

ConsoleWorks



EMPOWERING YOUR ENTERPRISE WITH REAL-TIME MANAGEMENT

ConsoleWorks Description

ConsoleWorks is a Web-based solution providing secure remote monitoring and management for enterprise networks and devices. ConsoleWorks provides the only end-to-end encrypted remote access to managed devices using patented Web server technology and SSL/SSH encryption.

ConsoleWorks provides a centralized, secure, cohesive, and integrated management solution for use with traditional in-band SNMP or agent-based products. Without using software agents, it extends their capability, by providing real-time out-of-band system and application information that they are not tasked with gathering.

The complete set of business, financial, operational, and technical values of a ConsoleWorks implementation allow clients to achieve a quick return on investment and improved efficiency for their infrastructure. The net result is reduced downtime, and increased availability, saving organizations time and money.

ConsoleWorks is available for hosting on most of the common systems found in today's data centers.

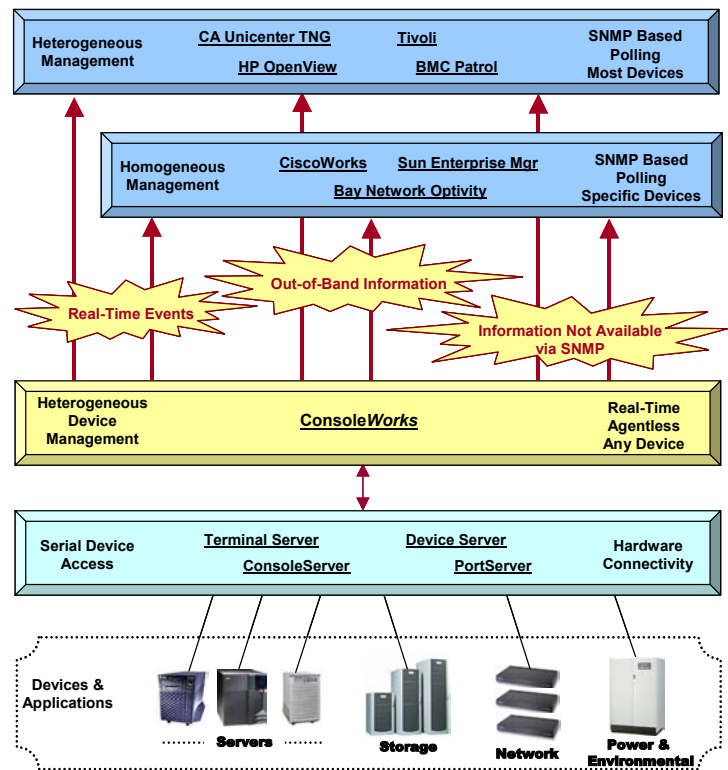
Traditional Systems Management

Most commonly used system management tools today rely on the Simple Network Management Protocol (SNMP), or are agent-based. These products are typically implemented by loading agent software on the device to be monitored, then polling the device for the information this agent has gathered over a specified period of time. This polling process over the network is termed 'in-band management' because it requires a complete network path from the management system to the managed device. Additionally, in order to facilitate this polling, a reliable management server, a complete network path, and healthy agents on each managed device are required.

Differing from the traditional tools, ConsoleWorks' primary data collection method is serial console mes-

sages from the managed devices. This connection is the lowest level interaction possible to the hardware and requires no agent, no network stack, and no operating system to be running on the managed device.

From a strategic management perspective, ConsoleWorks monitors your devices and notifies your staff when events occur, provides a direct connection to the devices, logs all device communication, and pro-



ConsoleWorks for Complete Enterprise Management

vides a knowledge base of information to assist with reducing outages.

Monitoring/Alerting

ConsoleWorks in operation is like having a live operator in front of each managed device watching it for event messages which may require attention, then notifying the appropriate personnel through paging, e-mail, or automatically acting on these events. Messages from the managed devices are scanned and

matched with the ConsoleWorks knowledge base about that device, in order to declare an event requiring attention. Notifications are then completed in real-time, allowing proactive management for your enterprise.

Direct Connection

Through its browser interface, ConsoleWorks enables a user to directly access managed devices with a single mouse click from anywhere, at any time. It is significant to note that this connection is an out-of-band connection to the device's console management port, which is a hardware-level access and does not require the device to have its network capability or operating system running. Once connected to the device, the user is able to make system adjustments or take the corrective action necessary to restore the device to a fully operational state.

Complete Logging

Key to successful device management is having the information available to fully understand what occurred on the device. ConsoleWorks logs every character that comes from or is sent to the managed device. This provides a complete history of what has happened from a console.

In addition, ConsoleWorks places entries into the log reflecting usernames, commands, events, and timestamps that provide a complete audit trail of activity on each managed device.

Security Fundamentals

There are a number of security considerations in conjunction with a ConsoleWorks installation. It is important to note that ConsoleWorks does not displace any existing security mechanisms, but rather provides additional opportunity to enhance the enterprise environment for securing managed consoles/devices.

The following security features are available and are considered when implementing ConsoleWorks:

- Administrator Account
- User Accounts
- User Profiles
- Profile Privileges
- SSL / SSH
- Browser Considerations
- Direct Serial Connections
- Console Server Connections
- Private Management Network
- ConsoleWorks Server Hierarchy
- Failover Server

Knowledge Base

The knowledge base within ConsoleWorks represents intelligence based on the types of systems and devices being managed, and specific information retained on a site-by-site

basis.

Scan files are ConsoleWorks' data modules for specific devices or systems. They contain lists of information, error codes, and corrective actions as identified by the device's manufacturer. These lists are compiled by TDi into ConsoleWorks event and scan formats and are used by the ConsoleWorks scan engine to identify unique events. The event definitions and device-specific help enable administrators to quickly evaluate situations and make corrections based on the manufacturer's recommendation.

Site-specific information can be entered for devices, users, and events in order to help quickly access important data. Additionally, the event help may be augmented with information that details exactly what procedures need to be followed regarding specific devices.

Key Differentiators for Your Enterprise

Implementing a ConsoleWorks solution is relatively simple compared to the traditional complex configuration issues faced with in-band monitoring tools. A typical 3-day QuickStart process will suffice for most installations and provide:

- Real time monitoring;
- Direct console access from anywhere at any time;
- Complete logging;
- Enhanced security;
- Knowledge base;
- Automatic actions.

Integration with the traditional SNMP-based products is quickly implemented providing a single point for notification, escalation, and management.

World-Class Support

TDi supports end-to-end installation of ConsoleWorks, from connecting the managed device to installing and configuring the ConsoleWorks server and components. Maintenance for ConsoleWorks includes new features and product upgrades. Support is 7x24 to accommodate your critical production systems and devices.

Need More Information

For additional product information, a live demonstration, or current pricing, please call 1-800-695-1258 today or visit our web site at <http://www.tditx.com>.

American Headquarters

TECSys Development, LP
1600 10th Street, Suite B
Plano, TX, USA 75074-8671
Tel: +1 800.695.1258
Tel: +1 972.881.1553
<http://www.tditx.com/>

Asian Contact

Genesis Technology, Inc.
7F, No. 289, Sec. 2
Kuang Fu Road
Hsin-Chu City 300
Taiwan
Tel: +886 (02) 2627-1077
<http://www.genesis.com.tw>

European Contacts

XuiS
The Pavilions
Kiln Lane
Epsom
Surrey
UK
KT17 1 JF
Tel: +44 (0) 1372 728881
Fax: +44 (0) 1372 722245
[Http://www.xuis.com](http://www.xuis.com)

Denver Technology
18 Noel Street
London
W1F 8GN
Tel: +44 (20) 7375 1700
Fax: +44 (20) 7247 6272
<http://www.denvertechnology.com>