UNDERSTANDING THE

"BASE AGENT"

Remote Monitoring For Health And Performance Issues, As Well As Vulnerabilities Searching

An Informational eBook

CORE6+

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Table of Contents: The Core 6+ Base Agent

Chapter 4: The Benefits of a Monitored Network

- **4.1** Proactive Protection: From a Problem to an Actionable Alert

- **4.2** Secure Remote Access: The Power to Fix Issues from Anywhere

- **4.3** A Strategic Advantage: How Core 6+ Uses This Information for You

Chapter 5: Conclusion

- **5.1** A Summary of What Matters Most

- **5.2** Total Visibility: The Peace of Mind of a Monitored Network

- **5.3** A Resilient Security Stance: How the Base Agent Protects Your Future

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Chapter 1: The Problem with the Unknown

1.1 Running Blind: The Risk of Not Knowing Your Network's Health

In the world of business, knowledge is power. But when it comes to the health of your network, many organizations are running blind. They know their computers work, but they don't know *how* well they're working. They don't know if a hard drive is about to fail, if a security application has stopped running, or if a crucial service is no longer functioning.

This lack of visibility creates a significant risk. The

Core 6+ Base Agent provides in-depth insight and reporting with regards to vital device status and performance details. It performs a variety of checks, including monitoring if the available free space on a hard drive falls below a certain level, which can prevent a system from crashing. Without this level of information, you can't be proactive. You can only react to a problem after it has already caused a disruption.

1.2 A Guessing Game: Why "Fingers-Crossed" is Not a Security Strategy

Many small businesses and nonprofits rely on a "fingers-crossed" approach to cybersecurity. They hope that their antivirus is up to date, they hope that their computer is running smoothly, and they hope that a security patch hasn't been missed. But hope is not a strategy.

A major risk comes from not knowing which software needs to be updated. An out-of-date operating system or application can be an open door for hackers. The Base Agent monitors and alerts on missing patches and detected vulnerabilities, so you don't have to guess if your computers are secure. You have to know which software needs updating so you can keep the computer secure and eliminate the "holes" that the hackers can exploit.

1.3 The Cost of the Unknown: What Happens When You Don't Know a Problem Exists

The cost of not knowing a problem exists can be catastrophic. The problem isn't just the eventual system failure; it's the fact that you had no warning that it was coming. A server that is running low on hard drive space or an antivirus that is not up to date are both ticking time bombs.

The Base Agent continuously monitors your network for these kinds of problems, running "24x7 CHECKS" multiple times per day on servers and workstations. This includes monitoring and alerting on things like a failing hard drive , a service that has stopped running , or a backup that did not complete. By catching these issues early, the Base Agent helps you prevent a major disruption, saving you from the high cost of a system failure, a data breach, or a complete operational shutdown.

Chapter 2: The Solution - The Base Agent

2.1 What is the Base Agent? Your Eyes, Ears, and Hands on Every Device

If not knowing is the problem, then the **Core 6+ Base Agent** is the solution. It is our main Remote Monitoring and Management platform, providing a level of visibility that is simply not possible with a reactive IT approach.

Think of the Base Agent as the eyes, ears, and hands of your remote teams. It is a small, lightweight software application that we install on every one of your devices, and it works silently in the background to provide a constant stream of information. It provides in-depth insight and reporting with regards to vital device status and performance details.

This

Unified Endpoint Management tool is the key to our proactive security stance. It gives us access to every device, so we know if there's any hardware issues, like running out of Hard Drive space, or the RAM utilization maxing out. It's the essential software that makes our entire remote-first security model a reality.

2.2 The Comprehensive Health Check: How the Base Agent Gathers Data

The Base Agent is constantly monitoring your network for potential problems, running two different types of checks to gather in-depth information about your systems.

- **Multiple Times Per Day, The "BASE AGENT" Performs Server and Workstation "24x7 CHECKS"**. These checks are performed every 30 minutes on servers and every 2 hours on workstations. This includes checking for things like disk space, event logs, and the status of crucial Windows services to ensure they are not failing.

- **Once Per Day, The "BASE AGENT" Performs Server and Workstation "DAILY SAFETY CHECKS"**. These checks are performed every morning to verify that your antivirus is up-to-date, that your backup completed successfully, and that there are no critical events or failed login attempts on your systems.

This constant stream of data is what allows our remote teams to find a problem before it has a chance to cause a disruption.

2.3 Automated & Unobtrusive: How the Agent Works Silently in the Background

The great part about the Base Agent is that it works in the background without any interruption to your daily operations. You will never see it, but you will feel the benefits of it every day. It is an automated and unobtrusive service that is designed to be a silent guardian for your network.

The Base Agent also gives us access to the patching and vulnerabilities status, so we can see when the operating system and other applications need to be updated. We have to know which software needs updating so we can keep the computer secure and eliminate the "holes" that the hackers can exploit.

This proactive approach, combined with the agent's ability to provide secure remote access, is what makes Core 6+ a truly proactive partner. It's a way of saying that you are not going to wait for a problem to happen before you take action.

Chapter 3: The Power of In-Depth Monitoring

3.1 The Daily Health Report: What the Base Agent Checks for Every Day

You can think of the Core 6+ Base Agent as providing a daily health report for every device in your organization. Once per day, the Base Agent performs a series of

"DAILY SAFETY CHECKS" on both servers and workstations. This is an essential diagnostic routine that looks for any signs of a potential problem that could lead to a security incident or system failure.

These daily checks cover a range of critical items, including:

- **Anti-Virus Update Check:** The agent monitors to ensure your antivirus program is up-to-date with the latest published version.

- **Backup Status Check:** It monitors the Windows Event Log and alerts if a backup did not complete or failed.

- **Failed Login Check:** It tracks the total number of unsuccessful login attempts in the past 24 hours, which can be an early indicator of a security threat.

- **Physical Disk Health Check:** The agent monitors "SMART" disks and alerts if they are reporting errors to the operating system.

This daily report gives us a high-level view of your network's health and provides a critical early warning system for any potential issues.

3.2 The 24/7 Watch: Constant Checks for Performance and Security

While the daily safety checks are crucial, some aspects of your network require more frequent monitoring. The Base Agent provides this with its

"24x7 CHECKS," which are performed on servers every 30 minutes and on workstations every 2 hours.

These constant checks are focused on performance and security, ensuring your systems are not just healthy, but also running efficiently and without interruption. This includes:

- **Disk Space Check:** It monitors and alerts when the available free space on a hard drive falls below a defined parameter.

- **Windows Service Check:** The agent checks to ensure that crucial Windows services are not failing or have stopped running.

- **Performance Monitoring Check:** It monitors and alerts when system resources, like a processor or a network device, are too busy.

This continuous monitoring allows our remote teams to catch and address potential issues—like a server running out of space—before they can cause a serious disruption to your business.

3.3 Closing the Holes: How Patch Status Monitoring is Your Most Critical Defense

Among all the checks the Base Agent performs, the

Patch Status Check is arguably the most critical for your security.

An unpatched system is a known, open door for a hacker. When a software company releases a security patch, hackers immediately begin to scan networks for devices that have not yet installed that patch. The Base Agent monitors and alerts on missing patches and detected vulnerabilities, which allows our remote teams to "keep the computer secure and eliminate the 'holes' that the hackers can exploit". This is the most crucial aspect of keeping your computers secure and eliminating vulnerabilities.

This proactive approach to patching is a fundamental part of our security philosophy. It is a way of saying that you are not going to leave any known vulnerability open to a potential attacker.

Chapter 4: The Benefits of a Monitored Network

4.1 Proactive Protection: From a Problem to an Actionable Alert

In the last chapter, we talked about all the data the **Core 6+ Base Agent** collects—from hard drive health to patch status. So, what happens to all that information? This is where a monitored network provides its true power:

proactive protection.

Instead of just waiting for a computer to fail, the Base Agent turns a potential problem into a clear, actionable alert. For instance, if a server's hard drive space falls below a critical level, the agent sends an alert to our NOC team. This allows a technician to address the issue immediately, often by clearing out old files or expanding storage, all before it has a chance to cause a system crash and costly downtime.

A monitored network takes the guesswork out of IT management. It gives you comprehensive checks for both your servers and your workstations to deliver accurate, real-time system information, ensuring that a small problem never escalates into a major disaster.

4.2 Secure Remote Access: The Power to Fix Issues from Anywhere

A key feature of the Base Agent is its ability to provide secure, remote access to your devices. This function, called

"Take Control," allows your IT person or our NOC team to securely access a device from anywhere in the world to resolve an issue.

This is a game-changer for speed and efficiency. Instead of waiting for a technician to travel to your office, a NOC technician can address a problem instantly. The Base Agent provides three different types of access for any scenario:

- **Attended Access:** You can accept a tech's request for an encrypted connection and stay engaged with them.

- **Unattended Access:** The tech can securely connect to a device when you're not there, perfect for after-hours maintenance.

- **"Off-Net" Access:** This even allows a tech to securely connect to a device that is not on your managed network, such as an employee's home computer.

This powerful remote access capability ensures that a problem can be fixed quickly and securely, minimizing any disruption to your business.

4.3 A Strategic Advantage: How Core 6+ Uses This Information for You

The Core 6+ Base Agent provides you with powerful insights for system security and performance. We use this constant stream of information to turn a reactive IT model into a proactive one.

This gives your business a significant strategic advantage. Instead of waiting for a computer to fail, we can predict it. Instead of waiting for a security vulnerability to be exploited, we can fix it. The Base Agent is the foundation of our entire security model, and it is the key to providing you with the proactive, specialized, and cost-effective support you need to keep your business running smoothly and securely.

Chapter 5: Conclusion

5.1 A Summary of What Matters Most

We've covered a lot of ground in this guide, moving from the risks of running blind to the power of a monitored network. As we bring this guide to a close, let's quickly recap the most important takeaways about the Core 6+ Base Agent:

- **Hope is Not a Strategy:** Relying on a "fingers-crossed" approach to cybersecurity leaves you vulnerable to threats you don't know exist.

- **The Agent is Your Eyes and Ears:** The Base Agent is a small, unobtrusive software that provides a constant stream of information on the health and performance of your devices.

- **Proactive, Not Reactive:** The agent turns a potential problem—like a failing hard drive or a missed security patch—into a clear, actionable alert, allowing you to fix it before it causes a major disruption.

- **Secure Remote Access is a Game-Changer:** The "Take Control" feature allows your IT support or our NOC team to securely access and resolve issues from anywhere, saving you time and money.

5.2 Total Visibility: The Peace of Mind of a Monitored Network

The ultimate benefit of the Core 6+ Base Agent is the peace of mind that comes with **total visibility**. As a business owner or a nonprofit director, you have a partner who is constantly watching the health and performance of your devices. You can operate with the confidence that a crucial Windows service hasn't stopped running or that your antivirus is up-to-date.

The Base Agent delivers accurate, real-time system information, ensuring that a small, simple problem doesn't turn into a catastrophic shutdown. It's a way of saying that you are no longer running blind; you are in control.

5.3 A Resilient Security Stance: How the Base Agent Protects Your Future

In the end, the Core 6+ Base Agent is more than just a software tool; it's the foundation of a resilient security stance. It's a commitment to a proactive defense that protects your business from the threats of today and tomorrow. It's a way of saying that you are taking your security seriously, and you are not going to leave your business vulnerable.

With the Base Agent, you get powerful insights for system security and performance. It's the key to protecting your organization's digital assets and ensuring your business can continue to grow, unhindered by the problems that so often plague unmonitored networks.

Your Strategic CyberSecurity Provider (SCP)

Core 6+ is your Strategic CyberSecurity Provider (SCP) — a partner focused exclusively on protecting your organization from today's ever-evolving cyber threats. Unlike traditional MSPs that primarily handle IT labor and computer fixes, Core 6+ delivers the world's best, proactive cybersecurity protection applications and defense tools through layered solutions like Gateway Protection, SOC-managed EDR, NOC-managed Daily Patching and Preventative Maintenance, Web Protection and DNS Filtering, Data Backups, and more. Core 6+ augments and works directly with your trusted IT support – whether that be internal staff or external contractor. Core 6+ wants to help augment your team by providing 24/7 real-time, all-the-time protection, Where You Want It Most — giving you the freedom to choose only what you need, at a price you can actually afford.

Traditional MSPs tend to - and often want to - live on one end of the service spectrum with fully "Done For You" services option, which always include high fees and retainers. Whereas, at the other end of that spectrum, where most small businesses and nonprofits are, the only option for cybersecurity protection seems to be: (Pay Way Too Much, or) "Do It Yourself" - literally leaving small businesses and nonprofits on their own, with no professional guidance, and with no real safety net.

Core 6+, as your SCP, bridges that gap. Giving organizations - of every size - the freedom to handle as much of their own IT and computer support as they want and have been doing for years. Core 6+ works with whoever your trusted IT support person is… And, if need be, Core 6+ can help you find local IT Partners to provide complete, hands-on service when needed.

With Core 6+, as your SCP, partnering with your trusted IT support you can get the perfect blend of CyberSecurity Protection, IT independence and the expert (augmented) backup support if, or whenever needed.