Web sites and internal systems play a mission-critical role in today's organizations. As a result, your operations group must ensure business applications are available 24x7 to users worldwide. Yet you also must grapple with declining budgets and limited staff resources. To meet availability goals, you need a cost-effective, rapidly deployable solution that can help maximize the uptime of Web systems and internal applications.

FEATURES AND BENEFITS

- **Proactively Monitors Web and System Performance, 24x7:** SiteScope monitors systems using more than 65 built-in monitors, in addition to any customer-developed monitors. Using SiteScope, you can proactively identify and resolve problems.

- **Monitors Multi-Platform Environments, Which May Include Windows, UNIX, and Linux Servers:** SiteScope is an agentless solution, which monitors any environment remotely. SiteScope can also be deployed as an agent on a server, and is native to Windows, UNIX, and Linux.

- **Provides a Downloadable and Rapidly Deployable Solution:** In less than 20 minutes, you can download SiteScope and begin monitoring your systems. The software can be fully configured within an hour for rapid access to mission-critical performance data. SiteScope also offers predefined monitoring templates to speed deployment for multiple servers.

- **Provides Early Warning of Problems With Real-Time Alerts:** SiteScope alerts IT groups to problems before end users find them. It can generate an alert via e-mail, SNMP traps, or pager. It can also automatically generate a management report, alert different people depending on the severity of the problem, or execute a custom script.

- **Automatically Takes Corrective Action:** Following an alert, SiteScope can take action automatically using included or custom error-recovery scripts. SiteScope also helps prevent downtime through its high-availability add-on, which provides automatic failover protection.

- **Enables Easy Administration:** SiteScope offers a Web-based UI for easy access to monitoring data and administration. You can access scheduled or on-demand reports for a clear view of current and historical Web-site performance.
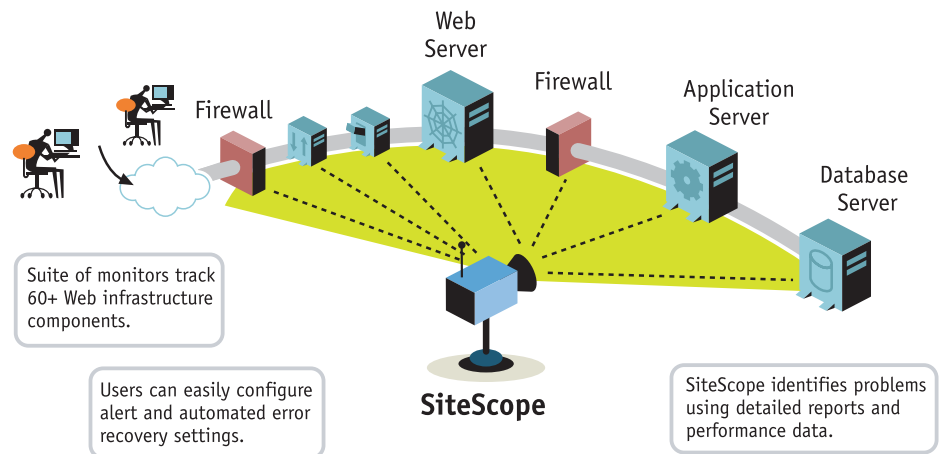
SiteScope is simply the most robust, cost-effective, and straightforward solution to this business need. Based on agentless monitoring, SiteScope enables operations groups to monitor the performance of complex, distributed systems without having to install software agents on production systems.

SiteScope, a key tool in Mercury Interactive's full suite of business technology optimization (BTO) solutions, continuously monitors the performance of more than 65 aspects of system infrastructure — including server resources, application-specific metrics, page-download times, and the availability of network services. It then sends alerts when problems are detected.

Using SiteScope, you can:

- Gain extensive monitoring coverage of your entire Web and system infrastructure.

- Receive immediate notification of existing or anticipated problems via e-mail, pager, and SNMP traps.

- Develop customized monitors or integrate homegrown tools through an open API.

Firewall
Web Server
Firewall
Application Server
Database Server

Suite of monitors track 60+ Web infrastructure components.

Users can easily configure alert and automated error recovery settings.

SiteScope

SiteScope identifies problems using detailed reports and performance data.

SiteScope monitors the performance of systems and alerts operations groups to problems within their Web infrastructure.

SUPPORTED ENVIRONMENTS

SiteScope runs on the following platforms:

- Windows NT and Windows 2000
- Sun Solaris
- Linux Red Hat 7.2

Any Windows NT-, Windows 2000-, Sun Solaris-, or Red Hat Linux-based solutions can monitor applications and servers running on any platform, including Linux, HP-UX, AIX, FreeBSD, SGI, and Digital Unix.

SiteScope includes more than 65 different server, application, system resource, and network monitors:

Network Service Monitors

- Database Monitor
- DNS Monitor
- E-business Chain Monitor
- Formula (Bandwidth) Composite Monitor
- FTP Monitor
- Mail Monitor
- Ping Monitor
- Port Monitor

- Real MediaStream Monitor
- SNMP Monitor
- SNMP Trap Monitor
- URL Monitor
- URL Sequence Monitor
- Web Service (SOAP) Monitor
- Windows Media Stream Monitor

Advanced Monitors

- Asset Monitor
- Composite Monitor
- Directory Monitor
- File Monitor
- LDAP Monitor
- Link Check Monitor
- Log File Monitor
- News Monitor
- NT Dial-up Monitor

- NT Event Log Monitor
- NT Performance Counter Monitor
- Radius Monitor
- Script Monitor
- Unix Performance Counter Monitor
- URL Content Monitor
- URL List Monitor

Application Monitors

- Apache Server Monitor
- ASP Server Monitor
- BroadVision 5.5 Application Server Monitor
- Check Point FireWall-1 Monitor
- Check Point OPSEC Monitor
- Cisco Works Monitor
- Citrix Monitor
- ColdFusion Server Monitor
- DB2 Monitor
- Dynamo Application Server Monitor
- F5 Big-IP Monitor
- IIS Server Monitor
- MAPI (Exchange) Monitor
- Netscape Server Monitor
- Oracle9i Application

- Server Monitor
- OracleDB Monitor
- Oracle JDBC Monitor
- Real Media Server Monitor
- SAP Monitor
- SilverStream Server Monitor
- SQL Server Monitor
- Sybase Monitor
- Tuxedo Monitor
- WebLogic 5.x Application Server Monitor
- WebLogic 6.x & 7.x Application Server Monitor
- WebSphere Application Server Monitor
- WebSphere Performance Servlet Monitor
- Windows Media Server Monitor

Server Monitors

- CPU Utilization Monitor
- DHCP Monitor
- Disk Space Monitor
- Memory Monitor

- Network Monitor
- Service Monitor
- Web Server Monitor

HOW SITESCOPE WORKS

Because SiteScope can be implemented as an agentless monitor running remotely on a host machine, it is highly effective and efficient. It monitors targeted system metrics, sends alerts to predefined recipients, and generates actionable reports for operations.

As SiteScope monitors capture data and performance metrics, they are sent via HTTP or HTTPS to the Web-page console. You can use the Web interface to view current system information, change installation configurations, and configure alerting schemes. The core functionality of SiteScope — its 65-plus application, server, network, and system-resource monitors — is controlled and configured through the Monitors and Scheduler components. You can customize these monitors and gain full control over deployment, execution and performance thresholds, as well as other settings or processes critical to maintaining 24x7 availability.

Should the availability of any monitored system component drop below a user-defined threshold, SiteScope will issue an alert via e-mail, SNMP traps, SMS, or pager. It can also automatically generate a management report, alert different people based on the severity of the problem, or execute a custom script. The system can issue these flexible alerts as needed.

In addition, SiteScope can take action automatically, using any included or custom error recovery scripts. You also have the option of a high-availability add-on service that gives you added redundancy and automatic failover protection in the event a SiteScope installation fails. As a result, IT and operations groups can use SiteScope to anticipate as well as prevent system problems.

ABOUT MERCURY INTERACTIVE

Mercury Interactive is the global leader in business technology optimization (BTO). Our Optane™ Suite of testing, deployment, and performance management solutions enables companies to unlock the value of their information technology investments by optimizing business and technology performance to meet business requirements. With Mercury Interactive, customers can measure the quality of their IT-enabled business processes, maximize technology and business performance at every stage of the application lifecycle, and manage their IT operations for continuous optimization throughout the lifecycle. Our leading-edge BTO software and services are complemented by technologies and services from our global business partners, and are used by more than 30,000 customers — including 75 percent of *Fortune* 500 companies — to improve quality, reduce costs, and align IT with business goals.

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