

Robust, easy-to-use performance and SLA monitoring and management software for Windows[®], Linux[®], and UNIX[®] environments

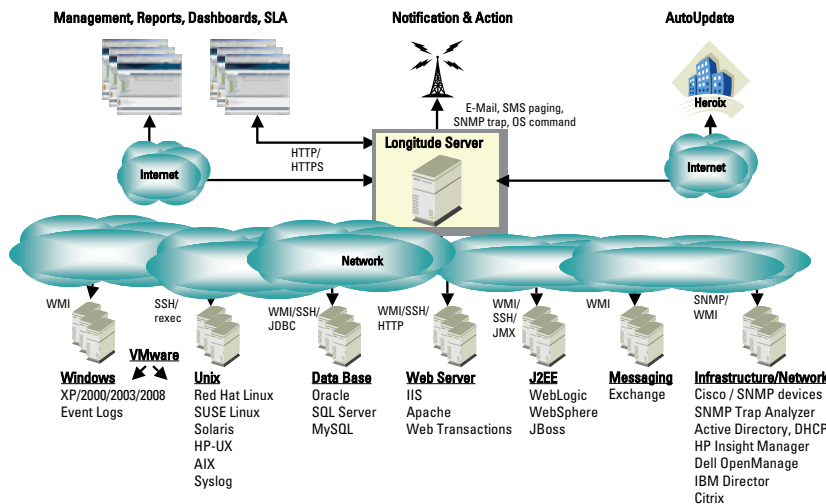
Heroix Longitude[®] is the agentless — and full-featured — monitoring and reporting software that brings you the power to manage your IT applications and systems with minimal effort. You benefit from effective, affordable capabilities that monitor performance and availability of application servers, Web servers, databases, email servers, J2EE, network devices, usage trends, synthetic transactions, virtual machines, and more in Windows[®], Linux[®], and UNIX[®] environments.

Longitude blends usability and capability in ways other monitoring solutions don't match. Auto discovery and predefined monitoring thresholds help you get started in minutes. Then use the graphical user interface to adjust metrics and set up service level agreements (SLAs), giving you valuable tools to manage service delivery and to support your organization's business processes.

Once you are up and running, Longitude can readily be configured to send e-mail and paging alerts, generate SNMP traps, and execute corrective action based on specified policies. Real-time dashboards let you drill down for the details to speed issue resolution. Up-to-the-minute SLA data is at your fingertips, and regular reports run automatically.

What's more, you won't spend hours and hours on ongoing maintenance. Longitude handles its own database administration and other internal maintenance, and can automatically download and install its software updates.

Longitude Architecture



Minimum Effort, Maximum Results

- Hundreds of vital operational metrics and key performance indicators are monitored out of the box
- Integrated performance reports and graphs out of the box
- Immediate deployment
- 6 platforms monitored: Windows, Red Hat, SUSE, AIX, HP-UX, Solaris
- 8 categories covered: OS, Web, database, messaging, J2EE, network, infrastructure, user & business metrics
- 0 agents required

Monitoring Solutions

Operating Systems

Microsoft[®] Windows Server™
 Microsoft Windows[®] XP
 Windows Vista[®]
 Red Hat[®] Linux
 SUSE[®] Linux
 IBM AIX[®]
 Hewlett-Packard HP-UX[®]
 Sun Solaris™
 VMware[®] ESX

Web Servers

Microsoft IIS
 Apache™ Web Server

Databases

Oracle[®]
 Microsoft SQL Server
 MySQL

Messaging

Microsoft Exchange Server

J2EE™ Application Servers

BEA WebLogic[®]
 IBM WebSphere[®]
 JBoss[®]

Network

Cisco[®] Devices
 DHCP
 SNMP Devices
 SNMP Trap Analyzer

Infrastructure

Active Directory
 Citrix
 Dell OpenManage™
 HP Systems Insight Manager
 IBM[®] Director
 Protocol Availability
 Syslog
 Windows Event Logs

User & Business Metrics

End User Experience
 SLAs
 Synthetic Web Transactions
 Usage Trends

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Features

Agentless Multiplatform Monitoring and Management

Heroix Longitude monitors and alerts on the availability and performance of mission critical applications, Windows, Linux, and UNIX systems, and SNMP-based network devices, without requiring any software installation on the monitored systems. Moreover, Longitude is self-contained with no prerequisites for layered software.

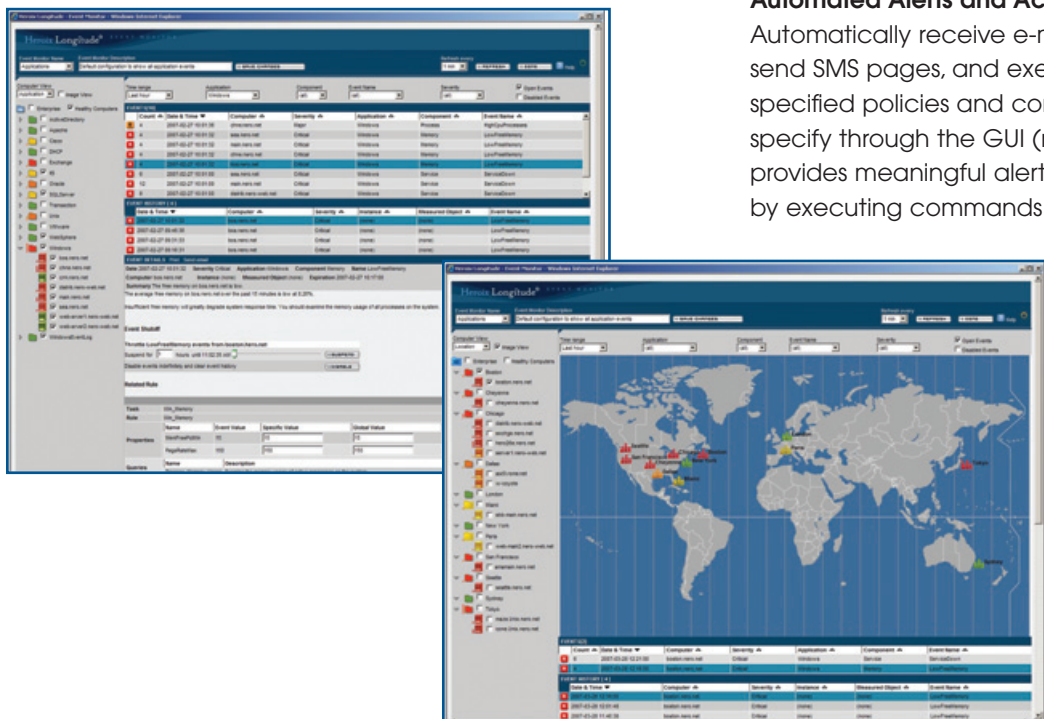
Hour One Deployment, Auto Discovery

Installation is fast and simple. Thanks to auto discovery, identifying the entities to monitor is quick. Longitude scales with ease. It's equally adept at handling a few servers and applications or many. Use Longitude to scan for applications and systems present on the network. There is no need to enter applications and systems manually.

Customizable Topology-Based Views

Distributed and complex environments benefit from the ability to map and view monitored components graphically based on physical or logical hierarchy, either using maps supplied with Longitude or by importing your own images. Click on any monitored entity's color-coded icon to examine its associated events.

Easily organize and change your topology-based representation in the manner most useful to you: location, department, administrator, operating system, time zone, and more. Views define whether all, or a selected subset, of computers appear in the management tree displayed in a Web browser. Define multilevel groupings — such as department/computer, administrator/application/computer — to present different support organizations with views of the systems they can see and access.



Map and view monitored components by logical or physical hierarchy

Prepackaged Monitoring Solutions

Out of the box, benefit from monitoring solutions for Windows, Linux, and UNIX system monitoring plus solutions for Web, database, messaging, and J2EE, servers; network and infrastructure components; virtual machines; common transactions; and usage trends.

Predefined default thresholds take the guesswork out of getting started. Refining solutions to support your specific business processes is easy; Longitude compiles and presents minimum, maximum, and average values reflecting your environment in action. Settings are readily customizable through the GUI — even on-the-fly.

Virtual Machine Monitoring

The broad scope of prepackaged monitoring solutions includes VMware monitoring. Not only does Longitude monitor virtual machine images themselves, but it also tracks the impact of those virtual machines on the physical hardware.

Custom SNMP Monitoring

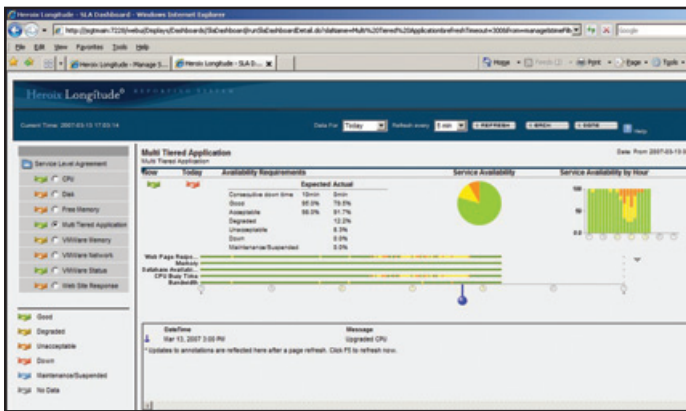
Need to add a new monitoring solution to the already wide coverage? With the Longitude component called SNMP Studio, it's simple to add new monitoring capabilities for SNMP-enabled software or hardware without writing scripts. Simply import the appropriate SNMP MIB (Management Information Base) file and select the metrics of interest. Longitude then uses the monitoring data across its extensive capabilities: performance reporting, SLA monitoring, alerts, dashboards, event correlation, and more.

Automated Alerts and Actions

Automatically receive e-mail alerts, generate SNMP traps, send SMS pages, and execute corrective action based on specified policies and correlated events. Using rules you specify through the GUI (no scripting necessary), Longitude provides meaningful alerts and initiates corrective action by executing commands on local or remote systems.

Correlated Events

Most monitoring products report system and application events in isolation, revealing little to nothing about the impact on your business. With Longitude's easy-to-define Event Correlation, related events across multi-tiered applications trigger intelligent alerts and actions, so you immediately understand the business impact. Longitude can monitor an application's underlying components and warn you when certain combinations of conditions are about to affect a business process or service level. Longitude can determine the root cause of the problem — for example, whether it originates in the application server, back end database, or web server — and provide you with actionable information about its nature, severity, duration, and potential remedies.



SLAs combine data across multi-tiered applications to give you a seamless view of availability and performance from a business perspective

Up to the Minute SLA Data, Historical Trend and Performance Reports

Assess compliance with service level agreements as well as real-time and historical performance with built-in dashboards and prepackaged reports; drill down instantly for more details. Set up and customize SLAs and reports on the spot to reflect your business processes. Graphically rich tables, charts, and graphs supply the information to address performance and capacity issues before users are affected. Improve troubleshooting with real-time statistics dashboards that display key metrics you choose. Designate reports for Longitude to generate and publish on its Management Reporting Portal or distribute by email on a daily, weekly, or monthly basis.

Synthetic Web Transactions, End User Experience

Longitude Synthetic Web Transactions let you assess the end user experience. Record a Web transaction, click-by-click, that you want to test on a recurring basis. Specify how frequently you want the transaction to run. Longitude does the rest: initiating the synthetic transaction as scheduled, and reporting events when problems are detected.

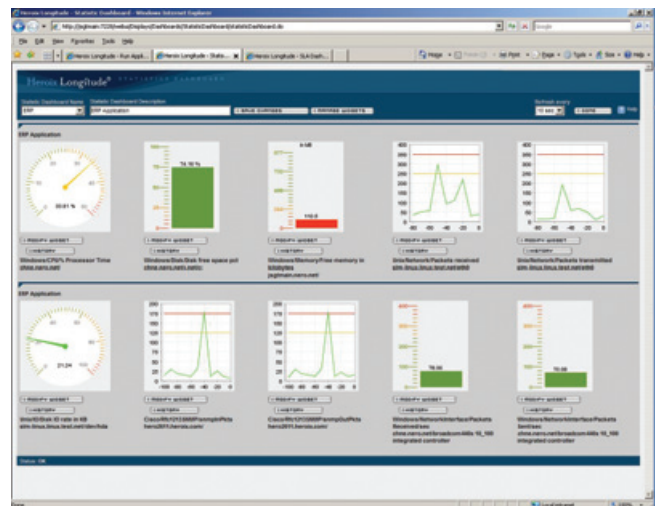
You can also choose to incorporate Synthetic Web Transactions into SLA monitoring, for a view that relates the end user experience to the key infrastructure components that support the application.

Annotated Reports and SLAs

Longitude expands on traditional performance reports and graphs by automatically annotating raw data with findings from related events. For instance, a pin in a graph showing a spike in CPU usage indicates when the event occurred and lets you drill down for causal data (e.g., process(es) causing the spike), specific explanations and suggestions. You can also add your own user comments, which are displayed and accessible in exactly the same way.

Similarly, you can annotate Longitude SLAs. When an SLA report indicates an issue, for example, you can make management reporting more informative by documenting the actions taken to resolve the problem. Likewise, you can document changes in IT infrastructure — such as doubling the memory in a web server — and then measure the resulting effects on SLA adherence.

Thus Longitude combines raw data, actionable findings, and documented responses that enable you to provide complete visibility into the delivery and support of IT services.



Easily customize your Longitude Statistics Dashboard with time lines, dials, and thermometer graphs that show warning and critical thresholds

Automated Log File Scraping

Save hours of poring through log files to find information you need for troubleshooting; let Longitude do the work. Just enter words, error messages, or text patterns that you want Longitude to recognize. When Longitude encounters the text in the designated log file, it creates an event that is displayed in its Event Monitor and included in reporting.

Script Execution

You can also instruct Longitude to invoke a system or application diagnostic command(s) or script(s), evaluate the output, and alert you to abnormal results.

Role-Based Security

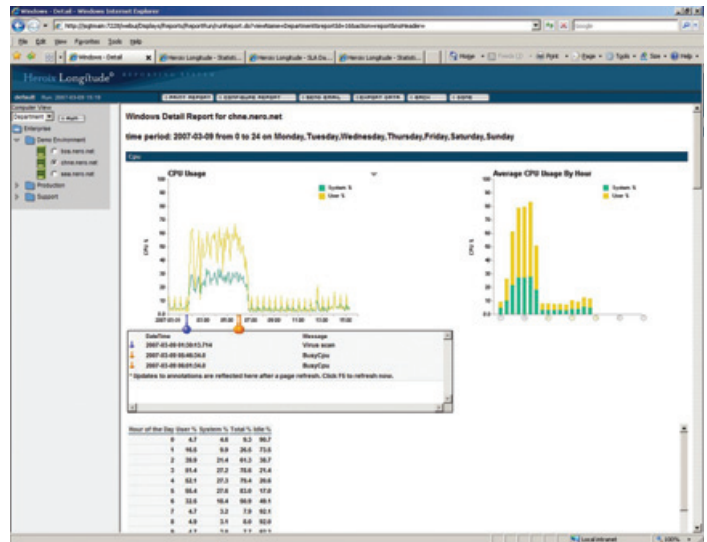
Predefined roles support security by defining exactly which functions each user can see and perform.

Self-Maintaining, Self-Updating

Longitude Upgrade Manager can automatically download and install software updates without disrupting operation. Longitude also performs its own database administration and other internal maintenance, which reduces administrative and training costs. And auto discovery simplifies keeping up with changes in your environment. Scan the network anytime to identify new applications and systems that require monitoring.



Graphical summaries provide a high level view, with intuitive drill-down to technical details.



Annotated reports match events to the information behind them for root cause analysis

Hardware and Software Requirements

Longitude Server: Windows 2003 Server; minimum of 2.4GHz Intel Pentium® 4 or Xeon® processor, at least 1GB main memory, and 5GB of disk space; 100Mb Ethernet adapter

Browser Support: Internet Explorer® 7 or higher, or Mozilla Firefox® 1.5 or 2.0

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