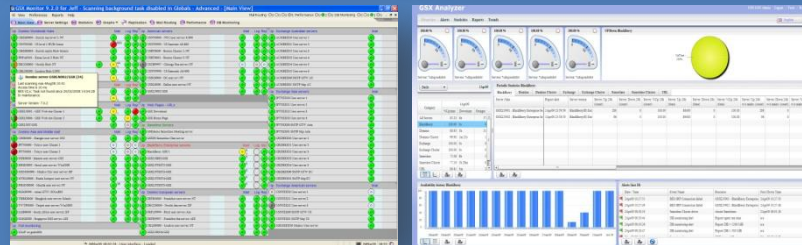


What's new on GSX Monitor 9.3?



GSX Groupware Solutions

Monitors messaging servers
Provides detailed reports
Protects business continuity

Lotus Notes, BlackBerry, Exchange, Sametime, Web Pages, LDAP

www.gsx.net



New Features 9.3

**BES 5 and
BES Express
supported**

1. Organizational profiles

2. Environment Health

3. BES Consolidated view

4. Other New BES Features

5. Exchange – Disk Usage Threshold

6. UI Improvements

7. Monitor / Analyzer admin tool

8. Reporting Improvements

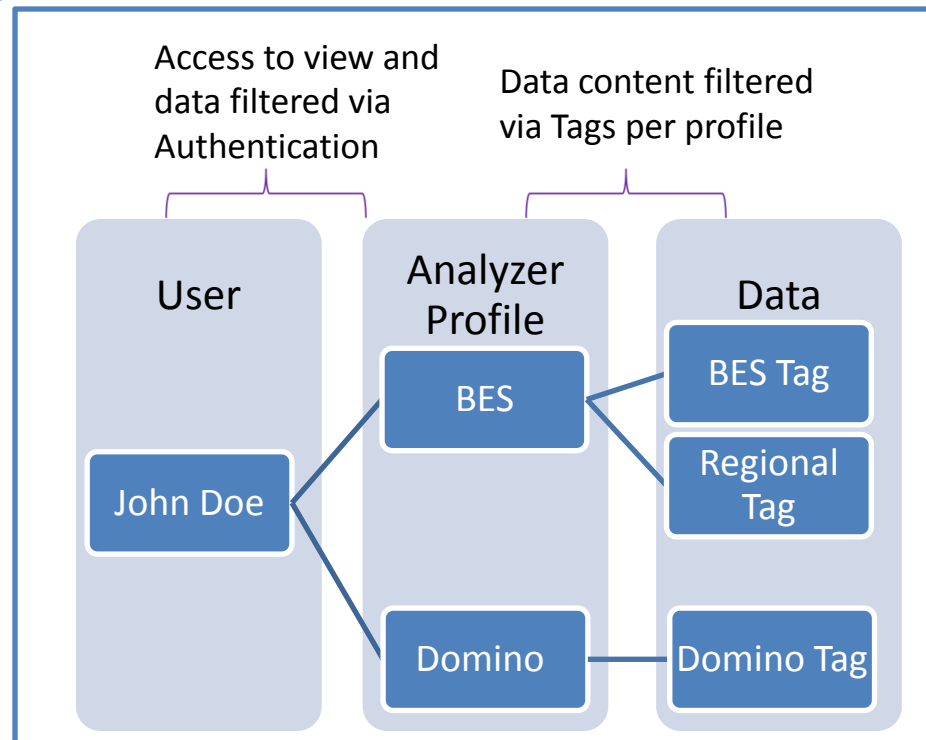
**Exchange
2010
supported**

**Domino 8.5.1
supported**

1. Organizational Profiles

Analyzer Organizational Profile's

1 Set specific
Analyzer profiles
with
customizable
contents and
views



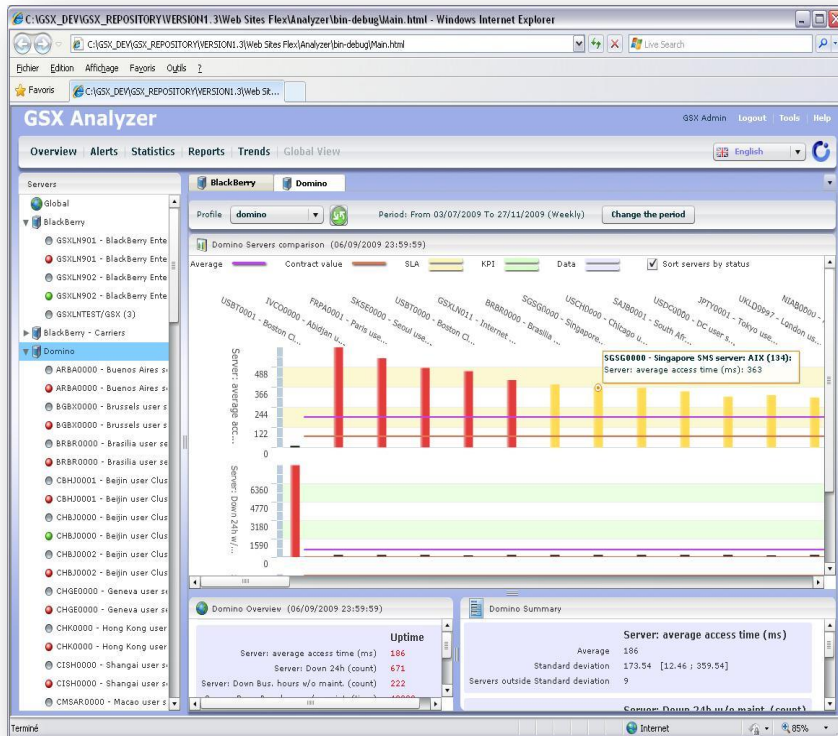
2 Set different
user access to
Analyzer
profiles

2. Environment Health

New tab under GSX Analyzer

High level overview of global health status

Enables you to



Identify high/ low performing servers in your environment.

Prioritise attention to servers / services that are performing under company average / SLA

Proactively Monitor and take actions on your SLA's when they are threatened

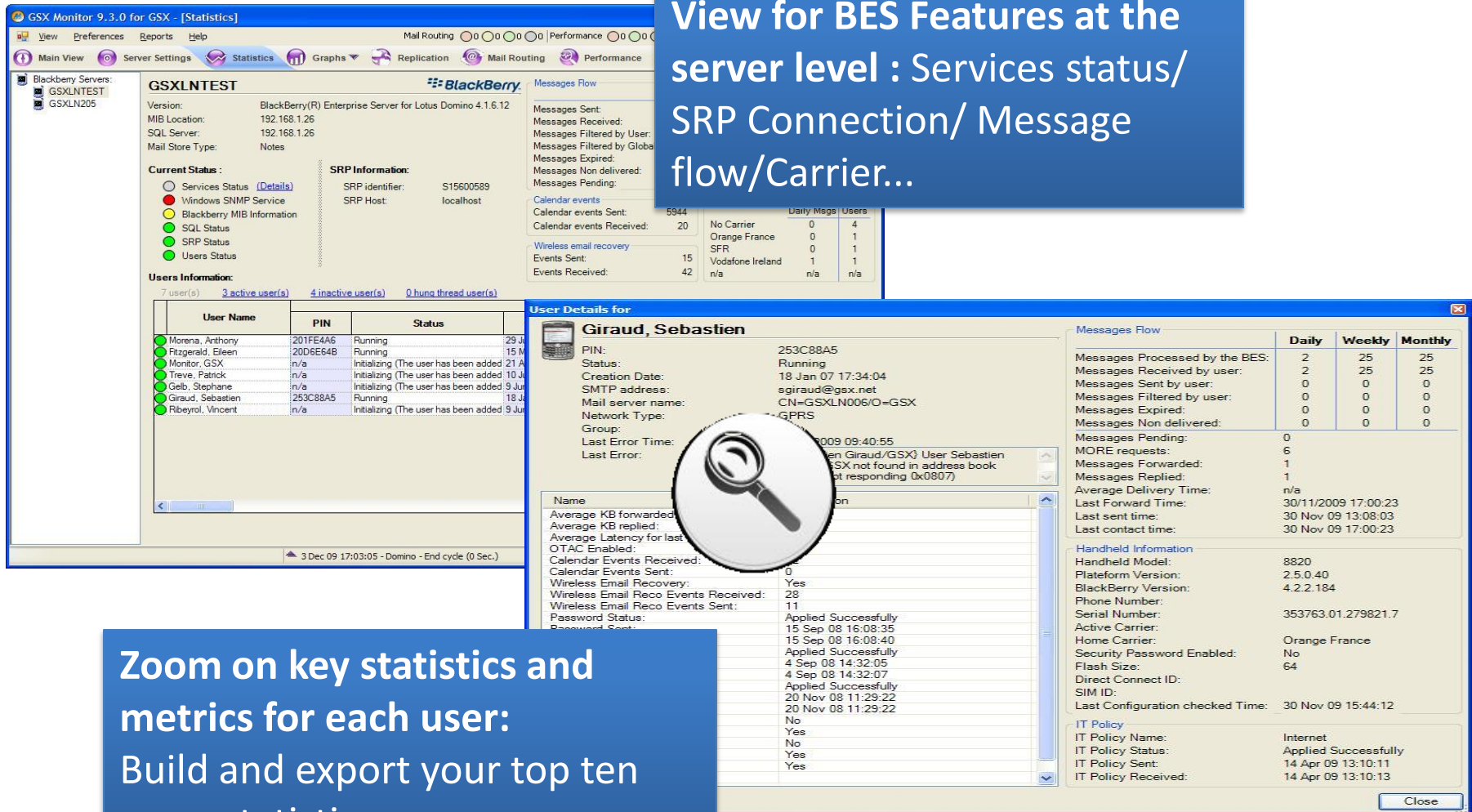
Identify the SLA's and KPI's that are critical to your business and monitor them

Trend monitoring for your whole environment or at individual server level with a click of a button

3. BES Consolidated Views

New tab under GSX Monitor

View for BES Features at the server level : Services status/ SRP Connection/ Message flow/Carrier...



The screenshot displays the GSX Monitor 9.3.0 interface for GSX - [Statistics]. The main window is divided into several sections:

- Blackberry Servers:** Lists GSXLNTEST and GSXLN205.
- GSXLNTEST Details:** Shows Version (BlackBerry(R) Enterprise Server for Lotus Domino 4.1.6.12), MIB Location (192.168.1.26), SQL Server (192.168.1.26), and Mail Store Type (Notes).
- Current Status:** Includes Services Status (Details), Windows SNMP Service, BlackBerry MIB Information, SQL Status, SRP Status, and Users Status.
- SRP Information:** Shows SRP Identifier (S15600589) and SRP Host (localhost).
- Messages Flow:** Displays Messages Sent, Messages Received, Messages Filtered by User, Messages Filtered by Global, Messages Expired, Messages Non delivered, and Messages Pending.
- Calendar events:** Shows Calendar events Sent (5944) and Calendar events Received (20).
- Wireless email recovery:** Shows Events Sent (15) and Events Received (42).
- User Information:** Lists 7 user(s), 3 active user(s), 4 inactive user(s), and 0 hung thread user(s).
- User Details for Giraud, Sebastian:** Shows PIN (253C88A5), Status (Running), Creation Date (18 Jan 07 17:34:04), SMTP address (sgiraud@gsx.net), Mail server name (CN=GSXLN006/O=GSX), Network Type (GPRS), Group (Giraud/GSX), Last Error Time (2009 09:40:55), and Last Error (GSX not found in address book (not responding 0x0807)).
- Messages Flow (User Level):** Displays Messages Processed by the BES, Messages Received by user, Messages Sent by user, Messages Filtered by user, Messages Expired, Messages Non delivered, Messages Pending, MORE requests, Messages Forwarded, Messages Replied, Average Delivery Time, Last Forward Time, Last sent time, and Last contact time.
- Handheld Information:** Shows Handheld Model (8820), Platform Version (2.5.0.40), BlackBerry Version (4.2.2.184), Phone Number, Serial Number (353763.01.279821.7), Active Carrier (Orange France), Home Carrier (Orange France), Security Password Enabled (No), Flash Size (64), Direct Connect ID, SIM ID, and Last Configuration checked Time (30 Nov 09 15:44:12).
- IT Policy:** Shows IT Policy Name (Internet), IT Policy Status (Applied Successfully), IT Policy Sent (14 Apr 09 13:10:11), and IT Policy Received (14 Apr 09 13:10:13).

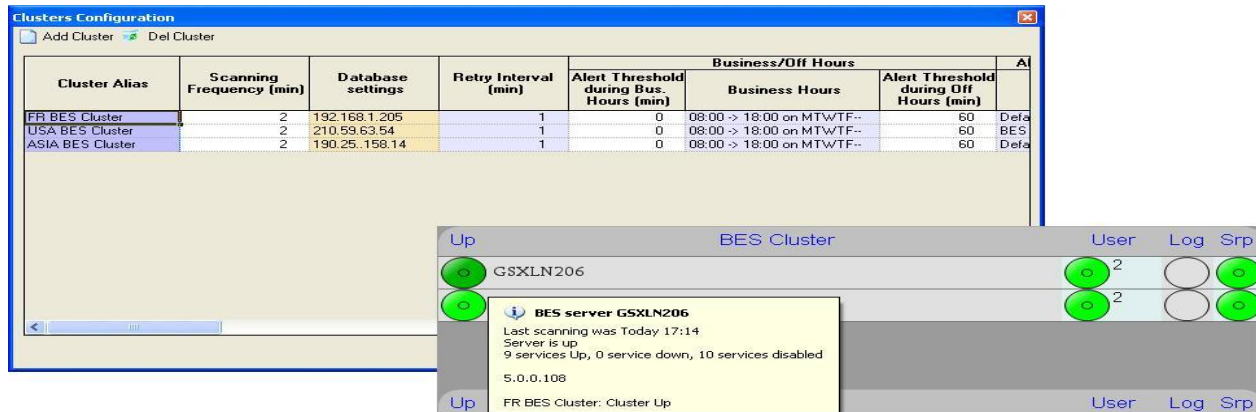
A magnifying glass icon is overlaid on the User Details section, highlighting the user's status and error information.

Zoom on key statistics and metrics for each user:
Build and export your top ten users statistics

4. New other BES Features

Blackberry V5 Failover Support

Receive alerts if Blackberry failover environment does not function.



Clusters Configuration

☐ Add Cluster ☒ Del Cluster

Cluster Alias	Scanning Frequency (min)	Database settings	Retry Interval (min)	Alert Threshold during Bus. Hours (min)	Business/Off Hours		Alert Threshold during Off Hours (min)	Alert
					Business Hours	Alert Threshold during Off Hours (min)		
FR BES Cluster	2	192.168.1.205	1	0	08:00 -> 18:00 on MTWTF--	60	Defa	
USA BES Cluster	2	210.59.63.54	1	0	08:00 -> 18:00 on MTWTF--	60	BES	
ASIA BES Cluster	2	190.25.158.14	1	0	08:00 -> 18:00 on MTWTF--	60	Defa	

BES Cluster

Up

GSXLN206

2

2

BES server GSXLN206

Last scanning was Today 17:14
Server is up
9 services Up, 0 service down, 10 services disabled
5.0.0.108

Up

FR BES Cluster: Cluster Up

User Log Srp

BES Carrier Alert

Alert on loss of Carrier services for a % of BES Users

- Identification of availability by carrier
- Configurable by % of users that are available / contactable
- Error correction included to exclude false alerts by coincidence of % of devices being "turned off."



BES Carriers Alerts Settings for GSXLNTEST

List of Carrier configured of Alert:

Carrier Name	Percentage Users	Validation users
SFR	50	Morena, Anthony
Orange France	80	Giraud, Sebastien

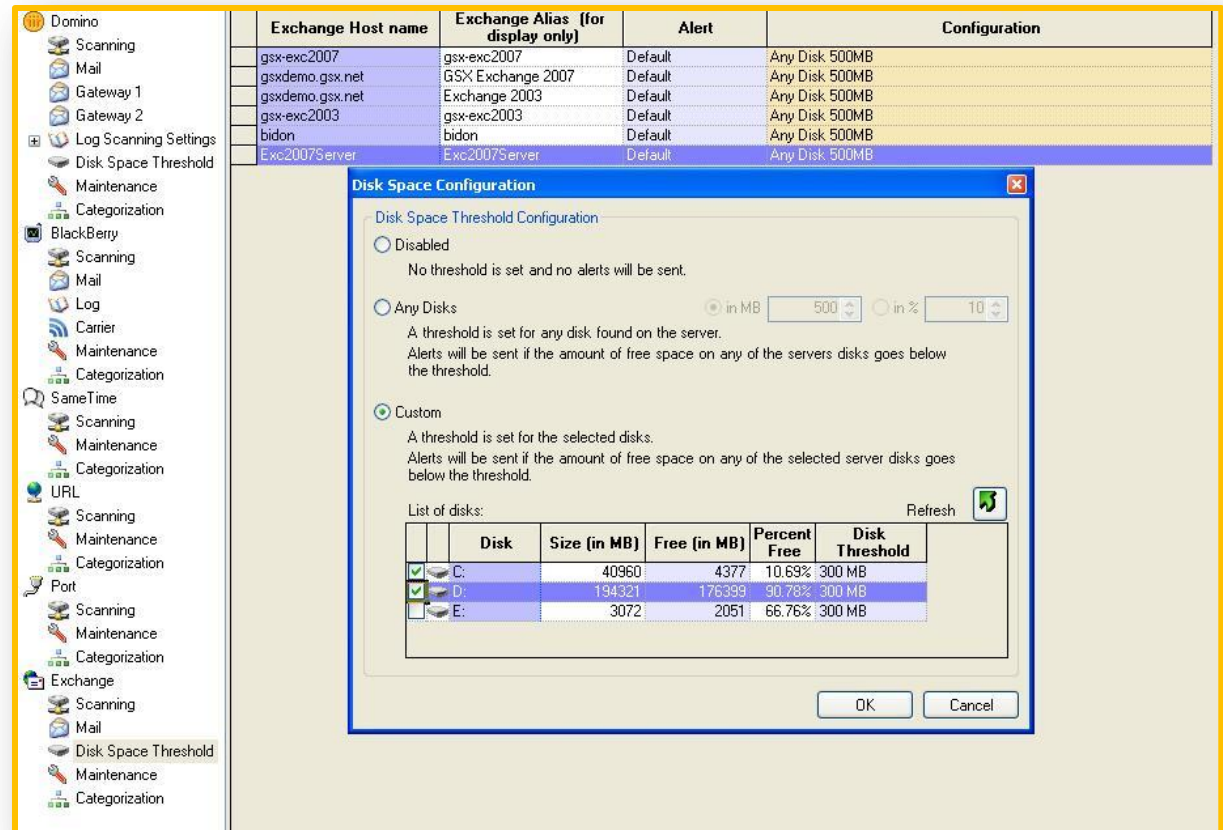
Add

Remove

5. MS Exchange / Disk Custom

Diskspace Management

- Ability to report on disk space thresholds in Exchange
- Select only the disks you want to be alerted on
- Add in custom disks that are outside of the mail disk



The screenshot shows the GSX Exchange Disk Space Configuration interface. On the left is a tree view with categories like Domino, BlackBerry, URL, Port, and Exchange. The main area displays a table of Exchange Hosts and a 'Disk Space Configuration' dialog box.

Exchange Host name	Exchange Alias (for display only)	Alert	Configuration
gsx-exc2007	gsx-exc2007	Default	Any Disk 500MB
gsxdemo.gsx.net	GSX Exchange 2007	Default	Any Disk 500MB
gsxdemo.gsx.net	Exchange 2003	Default	Any Disk 500MB
gsx-exc2003	gsx-exc2003	Default	Any Disk 500MB
bidon	bidon	Default	Any Disk 500MB
Exc2007Server	Exc2007Server	Default	Any Disk 500MB

Disk Space Configuration

☐ Disabled
No threshold is set and no alerts will be sent.

☐ Any Disks ☒ in MB 500 ☐ in % 10
A threshold is set for any disk found on the server.
Alerts will be sent if the amount of free space on any of the servers disks goes below the threshold.

☒ Custom
A threshold is set for the selected disks.
Alerts will be sent if the amount of free space on any of the selected server disks goes below the threshold.

List of disks: Refresh

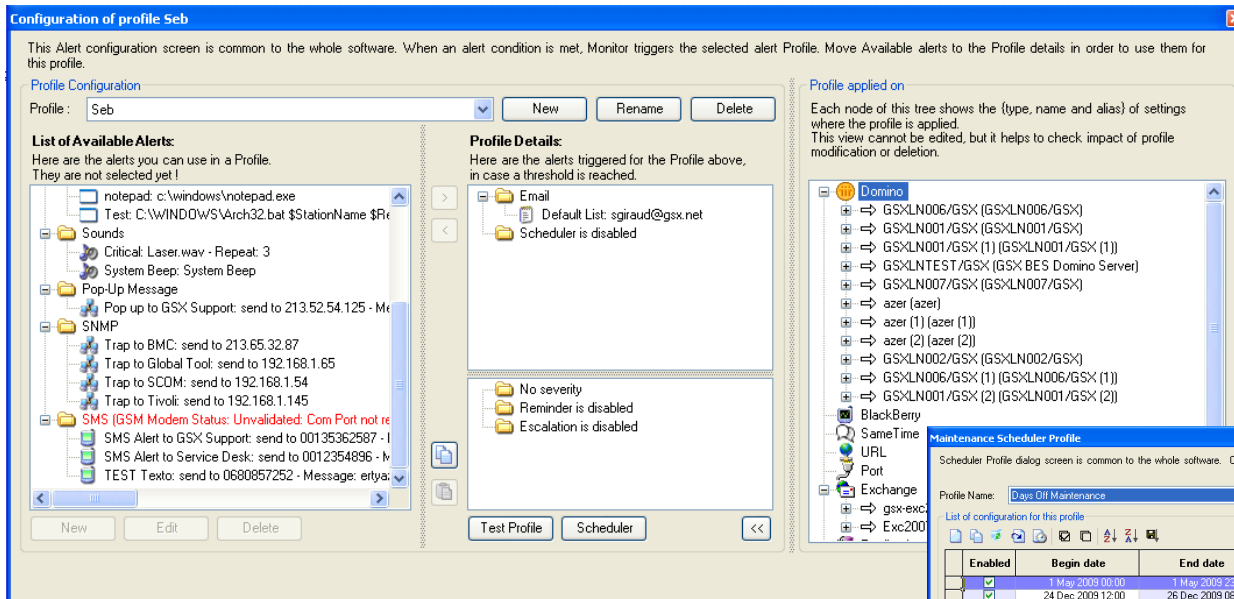
	Disk	Size (in MB)	Free (in MB)	Percent Free	Disk Threshold
<input checked="" type="checkbox"/>	C:	40960	4377	10.69%	300 MB
<input checked="" type="checkbox"/>	D:	194321	176399	90.78%	300 MB
<input checked="" type="checkbox"/>	E:	3072	2051	66.76%	300 MB

OK Cancel

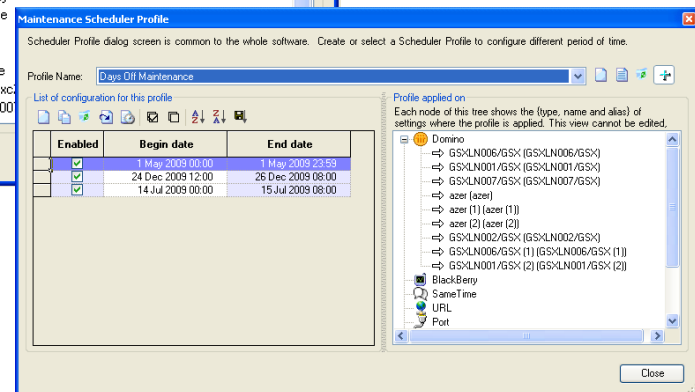
6. UI Improvements

Ability to see where your alert profiles are applied

➡ Be sure that any change in the profile won't impact critical servers



Manage Scheduled Maintenance profiles



7. Administration Tool

New Interface

New Administration Tool

Enables you to



Firebird Password

- Manage your database password for increased security and adherence to compliance requirements

Data Merge

- Manage your data, ensure consistent reporting when you make infrastructure changes to your environment

Agent Management

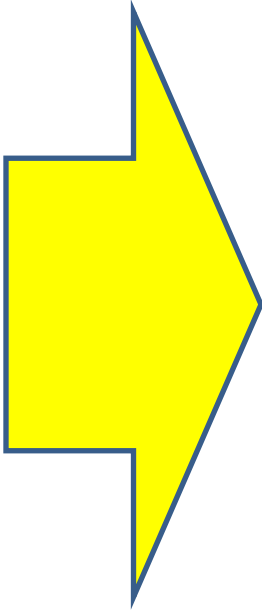
- Monitor and manage the Analyzer agents. See the status on the agent status, success and frequency from a central management console.

8. Reporting Improvements

Manage your reporting efficiently and easily...with these new key reporting features:

- Out of the Box Trend Reports templates
- Pre configure templates to monitor and manage KPI's and SLA's based on industry best practices
- Use templates as the basis for developing and customizing reports best suited to your organization
- Print to PDF directly generated from Alerts, Statistics and manual Trends.
- Send manual reports directly via Email

V9.3 Other Key features



- Web site language improvement
- Sort alert grid by time of arrival in local time zone (vs time zone of monitored server)
- Add Domino Server transactions statistics:
 - Server.Cluster.OpenRedirects.FailoverByPath;
 - Server.Cluster.OpenRedirects.Failover;
 - Server.Cluster.OpenRedirects.LoadBalanceByPath
 - Server.Cluster.OpenRedirects.LoadBalance
- New Domino Cluster alerts (Availability and Cluster Replica)
 - Measure document synchronization time between 2 cluster server members
 - Control the document count waiting for synchronization
- Further enhancement of Mail Probe accuracy
- BES 5 Cluster Stats