



HipCheck information

This FAQ section explains a few very basic things about HipCheck. Please see our online documentation, the www.scomobile.com website and other HipCheck related material that we provide.

Q: What DOES HipCheck do for me?

A: It allows you or the service people in your company or your customer to monitor important servers from your smart phone. That means, 24x7 from wherever you are. A very important point is that in addition to being able to **MONITOR** your servers, you also actively **can control** your servers from your smart phone. (E.g. you can receive alerts about specific situations that you have configured and then also run commands to fix these situations, even reboot the server if necessary)
In addition to a Windows Mobile Phone client, HipCheck can be used from a Blackberry phone and a PC Client as well.

Q: What kind of alerts can I receive?

A: You can receive alerts by E-mail or SMS directly to your phone. Here are some examples for situations where you can receive alerts for (The values are just examples and can be easily configured from the Client interface on either the phone or the Desktop): A server's CPU is saturated over 80%, your disk is filled more than 70%, a service or process is no longer running or is running, an application has logged a specific message into a logfile, a printer is no longer online, the monitored server cannot be reached anymore from the HipCheck server and many more things.

Q: So I do need a specific phone in order to use HipCheck?

A: Well, you can also use the Desktop Client and if you select alerting by email, then you don't need a phone at all. However, the major new thing with HipCheck is that it allows monitoring from a mobile device instead of a Desktop, Laptop etc.

So in order to make use of that, you need at least one smart mobile device, a Windows Mobile OS phone. Java phones are supported as well beginning with HipCheck v1.0.3.

This allows for both receiving alerts AND actively run commands and actions on your server from the mobile device. In order to only receive SMS alerts, you only need a normal (dumb) mobile phone. Then you can use the HipCheck PC client to control your server.

Q: Let's assume I want to test this, what do I have to do to get this started?

A: You can sign up for a Free of Charge Evaluation of HipCheck. You sign up for that Trial Account at <http://hipcheck.sco.com/>

After signing up you can download the HipCheck Client application that has to be installed on your Windows Mobile based smart phone. Then, download the Agent Software for the server OS that you want to monitor (UNIX, Windows). There is an optional Proxy Relay component that you can download and install, if you have a proxy that will act as a single point of connection to your servers from outside the firewall.

Follow the instructions for installing this components and configuring the firewall / Proxy by reading the HipCheck documentation at: <http://hipcheck.sco.com/hipcheck-files/doc/>

Q: Ok, there is a HipCheck Web Portal – what is this for?

A: The Web Portal is where you administer your HipCheck account. A new HipCheck account needs to configure user names/passwords and phone numbers for people who have the right to use HipCheck. A user that has access to a smart phone that should run HipCheck is called a subscriber in the HipCheck world.

Then you configure the servers that these users should be able to monitor and control. These servers need to have the HipCheck agent installed on them. Then you set up permissions – HipCheck supports several levels of permissions. Some users should only be able to VIEW the system and receive ALERTS while other have full access rights and can take actions like clear an alert, restart a service or even reboot a system. These permissions are assigned in the HipCheck Web Portal.

Q: What kind of servers can I monitor with HipCheck?

A: At this time you can monitor Microsoft Windows Server OS (incl. Windows 2000 and 2003 and XP Professional) and UNIX servers from SCO (OpenServer 5.0.7, OpenServer 6, and UnixWare 7.1.x) and some SUN Solaris UNIX servers as well. (See the supported OS matrix for HipCheck at the [Data Sheet](#)) If you have the need to monitor another OS get in touch with your SCO Sales representative.

Q: Can I monitor a large number of servers from my mobile phone?

A: Yes, your Windows Mobile OS based smart phone with HipCheck installed provides an interface to even handle large number of servers in a convenient way. SCO made some important enhancements for that specific topic with version 1.0.3 of HipCheck.

Q: You say I can even reboot my server from a HipCheck enabled mobile device?

A: Yes, HipCheck provides an interface that allows you to configure specific commands that you then can run from HipCheck. This also includes rebooting your server as well.

Q: But this is a huge security issue, isn't it?

A: Security is addressed with HipCheck in various ways.

First, access to HipCheck monitored servers is controlled by your account on the HipCheck central server. You need to enable a specific user / smart phone number for HipCheck access. Secondly, the HipCheck client always connects to the central server first and authenticates your session using a login and password. You can configure how long such a session is valid before it needs a new authentication. You do this on the HipCheck portal. There are various different models of security between the HipCheck server and the monitored server / agent as well. Please check the documentation on this. And there are different permissions that can be configured on the server (HipCheck Portal). That allows giving only specific people access to the command execution.

Q: How much is a Hipcheck solution?

A: This needs some explanations first. At the end you pay for a combination of how many smart phones can connect to the Hipcheck server and monitor how many servers. We call these HipCheck server months. These licenses are quite flexible. You can purchase 1200 server months, which allows you to monitor 100 servers for 12 months or 40 servers for 30 months and so on. The licenses are again entered and managed from the HipCheck server Portal.

You purchase an initial package that allows for example to have 2 users (smart phones) to monitor 10 servers for 12 months (120 server months). After that purchase you can extend both the users (more smart phones that need to connect) and server months (more servers to be monitored) with Addon licenses. Please check with your SCO Reseller or authorized Distributor or contact your SCO sales representative.