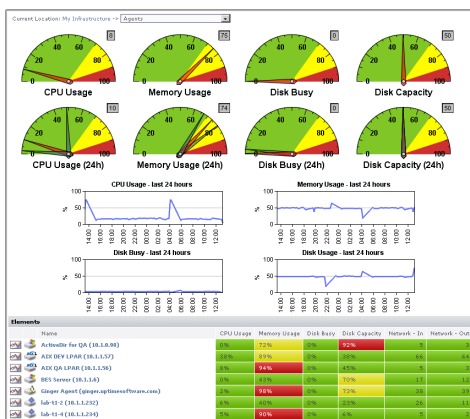




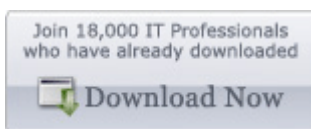
up.time 5 Product Data Sheet



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 1-416-868-0152.

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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 Server 2008 Standard & Enterprise (x86, x64) Windows Vista Ultimate & Business (x86, x64) Windows XP Professional (x86) Windows Server 2003 Standard & Enterprise (x86, x64) 	<ul style="list-style-type: none"> Red Hat Enterprise Linux ES & AS 4.5, 4.6, 4.7, & 5.x (x86, x64) SUSE Linux Enterprise Server 10.x & 11 (x86, x64) 	<ul style="list-style-type: none"> Solaris 10 (SPARC64, UltraSPARC) CentOS 5.2 (when running on VMware VI3 or vSphere 4 as a Virtual Appliance)

Supported Server Agent Platforms

Windows	Linux	UNIX
<ul style="list-style-type: none"> Windows Server 2008 Standard & Enterprise (with/without Hyper-V) (x86, x64) Windows Web Server 2008 (x86, x64) Windows Vista Business, 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) 	<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 1-6, 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 7-9 (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) IRIX 6.x (MIPS III) Solaris 10, 11 (x64, SPARC64, UltraSPARC) Solaris 2.6, 7, 8, 9 (SPARC64, UltraSPARC) 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, and profile the ESX workloads with the VMware Workload and Virtual Infrastructure Density reports. Supported versions include ESX 3.x and ESXi on Virtual Infrastructure 3, and ESX 4 on vSphere 4.

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

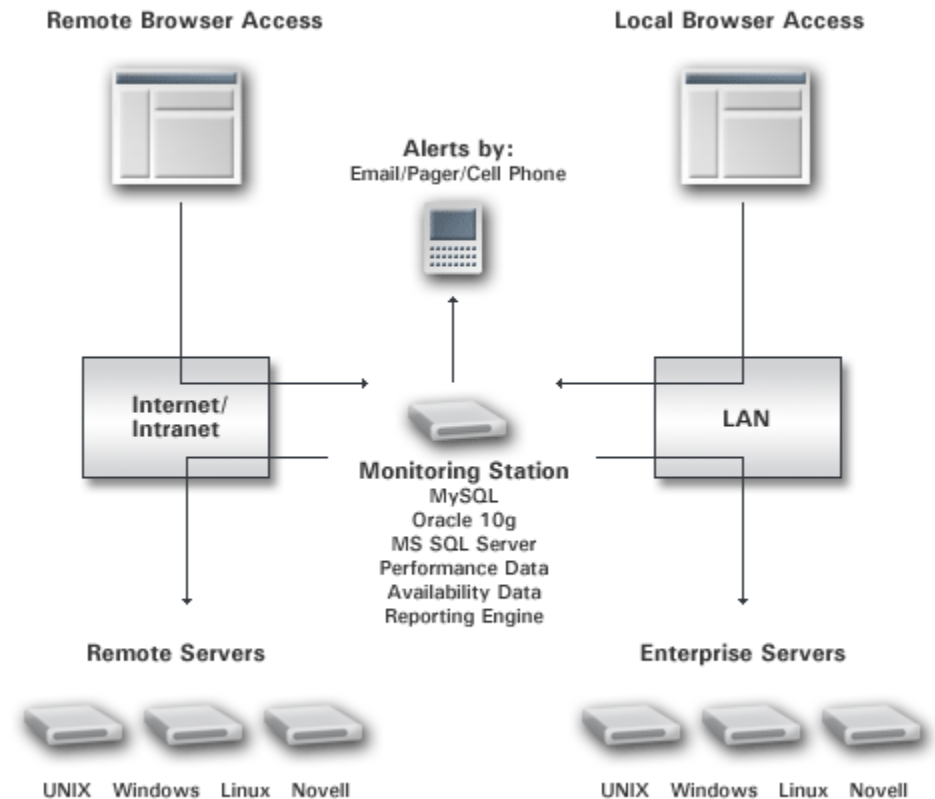
- 2.4 GHz dual-core processor
- 2 GB of memory
- 80 GB of disk storage
- 100 Mbps network interface

Supported Monitoring Station Databases

- MySQL (included with up.time)
- Oracle 10g R2, 11g R1
- Microsoft SQL Server 2005, and 2008

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 give broad coverage, and are easy to configure:

Host Services Monitors

- Performance Check
- File System Capacity
- Process Count Check

Database Monitors

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

Network Service Monitors

- DNS
- FTP
- HTTP (Web Services)
- IMAP (Email Retrieval)
- LDAP
- NFS
- NIS / YP
- NNTP (Network News)
- Ping
- POP (Email Retrieval)
- SMTP
- SNMP
- SSH (Secure Shell)
- TCP

Microsoft Windows Monitors

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

Application Monitors

- Email Delivery
- ESX Workload
- ESX (Advanced Metrics)
- Exchange
- IIS
- Uptime Agent
- Web Application Transaction
- WebLogic
- WebSphere

Advanced Monitors

- Custom Monitor
- Custom Monitor with Retained Data
- External Check
- Custom Plug-In 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.

Performance and Analysis

- CPU Utilization Summary
- CPU Utilization Ratio
- Multi-System CPU
- Resource Usage
- Service Metrics
- Wait I/O
-

Service Level Agreements

- SLA Summary
- SLA Detailed

Applications

- WebLogic
- WebSphere

Capacity Planning

- Enterprise CPU Utilization
- File System Capacity Growth
- Server Virtualization
- Solaris Mutex Exception
- Network Bandwidth
- Disk I/O Bandwidth
- CPU Run Queue Threshold
- File System Service Time Summary

Virtualization

- VMware Workload
- VMware Infrastructure Density
- LPAR Workload

Availability

- Application Availability
- Incident Priority
- Service Monitor Availability
- Service Monitor Outages

Graphs

up.time can graph performance and availability statistics for any monitored system. The graphs that are available depend on the metrics captured by the up.time agent; available options depend on the host operating system.

- | | | |
|-------------------------------|---|--------------------------|
| ▪ CPU Run Queue Length | ▪ Detailed Process Information | ▪ Network I/O |
| ▪ CPU Run Queue Occupancy | ▪ Number of Processes | ▪ Network Errors |
| ▪ CPU Usage (% busy) | ▪ Process Creation Rate | ▪ TCP Retransmits |
| ▪ Multi-CPU Usage | ▪ Process Running, Blocked, Waiting | ▪ Disk Performance Stats |
| ▪ Memory Cache Hit Rate/Ratio | ▪ User Login History | ▪ Top 10 Disks |
| ▪ Memory Used/Free | ▪ User Sessions | ▪ File System Capacity |
| ▪ Free Swap | ▪ Workload (User, Group, Process Name) | ▪ VXVM Stats |
| ▪ Page File Use | ▪ Workload Top 10 (User, Group, Process Name) | ▪ Novell NRM |
| ▪ Paging Statistics | | ▪ LPAR Workload |
| | | ▪ VMware Workload |
| | | ▪ VMware Instance Motion |

VMware Performance Metrics

In addition to system performance metrics from the ESX 3.x, 3i, or 4 platform, up.time also collects metrics for each instance that show the consumption of the following physical resources:

- CPU
- Memory
- Network
- Disk
- % Busy
- % Ready
- Percent Wait
- Memory Balloon / Target
- Memory Overhead
- Memory Swap In / Out
- Memory Swap Used / Target
- Memory Zero
- Disk Latency (Total, Kernel, Device)
- Disk Commands Aborted / Issued
- Disk Bus Resets

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 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		✓