

## What is VitalSigns?

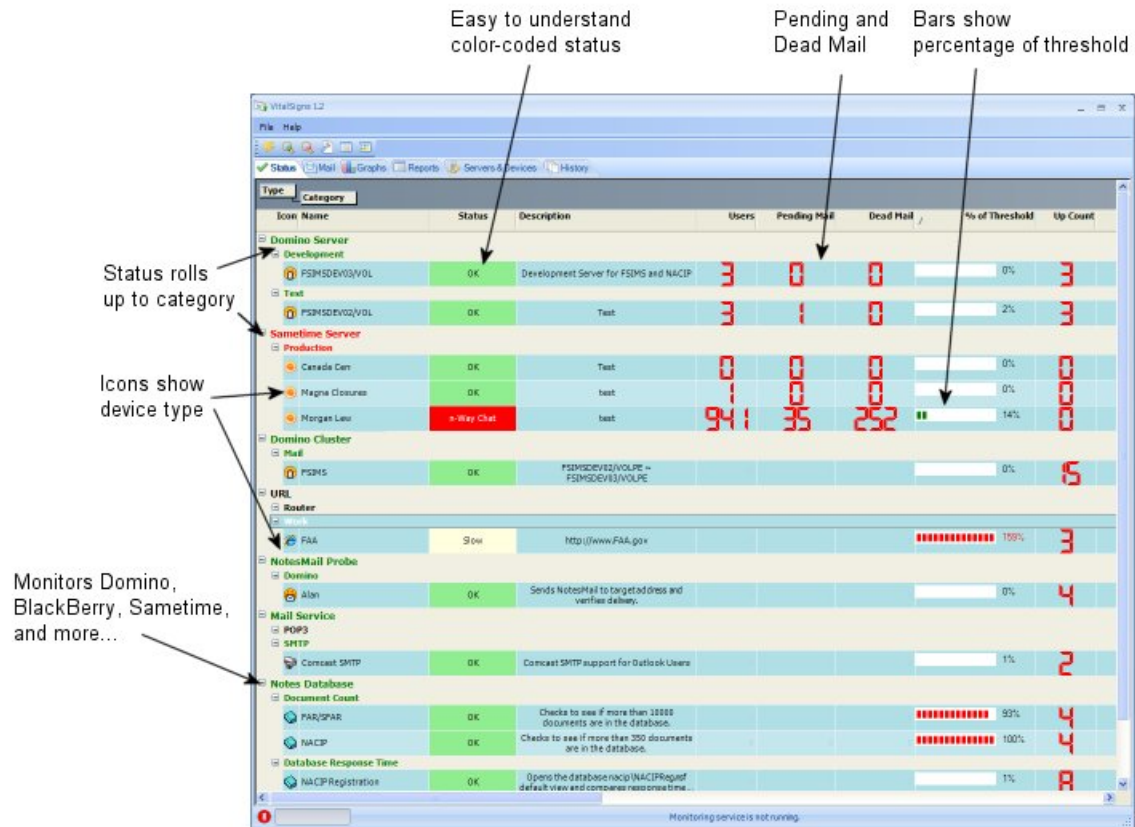
VitalSigns™ is a mail server and messaging infrastructure monitoring tool, optimized for IBM/Domino shops, that constantly checks the status of every server or service your email users depend on.

VitalSigns features **comprehensive** support for Lotus Domino servers and clusters, Lotus Notes Databases, Lotus Sametime Servers, BlackBerry Enterprise Servers, BlackBerry Users, BlackBerry Devices, standard Internet Mail Services such as POP3, IMAP, SMTP, and LDAP, (DNS Servers, other Network Devices, and URLs (for monitoring webmail or key URLs).

Rich Device Support	Flexible Alerting	Management Reports & Graphs	Unique Features
<p>All the devices that are key components of your email infrastructure can be monitored:</p> <ul style="list-style-type: none"> <li>• Lotus Domino Servers</li> <li>• Lotus Domino server tasks</li> <li>• Lotus Domino Server Clusters</li> <li>• Notes Databases</li> <li>• NotesMail Probes and NotesMail Monitoring</li> <li>• Lotus Sametime Servers</li> <li>• BlackBerry Enterprise Servers</li> <li>• BlackBerry Users</li> <li>• BlackBerry Devices</li> <li>• Network Devices</li> <li>• URLs</li> <li>• POP3, SMTP, LDAP and IMAP Mail Services on any mail server, such as Exchange, SendMail, and IBM Lotus Workplace Messaging.</li> <li>• DNS Servers</li> </ul>	<p>Alerts can be sent out via:</p> <ul style="list-style-type: none"> <li>• NotesMail (using redundant servers)</li> <li>• SMTP Mail</li> <li>• Pagers (using SNPP)</li> </ul>	<p>Management Reports take the emotion out of the discussion "email is always down..."</p> <p>Ad Hoc Reports can be created on demand for any time period you specify:</p> <ul style="list-style-type: none"> <li>• Daily Availability</li> <li>• Weekly Device Availability</li> <li>• Monthly Availability</li> <li>• Daily Mail Volume</li> <li>• Weekly Mail Volume</li> <li>• Monthly Mail Volume</li> <li>• Biggest Mail Files</li> </ul> <p>Scheduled Reports can be mailed to designated recipients on a daily, weekly, or monthly basis.</p> <ul style="list-style-type: none"> <li>• Daily Availability</li> <li>• Daily Mail Volume</li> <li>• Biggest Mail Files</li> </ul> <p>Graphs</p> <ul style="list-style-type: none"> <li>• Performance</li> <li>• Availability</li> <li>• Domino-Specific (User, Mail.Delivered, etc)</li> <li>• BES Specific (Messages_Sent, etc.)</li> </ul>	<p>Universal Access</p> <ul style="list-style-type: none"> <li>• Get detailed status and reports via a browser</li> <li>• Check the status of your servers via any standard RSS/News Reader</li> </ul> <p>False Alert Prevention</p> <p>NotesMail File Management</p> <p>Service Level Agreement Support</p> <ul style="list-style-type: none"> <li>• Tracks Overall Availability</li> <li>• Tracks Business Hours Availability</li> <li>• Tracks % of On Target Performance</li> </ul>

## Color-coded, Simple-to-understand Status Page

At a glance, you'll know if your Domino, Sametime, and BlackBerry servers are up and functional. The status information is available in a wide variety of formats, from our rich client to simple HTML.



## Domino Servers

### Top Three Benefits for Domino Administrators

1. Verifies that Domino servers will respond to Notes client requests (the **most important** thing that end users care about: *is the server "alive"?*)
2. Detects Pending and Dead Mail pileups by directly querying the mail.box files. This is the **second-most important** thing that end users care about: *getting their mail. Now.* (VitalSigns can also automatically delete dead mail, if desired.)
3. Verifies and manages **Domino Server Tasks**, including the ability to start missing tasks, stop prohibited tasks, detect task hangs, and even restart the server if key tasks are hung. The most important thing for administrators is *availability*. If the server is supposed to be hosting web applications and HTTP is hung, the server needs to be restarted **as soon as possible**.

VitalSigns monitors Domino servers without installing **anything** on the server itself. Using the Notes client DLLs installed on the monitoring workstation, VitalSigns can monitor any server that the client can connect to, including mixed versions of Domino, on mixed platforms, even in different domains. VitalSigns verifies that the server is responding to Notes client requests, then checks on memory, disk space, and mail routing.

This product goes very deep into Domino, which is what you need if your organization relies on Domino. You'll be able to tell the difference immediately. This product doesn't just ping the box-- dead Domino servers often answer pings. VitalSigns goes right to the heart of Domino-- using Notes RPC to track server tasks, dead and pending mail, and more.

### Key Points

- Supports **all** Domino server versions and platforms
- Implemented as a Notes client, so **nothing** is installed on servers
- Verifies that the server will respond to Notes client requests (users care about this)
- Verifies and manages Domino Server Tasks (start missing tasks, stop prohibited tasks, even restart the server if a task freezes, if desired)
- Checks Memory and *any* other statistic tracked by Domino
- Tracks Response Time
- Detects Dead and Pending Mail pileups, and can even automatically delete Dead Mail
- Track and Report on Mail Volume (Daily, Weekly, Monthly)
- Can send scheduled Console Commands
- Cluster Aware
- Maintenance Windows (times the servers should not be monitored) are supported

# BlackBerry Enterprise Servers

## Top Three Benefits for BlackBerry Administrators

1. Verifies that BlackBerry Enterprise servers will respond to SNMP Requests and compares the values provided with predefined threshold values. (i.e., "hey server, what is the value of your Pending Messages?")
2. Routes test messages via Domino all the way to specific test BlackBerry Devices, asking the RIM Network for a delivery confirmation, which it checks for.
3. Watches specific end users, for pending messages, last BES interaction, etc. so you know that there is a problem *before* the Big Cheese calls you.

## Key Points

- Uses SNMP to query the BES Server, so **nothing** installed on the BES server
- Verifies that BES Services are running
- Verifies that the server is connected to the Service Provider (SRP)
- Monitors Pending, Expired, Filtered, Sent, and Received Messages
- Can 'ping' specific test devices to verify end-to-end connectivity
- Maintenance Windows are supported
- Also monitors devices and users, see links above

The screenshot shows a window titled "Query BES Server" with two tabs: "BlackBerry Information" and "Windows Services". The "BlackBerry Information" tab is active, displaying a list of services and their status. The "Windows Services" tab is also visible. To the right of the service list, there are fields for "Server Name", "Server Version", and "Connection Status". Below these fields is a "Messages" section with a table of statistics. A "Done" button is located at the bottom right of the window.

Service	Status
BlackBerry Alert Service	Running
BlackBerry Attachment Service	Running
BlackBerry Controller Service	Running
BlackBerry Dispatcher Service	Running
BlackBerry Messaging Agent	Not Found
BlackBerry Mobile Data Services	Running
BlackBerry Policy Service	Running
BlackBerry Router Service	Running
BlackBerry Synchronization Service	Running

Server Name: BlackBerry Server MZLBESTest/NY  
Server Version: BlackBerry(R) Enterprise Server for Lotus Domino 4.1.0.24  
Connection Status: Connected

Messages	
Pending	85
Per Minute Avg	4
Total Sent	153
Total Expired	3
Total Received	151
Total Filtered	1720

Done