

How can I find
potential server problems
before my clients do?



 up.time 4

How can I ensure
optimal capacity across
our enterprise?



Tired of praying your IT services won't go down during critical peak hours?

Worried if your servers have enough resources to keep your applications running?

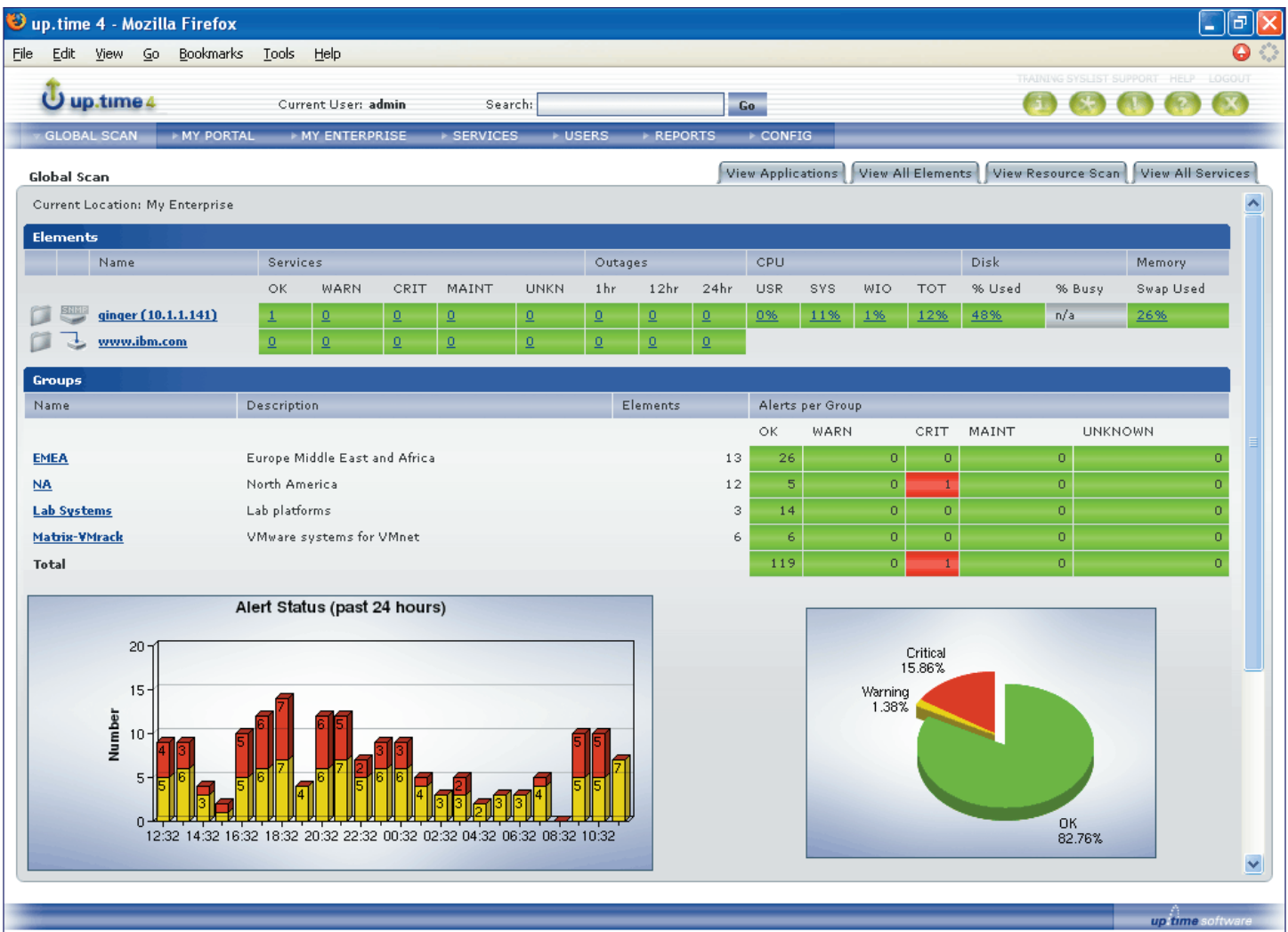
Need accurate, automated reporting for management and your clients?

Think you need PhDs and a budget the size of Manhattan to do something about it?

Think again. With up.time you can solve these problems and more in a matter of hours without consulting services, without formal training and without breaking the bank.

Regain Control of your IT Operation:

- Be the first to know if your servers, applications and IT services are experiencing outages, performance degradation or approaching critical availability thresholds
- Be more productive, proactive and immediately able to isolate the root-cause of performance and availability problems whether they are application, user, server or network related
- Easily and accurately forecast system upgrades because you'll have all the historical data you need along with 3D reports showing you the rate of growth of over 120 critical server resource metrics
- Quickly build a long term capacity plan to help senior management plan for future system upgrades and accurately estimate IT budgets
- Effectively monitor your entire server infrastructure, whether you have 5 or 50,000 servers, with minimal effort by browsing to up.time from anywhere in your enterprise



Get a Consolidated View of Enterprise Health

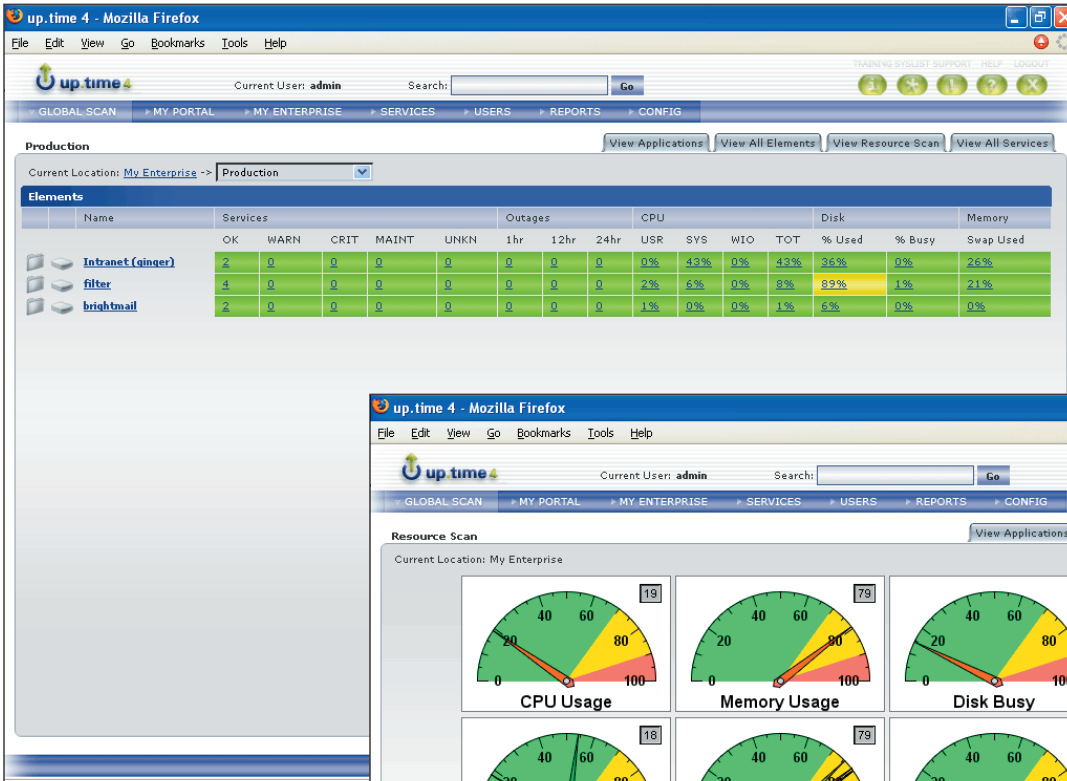
With uptime's GlobalScan you get a consolidated, real-time view of enterprise IT health. Simply click on the 'GlobalScan' tab at any time in your browser, and you will instantly see critical metrics that allow you to gauge the overall state of all your IT services and applications, and the trend over the past 24 hours. Easily drill down to any number of regional groups of servers and network devices, with one mouse click, in order to get in-depth availability and performance metrics.

Drill-down to Regional Servers and Applications

By clicking on any regional server or application group you get a quick and easy snapshot of all servers and applications in a specific area. This gives you a bird's-eye view of regional performance and availability. Color-

coded problem identification makes it easy to identify problems that are occurring with server performance, system resources, applications and IT service outages. Problem servers 'float' to the top of your regional view to

make their identification quick and easy. Once identified, simply click on the host name, or critical flag and you'll be able to isolate the root cause by drilling down to many root cause analytics, graphs and metrics.

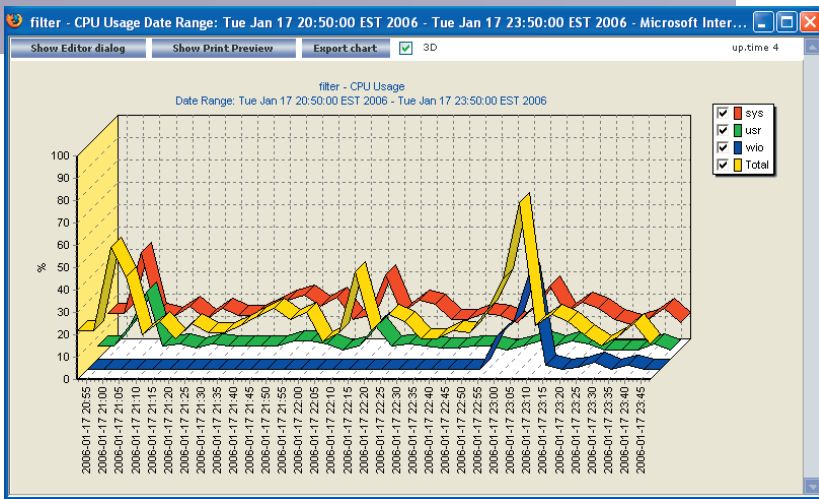


Get Critical Server Resource Updates

Need to get a quick and accurate enterprise snapshot of all your critical server resources including: CPU, Memory, Disk and Network I/O? Simply click on 'View Resource Scan'

link from your GlobalScan view and up.time will instantly give you aggregate statistics at the Enterprise, Regional Group or Server level. Easy to read dials show you current and 24-Hour CPU,

Memory, Disk Capacity, Disk Busy and Network I/O statistics which allow you to isolate resource issues quickly, and plan accurately to ensure optimal resource capacity across your enterprise.



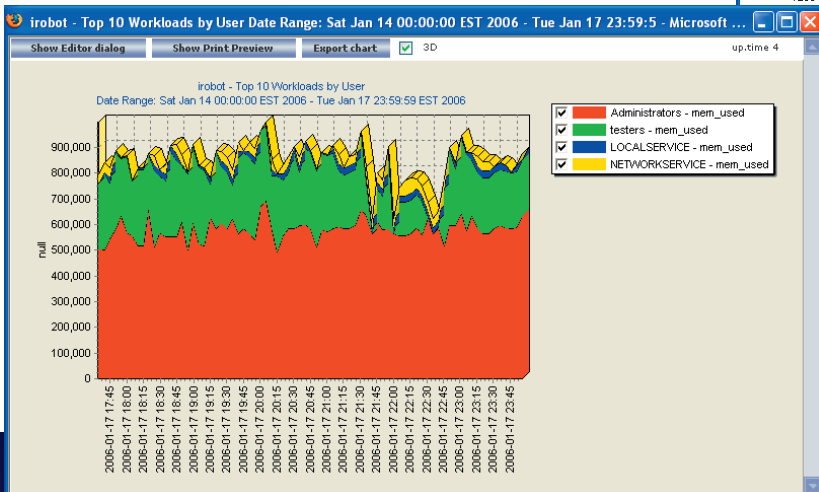
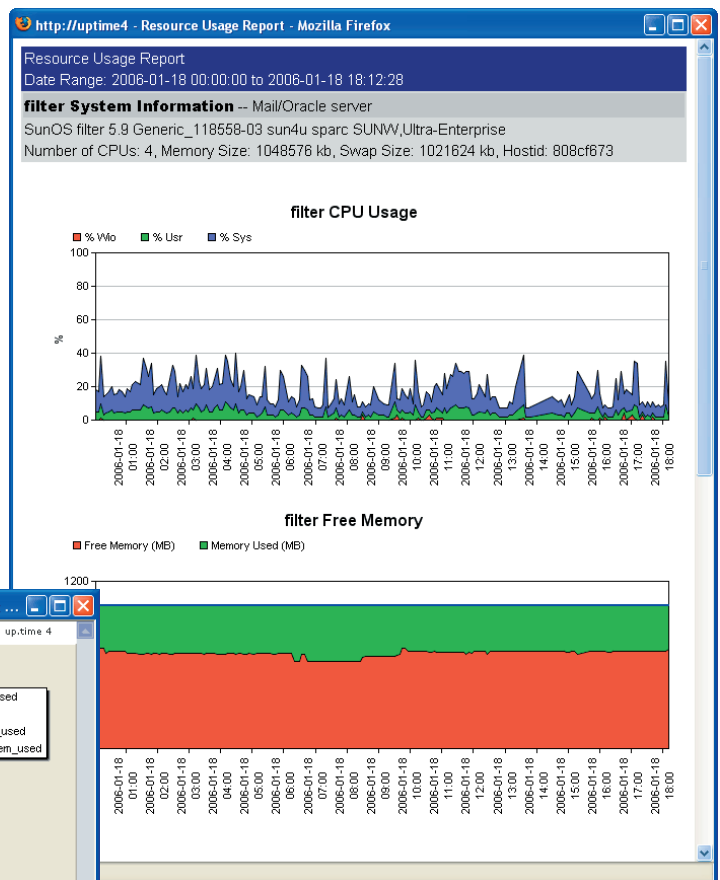
Easy Resource Trend Analysis and Capacity Planning

Are you running out of server resources, planning an upgrade or looking to consolidate your server infrastructure? up.time provides easy-to-use tools and the information you need for quick resource trend analysis and capacity planning. Instantly graph and visually analyze how critical server resources such as Memory, CPU, Disk and Network resources are being consumed over the past few minutes, hours, days, weeks or months.

Fast, Accurate Performance and Availability Reporting

Do you need to provide management and end users with accurate performance and availability reports? up.time will save you countless hours of work and provide you with comprehensive and professional reports that deliver the exact information you need in PDF, HTML and XML

format. up.time automatically schedules and generates all the valuable system management reports you need for tracking critical enterprise resources and application availability. Reports can be run ad-hoc at any time or scheduled for automatic generation and delivered via email or posted to a website for viewing.



Visual Application Workload Characterization

Instantly get a real picture of the workload your applications including: databases, mail servers, web servers, in-house applications, commercial applications are creating within

your server environment. Get a short, mid-term, or long-term snapshot to assist your planning and decision making during pre-production stress/load testing and post-production application

server deployment. Instantly access Workload Characterization views: by Users, by Groups, by Process ID, by Process/Application Names...or if you are running short on time and just need to

know "What's Going On?"... just click on: Top 10-Workload Characterization and pick your timeframe to find the culprits that are eating up your server resources.

Quick Performance Root-Cause Analysis

up.time collects all the application and process statistics you need to make root-cause analysis and problem isolation easy. Simply click on any system being

monitored by up.time and you'll have detailed historical process information. From here, you can quickly isolate agents responsible for performance degradation by

determining how various user and system-level processes are consuming resources.

The screenshot displays the up.time 4 web interface in a Mozilla Firefox browser. The main window shows a 'Global Scan' view with a table of application statuses. A secondary window titled 'http://uptime4 - ERDCInstance - add - Mozilla Firefox' is open, showing the 'Add Service' dialog. The dialog has three radio buttons for 'Select a Category': 'List monitors that require the up.time agent', 'List agentless up.time monitors', and 'List other Monitors'. Under 'Agentless up.time monitors', there is a list of service monitors to select, including DNS, IMAP, NFS, Oracle, Ping, SNMP, SSH, Windows File Shares, FTP, LDAP, NIS/YP, Oracle, POP, SQL Server, Sybase, HTTP (Web Services), MySQL, NNTP, Oracle Tablespace Check, SMTP, and SQL Server Tablespace Check. Buttons for 'Cancel' and 'Continue...' are at the bottom.

Application Name	Description	Status of Services in Application
Communication	Internal communications tools	██
CRM App	CRM App for Sales Staff	██
eCommerce System Availability	eComm Servers and nodes	██
ERP System	Major systems supporting the ERP system	██
Office Production Tracking	Corporate Production Tracking Tools	██
Oracle Cluster Status	Oracle cluster supporting applications	██
Web Portal	External client portal system	██

Monitor all your Applications and Services

With up.time, monitoring critical applications, databases, web servers, middleware and critical system-level services is as easy as 1-2-3. You can choose from any of up.time's built-in service monitors or quickly define your own custom application probes in minutes. For example, monitoring databases and applications including:

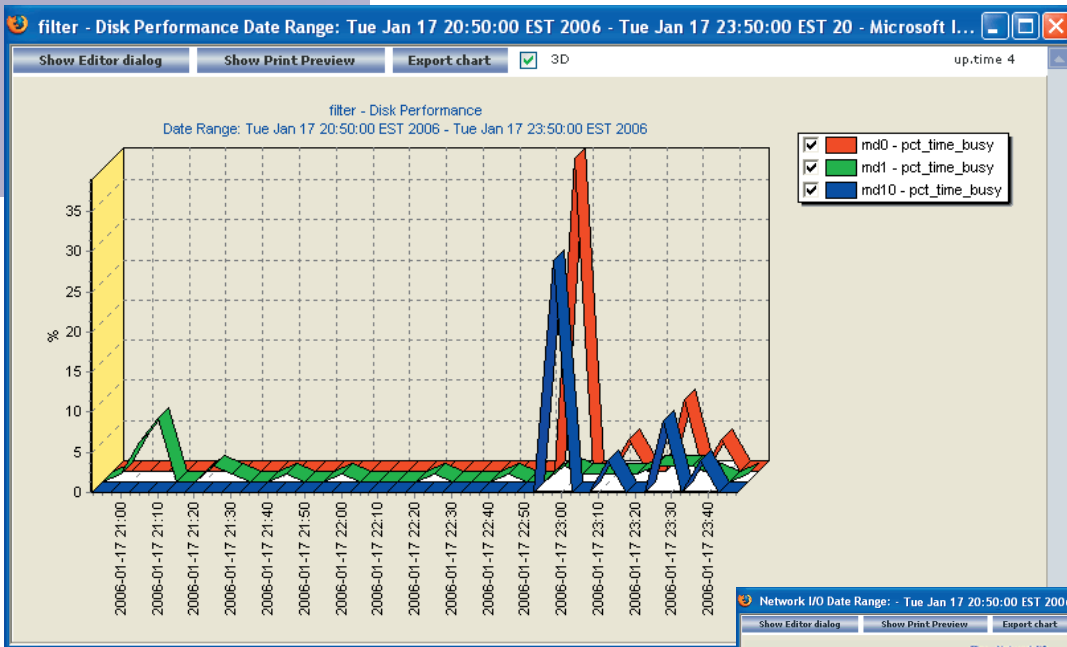
Oracle, SQL Server and Microsoft Exchange is made easy with up.time's pre-defined monitor templates. Or, by using built-in Custom Monitors, up.time will execute any custom scripts you develop and perform your service checking and alerting for you. To define a new Application simply select the associated service monitors,

application monitors, server monitors and network probes from a simple scroll list. Now up.time will immediately begin tracking the overall availability of your newly defined application or service through color-coded indicators and allow you to produce comprehensive availability reports in PDF, XML and HTML format.

Alerting, Escalation & Automated Service Recovery

Alerting, escalation, and automated recovery options are very powerful management tools built into up.time that will improve availability and your relationship with end users. These features allow for automated reaction to problems detected by up.time monitors in response to outages, performance thresholds or whatever else is important to you. up.time will take the appropriate actions as defined by you including:

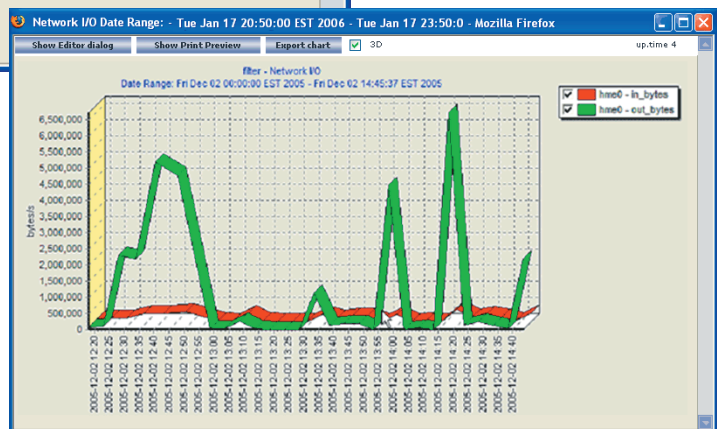
- Email / Pager Alerts
- Windows Popups
- Stop/Start Services
- SNMP Traps
- Logging to a File
- Custom Recovery Script Execution



Monitor Disks and File Systems

Enhanced volume, file system and disk usage data with short or long-term statistics make it easy for system administrators to plan for network storage capacity now, and for the future. up.time provides useful info including:

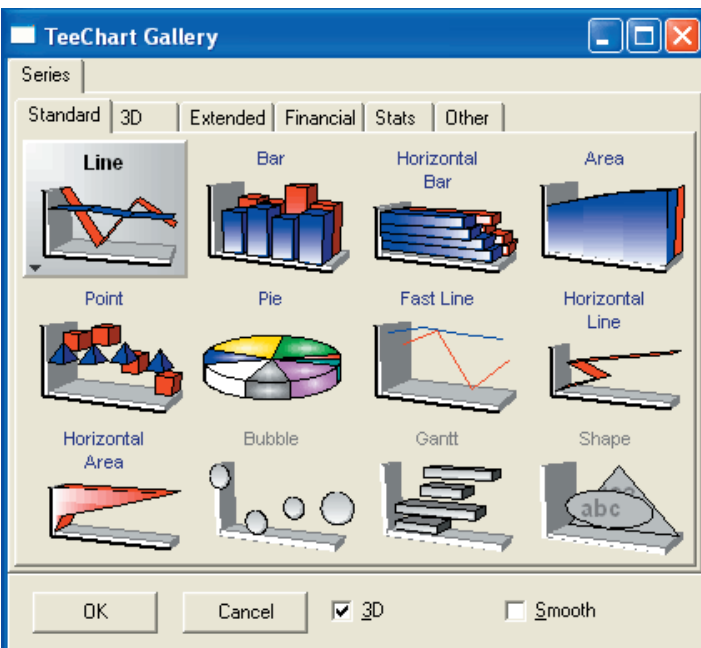
- Disk statistics such as: Usage, Throughput, Read/Write requests, Avg Queue Length, Avg Service Time, Average Wait Time, Capacity
- Veritas Volume Information
- Top 10 Utilized Disk Profiles
- File System statistics and Graphs
- Overall Capacity Statistics



Monitor Network Performance

Keeping track of your servers' performance over your network is simple. By monitoring and collecting server network interface statistics, up.time helps you detect when anomalous activity may be occurring and helps you determine whether

a problem is server or network related. Statistics including Network Throughput, I/O (Bandwidth Usage), TCP Retransmits and Network Errors make problem detection and isolation a snap.



Powerful Reporting, Graphing and Analysis Tools

Choose from a multitude of Bar, Line, Surface, Bubble, Pie, Point graphs and then Zoom, Angle, Rotate and Traverse forwards or backwards through graphs to isolate the systems events you need and create highly professional reports which will help you quickly understand system behavior and effectively communicate it to your peers and management. Once you have created the graph you need, you can export and save it quickly and then email it to a peer, save it for your next report or immediately print it and take it along to your next operations meeting.

How can I regain control
of our IT services and
increase uptime?



Monitor UNIX, Linux Windows and Novell Servers

Monitor servers, system services, databases and applications running on: Solaris, AIX, HP-UX, Linux (Red Hat, SUSE, Fedora, Debian etc.), Microsoft Windows, Tru64, IRIX, FreeBSD plus any servers with Net-SNMP installed for agent-less monitoring. up.time is also supported on MySQL, Oracle, and MS SQL Server databases.

Priced Right for Any Size Enterprise

Whether you're managing 5 or 50,000 servers, up.time™ is scalable and affordable. With scalable, volume licensing, deploying up.time is easy for organizations with any size IT budget.

About uptime software

Organizations in more than 30 countries around the globe use up.time every day for monitoring their global networks and increasing uptime.

uptime software inc. was founded in 1993 and headquartered in Toronto, Canada and is a premier provider of systems management technology to the Fortune 1000 marketplace. By providing powerful, easy-to-use and lower cost server monitoring and capacity planning software, we help organizations eliminate unnecessary IT outages, increase service availability and reduce the costs of systems management on an annual basis.

By being at the forefront of the industry with technology partners including: Sun Microsystems, IBM, HP, Oracle, Microsoft, Red Hat, Novell and Network Appliance we position our clients with the right balance of leading edge technology and robust, high performance software solutions.



For more information or to obtain a free up.time trial visit us on the World Wide Web at: <http://www.uptimesoftware.com>, contact us by email: sales@uptimesoftware.com or contact us via phone at: 416.868.0152.