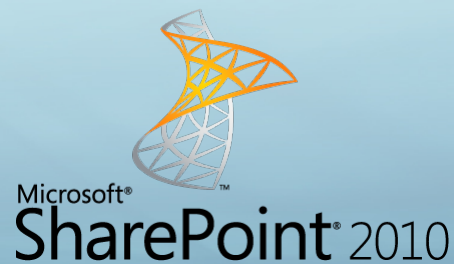


ANTICIPATE BUSINESS ISSUES WITH GSX SOLUTIONS FOR EXCHANGE 2010



● Us

Created in 1996

Offices in the USA, UK, France and Switzerland

Specialized in Collaborative Environment supervision

One product to watch Microsoft Exchange, Microsoft SharePoint and BlackBerry services at the same time



● Our Clients

500 Customers worldwide

Customers in more than 40 countries

Partner centric business model :

- Indirect channel (resellers, VARs and SIs)
- Strategic partners (Microsoft, RIM, IBM)



Microsoft Partner

Silver Server Platform

Remote and Agentless Monitoring and Reporting Solution

- Manage easily the entire collaboration platform (Exchange, SharePoint, URLs, AD, BlackBerry servers and devices)
- Manage the performance and the capacity
- Manage the availability of the service delivered to the user

Microsoft Exchange, Microsoft SharePoint, BlackBerry Enterprise Server, BlackBerry Express, Lotus software

- Agentless and Multiplatform
- Proactive alerts
- Quick and easy to deploy, use and maintain
- Automatic reports on High Availability and Usage



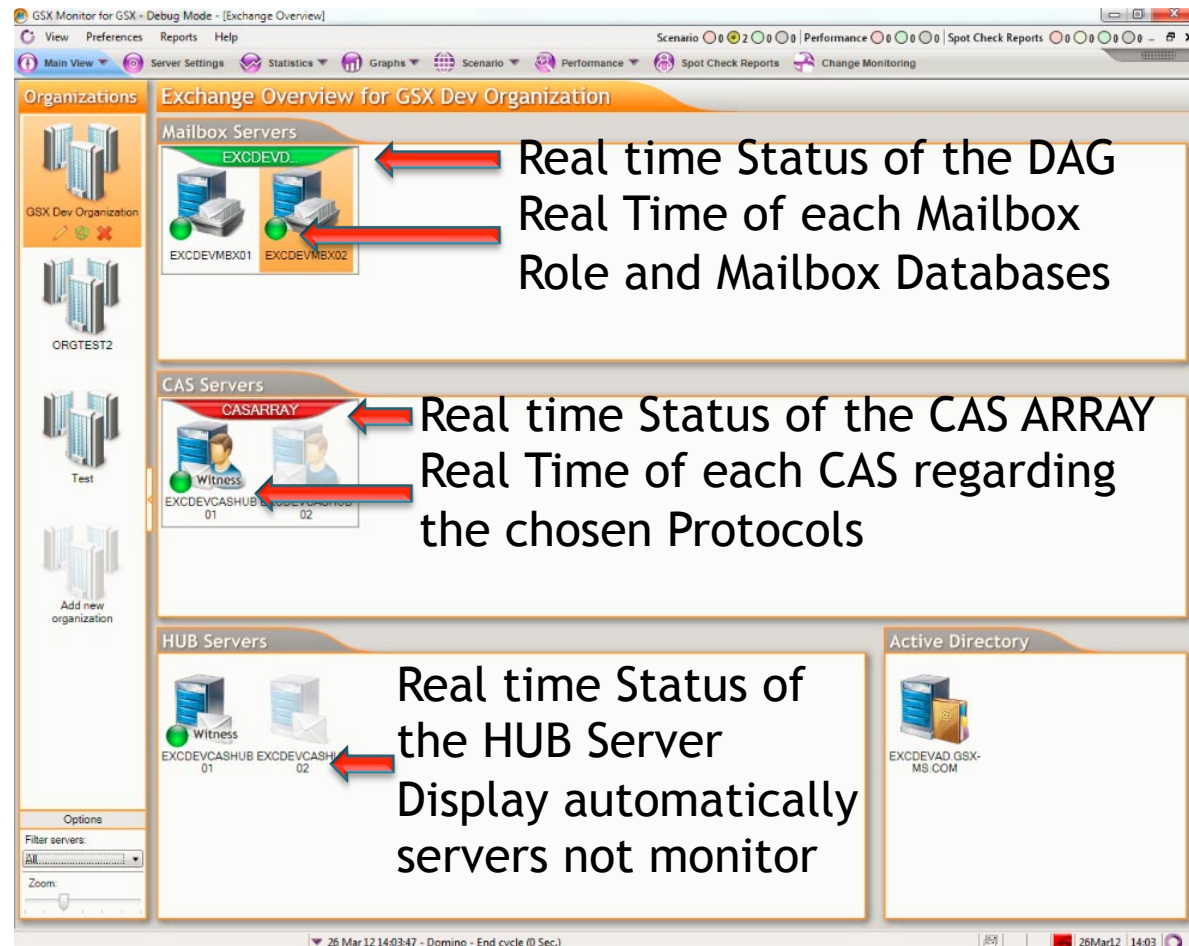
Microsoft Exchange features



	Real Time Monitoring GSX Monitor	Automatic Reporting GSX Analyzer
Role Connectivity Management	Management of the Connectivity latency to CAS through all protocols, MAPI connectivity to the mailbox Mailbox role status, HUB/EDGE connectivity and service Mailbox databases availability, Proactive alerts based on response time threshold	Protocol latency trending, Mailbox database evolution (size and availability), mail routing performance across the Infrastructure. Long term trends, daily, weekly, monthly reports on performance and availability
High Availability Management	Status and control of the number of mounted and healthy copy. Management of the Mailbox databases availability across the DAG, availability of the DAG, replication of the Mailbox Databases, real time performance CAS Array protocol availability and load balancing, NLB performance	Automatic trends and comparison of servers performance across clusters DAG availability and performance Automatic SALs tracking . Evolution of the Mailbox Databases across the DAG, number and % of mounted and healthy Mailbox DB, mailbox per server, per DB, per DAG, etc.
Performance Management	Optimization of the incident response time and Mean Time to Repair. Mail queue management, health test of the server, Real Time graphs to analyze environments usage and performance metrics on each server role	Automatic trends on server's performances (CPU, RAM, etc.) and service (CAS, Mailbox Databases, DAG) in regards of user connections, mailbox and Mailbox DB, transport service.
Storage Management	Disks management, size, DB Store and mailboxes quotas, white space, etc.	Forecasting features for automatic Capacity Planning, easy trends on capacity and usage of the entire collaboration platforms
Incident Management	SCOM Integration, alerting by easy customizable profiles (mails, SMS, pop-up, program, SNMP trap, pagers, etc.)	Alert management, easy alert PDF and CSV reports, per period, per type of alert

Take a look at your Organization

- Full Auto-Discovery service of your Exchange Organization
- Discover and easily manage multiple Organizations
- High Availability Real Time Status
- Comprehensive view of your Global Environment



The screenshot shows the 'Exchange Overview for GSX Dev Organization' interface. It is divided into several sections: 'Mailbox Servers', 'CAS Servers', 'HUB Servers', and 'Active Directory'. Each section displays server icons with status indicators (green for healthy, red for issues). Red arrows point from text annotations to specific server icons in each section.

Mailbox Servers
EXCDEVMBX01 EXCDEVMBX02
Real time Status of the DAG
Real Time of each Mailbox Role and Mailbox Databases

CAS Servers
CASARRAY
Witness
EXCDEVASHUB01 EXCDEVASHUB02
Real time Status of the CAS ARRAY
Real Time of each CAS regarding the chosen Protocols

HUB Servers
Witness
EXCDEVASHUB01 EXCDEVASHUB02
Real time Status of the HUB Server
Display automatically servers not monitor

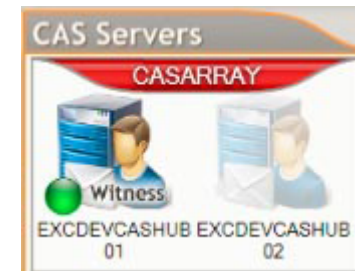
Active Directory
EXCDEVAD.GSX-MS.COM

Discover and display configure your Exchange Infrastructure in one click

CAS Protocol and Connectivity Management | GSX®

www.gsx.com

- Real Time monitoring of the Mailbox connectivity latency through each protocol with end to end test: from the user to a mail opening. Test every Protocol and get proactive alerts on service degradation *before* it impacts users
- CAS Array protocols availability: GSX tests, displays and graphs the response time for each protocol across the Array.
- Stay informed on Load Balancing across the Array.
- Monitor all critical CAS Windows and Outlook Web Services automatically
- Monitor and Alert on Network Load Balancer
- Daily, Weekly, Monthly trends on services and protocol performances per CAS, Users Connections and critical availability CAS Key Performance Indicator

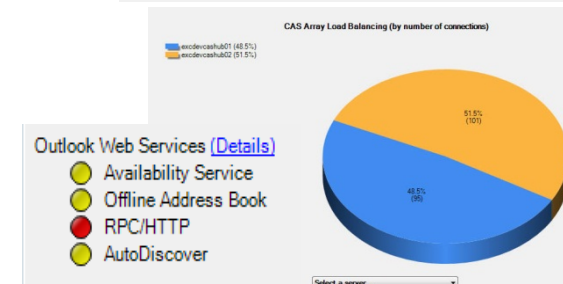


CAS Array

Protocol availability across the CAS Array:

- OWA (7610ms)
- POP3 (7417ms)
- IMAP (8655ms)
- Active Sync (4649ms)

Availability of CAS members in percent: 50

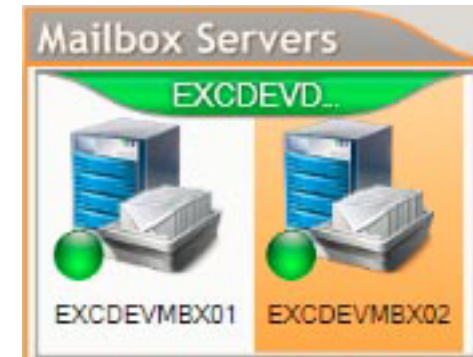


OWA Average Response Time (in ms):	34	Network Load Balancer ● NLB Status Virtual IP:	NLB Monitoring FQDN of the virtual IP address	
OWA Current Unique users:	2		<input type="checkbox"/>	
FDSOAB Download Tasks Queued:	0		<input type="checkbox"/>	
FDSOAB Download Tasks Completed:	25		<input checked="" type="checkbox"/> nlb.gsx-ms.com	
RPC Client Access User Count:	0			

Network Interface Name	Inbound traffic (KB/s)	Outbound traffic (KB/s)	Total traffic (KB/s)
Intel[R] PRO_1000 MT ...	12366855	66248937	189915791

DAG & Mailbox Databases management

- Real Time DAG Management: Monitor the status of all the Mailbox Databases across the DAG and determine if High Availability is provided by the DAG
- Control the replication across the DAG through multiple tests and alerts in case of degradation of the performance
- Real Time status of each Database displaying critical information: Where is the Mounted and Healthy DB and how many are they, what is its size, amount of White Space, Number of Mailboxes inside the DB.



GSX DAG

Information
Servers in the DAG: REExcCluster1, REExcCluster02

Exchange Hostname	Server Alias	Status
REExcCluster1	REExcCluster1	Exchange Server Timeout
REExcCluster02	REExcCluster02	Exchange Server Up, Mailbox Role Up

Mailbox
Number of DB Stores across the DAG: 4

DB Store Name	Number of copies across the DAG	Server Name where it is mounted	List of Servers hosting a healthy copy	List of Servers hosting a copy in error	Size in MB	WhiteSpace in MB	Number of Mailboxes
Database101	1	REExcCluster02			152	85	10
Database102	1	REExcCluster02			648	382	4
Database201	1	REExcCluster02			136	95	7
Database202	1	REExcCluster02			136	79	4

Replication Health checks across the DAG

Replication Health Check Name	Status	List of servers where the replication health failed	List of servers where the replication health returned a warning	Error
ActiveManager	Passed			
ClusterNetwork	Passed			
ClusterService	Passed			
FileShareQuorum	Passed			
QuorumGroup	Passed			
ReplayService	Passed			
TasksFpcListener	Passed			
TopListener	Passed			

Trend easily all the Information and Statistics in GSX Analyzer with 5 minutes configuration!

HUB & EDGE Management

- GSX Monitor automatically controls the critical Windows Services attached to the HUB and is flexible with the Gateway used in the Exchange Infrastructure (Microsoft EDGE or other Brands).
- GSX Monitor performs *end-to-end* test to control that the HUB and EDGE transport service is well delivered within the Infrastructure.



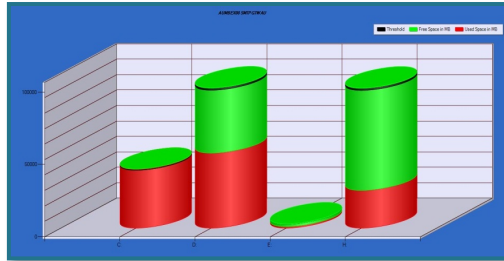
Statistics	Daily	Weekly	Monthly
Average routing time (s)	n/a	n/a	n/a
Max routing time (s)	n/a	n/a	n/a
Min routing time (s)	n/a	n/a	n/a
# Access Failure	n/a	n/a	n/a



- Average routing time, max and min routing time and % of failure are automatically displayed and easily trended.
- Internal, external and cross platform tests (BlackBerry device) are available to test the HUB, EDGE/Gateway and your mobile infrastructure.
- Queues and Pending mail are easily managed. Mail flow statistics are available in Real Time or for Daily / Weekly / Monthly trends and forecasts.

Storage & Capacity Management

- Instant view on Capacity
- Alert on disks usages
- Real Time and trending graphs on Key Storage Indicators (Mailboxes Databases size, evolution, number of Mailboxes per Database, per server, per DAG, etc.)

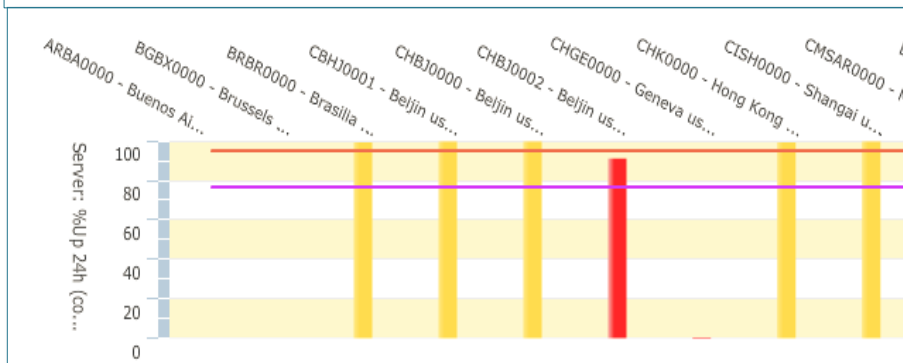


Forecast and plan for future growth

Feeling secure to plan and justify additional servers and resources

Disk Management, DB Store Management, performance management can be easily followed with our integrated reporting and forecasting tool GSX Analyzer

Compare your disk, servers, Mailbox Databases Performance easily. Display the achievement of your SLAs and target underperforming element of your Infrastructure to take proactive action



Control and Manage your alerts!

Create as many alert profile as you need and mix the way to be alerted!

Email, Pager, Popup, Program, Sound, SNMP Trap, SMS



Dashboard of the alerts, make easy reports on PDF or CSV



GSX Analyzer

Overview | Alerts | Statistics | Reports | Trends | Environment Health

Delimited period Start date: 02/03/2010 End date: 17/05/2011 Show All Sort by Date

Arrival date	Date / Time	Event Name	Resource	First Down Time	Down For	Status	Status Details	Reminder	Escalation
15Apr10 14:58:26	15Apr10 14:58:25	BES up	GSXBES5-STANDBY	4Apr10 09:19:40	11d 5h 38m 45s	Resolved	GSX Admin On 17May11	○	○
15Apr10 14:57:45	15Apr10 14:57:44	Exchange Cluster down	Exchange Cluster 1	15Apr10 14:55:34	1m 9s	Opened	GSX Admin On 17May11	○	○
15Apr10 14:57:44	15Apr10 14:57:43	Exchange down	SVR OUTBOUND	15Apr10 14:55:34	1m 9s	Resolved	GSX Admin On 17May11	○	○
15Apr10 14:57:11	15Apr10 14:57:10	Network up	GSXLN206 - Domino BES	4Apr10 09:21:41	11d 5h 35m 29s	Opened	GSX Admin On 17May11	○	○
15Apr10 14:57:11	15Apr10 14:57:10	Domino up	GSXLN206 - Domino BES	4Apr10 09:21:41	11d 5h 35m 29s	Resolved	GSX Admin On 17May11	○	○
15Apr10 14:43:12	15Apr10 14:43:12	BES Carrier up	GSXLN901 - BlackBerry E	15Apr10 14:41:10	2m 2s	In Progress	GSX Admin On 17May11	○	○
15Apr10 14:41:14	15Apr10 14:41:13	BES Carrier down	GSXLN901 - BlackBerry E	15Apr10 14:41:10	0s	In Progress	GSX Admin On 17May11	○	○
15Apr10 14:40:12	15Apr10 14:40:11	BES Pending mail thresh	GSXLN901 - BlackBerry E	n/a	0s	Closed	GSX Admin On 17May11	○	○
15Apr10 14:36:21	15Apr10 14:36:20	Network up	USBT0001 - Boston Clust	15May09 10:30:28	335d 4h 5m 52s	Closed	GSX Admin On 17May11	○	○
15Apr10 14:35:24	15Apr10 14:35:23	Network down	USBT0001 - Boston Clust	15May09 10:30:28	335d 4h 4m 33s	Closed	GSX Admin On 17May11	○	○
15Apr10 13:11:10	15Apr10 13:11:10	No more BES Critical Use	GSXLN901 - BlackBerry E	n/a	0s	Closed	GSX Admin On 17May11	○	○
15Apr10 13:11:10	15Apr10 13:11:10	BES Carrier up	GSXLN901 - BlackBerry E	15Apr10 12:52:08	19m 2s	Closed	GSX Admin On 17May11	○	○
15Apr10 12:55:11	15Apr10 12:55:10	BES Pending mail thresh	GSXLN901 - BlackBerry E	n/a	0s	Closed	GSX Admin On 17May11	○	○
15Apr10 12:52:11	15Apr10 12:52:09	BES Critical User alert	GSXLN901 - BlackBerry E	n/a	0s	Closed	GSX Admin On 17May11	○	○
15Apr10 12:52:11	15Apr10 12:52:09	BES Carrier down	GSXLN901 - BlackBerry E	15Apr10 12:52:08	0s	Closed	GSX Admin On 17May11	○	○

Full Integration with SCOM



Communicate automatically with your centralized Incident Management Platform and Team

GSX MONITOR Management Pack for SCOM

Instantly integrates GSX Monitor's capabilities straight into your SCOM Administration tab.



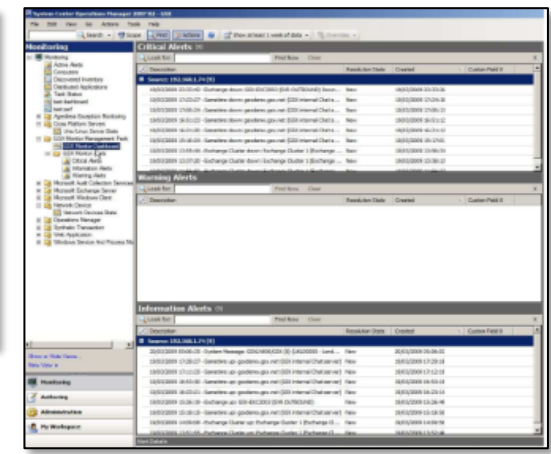
High Availability alerts(DAG, CAS ARRAY) and deep Mailbox Databases Information alert (Whitespace and Size Threshold) directly in the SCOM Console.
Gives a easy and powerful solution to report on Key Indicator without any script or heavy SCOM tuning
All the report are "Out of the Box"



Capture Monitor's SNMP traps and display them into SCOM monitoring window under:
- Critical Alerts
- Warning Alerts

Profile Details:
Here are the alerts triggered for the Profile above, in case a threshold is reached.

- Email
 - Default List: gsxmonitor@gsx.net
 - Scheduler is disabled
- SNMP
 - SNMP Trap: send to 192.168.1.6



Platforms Real Time supervision

All your Collaborative environment at a glance!

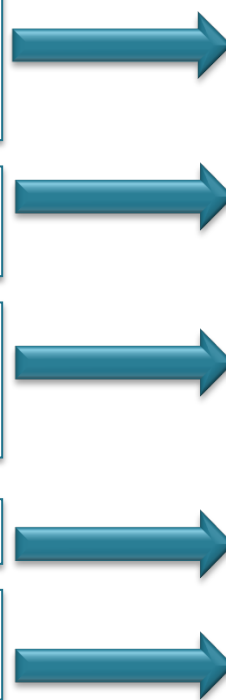
Exchange 2003 and 2007

Exchange 2010

SharePoint 2007 and 2010

URLs

Active Directory



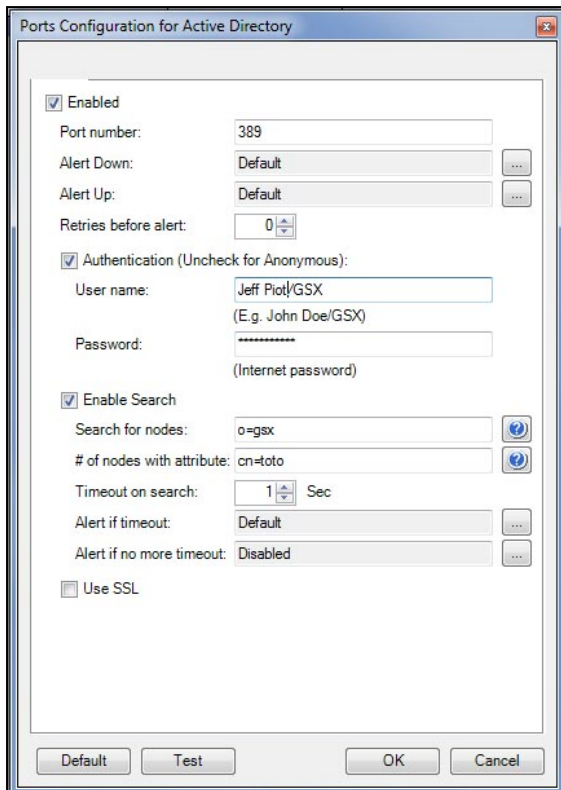
Microsoft Environment				Mobility		
Exchange 2007				BlackBerry Environment		
	CAS	Mailbox	Mail	Up	User	Log Sp.
AUMBE00 SMTP GTW AU			Up	Up	0	0
AUMBE01 SMTP bkp AU			Up	Up	0	0
JPTYE00 SMTP GTW Asia			Up	Up	0	0
JPTYE01 User server 1			Up	Up	0	0
JPTYE02 User server 2			Up	Up	0	0
JPTYE03 User server 4			Up	Up	0	0
CHHEE04 User server 5			Up	Up	0	0
USNYE00 SMTP GTW US			Up	Up	0	0
Exchange 2010 Platform						
GSX DAG						
	CAS	Mailbox	Mail			
Mailbox server 1	Up	Up	Up			
Mailbox server 2	Up	Up	Up			
Microsoft SharePoint 2010						
Sharepoint servers				Log Sql		
Sharepoint WFE1				Up	0	0
Sharepoint WFE2				Up	0	0
Sharepoint Indexer				Up	0	0
Web Page Availability						
GSX Home Page				Up		
Active Directory Availability						
Active Directory				Up		

BlackBerry Enterprise Server
BlackBerry Express



Manage your entire environment: Active Directory and URLs

Check the availability, the response time and the redirection of your Webpages



Ports Configuration for Active Directory

Enabled

Port number: 389

Alert Down: Default

Alert Up: Default

Retries before alert: 0

Authentication (Uncheck for Anonymous):

User name: Jeff Piot/GSX
(E.g. John Doe/GSX)

Password: *****
(Internet password)

Enable Search

Search for nodes: o=gsx

of nodes with attribute: cn=toto

Timeout on search: 1 Sec

Alert if timeout: Default

Alert if no more timeout: Disabled

Use SSL

Default Test OK Cancel









Check the availability of the Active Directory Service

GSX simulates a user who is connected to the Active Directory. GSX checks a node of the Active Directory and counts all the attributes in this node. If the results match with the reality, you know that your Active Directory is available for your users

Control your entire environment: SharePoint and BlackBerry

Because your SharePoint Servers become more and more critical as more and more users rely on this application to work with the others





Up Microsoft SharePoint 2010			
Up Sharepoint servers		Log Sql	
	SharePoint WFE2		
	SharePoint Indexer		

Web services user simulation, log file analysis, SQL backend server, Indexer alerts, SharePoint site performance, alerting and reporting of availability of the services, complete SharePoint scenarios (upload document, create a site, excel services, etc.) performance indicators

For more information about SharePoint and BlackBerry, check our dedicated Presentations!

Because BlackBerry Servers and Devices have a lot of connections with the Exchange Environment

Management of the service can be complicated natively or through dedicated management pack.

Up BlackBerry Environment			
Up BlackBerry Enterprise servers		User Log Srp	
	GSXLNTEST2/GSX	 8  1	 
	GSXLNBES/GSX	 8  1	 

From the same interface and still without any agent, be allowed to check Services, Users errors, Log file, SRP Connection, End to End tests from Exchange to devices, mail forward service, carriers, user management, etc.

Be alerted and trend the statistics you need to measure the performance of your services!

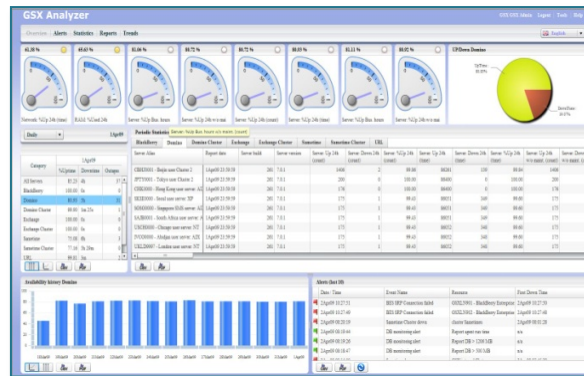
Automate your Reporting



GSX Analyzer

Less than 5 minutes needed to create automatic reports for your teams!

Web platform available per profile (clients, support, administrators, managers, etc.)



Dashboard

Performance indicators, availability history, last statistics and alerts

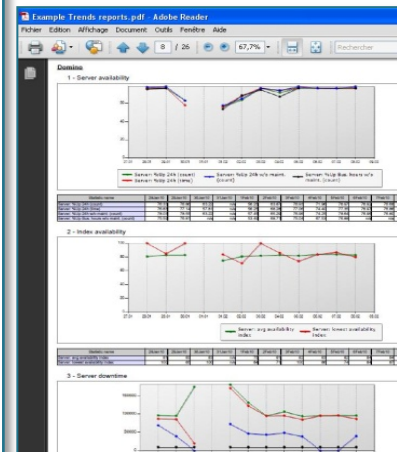
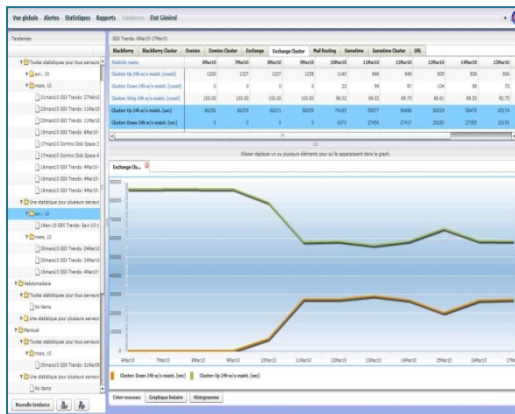
Easily customizable, get directly the critical information you need

Trends and Forecasts

Daily, weekly, monthly trends, manual or automatic on all the tests and statistics provides by GSX Monitor.

Follow easily your SLAs, Capacity Planning, detects underperforming servers without any script or configuration

Everything “out-of-the-box”



Manual or Automatic reports in customizable PDF

Fully customized, per profile, environment, servers, period, with logo, header, text page, etc.

GSX helps you in..



Health and Performance
audit of your environment



Capacity audit



Availability and performance of your applications, services, servers, clusters, DAG, CAS & ARRAY, HUB, SharePoint services & sites, BlackBerry Services, mail routing, etc.

Identification of your bottlenecks

Simplified Log analysis

Identification of the communication problems between servers or between environments (Exchange and BlackBerry for example)

Disk space, DB Store, sites, usage trends, mail volume, mails send and received per servers, clusters, etc.

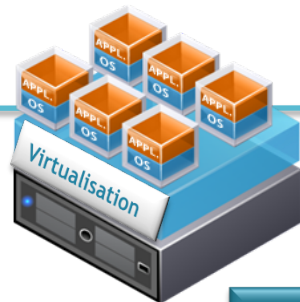
Ability for the servers to supports new users, etc.

GSX helps you in

Managing your migrations of Exchange versions or migration from Domino to Exchange



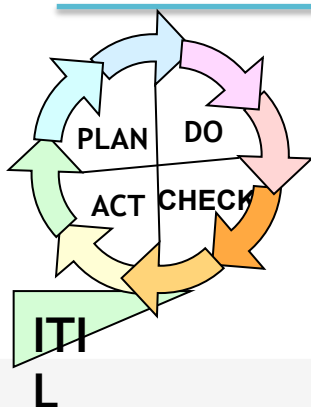
Health audit before the migration, Key Performance Indicators definition, monitoring of the KPI during the migration, monitoring and reporting of the availability of the service during and after the migration



Optimization of the IT Infrastructure



Optimization of the server charge
Sizing of the necessary disks space
Capacity Planning
White Space detection, size of the DB Stores, SharePoint sites
Detection of the unused BlackBerry



Optimization of the IT Process



Organization of the administration of the collaboration services
Optimization of the Helpdesk process
Standard alert process and escalation process per team

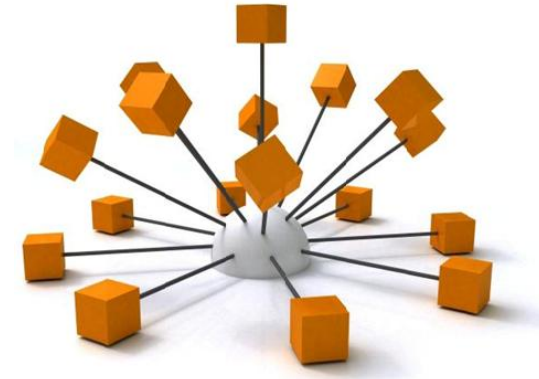


GSX Customers



Try it and keep it!

Download a free 30-day trial version on our Website.
<http://support.gsx.com/>
Full features and up to 15 servers



Contact us if you need any support during the installation and configuration of your evaluation version



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