



 DATASHEET (Monitoring)

Trap Receiver

PRODUCT SUMMARY

KEY FEATURES

- Mobile support
- Email and SMS alerting
- Integrate with other enterprise monitoring
- User-defined escalation programs
- Centralized, graphical control

Integrate SNMP Device Monitoring and Gain Visibility into Your Diverse Environments

Trap Receiver enables you to receive and interpret incoming SNMP traps from capable devices, automatically presenting them in the format of your choice. Visual and audible options are included so you gain valuable awareness of potential issues that could impact your business and require your attention.

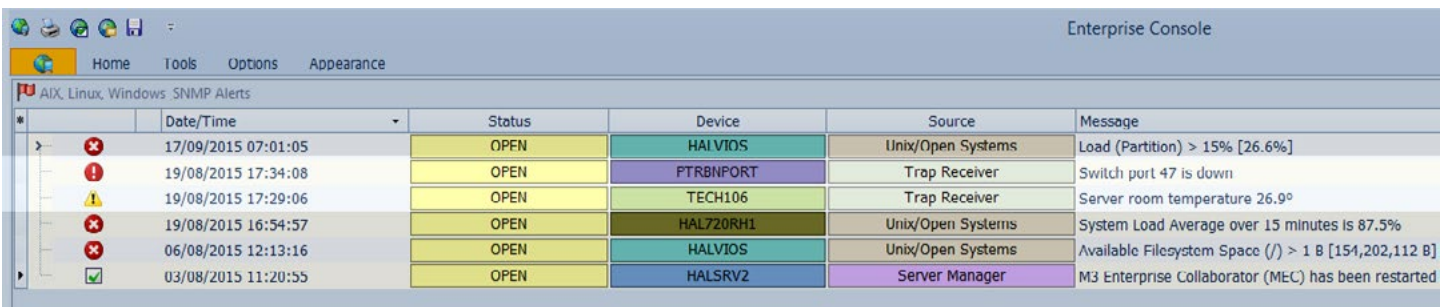
Closely integrated with Halcyon Enterprise Console, Trap Receiver allows you to manage SNMP traps alongside your enterprise monitoring on a mobile device. In addition, you can escalate the SNMP traps received via email or SMS at intervals that suit your needs.







Being able to monitor devices by exception reduces the notifications your support team has to manage on a daily basis. Trap Receiver allows you to feed into modern help desk packages to automatically raise tickets. You can also optionally raise an alert if an expected trap has not been received.

Trap Receiver supports any SNMP-capable network devices such as hubs, switches, and routers, as well as network servers and environmental equipment.

Let's Get Started

Seeing Trap Receiver in action will help you determine how listening for devices and bringing that information in alongside system data can benefit your Halcyon monitoring processes. [Visit us](#) to arrange a demo.



	Date/Time	Status	Device	Source	Message
	17/09/2015 07:01:05	OPEN	HALV105	Unix/Open Systems	Load (Partition) > 15% [26.6%]
	19/08/2015 17:34:08	OPEN	PTRBNPORT	Trap Receiver	Switch port 47 is down
	19/08/2015 17:29:06	OPEN	TECH106	Trap Receiver	Server room temperature 26.9°
	19/08/2015 16:54:57	OPEN	HAL720RH1	Unix/Open Systems	System Load Average over 15 minutes is 87.5%
	06/08/2015 12:13:16	OPEN	HALV105	Unix/Open Systems	Available Filesystem Space (/) > 1 B [154,202,112 B]
	03/08/2015 11:20:55	OPEN	HALSRV2	Server Manager	M3 Enterprise Collaborator (MEC) has been restarted

Enterprise Console Alerts



About HelpSystems

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and automate processes, encrypt and secure data, and provide easy access to the information people need.