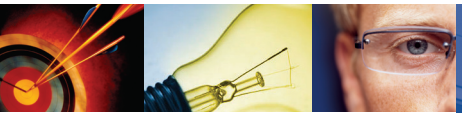

Network Device Management with Foglight

- Track compliance of your operational level agreements for the network
- Understand the impact of network performance on business service levels
- Prioritize the network issues impacting the business to properly allocate staff resources
- Get rapid assessments of current and historical performance with dashboards and reports
- Resolve network and capacity problems faster than ever

Robust, Accurate Performance Monitoring and Reporting for Network Components

Foglight's network device management capabilities monitor and report on the performance and availability of network components in your infrastructure. This information is tightly integrated with Foglight's application and service level management capabilities to enable Business Service Management.

Some IT organizations today lack effective solutions for monitoring and documenting the failures of network components. As a result, they face significant challenges, including:

- Inadequate awareness when network or system capacity issues impact business applications
- Inability to prevent diminished service levels caused by network and system capacity degradation
- Long problem resolution times due to insufficient root cause information
- Ever-increasing demands on IT staff

Other IT organizations have solutions that provide technology metrics such as the amount of downtime and response rates for their network devices. However, these solutions fail to show how these metrics relate to the performance and availability of essential business applications or to business service levels.

Foglight's network device management capabilities address these shortfalls. They provide automatic discovery of network devices, topology, and configuration changes, as well as performance reporting on all network components, for a complete performance picture of the IT environment. This information is integrated with Foglight's application and service monitoring data to clearly depict the impact that network devices are having on current IT and business service levels -- in addition to historical trending. With Foglight, you can understand key performance and availability indicators across your entire network infrastructure.

Customized, Granular Reporting, When You Need It

Foglight's reporting features allow you to run ad-hoc reports as well as customize the reports by time and resources to fit your company's unique needs. Performance data is gathered at a granular level, including the in-and-out octet metrics that compose the interface utilization reports in the categories below.

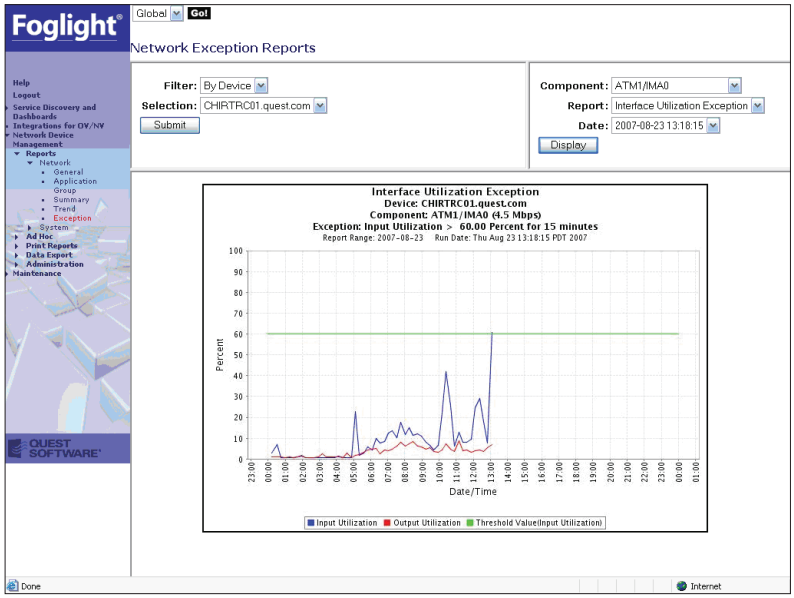

Figure 1: Interface utilization exception report in Foglight network device management

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Foglight network device management includes coverage for:

- LAN/WAN
  - View capacity of both LAN switches and WAN routers in enterprise environments
  - Identify error rates on both LANs and WANs
  - Provide FECN/BECN reporting for your frame relay network
- Traffic Analysis
  - Identify top applications on your network through RMON 2 reports
  - Monitor class of service exceptions for QoS-configured devices
- System Resource Reporting
  - Track CPU, memory and disk utilization of both Unix and Windows systems
  - Provide capacity planning reports
- Availability and Latency
  - Provide availability for both system and network groups
  - Identify response-time problems with latency thresholds

System Requirements:

Supported Technologies:

- SNMP V1, V2c
- WMI 2000, 2003, XP
- RMON and RMONII
- JBDC used to collect on databases

Supported Networks:

- LANs, WANs, wireless LANs, routers, switches, ATM, frame relay, end-to-end PVCs, DSL, MPLS, IP VPN, and VoIP

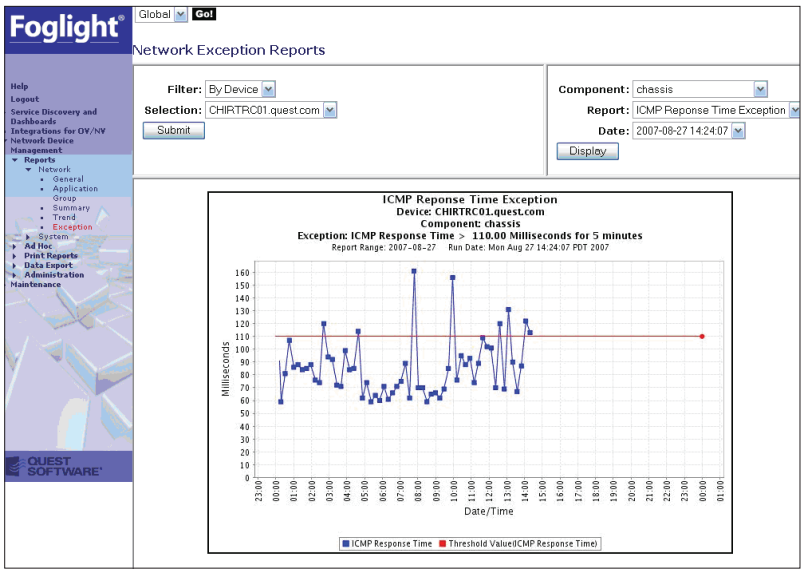

Figure 2: Response time exception report in Foglight network device management

Exception Reporting: Foglight provides reporting based on end-user exception requirements. During any of the reporting intervals, if this limit is exceeded the exception will be noted. A device graph with an illustration of the exceptions is available for display.

Ad-Hoc Reporting: Users can combine metrics from different MIBs (Management Information Bases) to generate meaningful correlations between metrics.

Trending and Capacity Planning: Foglight provides out-of-the-box trend reports based on changes over time. This historical trending capability provides accurate, detailed statistics that you can use for capacity planning and provisioning.

How Foglight Works

Foglight gathers performance data through SNMP polling or CIM polling (in the case of WMI services). The SNMP polling is performed directly from the host where Foglight is loaded, but this function can be distributed to several SNMP polling instances. The CIM polling for WMI services is performed by the NT Adapter host, which feeds information to the databases for report generation and ad-hoc reporting. Foglight can poll from multiple sources, including both the SNMP and CIM (Windows adapters), allowing you to tailor the management of traffic to your unique environment (i.e., location and size.)

Leveraging Existing Technology Monitoring Solutions

While Foglight provides several methods to create a resource database, you can also leverage existing systems, such as OpenView or NetView, to simplify administration. This approach reduces the total cost of ownership with Foglight network device management.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest provides the only adaptive application and services management solution to connect business services to infrastructure, end user to database, and production to development. Quest Software can be found in offices around the globe and at **www.quest.com**.

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