

up.time 4 Data Sheet



up.time is a Web browser-based application that continuously monitors your servers, applications, databases, and IT resources, alerting you to problems or issues. Using the information that up.time gathers, you can solve problems *before* they impact your business.

For more information, contact us by email at sales@uptimesoftware.com or call us at 416.868.0152.

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Supported Platforms

To get the most detailed capture of server resource and performance metrics, you must install the OS-specific up.time Server Agent on each server monitored. This will collect over 120 different metrics that can be graphed and reported on.

Supported Monitoring Station Platforms

Windows	Linux	UNIX
<ul style="list-style-type: none"> Windows XP Professional (x86) Microsoft Server 2003 Standard & Enterprise (x86) 	<ul style="list-style-type: none"> Red Hat Enterprise Linux ES & AS 4 (x86, x64) SUSE Linux Enterprise Server 9 (x86) 	<ul style="list-style-type: none"> Solaris 8, 9, 10 (SPARC & SPARC64) AIX 5.3 TL5 (POWER4/5/6)

Supported Server Agent Platforms

Windows	Linux	UNIX
<ul style="list-style-type: none"> Windows Vista Ultimate & Enterprise (x86, x64), 64-bit (x64) Windows XP Professional (x86, x64), 64-bit (x64) Windows Server 2003 Standard & Enterprise (x86, x64), 64-bit (x64) Windows 2000 Server & Advanced Server (x86, x64) Windows NT 4.0 Server (x86, x64) 	<ul style="list-style-type: none"> CentOS 5.x (x86, x64) Debian GNU/Linux 3.1, 4.x on glibc 2.3.x (x86, x64) Fedora Core 1, 2, 3, 4, 5, 6, Fedora 7, 8 (x86, x64) RHEL 5 & RHEL Advanced Platform 5 (x86, x64), 64-bit (x64) RHEL ES 4 (x86, x64, POWER4/5/6) RHEL AS 4 (x86, x64), 64-bit (x64) RHEL ES 3 (x86, x64), 64-bit (x64) Red Hat Linux Professional 7.x, 8.x, 9.x (x86, x64) SUSE Linux Enterprise Server & Desktop 10 (x86, x64) SUSE Linux Enterprise Server 9 (x86, x64, POWER4/5/6) SUSE Linux Professional 8, 9 (x86, x64) Ubuntu Server Edition (x86, x64) 	<ul style="list-style-type: none"> AIX 4.3.x, 5.x, 6.x (POWER4/5/6) HP-UX 11 (Itanium 2, PA-RISC) IRIX 6.x (MIPS III) Solaris 10, 11 (x64, SPARC & SPARC64) Solaris 2.6, 7, 8, 9 (SPARC & SPARC64) Tru64 UNIX 4.0g, 5.1 (64-bit Alpha)

VMware ESX Support

up.time can monitor and report on the workload of instances running on a VMware ESX server. Use up.time's Server Virtualization report to pinpoint physical servers that are good candidates for virtualization. Then, use the VMware and V13 Workload reports to profile the workloads of your ESX systems. Supported versions include ESX 2.x, as well as ESX 3.0, 3.1, 3.5, and 3i on Virtual Infrastructure 3.



With up.time, you *won't* need up.time Server Agents for:

- Agentless monitoring of Novell NetWare 6.5 servers using NRM
- Agentless monitoring of servers with Net-SNMP 5.x (limited metrics)
- Agentless availability monitoring of any node or networking device

Minimum Hardware Configuration

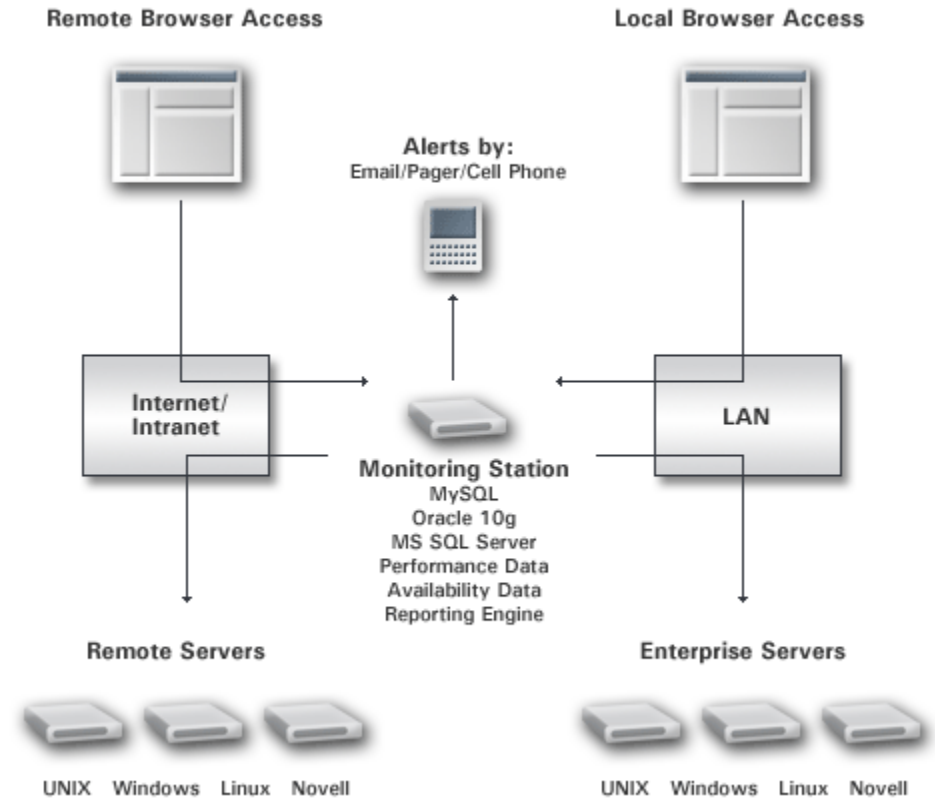
- 1 GHz processor
- 1 GB of memory
- 18 GB of disk storage
- 100 Mbps Network Interface

Supported Monitoring Station Databases

- MySQL (included with up.time)
- Oracle 10g
- Microsoft SQL Server 2000, SQL Server 2005

High Scalability and Performance Architecture

In today's dynamic business environment, an enterprise must increase capacity to meet demand while continually providing high performance services to users across its infrastructure. up.time provides the enterprise scalability and 24x7 availability that today's global business operations demand.



Monitors

Choose from any of up.time's 30+ built-in monitors or quickly define your own "custom" probes in minutes. Built-in template monitors are easy to configure and include:

Host Services Monitors

- Performance Check
- File System Capacity
- Process Count Check Monitor

Database Monitors

- MySQL (Basic Checks) Monitor
- MySQL (Advanced Metrics) Monitor
- Oracle (Basic Checks) Monitor
- Oracle (Advanced Metrics) Monitor
- Oracle Tablespace Check Monitor
- SQL Server (Basic Checks) Monitor
- SQL Server (Advanced) Monitor
- SQL Server Tablespace Check Monitor
- Sybase Monitor

Network Service Monitors

- DNS Monitor
- FTP Monitor
- HTTP (Web Services) Monitor
- IMAP (email Retrieval) Monitor
- NFS Monitor
- NIS / YP Monitor
- NNTP (Network News) Monitor
- PING Monitor
- POP Monitor
- SMTP (email Delivery) Monitor
- SNMP Monitor
- SSH (Secure Shell) Monitor
- TCP Monitor

Microsoft Windows Monitors

- Windows Event Log Scanner
- Windows Service Check Monitor
- Windows File Shares (SMB) Monitor

Application Monitors

- Exchange Monitor
- IIS Monitor
- LDAP Monitor
- Uptime Agent Monitor
- WebLogic Monitor
- WebSphere Monitor
- VMware ESX v3 Workload Monitor

Advanced Monitors

- Custom Monitor
- Custom with Retained Data Monitor
- External Check Monitor
- Custom Pluggable Monitors

Reports

up.time can automatically generate and schedule all the valuable system management reports you need for tracking critical enterprise resources, services, and mission-critical application availability. Reports can be run at any time or scheduled for automatic generation.

- Server Resource Usage
- Service Metrics
- Multi-System CPU
- File System Capacity Growth
- WebLogic
- Application Availability
- Service Outages
- CPU Utilization Summary
- Wait I/O
- Server Virtualization
- Service Availability
- Enterprise CPU Utilization
- CPU Utilization Ratio
- WebSphere
- VMware Workload
- VI3 Workload Profile
- LPAR Workload

Graphs

up.time can graphically display the performance and availability statistics for any monitored system. The graphing options are dependent on the host operating system and the metrics that up.time agents capture and return to the monitoring station differ from operating system to operating system.

The available graphs include:

- CPU Usage (% busy)
- Multi-CPU Usage
- Run Queue Length
- Free Memory
- Cache Hit Rate
- Paging Statistics
- Page File Use
- Detailed Process Information
- Number of Processes
- Workload - User
- Workload - Group
- Workload - Process Name
- Workload Top 10 - User
- Workload Top 10 - Group
- Workload Top 10 - Process Name
- Network I/O
- Network Errors
- TCP Retransmits
- Disk Performance Stats
- Top 10 Disks
- File System Capacity
- Instance Motion

VMware Performance Metrics

In addition to system performance metrics from the ESX platform, up.time also collects metrics for each instance that show the consumption of the following physical resources:

ESX v2 Metrics

- Workload – CPU
- Workload – Memory
- Workload – Network
- Workload – Disk

ESX v3 Metrics

- CPU
- Memory
- Network
- Disk
- % Busy
- % Ready

Application Performance Metrics

up.time collects a number of performance metrics for WebLogic and WebSphere servers.

WebLogic Performance Metrics

Connection Pools

- Failures to reconnect
- Connection delay time
- Current active connections
- Active connections high watermark
- Leaked connections
- Current capacity
- Number of available connections
- Number of threads waiting for connections

Per EJB

- Total access count
- Current beans in use
- Currently cached beans
- Activation count
- Passivation count
- Cache access count
- Cache miss count

Others

- JVM heap size
- JVM used memory
- Total open sockets
- Accept backlog
- Current idle thread count
- Current pending request count
- Transaction commit count
- Transaction rollback count
- Servlet invocation count

WebSphere Performance Metrics

Per Connection Pool

- Total size
- Free size
- Percent used
- Average wait time for connections
- Number of connection creates
- Number of connection destroys
- Number of waiting threads
- Average time per connection use

Per EJB

- Number of creates
- Number of removes
- Number of passivates
- Number of method calls
- Average method response time

Others

- Thread pool size
- JVM heap size
- JVM used memory
- Time since last restart
- Process CPU usage
- Number of active transactions
- Number of committed transactions
- Number of rolled back transactions
- Number of live servlet sessions

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System Performance Metrics

up.time collects a wide range of performance metrics from monitored systems, which can quickly determine how critical resources are being consumed.

CPU

Metric	Agentless	Agent-Based
% USR (User)	✓	✓
% SYS (System)	✓	✓
% WIO (Wait I/O)	✓	✓
% TOTAL	✓	✓
Run Queue Length		✓
Run Queue Occupancy		✓

Multi-CPU

Metric	Agentless	Agent-Based
CPU ID	✓	✓
USR	✓	✓
SYS	✓	✓
WIO	✓	✓
System Time Per CPU		✓
Wait I/O Time Per CPU		✓
User + System + Wait I/O		✓
Spins on Mutexes per CPU		✓
Interprocess Cross-Calls		✓
Interrupts (INTR)		✓

Memory

Metric	Agentless	Agent-Based
Free Memory	✓	✓
Cache Hit Rate		✓
PageOut Per Second		✓
PageIn Per Second		✓
PageFree Per Second		✓
PageScan Per Second		✓
Free Swap	✓	✓

Process - Per Process

Metric	Agentless	Agent-Based
Process Name	✓	✓
PID	✓	✓
PPID		✓
UID		✓
GID		✓
Memory Consumed	✓	✓
RSS		✓
CPU % Utilization by Process		✓
Memory % Utilization by Process		✓
Process Start Time		✓
Process Run Time	✓	✓

Process - System Level

Metric	Agentless	Agent-Based
Number of Processes Running	✓	✓
Number of Blocked Processes		✓
Number of Waiting Processes		✓
Execs Per Second		✓
Process Creation Rate		✓

Process - Novell NRM Only

Metric	Agentless	Novell NRM
DS Thread Usage		✓
Allocated Server Processes		✓
Available Server Processes		✓
Abended Thread Count		✓
Available Memory		✓
Work To Do Response Time		✓
Packet Receive Buffers		✓
Available ECBs		✓
LAN Traffic		✓
Available Disk Space		✓
Disk Throughput		✓
Connection Usage		✓

Workload

Metric	Agentless	Agent-Based
Workload by Process		✓
Workload by User		✓
Workload by Group		✓
Workload Top 10 by Process		✓
Workload Top 10 by User		✓
Workload Top 10 by Group		✓

Network

Metric	Agentless	Agent-Based
Network I/O	✓	✓
In Kbps	✓	✓
Out Kbps	✓	✓
In Errors	✓	✓
Out Errors	✓	✓
Collisions		✓
TCP Retransmits		✓

Disk - Physical/Logical Disk Performance

Metric	Agentless	Agent-Based
Disk (Spindle) Name		✓
Usage (% Busy)		✓
Throughput (Blk/s)		✓
Read/Writes/s		✓
Average Queue Length		✓
Average Service Time		✓
Average Wait Time		✓

File System Capacity

Metric	Agentless	Agent-Based
File System Name	✓	✓
File System Size	✓	✓
File System Used	✓	✓
File System Available		✓
File System % Used		✓

Veritas Volume Manager

Metric	Agentless	Agent-Based
DG/Volume/Subdisk		✓
I/O Operations (Read/Write)		✓
Block Throughput (Read/Write)		✓
Average Service Time (Read/Write)		✓

User

Metric	Agentless	Agent-Based
Number of Users Logged In	✓	✓
User Name + Number User Sessions		✓

Services

Metric	Agentless	Agent-Based
Service Status	✓	✓
Last Check Time	✓	✓
Duration in Current State	✓	✓
Acknowledged	✓	✓
Current State	✓	✓
Time in Okay State	✓	✓
Time in Warning State	✓	✓
Time in Critical State	✓	✓
Time in Unknown State	✓	✓
% Time Okay	✓	✓
% Time Warning	✓	✓
% Time Critical	✓	✓
% Time Unknown	✓	✓
Outage Diagnosis	✓	✓

Configuration

Configuration Item	Agentless	Agent-Based
System Name	✓	✓
Domain (YP)		✓
Architecture	✓	✓
Operating System Version		✓
Number of CPUs	✓	✓
Memory Size	✓	✓
Page Size		✓
Swap Size	✓	✓
Logical Volume Manager Installed? (Veritas or Solaris DiskSuite)		✓
Host ID		✓
CPU Configurations	✓	✓
Network Interface Configurations	✓	✓
File System Layout	✓	✓
Volume Manager Layout		✓

ESX v2 Metrics

Counter	Agentless	Agent-Based
CPU		✓
Memory		✓
Network I/O		✓
Disk I/O		✓

ESX v3 Metrics

Counter	Agentless	Agent-Based
CPU	✓	
Memory	✓	
Network I/O	✓	
Disk I/O	✓	
% Ready	✓	
% Used	✓	

AIX LPAR Metrics

Counter	Agentless	Agent-Based
lpar_id		✓
putt		✓
entitlement		✓
cpus		✓
capped		✓
smt		✓
memory_total		✓
memory_used		✓
net_packets_tx		✓
net_packets_rx		✓
net_bytes_tx		✓
net_bytes_rx		✓
disk_kbytes_out		✓
disk_kbytes_in		✓

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