

Protect your business



## Enterprise Monitoring, Notification & Reporting Services

**MERCURY™**

  
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## Enterprise Monitoring, Notification & Reporting Services

echoMountain utilizes Mercury SiteScope to ensure infrastructure availability and performance across a wide range of hardware, operating systems, applications and technologies. Mercury SiteScope® is the industry's first and leading agentless system monitoring solution designed to ensure the availability and performance of distributed IT infrastructures — e.g., servers, operating systems, network devices, network services, applications, and application components. This proactive, Web-based infrastructure monitoring and network monitoring solution is light-weight, highly customizable, and doesn't require high overhead agents on your production systems. With Mercury SiteScope, you gain the real-time information you need to verify infrastructure operations, stay apprised of problems, and solve bottlenecks before they become critical.

### What is Agentless Monitoring?

- Remote monitoring without an agent on production system
- Monitoring done via standard protocols and logins



### Proactive Infrastructure Health and Performance Monitoring

echoMountain Managed Enterprise Monitoring Services continuously monitors the availability of your company's business critical systems and network services including URL and URL sequences and sends alerts when failures occur. Key business systems can be monitored 24x7. echoMountain offers easy, self-service administration via a web browser interface that can monitor over 65 different targets for critical health and performance characteristics such as utilization, response time, usage and resource availability. Thresholds can be set that enable you to receive proactive alerts before end users experience problems. SiteScope also specializes in Website monitoring and Website management with powerful features such as URL content monitoring, URL sequence monitoring and link checks.

### Flexible Notification Methods

SiteScope includes standard notification methods such as e-mail, pager, and SMS devices. It also offers additional notification methods such as post and database alerts. Plus, it can automatically generate a management report and alert different people depending on the severity of a problem.

### Automatic Corrective Actions

Following an alert, SiteScope can take action automatically using packaged or custom corrective action scripts. Restarting servers, clearing disk space and executing commands are all corrective actions that are included in SiteScope's packaged corrective action scripts. SiteScope also supports the use of regular expressions thereby offering superior flexibility in scripted actions.

### Comprehensive Management Reports

SiteScope's built-in management reports provide daily, weekly, and monthly summaries of monitor readings, allowing administrators to identify usage trends, diagnose bottlenecks, and make long-term plans for system changes and upgrades. Management reports can be viewed on-line via secure URL or SiteScope can automatically send them to a list of e-mail addresses. Administrators can schedule management reports to be generated during off-peak

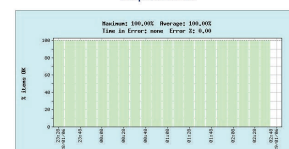
Summary for Composite Monitor

(Information from 23:28:28(61436) to 02:48:28(61436))

Uptime Summary				
Name	Uptime %	Error %	Warning %	Last
Composite Monitor	100.000	0.000	0.000	good

Measurement Summary				
Name	Measurement	Max	Avg	Last
Composite Monitor	% Items OK		100.00%	100.00%
Composite Monitor	Items in error	0	0	0
Composite Monitor	Items in error	23:28:50 (1:09:000)	02:48:01 (0:00:000)	02:48:01 (0:00:000)
Composite Monitor	Items in warning	23:28:50 (1:09:000)	02:48:01 (0:00:000)	02:48:01 (0:00:000)



# Supported Monitors

## System Monitors

These monitors provide everything necessary for basic system monitoring and system management including coverage for operating system and hardware metrics.

*(1 point each unless otherwise noted)*

- **Composite Monitor** — Monitor the status readings of multiple monitors or multiple groups of monitors. Create alerts based upon more than one status reading.
- **CPU Utilization Monitor** — Report the percentage of CPU currently in use to ensure that you know if the CPU is being overloaded.
- **Database Monitor** — Verify database queries
- **DHCP Monitor** — Determine whether an IP address can be obtained from a Dynamic Host Configuration Protocol (DHCP) server.
- **Directory Monitor** — Monitor file count and size within a directory.
- **Disk Space Monitor** — Report the percentage of disk space currently in use so that you can act before you run out of disk space.
- **File Monitor** — Monitor file system parameters such as the size, age, and content of a file, and receive notification of any changes.
- **IPMI Monitor \*** — Monitor hardware parameters such as temperature, voltage, fan speed, etc. on Intelligent Platform Management Interface (IPMI) enabled servers.
- **LDAP Monitor** — Verify that an LDAP server is working correctly by connecting to it and performing a simple authentication. Optionally, it can check the result for expected content.
- **Log File Monitor** — Generate warnings and errors based upon data in an application's log file. For example, many applications write error messages to a log file. This monitor can scan those log files, looking for error messages and generating alerts when it finds them.
- **Memory Monitor** — Measure virtual memory usage and receive proactive notification of problems.
- **News Monitor** — Connect to a news (NNTP) server and verify that groups can be retrieved.
- **Network Monitor** — Track network statistics for your server. Information provided by the network monitor can help you track down performance problems related to network interfaces on your servers.
- **NT Dial-up Monitor** — Dial into an ISP or Remote Access server and confirm that a connection can be made. Once connected, it can execute user defined commands and measure performance.
- **NT Event Log Monitor** — Watch one of the Windows NT Event Logs (System, Application, or Security) and trigger alerts when entries are added.
- **NT Performance Counter Monitor** — Retrieve the value of any Windows NT Performance Counter and send alert if this value is out of a specified range.
- **Radius Monitor** — Send an authentication request to a Radius Server.
- **Script Monitor\*\*** — Verify script execution.
- **Service Monitor** — Verify that specified processes are running, including Web, Mail, FTP, News, Gopher, Telnet, and DNS.

*\* 1 point per metric,*

*\*\* 1 point for first four values matched. 1 point for each value thereafter*

# Supported Monitors

## Network Service Monitors

The following monitors are used for monitoring network services and network related processes/operations.

*(1 point each unless otherwise noted)*

- **DNS Monitor** — Verify that the Domain Name Server (DNS) is accepting requests. Verify that the address for a specific domain name can be found.
- **Formula (Bandwidth) Composite** — Create a measurement based on an arithmetic calculation of the results from two other monitors.
- **FTP Monitor** — Verify that a file can be retrieved from a file transfer protocol (FTP) server.
- **Mail Monitor** — Verify that the mail server is accepting requests, and that messages can be sent and retrieved.
- **Ping Monitor** — Verify that specified hosts are available via the network to ensure continuous availability of critical connections.
- **Port Monitor** — Determine whether a service on a port can be connected to.
- **Real Streaming Monitor** — Measure the availability and quality of a Real stream from a client-side perspective.
- **RTSP (Real Time Streaming Protocol) Monitor** — Determine the availability of real time media streams. Monitor real time media streams.
- **SNMP Monitor** — Use industry-standard Simple Network Management Protocol (SNMP) to monitor network devices.
- **SNMP Trap Monitor** — Search through SNMP traps for specific values. Together with SiteScope's native SNMP listener, this monitor lets SiteScope act as an SNMP management console. Read more.

## WEB/URL Monitors

These monitors are used specifically for monitoring web site performance or web related processes including web services.

*(1 point each unless otherwise noted)*

- ◆ **eBusiness Chain Monitor** — Verify that a complete chain of actions is completed as intended including front-end Web servers, e-mail notifications, back-end databases and more.
- ◆ **Link Check Monitor** — Monitor all internal and external Web site links for link integrity.
- ◆ **URL Monitor** — Verify availability and access time for specified URLs to ensure Web pages are available within an acceptable time frame. On Windows NT, SiteScope takes advantage of the platform's integrated support to monitor secure HTTPS URLs in addition to HTTP URLs.
- ◆ **URL Content Monitor** — Retrieve a selected URL, checking for multiple strings of text within the page.
- ◆ **URL List Monitor \*** — Monitor an entire list of URLs, rather than defining several separate URL monitors.
- ◆ **URL Sequence Monitor \*** — Verify a session that includes multiple pages. An example of this would be entering an account name via a Web form and checking an account status for the page that is returned.
- ◆ **Web Server Monitor** — Report data recorded by the Web server log such as hits, bytes, errors, hits per minutes and bytes per minute.
  - ◆ Netscape Enterprise
  - ◆ Netscape FastTrac
  - ◆ Microsoft IIS
  - ◆ O'Reilly WebSite
- ◆ **Web Service Monitor** — Send SOAP requests to a Web Service enabled application to verify availability.

*\*1 point per step or URL*

# Supported Monitors

## Application Monitors

The following monitors provide monitoring for all types of applications throughout a distributed enterprise including web servers, application servers, middleware, ERP and CRM applications.

*(1 point per metric measured unless otherwise noted)*

- **Apache Web Server** — Monitor Apache server statistics such as bytes per second, requests per second, and CPU load.
- **ATG Dynamo Application Server** — Monitor server statistics for ATG Dynamo Application Servers.
- **BEA Tuxedo** — Monitor BEA Tuxedo server availability.
- **BEA WebLogic Application Server** — Monitor server statistics for BEA WebLogic application servers.
- **BroadVision Application Server** — Monitor server statistics for BroadVision Application Servers.
- **CheckPoint FireWall-1** — Monitor Checkpoint firewall parameters such as fwEvent, fwRejected, and fwLogged.
- **Cisco Works** — Monitor Cisco Works server parameters.
- **Citrix MetaFrame** — Monitor the Citrix Metaframe server by measuring counters such as Session Average, Data Bandwidth and Session Compression.
- **COM+** — Monitor performance metrics for COM+ applications.
- **IBM DB2** — Monitor a DB2 database.
- **IBM WebSphere Application Server** — Monitor performance statistics for IBM WebSphere Application Servers including JVM, EJB, JSP and other components.
- **IBM WebSphere MQ Server** — Monitor the status of WebSphere MQ channels, queues and events.
- **F5 Big-IP Monitor** — Monitor F5 Big-IP load balancing server parameters.
- **Macromedia ColdFusion Server** — Monitor ColdFusion statistics such as page hits per second, Queued Requests, or Avg Req Time.
- **MAPI** — Test Microsoft Exchange server by sending a message via MAPI.
- **Microsoft Applications** — Monitor performance for most Microsoft applications including:
  - ◆ Active Directory
  - ◆ ASP
  - ◆ Exchange
  - ◆ IIS
  - ◆ SQL
  - ◆ .Net
  - ◆ Windows Media Player and Server
- ◆ **NetScape Enterprise/iPlanet** — Monitor key performance statistics for NetScape Enterprise/iPlanet web servers.
- ◆ **Novell SilverStream** — Monitor SilverStream statistics such as current load, total sessions, and average request process time.
- ◆ **Oracle9i Application Server** — Monitor server statistics for Oracle9i Application Servers.
- ◆ **Oracle JDBC** — Test an Oracle database by connecting to it and performing a query using JDBC.
- ◆ **Real One/Real Media Player and Server** — Monitor server statistics on RealNetworks streaming media players/servers.
- ◆ **SAP CCMS** — Monitor SAP performance metrics via SAP's standard CCMS interface.
- ◆ **SAP GUI** — Monitor the availability and performance statistics of a SAP Application Server
- ◆ **Siebel Server Manager and Siebel Web Server** — Monitor key components for Siebel Servers and Web servers.
- ◆ **SunONE Server** — Use the latest Stats-XML performance metrics file to display counters for selection, including several derived counters that track utilization metrics.
- ◆ **Sybase Database** — Monitor Sybase database applications.

*\* 1 point per instance*

## Service & Pricing

Service Description	Units	Monthly Recurring Charges
Enterprise Monitoring, Notification & Reporting (SiteScope)	monitoring point	\$ 15.00



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