

NetIQ AppManager Suite Modules

Monitor and manage critical services and applications to meet the demands of business customers

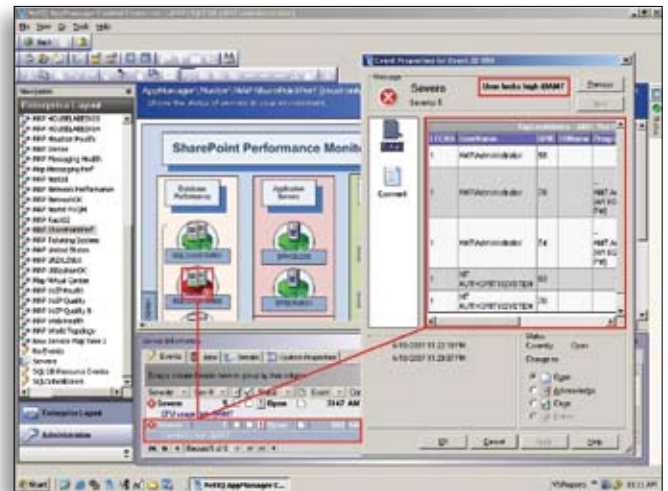
PRODUCT BRIEF

Introduction

NetIQ® AppManager® supports a number of applications out of the box with predefined Knowledge Scripts®. Solutions from NetIQ support many of the most widely used Microsoft Windows, Linux, and Unix applications; various hardware and network devices; and Unified Communications and Voice over IP (VoIP) technologies, as well as VMware's virtual infrastructure.

Out-of-the-Box Modules for NetIQ AppManager

- **NetIQ® AppManager Module Builder™** – extends monitoring coverage to custom and other off-the-shelf Windows-based applications that currently are not covered with out-of-the box modules.
- **Microsoft Exchange Server 2000/2003 and 2007** – provides the knowledge necessary to optimize Exchange Server performance, monitors end-to-end connectivity, and assures availability through automated event detection and correction.
- **Microsoft Active Directory** – optimizes Active Directory performance, helps ensure availability through automated event detection and correction, and helps lower support costs associated with managing your Active Directory deployment.
- **Microsoft SharePoint Server** – helps ensure the consistent performance of SharePoint Server by presenting an in-depth, centralized view of server performance, database connectivity, space usage, Web page availability, and more.
- **Microsoft SQL Server** – monitors your SQL database infrastructure for performance and availability and alerts when incidents arise so you can respond proactively, reducing downtime and supporting compliance with service level agreements.
- **Network Devices** – monitors the performance and availability of key network devices (including switches, routers and gateways) for leading enterprise network equipment vendors, such as Cisco Systems, Nortel Networks, Extreme Networks, and Alcatel.
- **ResponseTime modules** – enhance NetIQ AppManager server and application management with end-user response time metrics, measuring performance from two perspectives – user operations and performance of the enabling infrastructure – and alerting on poor response



Leverage NetIQ AppManager Control Center for server health status at a glance, quickly view events, jobs and custom properties, and single-click to view and update event details.

time and loss of availability. Modules are available for Microsoft Windows, Microsoft Active Directory (and DNS), Microsoft Exchange Server, Microsoft SQL Server, Networks, Oracle, and Web.

- **VMware** – monitors, manages, and reports on your entire VMware virtual infrastructure – including vCenter servers, host servers, and virtual machines – from one location. Data consolidation and event correlation provide the opportunity to proactively manage IT and more easily support business initiatives.
- **BEA WebLogic Server** – monitors WebLogic Server performance and uptime; responds to requests and accepts client connections; tracks connection statistics in a JDBC connection pool; and reports connection statistics, including current, peak, and made connections, as well as the total number of session pools per server, with threshold peak values of each.
- **CA ARCserve** – monitors from a central console, optimizing ARCserve performance, helping to ensure availability through automated event detection and correction, and lowering support costs associated with managing an ARCserve deployment.

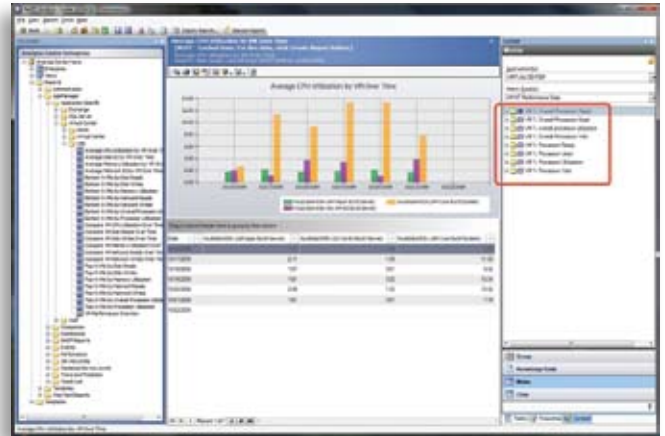
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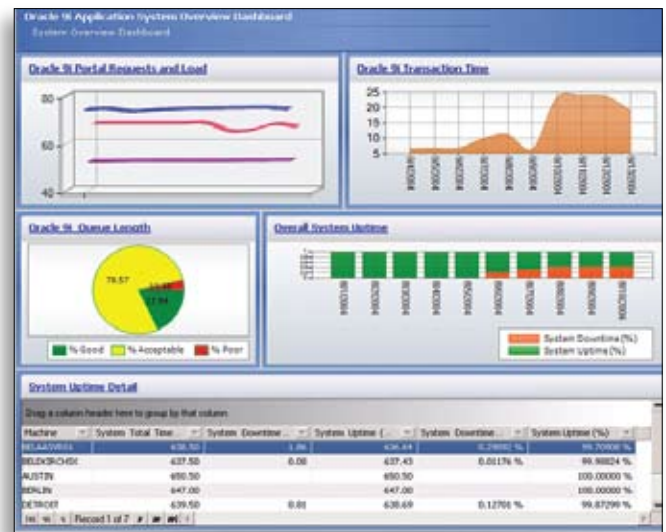
- **Citrix XenApp** – integrates monitoring, management, and reporting for all aspects of the XenApp environment, including availability, license usage, and network performance.
- **Dell OpenManage** – monitors the health and availability of Dell OpenManage servers and components to maximize server availability and help ensure business functions remain online. Graphs and reports on key server trends providing up-to-date data for proactively solving incidents and decreasing application downtime.
- **HP Systems Insight Manager** – monitors server attributes and allows you to easily manage hardware from a single console while providing an Activity Monitor to view information about jobs, services, and processes. Provides comprehensive management of your HP infrastructure by monitoring events and collecting data for analysis.
- **IBM Director** – monitors hardware components and health of IBM Director systems and stores information in a central repository for reporting and capacity planning; provides better visibility of server operation and potential problems; and collects data on key resources to track failures and conditions that could otherwise be missed, such as fluctuations in voltage levels or fan speed degradation.
- **IBM WebSphere Application Server** – delivers functionality needed to optimize the performance and availability of a WebSphere environment, provides comprehensive event management, proactively issues alerts, checks for potential problems, triggers appropriate actions, and gathers long-term data for planning, analysis, and reporting.
- **Linux** – extends NetIQ AppManager beyond Windows and Unix-based systems, applications, and server infrastructures with support for Red Hat and SUSE Linux. Delivers comprehensive event management and proactive alert messaging, checks for potential problems, triggers appropriate actions, and gathers long-term data for planning, analysis, and reporting.
- **Lotus Domino** – monitors the collaboration capabilities of Lotus Domino from a central console, enabling optimization of the server performance as well as maximizing availability through automated NetIQ AppManager actions.
- **Microsoft Cluster Server** – proactively detects potential problems that could impact the availability of an MSCS environment; lowers support costs associated with managing an MSCS deployment; stores performance data directly to a SQL Server database for simple long-term trend analysis; supports set-up of event-driven actions, such as sending an e-mail or running a corrective fix program, to automatically execute when specific events occur.



NetIQ Analysis Center offers extensive reporting templates providing detailed, real-time, and historical information for your VMware infrastructure, including vCenter, hosts and virtual machines.

- **Microsoft Internet Information Server** – helps ensure availability through automated event detection and correction and proactive event management for Microsoft Internet Information Server.
- **Microsoft Windows** – manages critical IT services in Windows environments utilizing embedded management knowledge of both the operating system and applications running in the environment. Offers support for multiple Windows platforms, including Windows Server 2008 (32- and 64-bit), Windows Server 2003 (32- and 64-bit), Windows XP, and Windows 2000.
- **Microsoft Windows Terminal Server** – manages and monitors sessions hosted by a Windows terminal server and monitors the CPU usage for those sessions.
- **Oracle Database** – optimizes Oracle performance and enables N-tier service level reporting; helps ensure availability through automated event detection and correction; helps ensure that the stored data is extensively managed.
- **Siemens ServerView** – provides comprehensive, easy-to-operate management for Siemens PRIMERGY servers; simplifies the administration tasks, increases reliability, and supports the optimal cost-to-benefit ratio of PRIMERGY servers; monitors, communicates, and controls relevant server and subsystem status information for improved maintenance and service quality.
- **SNMP Toolkit** – enables foundation-level monitoring for servers, systems, and other devices (such as uninterruptible power supplies and routers) that support the Simple Network Management Protocol (SNMP) and have a Management Information Base (MIB).

- **Symantec Backup Exec** – manages simple or complex events and collects data for diagnostics and real-time or historical performance analysis; detects aborted backup jobs, immediately alerting if the Backup Exec server or related services have gone down, and optionally restarts the failed service; and shows the CPU and memory consumption of Backup Exec processes.
- **Unix** – optimizes performance and availability for Unix systems, including Apache, HP-UX, IBM AIX, IBM WebSphere MQ, Sun Microsystems Solaris, and Veritas NetBackup; offers comprehensive event management and proactive alerting with automated features, including checking for potential problems, triggering appropriate actions, and gathering long-term data for planning, analysis, and reporting.
- **Veritas NetBackup** – monitors simple or complex events, including monitoring event log entries created by NetBackup and discovered NetBackup services, checking to see if any service is down and the number of successfully completed backup jobs during the past N hours.

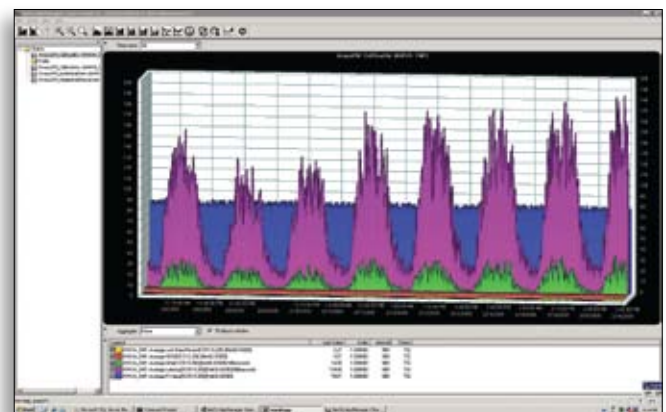


Leverage NetIQ AppManager dashboards for quick real-time updates. Dashboards provide snapshots of selected and customized reports such as transaction time, system uptime, and queue length.

Unified Communications and Voice over IP

- **Avaya solution** – monitors Avaya Communication Manager server health by tracking key metrics, including CPU, memory usage, and hard drive disk space in addition to key performance and availability metrics for the server.
- **Cisco solution** – monitors the operation, performance, and experience of the end user of your Cisco Unified Communications environment with a series of modules that intelligently profile the performance of the server(s) and delivers event correlation and automation. The unique needs of different users and environments are met through flexible monitoring policies and information collected for trend analysis and reporting.
- **Nortel solution** – provides support for Nortel Networks Business Communications Manager (BCM), BCM50, Communication Server 1000 (CS1000), and Nortel Contact Center to ensure the health and availability of these Nortel Voice over IP (VoIP) platforms and applications.
- **Microsoft Office Communications Server** – monitors the health, performance, and availability of key communication applications, and is easily customized to send proactive alerts based on configured thresholds as well as collect data for comprehensive reporting.

- > **RIM BlackBerry Enterprise Server** – monitors log files and services automatically, on a scheduled basis; raises events when problems arise, such as if the number of queued e-mail messages exceeds a threshold, or if a service is not running; collects information about the BlackBerry Enterprise Server that can be used for trend analysis and reporting.
- > **Call Data Analysis** – creates and schedules reports that analyze telephony traffic for Cisco CallManager, Cisco H.323 gateways, and CallManager Express routers.



Monitor call quality by call manager server, including percent of lost data, MOS score, jitter, latency and R-Value in real-time or for historical reporting.

NetIQ AppManager Suite Modules

Connectors for NetIQ AppManager

NetIQ AppManager manager of manager solutions help enable organizations that have adopted management frameworks to benefit from NetIQ AppManager best-of-breed management and monitoring.

NetIQ AppManager Connectors:

- Provide a comprehensive solution for managing, diagnosing, and analyzing the performance and availability of distributed Windows-, Linux- and Unix-based systems, applications, and server infrastructures.
- Automatically format and forward events to various framework and trouble ticketing systems so that operations teams can consolidate information into a single console for management and diagnosis of application availability problems.
- Supplement the information on network and other business systems with detailed data on relevant network devices, operating systems, and applications.

- Support two-way synchronization, which reduces management overhead. When the status of an event changes in one Administrative console, the NetIQ AppManager connector automatically updates the status in the related system.

Connectors include:

- CA Unicenter NSM
- HP OpenView Network Node Manager
- HP Operations Manager
- Micromuse Netcool/OMNibus
- IBM Tivoli Enterprise




To learn more about NetIQ AppManager Suite Modules, or to start a trial, go to **www.netiq.com/am_modules**.

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