

Web and eCommerce Monitoring & Management

Ensure top performance with less effort

Web-based services and transactions have become crucial to conducting eBusiness. Your enterprise's web site may be the first — and sometimes, the only — point of contact between you and your customers. What's more,

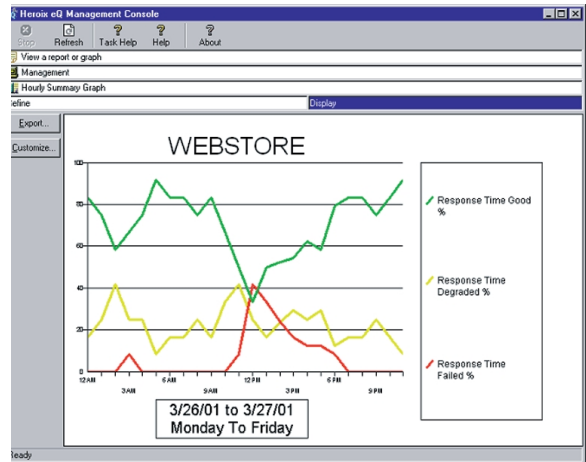
extranets allow cost-effective interaction with your partners and suppliers. Intranets and an ever-increasing array of web-based applications deliver information and the tools of daily

business to employees. Now your business

depends on reliable performance from web and eCommerce servers, along with an array of applications for security, access control, reliable message delivery, transaction integrity, and more.

Keep it all running smoothly with Heroix eQ™ Web and eCommerce Monitoring & Management solutions. Our multiplatform monitoring and management software melds the experience of seasoned IT administrators with the thoroughness and reliability of automation.

Heroix eQ software monitors a variety of web servers and their underlying infrastructure components. Heroix eQ solutions automatically discover these applications and self-configure monitoring thresholds based on server workload. Problems can be diagnosed and corrected automatically or escalated to a monitoring location anywhere for further



Web server Service Level Agreement graph

attention. Whether you manage a standalone web server or a high-powered web farm for eBusiness, Heroix eQ Web and eCommerce solutions bring you the power to optimize performance and availability with less effort.

Heroix eQ helps you to:

- ▶ Keep crucial services up and running, connectivity reliable, and response time fast
- ▶ Detect suspicious activity before your environment is compromised
- ▶ Identify and resolve performance issues at the source: Web server, application-related code or components
- ▶ Estimate future resource needs

Comprehensive monitoring

Web & eCommerce Applications

Apache

- Use of system resources by the Apache process
- Reachability and response of the web site being served and other critical URLs
- Excessive lost connections
- More...

Microsoft® IIS

- Problems related to ASP, HTTP, FTP, SMTP performance
- IIS caching and resource usage
- State of critical IIS services
- Reachability and response of the web site being served and other critical URLs
- Security issues such as excessive logon failures, SYN flooding attacks, etc.
- More...

WebLogic Server™

- Availability of web site, status of web server
- Access logs of all web servers
- Signs of cracker attacks, such as high incidence of malformed URLs, invalid login attempts, locked accounts, and logins using locked accounts
- Guest accounts that have not been disabled
- Areas for performance tuning, such as excessive memory use by the JVM, servlets that take too long to execute, and excessive JTA runtime rollbacks
- More...

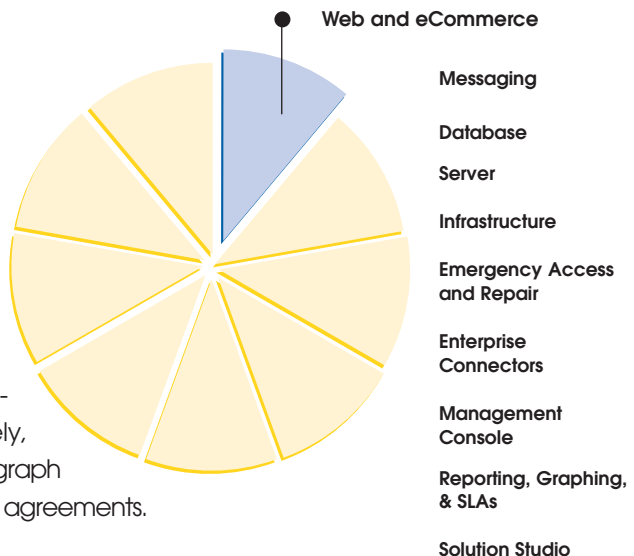
Web infrastructure and middleware

- Microsoft Message Queue (MSMQ)
- Microsoft Transaction Server (MTS)
- Microsoft Site Server

For a complete sensor listing, please visit the Heroix eQ online sensor index at <http://www.heroix.com/sensors.asp>.

Heroix eQ Management Suite

The Heroix eQ Management Suite unifies monitoring and management across Windows NT®, Windows® 2000, Unix, Linux®, OpenVMS™, and Novell® NetWare® platforms. From a single interface, this multiplatform software family detects and resolves complex application, system, and network problems so your business can achieve the highest levels of IT availability and performance. Built-in intelligence, adaptable automation, and enterprise extensibility bring better results with less effort. Heroix eQ provides the cross-platform capabilities you need to identify issues proactively, initiate corrective action, prevent costly reboots, report and graph performance, and document compliance with service level agreements.



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