

ConsoleWorks



TECSys
Development

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WHY ADD IT TO YOUR EXISTING ENVIRONMENT?

Overview

Traditional enterprise system management tools (such as HP OpenView, Tivoli, Netcool, BMC, and CA) collect important system information centered around performance metrics, utilization, and application availability through in-band techniques that require synchronous system communication.

Typical Operation

An application on the management server requests information from a production system. The corresponding application on the production system comes to life and reports the requested information back to the management system. This is viable as long as the management system, the management application, the intervening network switches and routers, the production system, and the target application on the production system are 100% operational.

The characteristics critical to the success of this exchange include:

- Software must be loaded and configured on the production systems to be managed.
- This is an in-band process requiring the network to be fully functional.
- A polling interval is established to prevent network and/or production system loading (typically 5 minutes or greater).
- The polling interval does not lend itself to real-time system status.
- Typical reported information provides insight into system performance, utilization, and capacity planning.
- The implementation is fairly complex due to the number of systems, applications, actions, and responses involved.

What if There's an Issue

What happens if the management server requests server information and does not receive it during a

specified period of time? Most configurations provide a set of rules that are applied when a second or third request does not produce a response. This means that no notification is provided until two to three polling periods have passed. For production systems, this elapsed time could be costly.

When the conventional system declares an event due to lack of response, all the operations staff knows is that the management server did not receive a response to its request. No other information to help diagnose the problem is available. In other words, you currently do not know whether you have an application, a server, or a network issue.

Adding ConsoleWorks to your environment (see Figure 2) provides context in problem areas that sorts issues according to their source. The delays induced by polling intervals are eliminated, and your support staff can immediately access system consoles without the delays encountered when dispatching personnel to a remote site.

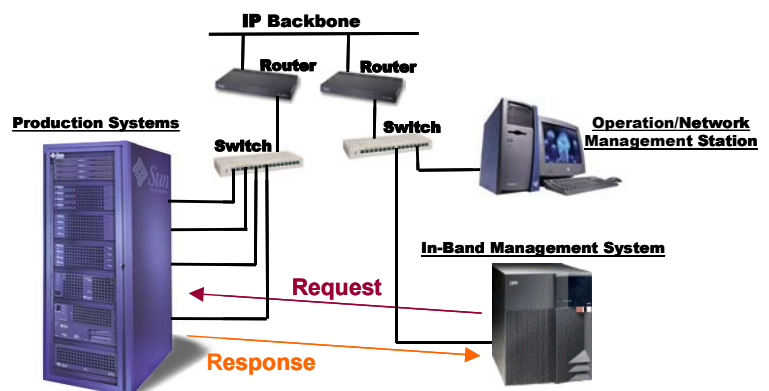


FIGURE 1. Conventional System Management Environment

ConsoleWorks in Action

ConsoleWorks brings the following functionality to your traditional in-band management environment to facilitate real-time systems management:

- The ability to use standard Internet browsers such as Netscape or Internet Explorer to connect to devices or sys-

tems through ConsoleWorks.

- The ability to directly connect to (or monitor) ConsoleWorks managed devices using terminal emulators over intranets, VPNs, or the internet.
- The ability to communicate through ConsoleWorks to devices using a serial port console or Ethernet connection.
- The ability to define events spanning five lines of input, containing wildcard characters or even regular expressions; events that can individually fit the exact needs of the customer.
- The ability to associate events with automatic actions that can trigger when an event becomes active, acknowledged, or purged. Automatic actions can also be configured to respond during a specific timeframe.
- The ability to use secure connections through usernames and passwords, as well as by providing limited access to specific consoles and activities.
- The ability to log all message activity, such as console messages, events, user actions, and Syslog messages to plain ASCII text files.
- The ability to use ConsoleWorks' extensive reporting options. These reports can be summarized or targeted to specific functions within ConsoleWorks and they can be named to expedite retrieval and re-use.
- The ability to collaborate through ConsoleWorks with other software on the host server in order to page, email or even phone operators with pertinent information.
- The ability to group consoles for easier management.

ConsoleWorks Benefits

The five key benefits ConsoleWorks provides for your enterprise management frameworks include:

- 1) **Active Monitoring and Alerting**
- 2) **Direct Console Access from Anywhere, at Anytime**
- 3) **Complete Logging of All Console Communication**
- 4) **Knowledge Base and Content Sensitive Help**
- 5) **Enhanced Security**

Active monitoring of all consoles and automatic notification of personnel helps ensure system uptime.

Direct console access from Anywhere, at Anytime, allows the operations staff to get to the problem immediately regardless of staff location.

The complete logs maintained by ConsoleWorks provide a complete system history and support rapid problem diagnosis.

ConsoleWorks' configuration information and context-sensitive help document your environment and present this information to system operators from a simple mouse click. Security is enhanced through user accounts and profile definitions that present only those components necessary for an individual to accomplish their assigned tasks.

The Synergy

Deploying an integrated in-band management product with ConsoleWorks enables your company to realize cost savings while increasing productivity. These savings increase system availability and improve operational efficiency, thus reducing overall IT expenditures.

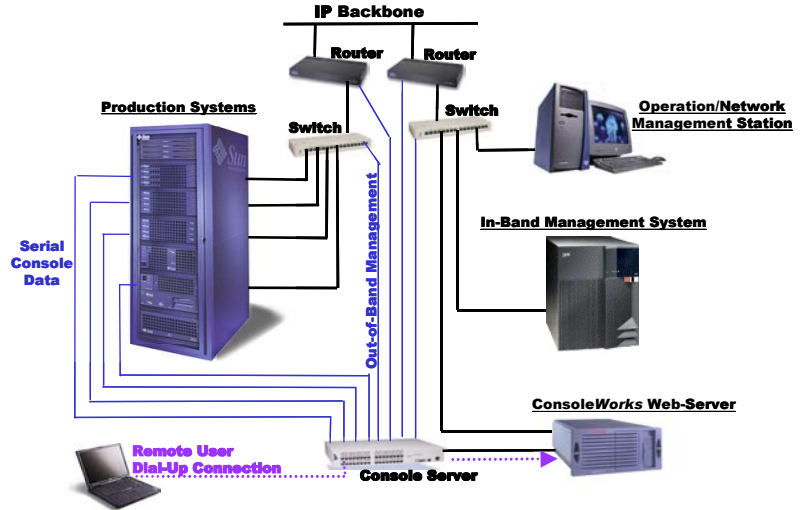


FIGURE 2. Adding ConsoleWorks to the Equation

In summary, ConsoleWorks:

- Adds reliability, thus improving your application server levels;
- Notifies operators of specific conditions;
- Automatically performs administrative tasks;
- Manages resources;
- Identifies problem areas;
- Automatically responds to particular events;
- Recovers from abnormal application errors;
- Improves performance;
- Provides periodic reports;
- Stores historical information about a managed object;
- Interacts with other monitoring technologies.

Additional Information

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

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