

# FACTSHEET



## Server-Eye Factsheet

**IT monitoring with Server-Eye means the monitoring of hardware, software, networks and communications.** Server-Eye offers problem-solving approaches our partners can use to best serve their customers. The software works around the clock to monitor all processes, immediately identify disruptions and instantly inform the responsible parties wherever they are located worldwide.

### Possible monitoring options in detail

#### **HARDWARE:**

- RAID systems
- Server security
- Server back-up
- CPU temperature
- Fan speed
- USV devices
- External hard drives  
and many more

#### **SOFTWARE:**

- Operating systems
- Databases
- Virus protection
- Back-up
- E-mail
- Websites  
and many more

#### **NETWORKS:**

- TCP/IP services
- Network security
- SNMP
- Accessibility of network devices  
and many more

#### **COMMUNICATIONS:**

- Mailflow
- Exchange
- Telephone switchboards  
and many more

## System requirements

In order to use Server-Eye, at least one computer in your network needs to have a permanent Internet connection.

### Supported operating systems

- Windows Vista
- Windows 7
- Windows 8
- Windows 10
- Windows 2008 Server
- Windows 2008 R2 Server
- Windows 2012 Server
- Windows 2012 R2 Server

### ATTENTION:

The trouble-free operation of Server-Eye requires that Microsoft .NET Framework Version 3.5 with Service Pack 1 be installed on every platform on which Server-Eye is to be installed.

## Which values are collected?

Server-Eye is a monitoring tool whose tasks are specified by the user to monitor its system performance and system status – no further data are collected, stored or sent. Server-Eye captures data solely for the purposes defined by the user and then only for the execution of the user-configured verification task on existing systems. Existing folders and files are not changed, copied or sent.

## Encryption of communications

Server-eye treats all your data with the utmost confidentiality.

This begins with the transfer of data from the OCC connector to our Server-Eye cloud.

We use the industry standard TLS/SSL. All communication methods are secured with a 256-bit SSL encryption with the Perfect Forward Secrecy (PFS) standard. In addition, we use the HTTP Strict Transport Security (HSTS) method. We only utilize certificates from renowned certification provider GeoTrust®.

Perfect Forward Secrecy is a collection of key exchange protocols, from which even with the decrypted long-term keys, the negotiated session keys of a communication channel cannot be inferred.

The HTTP Strict Transport Security method (HSTS) ensures that our online control center can only be launched via HTTPS connections, after our protocol is accepted when it is launched for the first time.

In addition, each computer with Server-Eye installed a private and a public key available. The private key is only known to your computer and will be used for the decryption of your password. The OCC knows the public key and encrypts all passwords when saving. When your data arrive in our cloud, a special server provides that only properly authenticated requests are forwarded.

## Server-Eye data center

Our servers are in a high-security data center located in Germany.

### ELECTRICITY, CLIMATE, FIRE AND WATER PROTECTION

- Redundant air conditioning of the racks
- Uninterruptible power supply with redundant electrical leads to the buildings
- Protection from voltage fluctuations
- Emergency electricity supply via UPS and diesel generators (n+1)
- Fire alarm systems with early detection
- Gaseous fire suppression to ensure hardware preservation
- A leakage warning alarm is installed at the data center to protect from water damage
- A drip pan in the subsoil which, in the event of a leak, can accommodate all the water in the cooling circuit, thus completely protecting the systems powering it from water intrusion.

### SECURITY

- Data center area is constructed as a secured zone
- Mechanical/electronic access control
- 24-hour security provided by security personnel on site
- Video surveillance and recording in the building and on the grounds
- Monitoring of the complete infrastructure
- Use of the latest firewall technology and intrusion prevention/detection systems
- When accessing the OCC from the browser, additional servers in other data centers are used. These servers merely engage in the faster delivery of static content. No login details are transmitted on these servers. For the statistical analysis of access, anonymized data are collected and sent to Server-Eye.

## No outside access

With the help of the technology used by the latest security standards, we ensure that no outside access to your network is made possible through the use of Server-Eye. Everything in your network, including data, system parameters and system statuses, flow exclusively from inside to outside, so that the opening of the firewall is unnecessary.

## Which data are transmitted?

Only results from the user-configured monitoring are transferred to the online instance for editing and processing. These relate exclusively to readings and information on monitored systems and system statuses that are encrypted and sent to our OCC.

## Contact

For any and all questions or issues, Mr. Mario Reuter (Sales Manager & Partner Team) and Mr. Tobias Weber (Sales & Support) are at your disposal.

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