stream\_center\_server  
Time: 2008/09/02 11:45:25

Tests:  
SMTP Server: Successful  
Fax Outbound: Successful  
Fax Inbound: Successful  
Text-to-Speech: Successful  
Broadcast Fax: Successful  
Broadcast Voice: Successful  
Broadcast Email: Successful

Continuing to monitor the system.

If one of the tests fails, then an *urgent* email such as the one seen below is sent out:

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Error Sending Fax. Additional details have been logged to the Windows Event Monitor.

Company: Customer Name  
System: Stream Center  
Server: stream\_center\_server  
Time: 2008/09/02 11:45:25

Tests:  
SMTP Server: Successful  
Fax Outbound: Failed  
Fax Inbound: Failed.  
Text-to-Speech: Successful  
Broadcast Fax: Successful  
Broadcast Voice: Successful  
Broadcast Email: Successful

Continuing to monitor the system.