Getting Started: Catbird Networks SecureWatch™

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Welcome to Catbird Networks SecureWatch

Learn who we are and the security and performance monitoring services we offer you.

Who is Catbird Networks™?

Established in 2000, Catbird Networks was created by CenterGate Research, a research group formed by networking veterans responsible for developing the fundamental architecture of today's Internet. Because of their experience in developing Internet and content distribution networks, CenterGate envisioned being able to provide customers with real-time monitoring for networks and applications. The result: Catbird Networks.

Catbird Networks provides businesses and hosting providers with unique solutions that help them manage the security, integrity, and performance of their networks, Internet-based systems, and applications, as well as third-party technology and content providers. Using our intelligent early warning monitoring system, we can alert our customers of security and performance issues.

Comprehensive monitoring solution

Catbird Networks believes in managing through comprehensive monitoring. Catbird Networks SecureWatch is a real-time, 24/7 monitoring solution for managing networks, Internet-based systems, and applications.

Our goal is to provide the most comprehensive security and performance monitoring for our customers while making it cost-effective to set up and manage. Using a Web-based interface, SecureWatch tests are easy to create and are flexible to fit any customers' needs. SecureWatch tests customers' networks every 15 minutes, 365 days a year to provide the most thorough monitoring in the industry. Detailed notifications

and reports help customers manage their networks, rapidly resolve problems, and limit the potential exposure of confidential information. Regulated industries, such as financial institutions, benefit by adhering to federal guidelines and audits.

Managing security, integrity, and performance

SecureWatch uses intelligent, automated agents placed at major traffic points throughout the Internet. Our agents quickly notify customers about security or performance problems, and collect historical data for statistical and benchmarking reports. The combined effect is to provide the most complete and informative view of how our customers' systems and network are functioning.

SecureWatch is a suite of monitoring tests, each defined to monitor an essential component of a customer's critical operations. We monitor email systems, Web page access times, transaction times, and DNS records. We enhance layered security solutions by watching for hijacking, defacement, firewall port vulnerabilities, and more. Our suite of security and performance monitoring tests includes:

Security Tests

- Defacement Test
- Hijacking Test
- Port Scan Test

Performance Tests

- Web Test
- Email Test
- Transaction Test
- DNS Server Test
- DNS Cluster Test
- TLD Test

The SecureWatch solution is fully scalable. Moreover, because Catbird Networks agents monitor networks from outside firewalls, there is no software for customers to install or integrate.

Our enabling technology is reliable and accurate. We are in the catbird seat – always aware, and ready to respond.

Chapter

2

Getting Started with SecureWatch

Learn how to create and activate your account, log in to a session, and modify your account information.

Signing up for a SecureWatch account

Before you can set up your test agents, you need to sign in to the Web site and set up a SecureWatch account. To create a SecureWatch account:

1. Visit **www.catbird.com** and click **Sign In/Sign Up** in the menu bar.
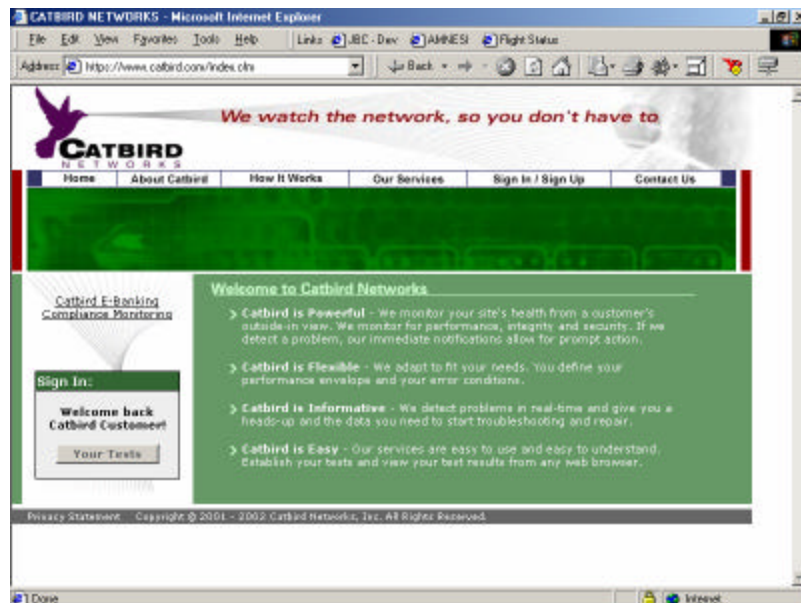

Figure 1: The Catbird Networks home page.

2. To set up a new account, you need an authorization key to complete the sign-up process.

   If you do not have an Authorization Key please, contact our Sales Department at sales@catbird.com

3. Once you have entered the Authorization Key, complete the registration form to establish your account. Click **Create Account** to submit your information.

4. Following your completion and submission of this form a confirmation email will be sent to your primary e-mail address. You must follow the directions in that confirmation e-mail to complete the sign-up process.

Note
As stated in the Privacy Statement when you register, Catbird Networks guarantees your registration information will remain confidential.

Note
During registration, you will be asked in which time zone you are located. Catbird Networks uses GMT by default for all times reported during testing. If you would prefer to use a different time zone, please select it in the registration form. Catbird Networks does not automatically account for Daylight Savings time as this is a condition that varies worldwide. Please make changes daylight savings time when and as you see fit.

Activating your account

Before you can create your tests, you need to activate your SecureWatch account. After you have registered for an account (see " Signing up for a SecureWatch account" on page 4), you will receive an email to confirm your registration. Click on the confirmation URL in the email and follow the instructions to activate your account.

Signing in to your account

To log in to the SecureWatch test site for the first time:

1. Visit www.catbird.com and click **Sign In/Sign Up** in the menu bar.

2. At the top of the page, click the **Login** link. The sign in screen appears.
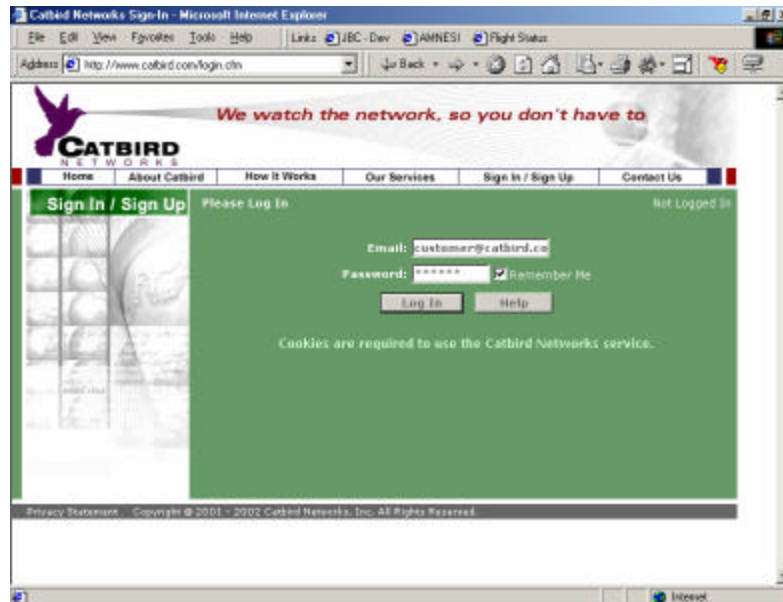
Figure 2: The SecureWatch sign in screen.

3. In the sign in screen, enter your registered email address and password.

4. Check **Remember me** so that you are logged on automatically every time you visit our Web site. Clear the checkbox if you want to log in each time.

5. Click **Log In**.

    If this is the first time you're logging, you will be prompted to create your first test. For more information on creating a test, see "Creating a SecureWatch test" on page 10.

    If you already have existing tests, you will see all of your tests listed in a table with basic information, including name of test, average response time of test, and the number of warnings and errors. For more information on creating, viewing, and modifying your tests, go to Chapter 3, "Tests."

Note
You must have cookies activated in your browser to use the SecureWatch service.

Fast login

If you checked Remember me in step 4 of "Signing in to your account," you can use Fast Login to view your tests without signing in.

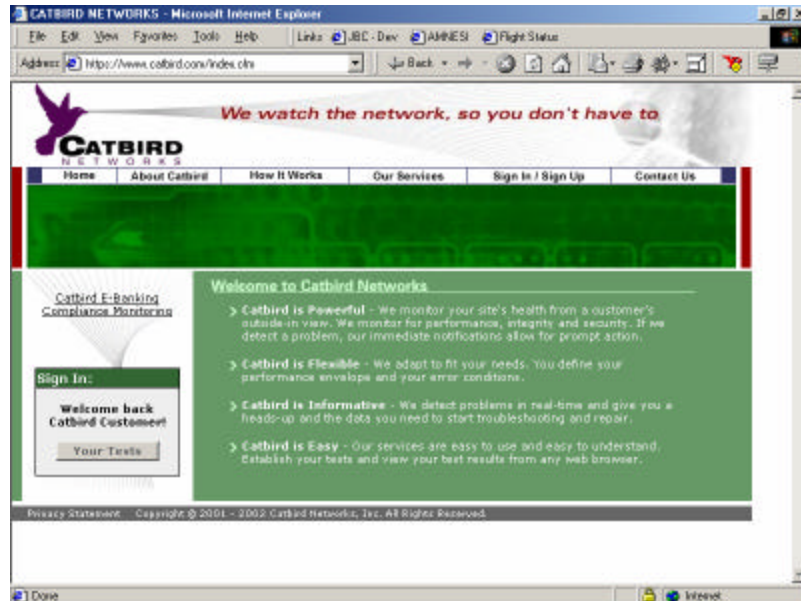- Visit www.catbird.com and click the **Your Tests** button on the right side of the page.

Figure 3: Click the **Your Tests** button to quickly log in and view your tests.

Forgot your password?

We can email your password in case you have forgotten it.

1. Click the **Help** button in the login page.

2. Enter your email address, and click **Mail me my password**. Your password will be sent to your primary email address.

Logging out

To end your session and logout:

- Click the **Log Out** button in the menu bar.

Note
When you log out of the Web site, you will have to re-enter your email address and password when you sign in again.

Modifying your account

To change your account information, add new contact addresses, or change the way you want to receive notifications, do the following:

1. After signing in to the Catbird Networks site, click the **Edit Account** button in the toolbar.
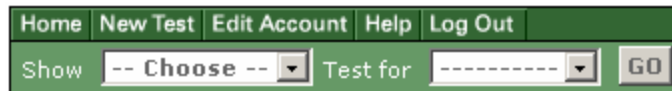

Figure 4: Click the **Edit Account** button to modify your existing account settings.

2. A screen with all of the available tests appears. Make changes to your existing account settings. You can change any of the fields.
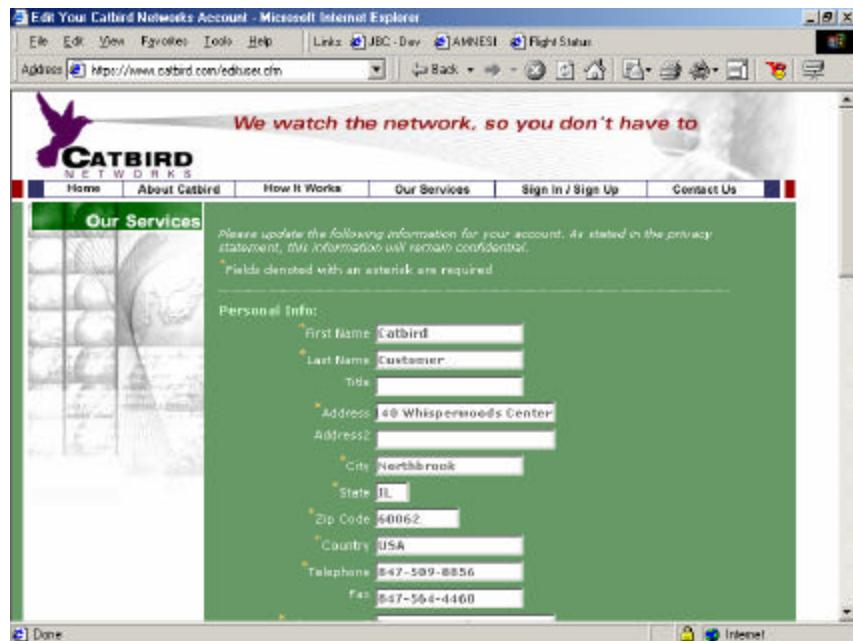

Figure 5: Edit your account information.

3. When you're finished making your changes, click **Update Account** at the bottom of the page.