DATA SHEET

PATROL® Internet Server Manager

Key Benefits

> Assure the availability of all your Internet servers with a single product
> Manage reliability and performance of today's Web-based applications
> Monitor production XML Web services
> Solve common problems through root cause analysis and automatic corrective actions
> Verify service level agreements with performance reports

BUSINESS CHALLENGE

The switch to a Web-centric enterprise adds complexity and demands for higher availability and performance to your IT organization. Integrating Internet technology into existing processes without disrupting the organization is a challenge. In addition to the extra administration skills required to manage Internet-based applications, the numerous deployments of servers such as Web, DNS, Mail, and LDAP directory services needed in complex eBusiness environments can overwhelm your bandwidth and that of your staff. To maximize the potential of the Internet, you need to be assured that your Web servers and applications are available and functioning, and you need a comprehensive tool to manage this infrastructure without requiring special expertise in Internet management.

THE BMC SOFTWARE SOLUTION

The PATROL Internet Server Manager product provides built-in expertise and automated administrative control for Web-based applications and XML Web services. It monitors and manages Internet servers to ensure greater availability for mission-critical Internet applications. Its parameters provide a detailed statement of all system activity over time, allowing you to identify peaks, troughs and trends in system performance. You can use PATROL Internet Server Manager to detect problems, optimize your systems, analyze trends and plan capacity, managing multiple local and remote systems simultaneously. When problems do occur, PATROL Internet Server Manager performs root cause analysis to help you quickly pinpoint and resolve issues, ensuring that your Internet sites run efficiently 24 hours a day.

SINGLE SOURCE FOR MANAGING INTERNET SERVERS

PATROL Internet Server Manager maximizes your performance and effectiveness with a single source of unparalleled monitoring and management expertise for Internet and intranet servers. You will improve end-user satisfaction, reduce the risk of data damage or loss and support more effective optimization, benchmarking and capacity planning. PATROL Internet Server Manager manages all major Internet services, including HTTP, HTTPS, DNS, FTP, LDAP, TCP/IP, SMTP, POP3, IMAP, and NNTP on Unix and Microsoft Windows platforms.

XML WEB SERVICES MONITORING

The newest evolution in Internet protocols is XML Web services, and it will change the way you develop and deploy enterprise applications. XML Web services enables more agile application integration and B2B composite applications using the latest open Internet standards, including SOAP, WSDL and UDDI. PATROL Internet Server Manager can monitor new applications using these protocols, including those created by application...
platforms such as WebSphere, WebLogic or .NET. This product also monitors services provided by important packaged applications such as Siebel or SAP. With PATROL Internet Server Manager you will be prepared to bring these next generation application services to production monitoring standards.

WEB SERVER SECURITY MANAGEMENT
SSL encryption is the Internet standard for protecting information. While encryption is good for information security, it can present special challenges when monitoring these secured servers. PATROL Internet Server Manager solves this problem with proactive monitoring and service assurance of any application secured through SSL encryption. You can also use this product to monitor the expiration of your SSL certificates and to manage highly secured Web servers requiring client-side authentication for access.

REMOTE VS. LOCAL MONITORING
PATROL Internet Server Manager offers both remote and local monitoring of Internet servers. With local monitoring, you have the ability to automatically restart a service (the Web server or DNS, for example) when it is not functioning properly. Local monitoring also allows you to scan the log files and alert the administrator immediately if an error condition is detected. If your requirement is to manage Internet services from a centralized monitoring host, PATROL Internet Server Manager offers complete remote monitoring functionality, as well. The choice is yours.

SPECIFIC BENEFITS AND FEATURES
Specific benefits and features of PATROL Internet Server Manager include:

> Centralized or distributed monitoring of server health and response time
> Availability, reliability and response time monitoring of heterogeneous XML Web services
> Automated root cause analysis that pinpoints the source of Internet server problems
> Advanced warning of unanticipated server problems before they cause outages
> Ability to diagnose Web response time problems by understanding which page elements are causing bottlenecks
> Validation of the content delivery of dynamic web pages
> An understanding of real-time Web server activity with access log monitoring
> An in-depth management toolset for Microsoft IIS, Apache and Sun Web servers
> Internet domain name monitoring assuring your domain record does not expire unexpectedly and is not compromised by attackers

SUPPORTED ENVIRONMENTS
PATROL Internet Server Manager monitors all standard HTTP and HTTPS servers, such as Microsoft IIS, Apache, Netscape, iPlanet, or Tomcat, and other standard Internet servers (e.g., DNS, FTP, LDAP, SMTP), and is supported on the following environments:

> Sun Solaris
> IBM AIX
> HP-UX
> Microsoft Windows 2000 Server
> Microsoft Windows 2003 Server
> Red Hat and SuSE Linux, including zSeries Linux

PATROL Internet Server Manager works with all PATROL V3.4.11 and later agents and consoles.

HELPING YOU MAINTAIN ADVANTAGE
BMC Software Professional Services helps your company maintain its competitive advantage through a comprehensive suite of services that includes service level management consulting, installation, implementation, configuration, and customization. Our professional services and education offerings are designed to ensure the ongoing availability of critical business applications, maximize product potential,

About BMC Software
BMC Software, Inc. [NYSE:BMC], is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases, and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2003 revenues of more than $1.3 billion. For more information about BMC Software, visit www.bmc.com.