# RMS
# REMOTE MONITORING
# SERVICES

**OVERVIEW**

Revcord supplies all of its systems with a software program that acts as a remote monitoring service. This software program runs in the background of the recording software. In conjunction with this service, Revcord has client software which can be on any PC based computer system on the network or internet. This software can manage one to multiple recorders and will monitor all systems. Any error or failure in what is listed below will generate a visual and audible alarm on the recorder and the system where the RMS client resides. In addition, it can also send emails to numerous parties if an SMTP server is specified on the recorder and/or where the RMS client resides.

**MONITORING SERVICES**

- The software keeps a constant connection and monitors the following:
- CPU Usage (Shows 2 CPU's for the Dual Core System)
- Memory Usage (Both the Physical Memory and the Pagefile)
- Hard Drives (Total space, Available Space, and Usage)
- Network Connections (Traffic)
- All of the Revcord Software Applications:
    - The Cascading Database Application:         DBSplitter.exe
    - The Email On Demand Application:             AutoEmail.exe
    - The Record On Demand Application:            VSLoginSvr.exe
    - The ANIALI Application:                      ANIALI.exe
    - The Backup Manager Application:              VMBackupServer.exe
    - The Live Monitoring Application:             VsRealTimeServerEx.exe
    - The Main Recording Application:              VSCtiMgr.exe
    - The Call Streaming Application:              VsVodSvr.exe
    - The Screen On Demand Application:            Revftserver.exe

**APPLICATION**

This application can be used for multiple reasons. We commonly see dealers set up all the recorders they have installed and monitor them as a courtesy or for a monthly fee. The system can also be used for individual recorders by the customer. Lastly, the RMS system works best where there are multiple recorders being monitored by one administrator.

REMOTE MONITORING SERVCIES