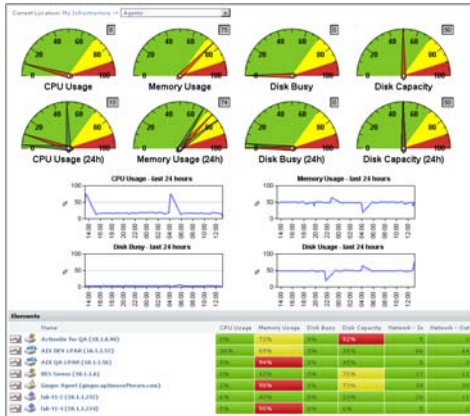




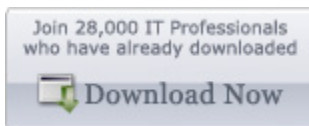
up.time 5 Product Data Sheet



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.

To download a free Enterprise 30-day trial, visit www.uptimesoftware.com or click below:



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 7 (x86, x64) Windows Server 2008 Standard & Enterprise (x86, x64) Windows XP (x86, x64) Windows Server 2003 Standard & Enterprise (x86, x64) | <ul style="list-style-type: none"> Red Hat Enterprise Linux 4.7, 5.4-5.5, 6 (x86, x64) SUSE Linux Enterprise Server 11.x (x86, x64) | <ul style="list-style-type: none"> Solaris 10 (SPARC64, UltraSPARC) |

Supported Server Agent Platforms

| Windows | Linux | UNIX |
|---|---|--|
| <ul style="list-style-type: none"> Windows 7 (x86, x64) Windows Server 2008 Standard & Enterprise (x86, x64) Windows Server 2003 Standard & Enterprise (x86, x64) Windows XP (x86, x64) | <ul style="list-style-type: none"> CentOS 5.x (x86, x64) Debian GNU/Linux 3.1 (x86, x64) Fedora Core 1-6, Fedora 7, 8 (x86, x64) Red Hat Enterprise Linux 4.x, 5.0-5.4 (x86, x64, POWER) Red Hat Enterprise Linux 5.5, 6.0 (x86, x64) Red Hat Linux Professional 7-9 (x86, x64) SUSE Linux Enterprise Server 9.x, 10.0-10.4 (x86, x64, POWER) SUSE Linux Enterprise Server 11.0-11.1 (x86, x64) Ubuntu Server Edition 7.x (x86, x64) | <ul style="list-style-type: none"> AIX 4.3.x, 5.3, 6.1 (POWER4/5/6) HP-UX 11.22 (PA-RISC) HP-UX 11.23 (Itanium 2) IRIX 6.x (MIPS III) Solaris 9, 10 (x86, 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

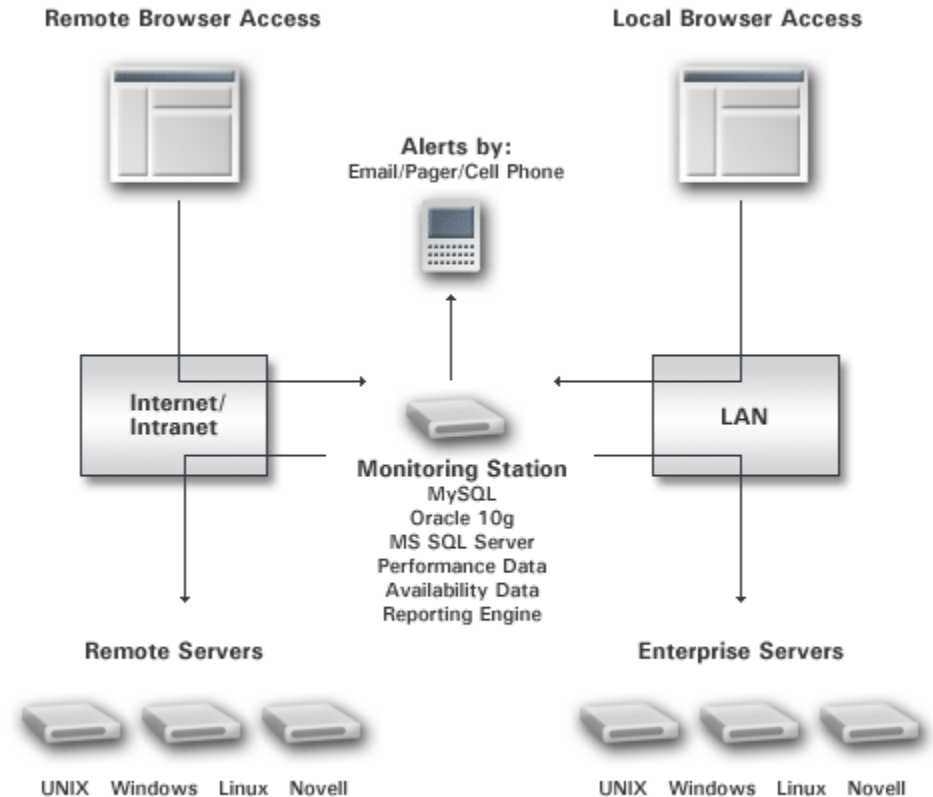
- 2.4 GHz dual-core processor
- 2 GB of memory
- 80 GB of disk storage
- 100 Mbps network interface

Supported Monitoring Station Databases

- MySQL (included with up.time)
- Oracle 10g R2, 11g
- 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
- CPU Run Queue Occupancy
- CPU Usage (% busy)
- Multi-CPU Usage
- Memory Cache Hit Rate/Ratio
- Memory Used/Free
- Free Swap
- Page File Use
- Paging Statistics
- Detailed Process Information
- Number of Processes
- Process Creation Rate
- Process Running, Blocked, Waiting
- User Login History
- User Sessions
- Workload (User, Group, Process Name)
- Workload Top 10 (User, Group, Process Name)
- Network I/O
- Network Errors
- TCP Retransmits
- Disk Performance Stats
- Top 10 Disks
- File System Capacity
- VXVM Stats
- Novell NRM
- 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 | | ✓ |