（Sheet 1）

PineApp Mail-SeCure Series Service Details

Category	Service		Details
Operation Monitoring Service	Network Monitoring	Node Monitor	Ping is performed every five minutes to confirm machine response. If there is no response after three tries, specified person is contacted and notified.
	Resource Monitoring	CPU Monitor	SNMP is performed every five minutes to retrieve CPU usage rate. If the CPU usage cannot be retrieved after three tries, specified person is contacted and notified. Also, if CPU usage exceeds specified threshold, specified person is contacted and notified.
		Memory Monitor	SNMP is performed every five minutes to retrieve memory usage rate. If the memory usage cannot be retrieved after three tries, specified person is contacted and notified. Also, if memory usage exceeds specified threshold, specified person is contacted and notified.
		Disk Monitor	SNMP is performed every five minutes to retrieve disk usage rate. If the disk usage cannot be retrieved after three tries, specified person is contacted and notified. Also, if disk usage exceeds specified threshold, specified person is contacted and notified.
		Queue Monitor	SNMP is performed every five minutes to retrieve queue status. If the queue status cannot be retrieved after three tries, specified person is contacted and notified. Also, if queue status exceeds specified threshold, specified person is contacted and notified.
		Thread Monitor	SNMP is performed every five minutes to retrieve thread status. If the thread status cannot be retrieved after three tries, specified person is contacted and notified. Also, if thread status exceeds specified threshold, specified person is contacted and notified.
	Status Monitoring	Process Monitor	SNMP is performed every five minutes to retrieve process running status. If the process status cannot be retrieved after three tries, specified person is contacted and notified. Also, if process status exceeds specified threshold, specified person is contacted and notified.
Operation Management Service	Configuration Changes		Black/White lists are added, changed or deleted according to customer request. ※Configuration change for maximum of five lists (5 e-mail addresses) can be made at one time. Also, this service can be used a maximum of 12 times a year.
	File Backup		Backup is made of configuration file when configuration changes are made or according to customer request. Two generations of backup files will be stored.
Advisory Service	Help Desk		Help desk responds to questions regarding service details, machine specifications etc. ※Reception：24 hours/day, 365 days/year　Response：9:00-17:00 Monday-Friday
	HW Failure Support		HW failure support will be provided according to customer request. ※Service consists of HW investigation and HW replacement logistics. Customers may ask for cooperation regarding operations that cannot be performed by remote login.
Reporting Service	Web Portal		Web portal site is created for each customer. Results of operation monitoring, various reports etc. can be viewed on web portal site.
	Operation Monitoring Report		Reporting for operation monitoring results. Reports can be viewed from web portal site. Report period can be viewed weekly (maximum 15 weeks) and monthly (maximum 3 months).