



Talis Assist Monitoring

General Release (January 2011)

- ◆ This document describes the monitoring functionality that has been added to the Talis Assist security service.
- ◆ It is intended for System Managers or IT staff responsible for managing the Talis system.

Introduction

The Talis Assist security service now includes real time monitoring of your LMS server, MIS server (if possible) and external Prism server.

The monitoring of the LMS and Prism servers involves performing a search once a minute against the Talis Prism indexes. To monitor the MIS server an SSH connection is attempted once a minute. A Monitor display in the Talis Support office indicates whether or not the search or connection was successful. If a failure is indicated Support staff will raise a case and investigate the cause of the problem.

Setting up monitoring

Please raise a case via [My Support](#) or contact sales@talis.com to ask for monitoring to be enabled on your system. Please indicate who should be the primary contact in the event of a problem and supply the name of a backup contact.

The monitoring service is implemented at Talis. It does not require any configuration on the Prism or LMS server, any firewall changes or the use of additional ports. A member of the Support Team will contact you on receipt of your request to discuss which checks will be implemented. Please note that it will not be possible to monitor the MIS server if it is not directly accessible.

Logs

The only indication that monitoring is running on your system will be messages in a log file on the server that show SSH connections being closed. These messages will be in `/var/log/secure` if Talis connects to your server via SSH or Telnet or `/var/log/authlog` if connection is via a VPN connection.

The messages look something like this:

```
Jan 11 13:12:42 talis-prism sshd[21356]: Connection closed by 62.172.77.66
```

At libraries with VPN connections the IP address will vary as it is changed by the firewall.



Note: the logging level set on your server may prevent these messages appearing.