

Ensuring Server Availability

Modern enterprises depend on IT to run their business services. So, it is imperative that the servers hosting the business applications users rely on are readily available.

iAM:Servers is designed to manage and monitor the full spectrum of server platforms from Windows NT/2000/2003, many flavours of Unix and Linux to OpenVMS and Novell.

iAM:Servers allows you to monitor and manage mission critical servers, ensuring their high availability through the early identification and automatic fixing of potential problems.

As a result, end-users will experience good service performance and minimal downtime so that they can work more productively.

An added benefit is that iAM:Servers will enable you to manage the IT infrastructure with the minimum number of staff, helping to maintain the cost-efficiency of your operation.

Intelligent Monitoring

iAM:Servers uses intelligent agents to monitor and proactively manage mission critical servers as well as taking corrective action to fix problems before they impact end users and business services.

Ready Rules

iAM:Servers has a comprehensive set of pre-defined solutions, each one containing a number of rules developed to enhance the availability of each application.

These rules detect a wide variety of common operational and performance problems including:

- CPU and memory errors
- Page file space shortages
- Process existence
- Runaway (looping) processes
- High priority processes
- Idle processes
- Process state and quota problems
- Disk errors, fragmentation, space shortages, state problems

- Device host name check
- Miscellaneous device errors
- Printer device errors
- Print jobs pending, print queue problems
- File existence, modification checking
- Application file size
- File problems (not backed up, etc.)
- Network node reachability and time difference checking
- User-defined maintenance tasks
- Basic performance checks

iAM:Servers rules are specifically designed to be self-configuring, with fully functional "out-of-the-box" rules in order to address the vast majority of server monitoring requirements.

User-Definable

All iAM:Servers rules are provided with reasonable default values for monitoring intervals, thresholds and selections, which are user-adjustable. In addition, rules can have user defined actions assigned to automatically fix problems where a standard solution is known.

Furthermore, it is possible to create new rules to address site-specific requirements.

Easy to Install

As a self configuring technology, upon installation iAM:Servers is automatically able to detect all underlying components such as disks, services, processes and file systems to monitor. This ensures that iAM:Servers is quick to install and starts to deliver near-immediate Return On Investment.

Adaptive Technology

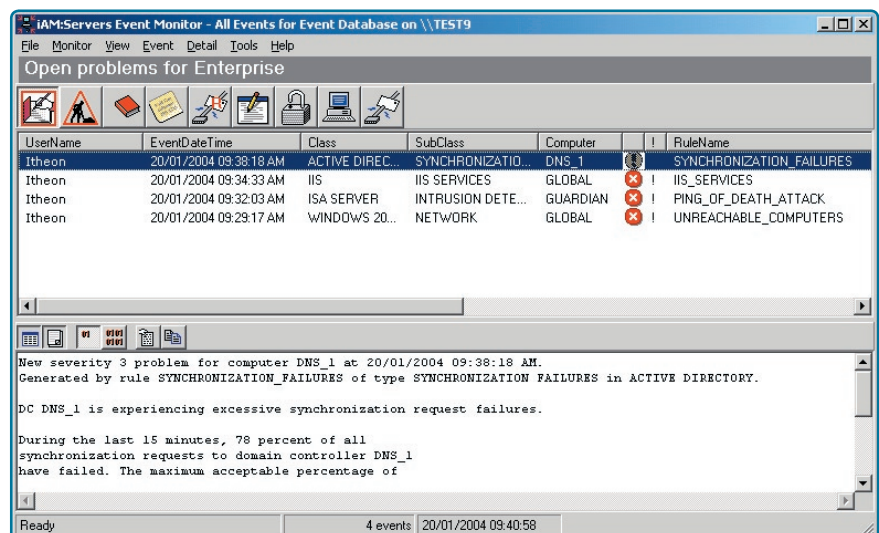
Once installed, iAM:Servers adapts as new components are added to your IT infrastructure or old ones are removed in response to changes in the business.

Together with generating minimal system and network overhead, this reduces the downstream Total Cost of Ownership (TCO).

Event Notification

When iAM:Servers detects a problem an alert can be issued in a variety of ways including:

- Itheon's Event Monitor
- System Event Messages
- E-mail
- Paging/SMS



Itheon Event Monitor

- Itheon TotalView
- Help Desk Trouble Tickets
- Links to Enterprise Management systems

Infrastructure Solutions

iAM:Servers monitors and manages a wide range of server-centric environments.

To see the full range of iAM:Servers infrastructure solutions available visit www.iteon.com/products/iam_servers.htm

For application monitoring and management please see iAM:Applications.



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