



Proactive alerting with NetSupport DNA

NetSupport DNA features an extremely powerful Alerting module that automatically notifies technicians when changes occur across your network. With an extensive number of proactive alerts for your system, PC and SNMP devices, NetSupport DNA will keep you informed without you manually having to seek out information – saving you time and money, as well as increasing your efficiency and ensuring your network's reliability.



Ensure reliability

NetSupport DNA's proactive alerts give you the power to monitor and maintain a reliable environment by stopping smaller issues from developing into larger problems.

By identifying and alerting on conditions that may lead to an impact on PC or server performance, your technicians have the tools to proactively monitor and take steps to ensure users always enjoy an optimum IT environment.



Save time

Keeping your IT processes running smoothly is a time-consuming task: hardware upgrades and changes, software licence management and application use are just a few of the things that need to be constantly monitored.

By providing you with an early warning of any changes or issues, NetSupport DNA enables you to act quickly to resolve them – and you can use the valuable time saved for other tasks.



Increase efficiency and save money

NetSupport DNA gives you the tools to improve productivity on an ongoing basis. Automatic PC, Server and SNMP device alerts help you to keep your infrastructure in tip top condition – as well as contribute to your users' efficiency.

NetSupport DNA also assists with IT planning: alerting where licence usage counts are reaching limits (to avoid any potential exposure to non-compliance fines) or when software has been uninstalled from a PC so it can be re-deployed elsewhere – through to quicker response times with resolving user account issues.

With all of the features included within the NetSupport DNA Alerting component – from pre-empting issues, saving system downtime and increasing user productivity, through to cost-saving licence compliance – you will quickly experience a swift return on your investment.



Let's take a look at the types of alerts that NetSupport DNA delivers:

Alert Types	Description
Application processing time	Alerts if the amount of processor time an application uses exceeds a certain level.
Free disk space	Alerts if free disk space falls below a specified amount.
Network bandwidth usage	Alerts if network bandwidth for a device exceeds a certain level.
New network drive	Alerts if a new network drive is mapped or if an existing one is removed.
CD/DVD drive use	Warns if a disk is inserted into a drive.
Monitor Windows event log	Alerts based on any user-specified criteria on entries in the event log.
File size check	Alerts if the size of a known file changes.
Is an application running?	Alerts when a pre-defined application is run or closed.
Number of processes	Alerts if the number of processes on a device exceeds a defined limit.
Number of threads	Alerts if the number of threads on a device exceeds a defined limit.
Page file usage	Alerts if the percentage of the page file used exceeds a certain limit.
Print queue size	Alerts if the number of outstanding jobs in the print queue exceeds a certain level.
Processor time	Alerts if CPU use exceeds a user-defined level.
System Up time	Alerts if a system has been "up" for longer than a certain time period.
USB device use	Alerts if a USB device has been installed or uninstalled from a system.
Monitor PC event log	Alerts triggered for errors, warnings or selected audit outcomes.
System errors (GPFs etc)	Triggers a system error alert to capture the error message. Alerts can be configured to capture a screenshot, record screen and run an application. This extra functionality has also been applied to PC alerts, so you can choose what happens when any alert is triggered.
Hardware and Software changes	Alerts if any pre-defined item of hardware changes on a PC (i.e. CPU, Memory, Video adapter) – and if new programs are installed or removed.
HID keyboard and/or mouse detected	Alerts indicate when a HID keyboard and/or mouse have been installed or uninstalled from a system.
Software licensing limits	Alerts if the number of copies of any installed programs exceeds the licence limit specified.
Software deployment	Alerts if any new software packages are created or deployed across the network and identify successful and failed installs.
Software usage	Alerts if a user attempts to use any software that has been set as restricted or unavailable.
Internet usage	Alerts if a user attempts to access a website that has been restricted by the organisation.
eSafety key phrase triggered	Alerts if a monitored key phrase is typed at a PC.
User detail changes	Alerts if any user details assigned to a PC are amended.
AD user accounts	Alerts if an AD user account is disabled, locked or requires a password change.
SNMP device alerts	Alerts for changes to any SNMP device properties, e.g. bandwidth utilisation, interface activity on network switches, usage counts and ink supply levels on network printers.
NetSupport DNA infrastructure	Alerts if DNA agents are added or removed, new Gateways are added, DNA licence limits are met, Console operator rights are changed - and much more.

You can direct alert notifications to specified email recipients and/or active console users on a per alert basis, so the nature of the alert can dictate which technicians are notified.

Outstanding alerts are also identified against corresponding PCs and departments on the main hierarchy tree view.

Once you've dealt with the alert, you can even add any relevant notes, plus see a full history of all previously completed alerts.

For all alerts, you can define the level of detection sensitivity and the frequency between readings to suit the level of tolerance you want before an alert is triggered.