

## ServiceWatch® Infrastructure & Services Management

Designed to help businesses avoid costly downtime, ServiceWatch ensures network services remain up and performing at peak levels. Just like the telephone dial tone that indicates the availability and quality of voice service, ServiceWatch delivers application dial tone to facilitate always-on Layer 4-7 network services.

ServiceWatch is a powerful, easy-to-use Layer 4-7 monitoring and management software solution for mission-critical network services such as e-mail, e-commerce, and file transfer. It gives network managers a user's perspective of how their Layer 4-7 network services are performing. If service response time starts to degrade, ServiceWatch notifies the network manager to take corrective action before a problem occurs. ServiceWatch is also a vital capacity planning tool and helps track service level agreements (SLAs) through historical reporting and graphing of service availability and response time. Out of the box, ServiceWatch monitors web servers (HTTP), FTP servers, host and name servers (DHCP and DNS), mail servers (POP3, IMAP4 and SMTP), news servers (NNTP), directory servers (LDAP) and tests device availability and response time using ping (ICMP), telnet, bootp and gopher. Available as an option, an extensibility API offers additional flexibility to create scripts linking ServiceWatch to new service types or to automate customized corrective action.

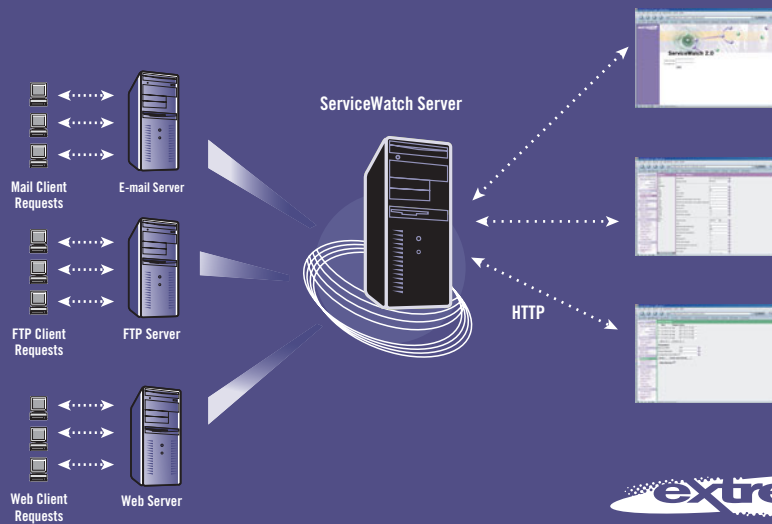
### EASY AND POWERFUL

To begin using ServiceWatch, simply enter the Layer 4-7 services to be monitored, along with response-time thresholds and notification actions. ServiceWatch goes to work right away. When a service is not responding, or responds too slowly, your network manager is immediately alerted by your choice of methods, including e-mail, alphanumeric page, via an SNMP trap to your network management platform, or through a program on the server system.

ServiceWatch also supports basic configuration of the Summit®Px1 Application Switch allowing ServiceWatch to automatically start requests to monitor all servers in a SummitPx1 server group. If a server is down, ServiceWatch automatically takes it out of the SummitPx1 server group.

### SERVICWATCH

ServiceWatch can monitor web servers, FTP servers, name servers, mail servers, news servers and can also test device availability and response time. ServiceWatch facilitates the viewing of service availability and performance. When a service is not responding, or responds too slowly, ServiceWatch provides an immediate alert notification.



## REAL-TIME GRAPHS AND REPORTS

ServiceWatch offers the flexibility of different poll rates for different Layer 4-7 services, plus displays of real-time graphs and reports of response times per service. All the reports and graphs are printable for easy record keeping and troubleshooting.

Combined with Extreme Networks' switched broadband infrastructure, e-enabled businesses not only have scalable speed, bandwidth, size and quality of service across their networks, but also a proactive way to ensure that Layer 4-7 network services

### Capacity Planning

ServiceWatch graphs and reports can tell you if slow services are due to a momentary spike in usage or a sustained situation that needs more network capacity or deployment of policy-based quality of service (QoS). Through ServiceWatch, service providers and their customers can validate the service level agreements for capacity planning and traffic engineering purposes.

### Extensibility API

The extensibility API allows new service type modules to be easily written in any programming language. Easy-to-follow examples are provided in the ServiceWatch manual. ServiceWatch can be customized to meet a variety of service monitoring needs.

## SPECIFICATIONS

### SERVER REQUIREMENTS

#### Server Platform

Solaris 2.51, 2.6, 7, 8  
Windows 2000  
Windows NT 4.0  
Linux

#### Requirements

128 MB RAM  
100 MB disk space  
Sun platforms: Ultra 2 or greater  
Linux and Windows platforms:  
500MHz CPU or greater

### CLIENT REQUIREMENTS

#### Platform

JavaScript enabled web browsers

#### HP OpenView Requirements:

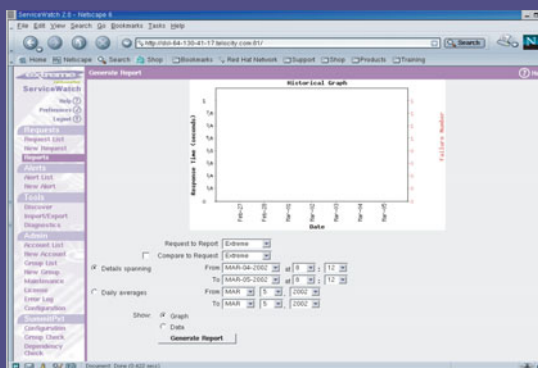
HP OpenView 5.01 or greater  
Solaris 2.6, 7, 8

### NEW PROTOCOLS

Remote ping  
PC "shares" (CIFS)  
NFS  
RADIUS  
CVS  
TFTP  
ODBC  
EPICenter™

## SUMMARY VIEWS

ServiceWatch's summary views offer at-a-glance active monitoring of mission-critical network services. ServiceWatch facilitates the viewing of service availability, and service performance, from any popular web browser. When a service stops responding, or becomes prohibitively slow, ServiceWatch generates traps, e-mails and other notifications.



## ORDERING INFORMATION

Part Number	Description
82201	ServiceWatch 2.0 (base package supporting 20 services)
82202	ServiceWatch 2.0 License to monitor 50 additional services
82203	ServiceWatch 2.0 License to monitor 100 additional services
82204	ServiceWatch 2.0 License to monitor 500 additional services



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