

## Using **GSX Monitor** with BlackBerry Enterprise Server

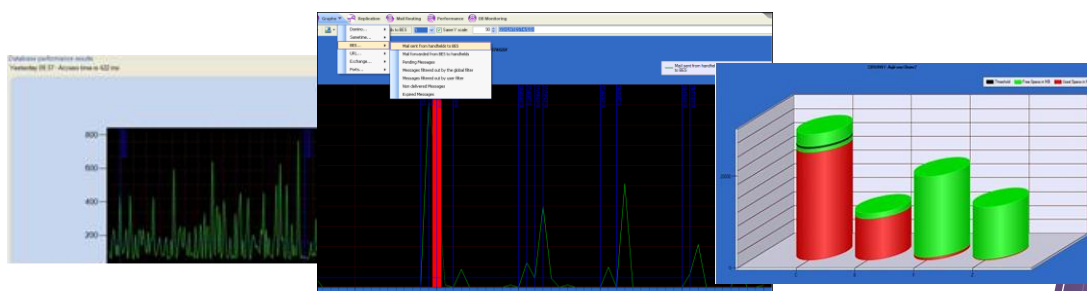
**GSX Monitor** is a powerful application that enables administrators to proactively monitor BlackBerry Enterprise Servers (BES), Microsoft Exchange, Sharepoint, Domino, and Sametime servers through one simple interface. The application is installed quickly and simply on any client machine. No installation or configuration changes are needed on the monitored servers.

**GSX Monitor** simulates an end-user and can therefore accurately determine the level of service being delivered to your customers. Customizable alerts warn administrators when service levels reach predefined thresholds, so that remedial action can be taken **before** users experience a problem. In addition to monitoring availability and performance, **GSX Monitor** also safeguards the security and compliance of your environment with alerts and reports on critical configuration changes.

Working in tandem with **GSX Monitor**, **GSX Analyzer** provides extensive analysis and reporting features that enable administrators to automate their management and SLA reporting, and gain a valuable insight into the overall health of the infrastructure.

### REAL-TIME INFORMATION AT A GLANCE

BLACKBERRY ENTERPRISE SERVER	
✓	Monitor performance with user simulation metrics
✓	Monitor the performance and availability of services, servers, and clusters
✓	Monitor failover and load balancing availability
✓	★ <b>New!</b> Monitor BES 5 High Availability environments with integrated tailored alerts
✓	Detect forwarding problems proactively
✓	Monitor mail routing paths and mail delivery times
✓	Monitor performance for critical users
✓	Monitor carrier service availability
✓	Detect hung threads
✓	Test SRP connections
✓	Perform log file analysis
✓	Create reusable alert profiles with escalation mechanisms
✓	Track critical users and receive alerts when issues occur for specific users
✓	Configure alerts on a choice of over 20 conditions by device or globally if required
✓	Access detailed server and carrier usage metrics
✓	★ <b>New!</b> Monitor and report on changes to your key configuration documents and profiles
✓	★ <b>New!</b> Monitor the security of your environment and ensure compliance to regulations



GSX Analyzer: Example Graphs

Messages Flow			
	Daily	Weekly	Monthly
Messages to Handheld:	48	n/a	4293
Messages from Handheld:	0	n/a	137
Messages Filtered by User:	14342	n/a	1993
Messages Filtered by Global:	0	n/a	0
Messages Expired:	0	n/a	2
Messages Non delivered:	0	n/a	3
Messages Pending	32		

Calendar events		Top 5 Carrier		
			Users	Daily Msgs
Events from Handheld:	0			
Events to Handheld:	0	Verizon	2	30
		20:20 Mobile Gro	1	28
		Vodafone Ireland	1	20
		Cingular Wireles	1	6

Wireless email reconciliation	
Events from Handheld:	1
Events to Handheld:	1

### GSX Monitor: Message Flow Summary

#### IDENTIFY BOTTLENECKS

- ✓ Analyze log files
- ✓ Define hung thread alerts
- ✓ Monitor failover and load balancing
- ✓ Environmental Health – Create customizable reports that provide the full picture of the overall performance of your infrastructure against KPIs and SLAs
- ✓ Graph performance, volume, resources, URLs, applications, RAM and CPU usage by server and by task

#### MONITOR MAIL ROUTING

- ✓ Test SRP connections
- ✓ Define carrier alerts
- ✓ Define proactive mail forwarding alerts to detect mail server problems before end users are impacted
- ✓ Test end-to-end paths between devices and servers
- ✓ Automatically detect mail routing problems to or from the internet
- ✓ Automatically collect statistics and build reports

#### MONITOR CARRIER SERVICES

- ✓ Receive alerts when a percentage of users lose service
- ✓ Identify availability by carrier in terms of the percentage of contactable users
- ✓ Avoid false alerts with automatic correction for the percentage of devices turned off

#### MANAGE CRITICAL USERS

- ✓ Manage remote users directly from GSX Monitor
- ✓ View models, unused devices, status, errors, and configuration details
- ✓ Create alerts and statistics for your critical users
- ✓ View key statistic and metrics for each user using the consolidated user view
- ✓ Receive alerts for configuration problems and unusual activity

#### INTEGRATION WITH GLOBAL MONITORING TOOLS

- ✓ Full integration with global monitoring tools including Tivoli, BMC Patrol, HP OpenView, and SCOM
- ✓ Communicate incidents to your global monitoring tools automatically for centralized monitoring

#### FOR MORE INFORMATION:

Visit [www.gsx.com](http://www.gsx.com) or email [sales@gsx.com](mailto:sales@gsx.com)

#### ALERTS – POWERFUL BUT SIMPLE TO CONFIGURE

- ✓ Define availability and performance alerts for proactive incident management – Identify potential problems before service is impacted
- ✓ Configure alerts based on your own key performance indicators – Customized alerting specific to your organization and your priorities
- ✓ Choose one or more recipients
- ✓ Choose one or more methods – Email, pager, sounds, pop-up message, SMS, and SNMP trap
- ✓ Create reusable profiles
- ✓ Implement escalation mechanisms
- ✓ Configure alerts for BES 5 high availability environments – Monitor failover and failback, receive an alert when running on the secondary server after the primary has been restored

#### CHANGE MANAGEMENT MODULE

- ✓ Reduce risk by proactively monitoring changes to your environment
- ✓ Select and monitor key configuration documents
- ✓ Monitor changes to policies, groups, and role permissions
- ✓ Receive alerts when changes are made

#### ANALYSIS AND REPORTING

- ✓ Create customizable reports on demand
- ✓ Schedule reports to be created automatically and delivered by email
- ✓ Create detailed Trend Reports and Capacity Planning Reports
- ✓ Track performance against KPIs and SLAs using customizable templates based on best practices
- ✓ Use the Environmental Health feature to assess how your entire infrastructure is performing, and identify high/low performing servers
- ✓ Utilize the built-in statistics to assess performance – Server Up/Down, Longest Downtime, Mail Forwarded, Mail Filtered, Licenses Used, Cluster Up/Down, and more



GSX Analyzer: Dashboard

#### WEB ENABLER

- ✓ Access real-time information from anywhere using a secure, web-based monitoring interface
- ✓ Create customized profiles and define the servers to be displayed for each user

#### MAINTENANCE CALENDAR

- ✓ Configure planned maintenance times
- ✓ Define maintenance and business hours and generate reports excluding maintenance hours, during business hours only, or for 24 hours – configure monitoring and reporting aligned to your precise business requirements

