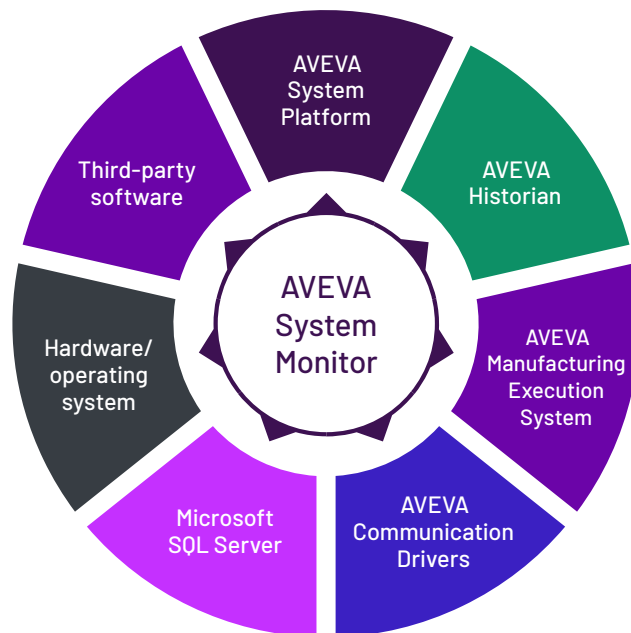# AVEVA™ System Monitor

## Real-time system monitoring to help your operations run smoothly

AVEVA System Monitor is a software application—installed at your facility—that continuously monitors your AVEVA software and system hardware, identifies upset conditions, and alerts you to potential issues before they become serious problems like application errors or machine downtime events.

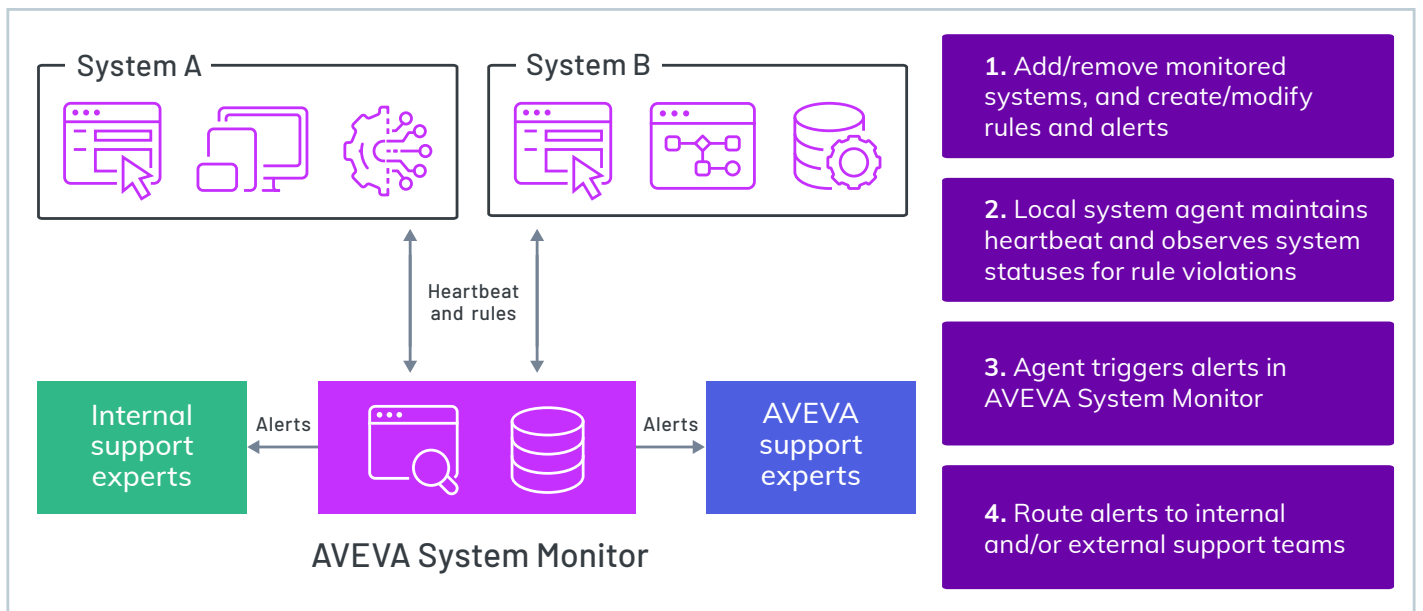# Maintaining the health of your software

## How it works

AVEVA System Monitor keeps a watchful eye on the critical performance indicators associated with your AVEVA software applications and the underlying hardware to maintain healthy systems for easy, proactive maintenance and reliability.

## Benefits

- Maximize control system availability
- Better manage system resources to improve performance
- Identify and address issues early
- Guide staff with automated system management
- Shorten resolution times with pinpoint error detection

- Reduce the volume of high priority issues
- Streamline the diagnosis process by understanding existing or developing issues in software performance
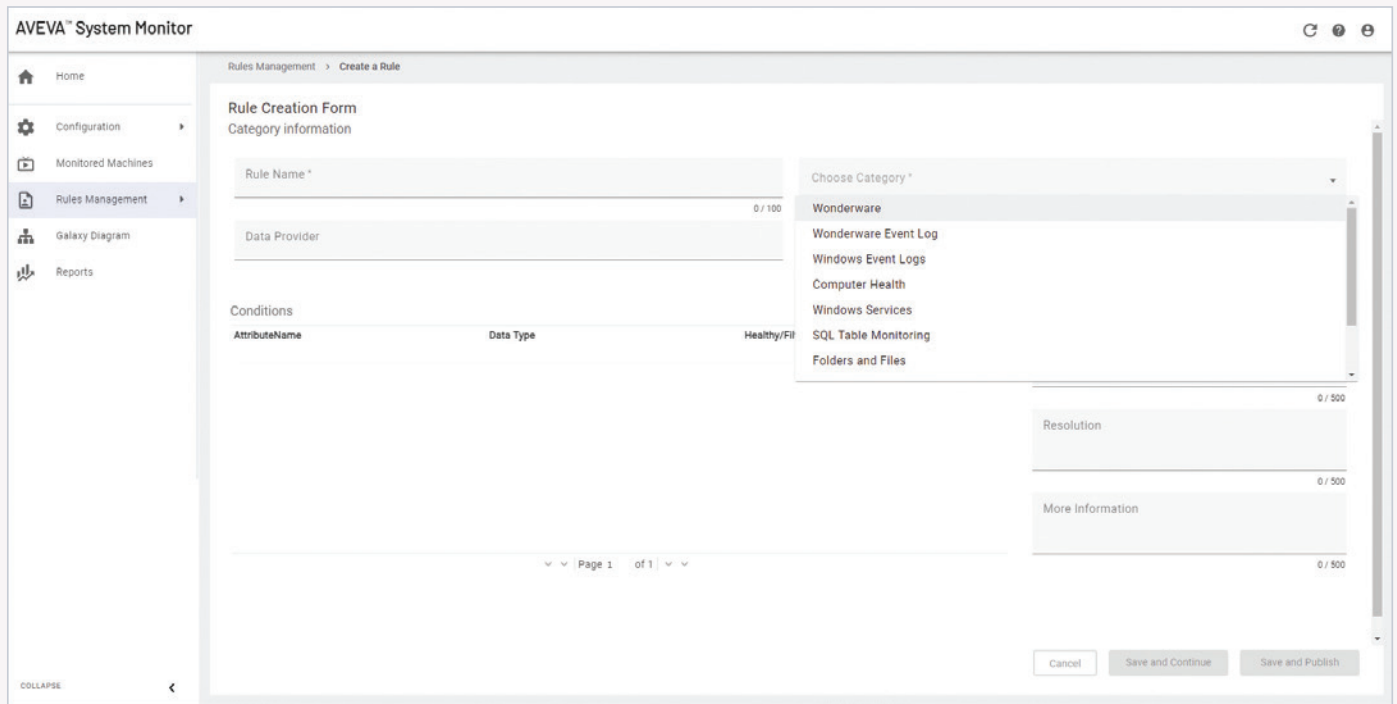- Optional AVEVA annual health review service

Create and manage custom rules to monitor software and hardware performance indicators, such as failover events, database health, and error warnings. A locally installed agent observes connected systems to trigger alerts automatically based on defined rules. Route alerts to both internal and external support teams, including third-party system integrators or AVEVA global support services.

System A · System B

Heartbeat and rules

Internal support experts — Alerts — AVEVA System Monitor — Alerts — AVEVA support experts

**AVEVA System Monitor**

**1.** Add/remove monitored systems, and create/modify rules and alerts

**2.** Local system agent maintains heartbeat and observes system statuses for rule violations

**3.** Agent triggers alerts in AVEVA System Monitor

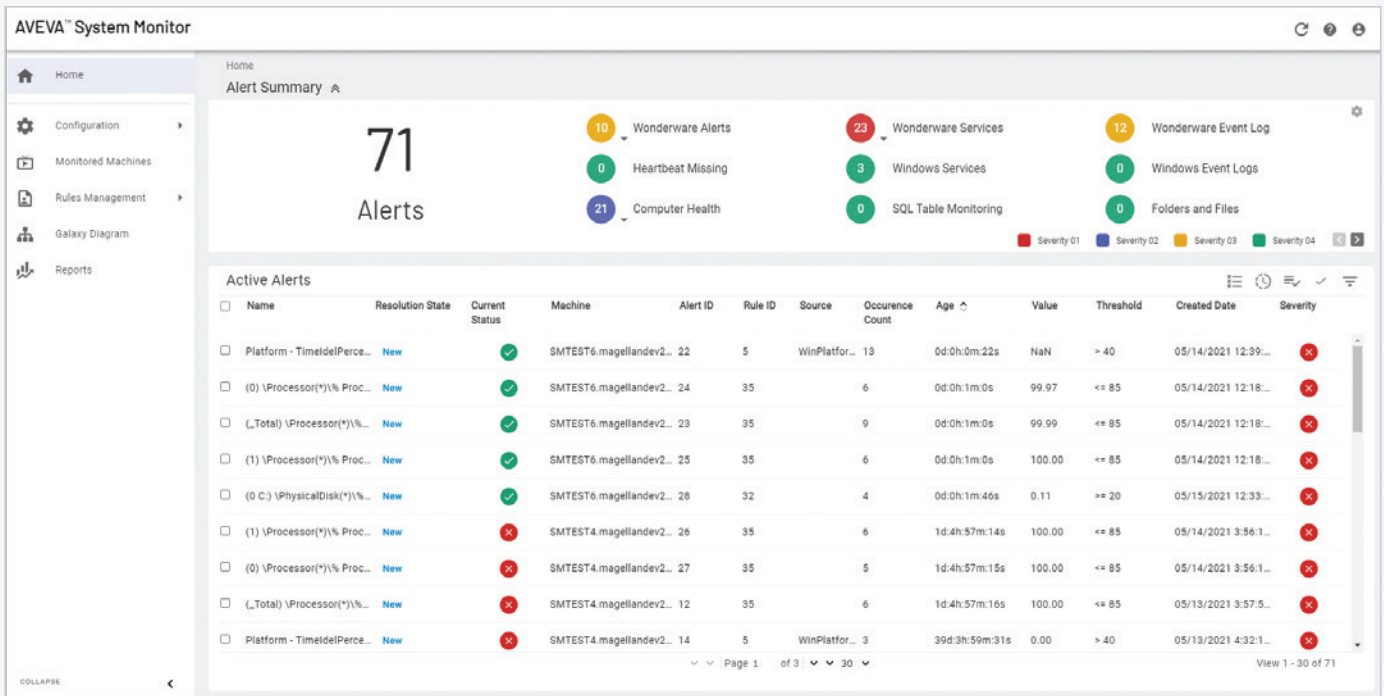**4.** Route alerts to internal and/or external support teams

# What does AVEVA System Monitor keep track of?

AVEVA System Monitor constantly monitors attributes, messages, and metrics from across the AVEVA software portfolio and third-party applications to improve performance:

- **AVEVA™ System Platform & OMI:** Runtime attributes like scan status, redundancy/ failover, event log error/ warnings, logged script Issues

- **AVEVA™ Communication Drivers:** Connections, scan status, server status, and event log errors and warnings

- **AVEVA™ Historian:** Services status, database health, and event log errors and warnings

- **System management console:** Services status and event log errors and warnings

- **AVEVA™ Manufacturing Execution System:** Services status, database performance, and event log errors and warnings

- **Microsoft SQL Server:** Internal performance and health per Microsoft SQL Server Management pack

- **Hardware/operating system:** CPU, disk space, memory, event logs, performance counters

- **Other supporting software:** License monitoring, terminal services, third-party IO servers, and others

## AVEVA System Monitor—available in three variations

**Basic** – without a purchase, install AVEVA System Monitor at any site to monitor a single machine. The user can change the single (1) machine on demand.

**Limited** – included with the purchase of an AVEVA System Platform subscription, AVEVA System Monitor's limited mode monitors up to five (5) machines. The user can change these machines on demand.

**Full** – AVEVA System Monitor's full-feature mode monitors an unlimited number of machines.
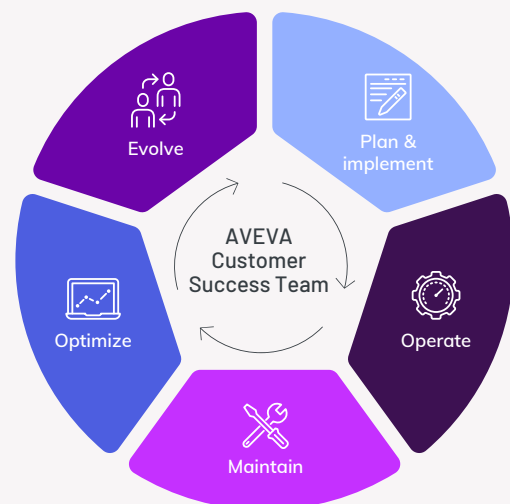
All modes of AVEVA System Monitor provide unlimited license monitoring for AVEVA software.

AVEVA System Monitor is an included benefit for elite-level Customer FIRST members or as an optional add-on subscription for standard and premium level members.

## AVEVA™ Customer FIRST program

The AVEVA Customer FIRST Program is our comprehensive, fee-based software maintenance and technical support program. It includes access to our award-winning technical support and services team to resolve issues quickly, get software version upgrades and updates, and deliver timesaving services and software utilities.

To learn more please visit:
aveva.com/en/support-and-success

### Improves productivity

- Eliminates guesswork
- Provides detailed alerts
- Streamlines diagnosing process

### Reduces downtime

- Identifies application degradation
- Streamlines issue resolution

### Maximizes system utilization

- Enables preventive maintenance
- Reduces complexity of managing an automation system

Contact your AVEVA representative to learn more, or visit us online at **aveva.com**

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