



RockSolid Agent Requirements

RockSolid is our support management tool. We have an agent, the RockSolidAgent that monitors your SQL Server(s) and sends technical (non-business) data to our support centre for real time analysis. This data is encrypted and compressed and is sent every 5 minutes 24 hours a day.

Because the data is sent in a constant stream, this has a low level impact on your network bandwidth. However you should take the data volumes into consideration if you have any limits on your site's Internet connections etc. Typical monthly uploads are generally be over 1GB.

RockSolid runs on a separate box from the production server, it collects performance data in real time then compresses and encrypts that data and uploads it via the Red Rock web service every 5 minutes.

Requirements for the RockSolid Agent are:

- A server/PC that has the .NET Framework 3.5 installed (not the production SQL Server)
- A HTTPS capable connection to secure.rocksolidsql.com
- A domain account with System Administrator rights to SQL Server. This is used to run the RockSolidAgent service on your site. These details are never transmitted over the internet.
 - This account should also have with Local Administrator rights to the monitoring PC
 - This account should also have the ability to log in as a service to the monitoring PC
- At least 500MB of free RAM on the monitoring PC
- At least 500MB of free space on the monitoring PC

DBA Out-Task Support Requirements

Our support DBA's will connect to your site via VPN. You must provide Red Rock with the following:

- VPN connection to your site. This must not be fixed to any specific IP address for 24x7 support
- If VPN is token based please provide 3 tokens to allow for consistent coverage and escalation processes

Once connected to your environment our DBA's require the following:

- The ability to Remote Desktop to the RockSolid agent monitoring pc
- Local Administrator rights on the RockSolid agent monitoring pc
- The ability to Remote Desktop to the SQL Servers being supported; this may be directly or via a 2 stage process from the monitoring PC
- Local Administrator rights to the SQL Server's being supported

If you have any questions or concerns about these requirements please do not hesitate to contact support@rocksolidsql.com to discuss.