

Target Applications

Category	Monitor	Main Items for Monitoring
Database	Oracle Database 9iR2, 10gR1, 10gR2, 11gR1, 11gR2	Running instance status, number of logon sessions, space available in tablespace and extents, cache hit ratio, I/O, memory, locks, networks, transactions, statistics about wait events, Oracle RAC status, Oracle RAC service monitoring, user-defined SQL monitoring
	Microsoft SQL Server 2000, 2005, 2008	Tablespace, disk usage/reserved disk space, CPU, memory, locks, latches, I/O, networks, buffers, user-defined SQL monitoring
	PostgreSQL 8.1, 8.2, 8.3	Alive status monitoring, buffers, I/O, access methods, locks, transactions, sessions, disk capacity, queries, errors, VACUUM, checkpoints, WAL archives
Web server	Microsoft Internet Information Services 6.0, 7.0	HTTP information, FTP information
	Apache HTTP Server 2.0, 2.2	Server status, web page health check (response monitoring)
Application server	Oracle WebLogic Server 9.2, 10.0, 10gR3(10.3)	Number of sessions, number of sockets, memory used, number of running transactions, number of threads, JDBC connection status, number of JMS messages, transaction commit ratio, rollback ratio, number of running servlets, average running time
	Apache Tomcat 4.1, 5.5, 6.0	Memory used, number of threads, number of sessions, number of running servlets, request status
Groupware	Microsoft Exchange 2000 Server Microsoft Exchange Server 2003	Mailbox status, link queue status, size of transaction log, size of message tracking log
ERP	SAP ERP 6.0, SAP Netweaver	Running instance status, work process information, buffer information, memory information, system log monitoring
IT service	HTTP, DNS, and mail (POP3/SMTP)	Availability, total response time, server processing time, session time, download time

Product Lineup

Product Name	Description
Manager function MasterScope Application Navigator-Manager	Centrally manages monitoring results collected from targets and reports these to the viewer. Also executes appropriate measures and controls operations.
Agent function MasterScope Application Navigator-Agent	Monitors the target application and communicate the information to Manager. Executes the procedure defined by Manager. (Required for each application to be monitored).
Viewer function MasterScope Application Navigator-View	Monitoring terminal
Probe function MasterScope Application Navigator-Probe	Remotely monitors IT services and communicates this information to Manager

System Requirements

Platform	Manager	Agent	Viewer	Probe
Windows XP Professional			✓	✓
Windows Vista Business			✓	✓
Windows Server 2003	✓	✓	✓	✓
Windows Server 2003 R2	✓	✓	✓	✓
Windows Server 2008	✓	✓	✓	✓
Red Hat Enterprise Linux ES4		✓		
Red Hat Enterprise Linux AS4	✓	✓		
Red Hat Enterprise Linux AS5	✓	✓		

- The platform supported by Agent depends on the application being monitored.
- Manager only supports Windows Server when Probe is being used.
- For more information and the latest updates, visit the MasterScope website.
- ✓ means "verified" and "supported".

Application Management Software

MasterScope Application Navigator



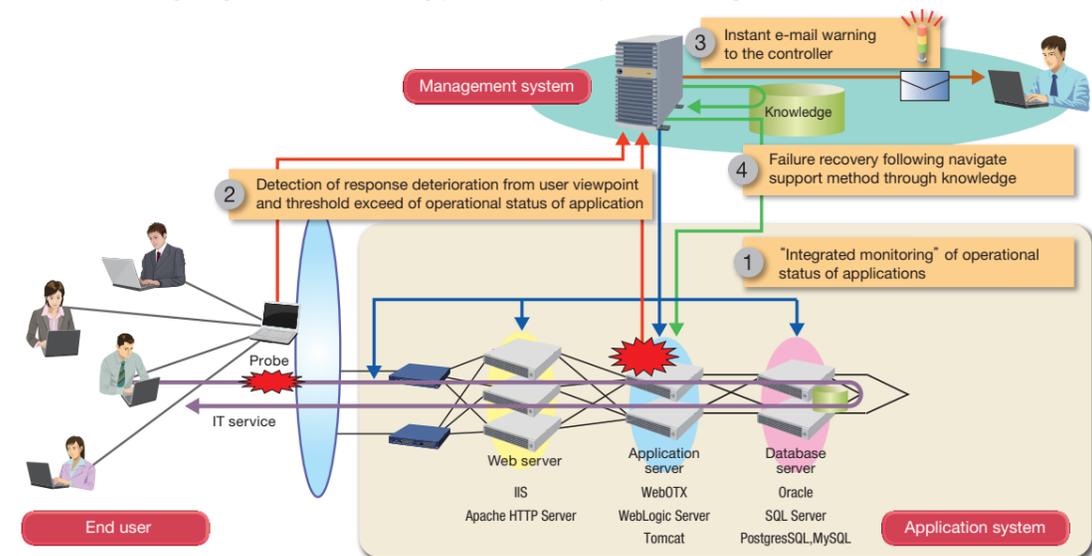
Supports stable system running by integrated monitoring of detailed application status, while detecting and resolving problems in their earliest stage.

Benefits

<p>Easily gets a view of entire system status</p> <p>Centrally monitors the performance of various applications and grasp the operating status across heterogeneous systems from one console.</p>	<p>Solves system failures quickly</p> <p>Saves huge amount of time for troubleshooting with the benefit of NEC expert knowledge and accumulated user's daily operation know-how.</p>	<p>Detects failure from user's point of view</p> <p>Monitors the response of IT services from standpoint of end users. Potential troubles are detected before receiving complaints.</p>
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Operation Image

Keeps your systems running by monitoring applications and service responses all from single console. MasterScope Application Navigator enables to resolve problems swiftly through the early detection of performance degradations, instant reporting to administrators, and navigating the troubleshooting process with expert knowledge.



Contact Information
 NEC Corporation - IT Software Operations Unit / IT Network Global Solutions Division
 Email: global@soft.jp.nec.com

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Centrally monitors various applications, detects problems speedily and supports their resolution. MasterScope Application Navigator is a powerful tool for the smooth operation of your business.

You need to keep an eye not only on server performance, but also on problems at the application-level to enhance the system availability. MasterScope Application Navigator supports your business's stability by providing centralized application monitoring, early detection of hard-to-catch performance problems, and helping you navigate the troubleshooting process.

Managing all your applications from one console

You can manage the various applications of your multi-platform distributed system without leaving your desk.

Integrated monitoring : Efficient management of multiple remote applications

Applications, including databases, application servers, web servers, and ERPs, can be monitored with hundreds of monitoring items. When threshold levels are exceeded, Application Navigator alerts to administrator via e-mail or issues external commands so that system failure is quickly recovered. MasterScope Application Navigator is compatible with the leading three-tier middleware software from Linux and OSS, which are increasingly used with mission-critical systems. Used together with the integrated management software MasterScope MISSION CRITICAL OPERATIONS, you can identify the business impact due to application failures.

Getting the overall picture with Summary View

Summary view gives you an easy and intuitive way to see the big picture of your applications and locate problem areas. If a problem is found, you can identify the problem area by drilling down through its location. In addition, in an environment where needs multiple administrators, such as a data center, you can limit individual responsibilities and privileges – simplifying tasks and protecting against information leaks.

Say goodbye to complicated configurations

It's time to begin observing your systems without the use of complicated configuration procedures. Using templates specifically designed for each monitored application saves huge amount of time for setup and with a wizard dialog GUI, you can effortlessly make adjustments to when threshold and performance information is collected and so on.

System failures can be prevented by detecting difficult-to-find performance issues early. In addition to it, with integrated monitoring, administrative efficiency is drastically improved.

Navigating solutions to performance problems

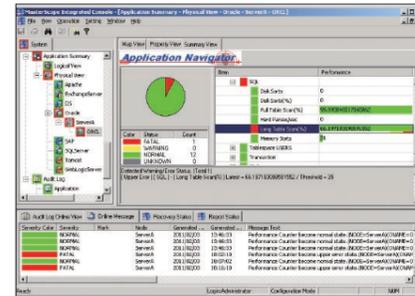
Navigation to learn not only what went wrong but also how you can fix it.

Providing the knowledge to cope with exceeded thresholds and performance abnormalities

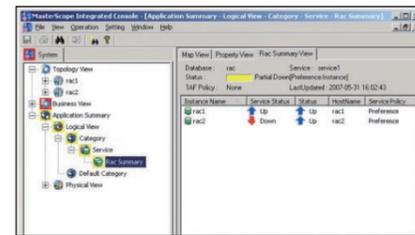
Giving you the knowledge to tackle detected problems with applications and thresholds. Now you can take on these problems backed by expert knowledge at NEC, making their resolution quicker than ever. What's more, a history of your every day operations are collected and shared, making resolution time even shorter for problems reoccurrence in future.

Shortened recovery time: speedy resolution by administrators, even if they have no expert knowledge.

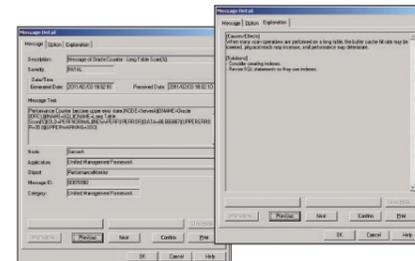
- Easy to understand the system status at glance with Summary View



- Monitors service level performance at Oracle RAC monitoring



- Example: Recovering from an exceeded threshold



Monitoring the response of IT services from the end user's perspective

Experiencing IT responses from the eyes of a user

The performance of IT services can be monitored in real time, from the viewpoint of the end user.

Using user purpose scenarios (a sequence of actions), you can pinpoint problems with end-to-end performance monitoring by pseudo-accessing the web system at regular intervals. Approximate how the user is experiencing service responses by using the Internet Explorer library and monitoring services running on the web system.

Primary analysis of IT service response abnormalities

You can pinpoint exactly at which step an error occurred by estimating the response time per web pages in the scenario or metrics (such as total response time and server processing time). E-mail alert will be sent in case of failures.

You can display performance information found through monitoring applications within the web system's server together with that collected by other monitoring devices. Then results can be analyzed side-by-side from both viewpoints of the infrastructure that runs services and the user who uses those services.

Trouble-free agent less monitoring

No need to install agents on the web systems that are running services. You can even place probes used for monitoring in LANs, WANs, and other locations.

Monitoring web scenario can be easily setup by only recreate and record the manipulations in your browser such as Login, link selection etc.

Now you can begin monitoring IT service response from the viewpoint of the user and discover performance deterioration at an early stage.

Analyzes the performance information

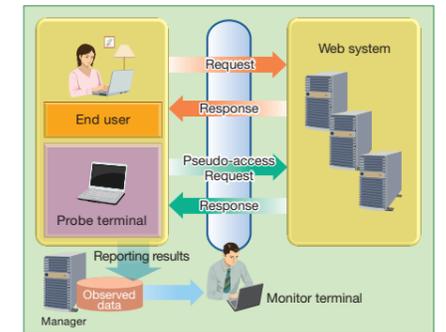
Helping you to analyze and fix problems by accumulating operational status data as statistic information.

Graphing / Reporting

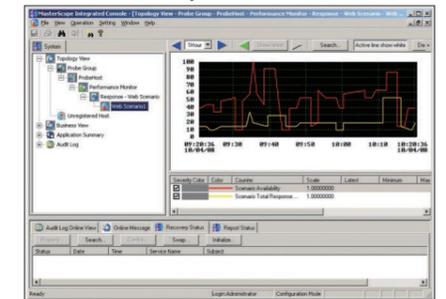
Graphing and displaying data in chronological order are at your fingertips. CSV files can be exported, then manipulated in Excel or another application.

Helping you to analyze the enormous amount of performance information in your systems and fix problems wherever they may be.

- See how the user is experiencing IT service



- Monitoring image : IT service response



Advanced performance analysis – powered by NEC technology

MasterScope Invariant Analyzer, the system performance analysis product, can be collaborated to collect performance data and detect silent failure that is a system failure of performance degradation without any error messages and threshold exceeds.