

ExtremeWare™ ServiceWatch®

Designed to help businesses avoid costly downtime, ServiceWatch® ensures network services remain up and performing at peak levels. Just like the telephone dial tone that indicates the availability and quality of voice service, ServiceWatch delivers application dial tone to facilitate always-on Layer 4-7 network services.

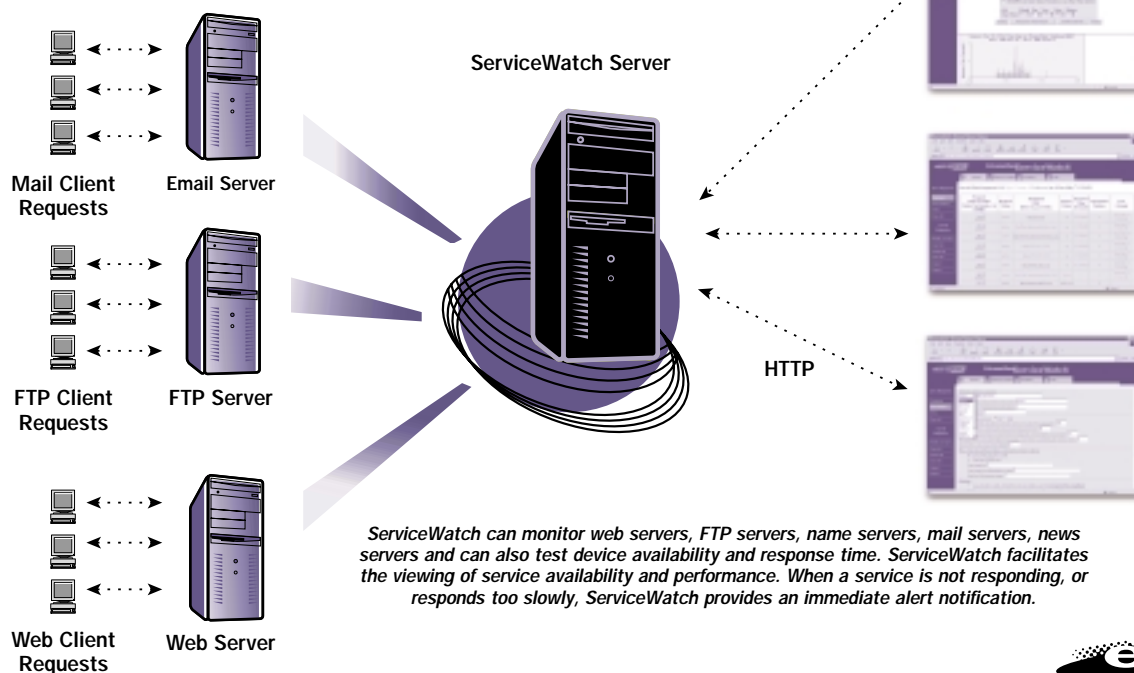
ExtremeWare ServiceWatch is a powerful, easy-to-use Layer 4-7 monitoring and management software solution for mission-critical network services such as e-mail, e-commerce, and file transfer. It gives network managers a user's perspective of how their Layer 4-7 network services are performing. If service response time starts to degrade, ServiceWatch notifies the network manager to take corrective action before a problem occurs. ServiceWatch is also a vital capacity planning tool and helps track service level agreements (SLAs) through historical reporting and graphing of service availability and response time. Out of the box, ServiceWatch monitors web servers (HTTP), FTP servers, host and name servers (DHCP and DNS), mail servers (POP3, IMAP4 and SMTP), news servers (NNTP), and tests device availability and response time using ping (ICMP), telnet, and other protocols. Available as an option, an extensibility API offers additional flexibility to create scripts linking ServiceWatch to new service types or to automate customized corrective action.

Easy and Powerful To begin using ServiceWatch, simply enter the Layer 4-7 services to be monitored, along with response-time thresholds and notification actions. ServiceWatch goes to work right away. When a service is not responding, or responds too slowly, your network manager is immediately alerted by your choice of methods, including e-mail, alphanumeric page, via an SNMP trap to your network management platform, or through a program on the server system.

Real-time Graphs and Reports ServiceWatch offers the flexibility of different poll rates for different Layer 4-7 services, plus displays of real-time graphs and reports of response times per service. All the reports and graphs are printable for easy record keeping and troubleshooting.

Combined with Extreme Networks' switched broadband infrastructure, e-enabled businesses not only have scalable speed, bandwidth, size and quality of service across their networks, but also a proactive way to ensure that Layer 4-7 network services continue to perform at maximum efficiency.

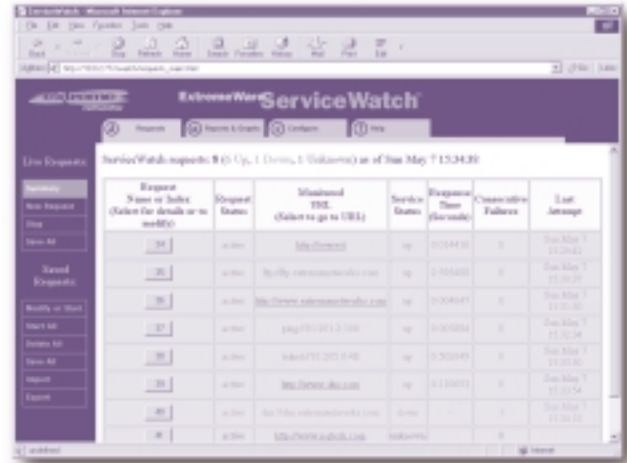
ServiceWatch®



Capacity Planning ServiceWatch graphs and reports can tell you if slow services are due to a momentary spike in usage or a sustained situation that needs more network capacity or deployment of Policy-Based Quality of Service. Through ServiceWatch, service providers and their customers can validate the service level agreements for capacity planning and traffic engineering purposes.

Extensibility API The extensibility API, an optional feature of ServiceWatch, allows new service type modules to be easily written in any programming language. Easy-to-follow examples are provided in the ServiceWatch manual. With this option, ServiceWatch can be customized to meet a variety of service monitoring needs.

SNMP Agent Interface Service monitoring and configuration can be performed using the industry standard SNMP. The SNMP agent provides the capability to view service availability and service performance from a network management platform. If a service stops responding, or becomes prohibitively slow, the SNMP agent sends SNMP traps. Documentation of the ServiceWatch MIBs and instructions for integrating with HP OpenView are provided in the ServiceWatch Installation and Users Guide.



ServiceWatch's summary views offer at-a-glance active monitoring of mission-critical network services. ServiceWatch facilitates the viewing of service availability, and service performance, from any popular network management platform. When a service stops responding, or becomes prohibitively slow, the ServiceWatch SNMP agent generates traps.

Extreme
ExtremeWare™

ServiceWatch® Specifications

Server Requirements

Server Platform

Solaris 2.51, 2.6, 7, 8
Windows 2000
Windows NT 4.0
Linux

Requirements

128 MB RAM
100 MB disk space
Ultra 2 or greater

Ordering Information

Order Number	Description
82111	ServiceWatch 1.1 (base package supporting 10 services)
82112	ServiceWatch 1.1 License to monitor 50 additional services
82113	ServiceWatch 1.1 License to monitor 100 additional services
82901	ServiceWatch 1.x Extensibility API

For more product information from Extreme Networks, please call 1.888.257.3000 or 408.579.2800.

Client Requirements

Platform

JavaScript enabled web browsers

HP OpenView Requirements:

HP OpenView 5.01 or greater
Solaris 2.51, 2.6, 7, 8

SNMP Agent:

MIB-2 System Groups
ServiceWatch 1.1 Proprietary MIB

For more product information from Extreme Networks, please call 1.888.257.3000.
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