



Unicenter[®] Management for Web Servers Release 5.5

Unicenter[®] Management for Web Servers is an integrated set of web management tools that provides in-depth web server performance management, web traffic analysis and online transaction monitoring, all in a single solution. Its unique management approach from multiple perspectives enables your organization to deliver fast, continuous and reliable end-user access to intranet, extranet and Internet content. Predefined thresholds, corrective actions and automatic alerts put you in control of web application performance.

Top Three Key Features

- Visibility into Web server Health & performance across vendors/ platforms
- Simulates and measures end-user experience on the Web server side
- Comprehensive reports on Web visitors behavior pattern and trends

What's New

- Historical data collection
- Out-of-the-Box Web-Based Reports
- New Web Services Management capabilities
- Integration with Netegrity SiteMinder
- Same level of coverage across Web server agent and platforms, including AIX and Mainframe Linux

Supporting Environments

- Windows 2000, XP, 2003
- Linux (Intel)
- Unix (Solaris, AIX)
- Mainframe Linux is available in prior product release

Managing the Front End of Web-Based Applications

Traditional commercial websites have evolved from simple publishing models to sophisticated environments and applications that are central to an organization's growth and operations. If a web server is down or end users experience slow response time when connecting to an internal or external site, productivity decreases, visitors shift to competitors' sites and revenue is lost.

Web server management involves ensuring that each component of the overall web infrastructure is performing properly, HTTP requests are serviced promptly, and transactions on the back-end systems are executed in time, while securing a positive end-user experience.

At the same time, there are additional factors to consider. Web servers must be managed from multiple approaches. For example, if you analyze visitors' access and behavior without monitoring the

availability or performance of your web servers, you may not realize soon enough that your web server went down or that you are running out of system resources. Conversely, if you monitor the performance of your web servers without paying attention to visitors and patterns followed on the website, you will not have the information you need to make strategic, revenue-generating decisions. Moreover, if you don't monitor the content, availability and response time of the most popular paths followed on a website, you will not be able to prevent problems before visitors experience errors or slow download times, and consequently leave your site.

Unicenter Management for Web Servers by providing unique comprehensive and intelligent management from different perspectives offers the tools organizations need to improve end-user satisfaction, keep their eBusinesses running smoothly and maximize customer retention.

Helping to Ensure Fast, Continuous, Reliable Access to Web Application Content

Unicenter Management for Web Servers from Computer Associates International, Inc. (CA) provides unique, comprehensive and intelligent management from different perspectives, offering the tools your organization needs to improve end-user satisfaction, keep your business running smoothly and maximize customer retention.

CA has made significant improvements to this solution, incorporating new capacities to support hundreds of web server virtual hosts running on a single platform with a single agent, and new self-configuring capacities so that agent thresholds are configured automatically based on your unique web environment conditions. In addition, the product delivers out-of-the-box, real-time and historical reports to help you identify current bottlenecks, plan for future needs and spot trends that begin to appear before they turn into critical situations.

Similarly, as part of CA's Product Development Initiative to unify and simplify management, ensure interoperability, and provide more flexibility and value to our customers Unicenter Management for Web Servers Web Response Monitor component will interoperate with Netegrity technologies, so you can seamlessly manage response time and content accuracy of web-based application that have been secured with Netegrity SiteMinder

Additionally, the Web Traffic Analyzer, which can be implemented on a stand-alone basis, has been enhanced to provide more business-centric metrics, such as completion ratio funnel, most error types per visitor or new versus

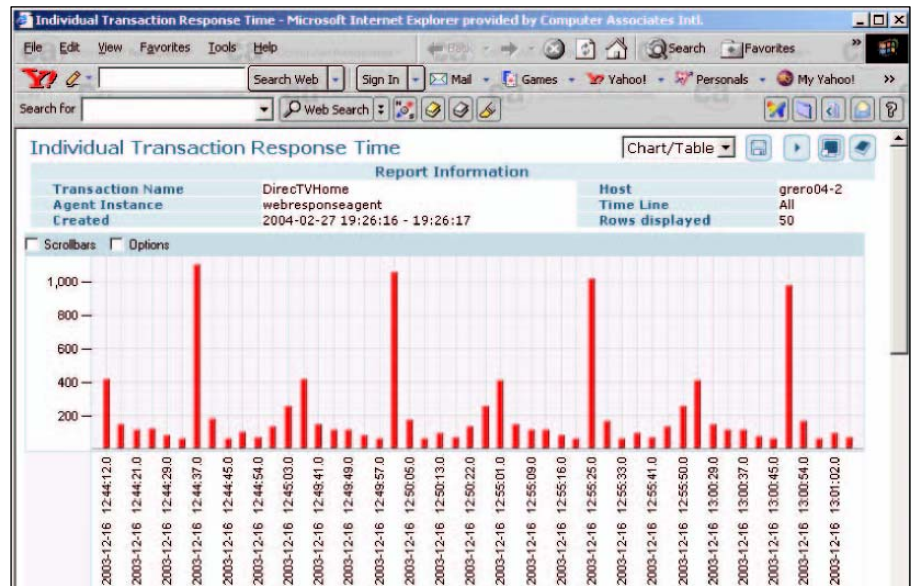


Figure 1. Managing an entire web server farm from a single central location

returning visitors reports. Similarly, the Web Response Monitor has been enhanced to ease product administration and configuration, incorporating now new Web services monitoring capabilities, and delivering detailed visualization and reports on web server, network and page component response times.

Distinctive Features and Functionalities

Integrated, All-in-One Approach.

Unicenter Management for Web Servers is an integrated set of tools manages from various perspectives — IT, end-user and business units perspectives — to help ensure continuous and reliable access to web application content.

- More Value Out-of-the-Box.** Unicenter Management for Web Servers provides web server agents, web traffic analytics and web response monitoring capabilities to help organizations maximize IT investments, productivity and revenue. Super agents are also included to manage an entire web server farm from a single central location.
- Reduces Portfolio Complexity.** An integrated approach like this mean fewer products, less overhead costs,

single support channel, reduces the learning curve and quickly increases return of investment

Cross-Vendor, Cross-Platform

Management. Unicenter Management for Web Servers features web server agents and super agents that provide a uniform look and similar functionality across all popular web servers and web server farms, so there is no need to learn how to operate multiple interfaces (see Figure 1).

- Central Point of Control and Visualization.** This product manages homogeneously across heterogeneous web server vendors and platforms, improving cross-departmental communication.

Ease-of-Use. Managing from the same interface and from a single central point across vendors and systems — such as an Apache server running on Linux and an IIS server running on Windows NT — eases product usage and its associated learning curve

Historical Performance Data

Collection. Unicenter Management for Web Servers enables historical collection and summarization of performance and response data across agents to detect

problems and show trends before they turn into critical situations.

- **Trend Recognition.** Performance metrics and response time data are collected and summarized hourly, daily, weekly and monthly to help identify performance issues and bottlenecks that may require additional resources or configuration changes.
- **Custom Data Retention Periods.** The ability to define data retention periods helps ensure that the critical data needed to historically analyze web server infrastructure availability and performance is available on-demand.

Web-Based Reports. The product provides out-of-the-box performance and alerts as well as web analytics custom reports that are accessible on-demand via any browser.

- **Ease-of-Use.** User-defined and ad hoc reports can be scheduled automatically and published via a web browser to improve flexibility, accessibility and data sharing.
- **Information Sharing.** Alerts and thresholds breached reports can be published and distributed easily, thereby improving cross- departmental communication and decreasing problem resolution time.

In-Depth Web Server Resource Monitoring. Unicenter Management for Web Servers monitors all critical web server resources and Web Site content integrity, and provides two levels of thresholds, along with automation of corrective actions.

- **Policy-Based Management.** Warning/critical thresholds and automatic corrective actions can be set for monitored web server metrics and Website errors such as broken links, missing images, outdated or orphan pages, providing cost-effective web infrastructure management.

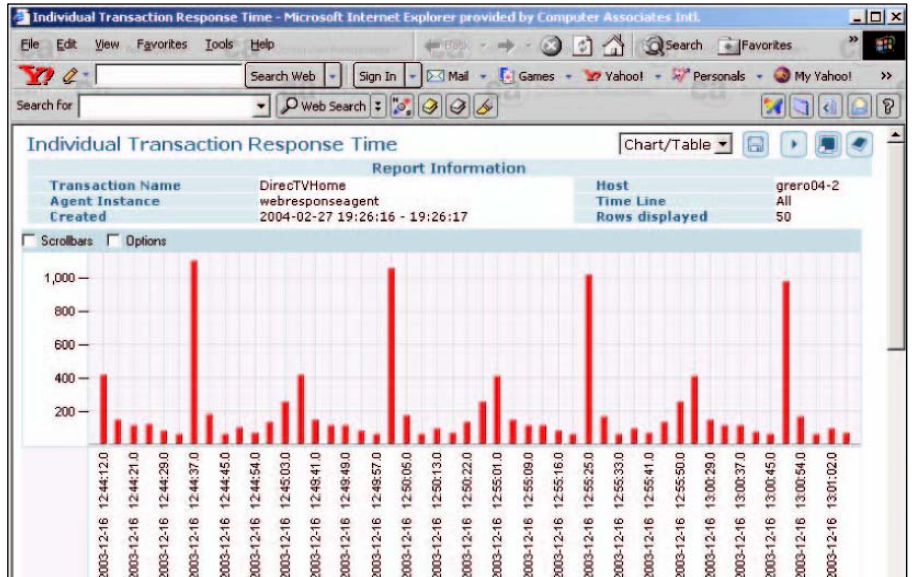


Figure 2. Unicenter Management for Web Servers reports on all critical information needed to help ensure access to web application content.

- **Helps Ensure Adequate System Resources.** Monitoring critical web server resources helps ensure that there are enough system resources to handle web traffic, traffic load and traffic fluctuation.

Web Transaction Monitoring. Virtual user interactions are recorded and played back to navigate through the web servers and follow critical site paths to report back on system health, content accuracy and response times.

- **Simulates the End-User Experience.** Individual HTTP and FTP as well as end-to-end transaction requests can be simulated and monitored by the Web Response Monitor to help ensure that download time, size, content and content changes fall within acceptable limits.
- **Preventive Management.** This solution will periodically exercise and measure application response time to enable IT to detect and prevent application errors or problems before end users encounter problems or wrong return content.

Web Traffic Analytics Reports. A Web Traffic Analyzer component helps you

understand visitor traffic, patterns and trends, and delivers customer analytics metrics, providing insight for measuring and improving conversion rates effectively.

- **Measure Conversion Rates.** Once you understand customer behavior in-depth — such as forward path analysis, reverse path analysis, top content paths or path analysis-to-conversion rates — you can leverage this critical information easily to make informed business decisions to help drive revenue.
- **Increased Automation.** The ability to aggregate information in a manner meaningful to both IT and business units allows for easier, faster identification and action on issues specific to departmental organizations and roles.

Portal Integration. Unicenter® Management Portal provides role-based, dynamic and personalized views of management information securely over the Web. Integration with Unicenter Management Portal allows Unicenter® solutions to consolidate data from numerous and disparate data sources,

querying, reporting and presenting it in a unified view that suits each viewer's unique needs.

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What's New in Release 5.5

Self-Configuring Capabilities. Unicenter Management for Web Servers learns web server usage patterns over time and dynamically adjusts agent warning and critical thresholds according to custom environmental conditions.

- **Reduce IT Intervention.** Adaptive thresholds reduce IT intervention from two angles: less configuration time and fewer false alarms, as alerts will only be sent out based on critical conditions, not on temporary load and traffic fluctuations.
- **Increased Productivity.** This new feature frees up IT personnel time for more strategic, non-routine tasks.

Support for Multiple Web Server Instances. Unicenter Management for Web Servers has been completely re-architected to improve product scalability and support hundreds of virtual web server instances fully.

- **Improved Scalability.** This new feature helps you locate and resolve bottlenecks or performance issues quickly within large web server deployments.
- **Improved Flexibility.** With its new architectural design, Unicenter Management for Web Servers scales up or down as needed to adapt to any enterprise size, from small and medium environments to large organizations.

Web Services Management. Unicenter Management for Web Servers provides integrated, centralized visibility and control over Web services activities deployed anywhere on the network.

- **Web Services Response Time Visibility.** The product exercises and measures business transactions that involve interactions with Web services periodically to help ensure fast, continuous and reliable access to Web services content.
- **Proactive Management.** Unicenter Management for Web Servers reduces the cost and complexity of Web services deployments, as organizations that host Web services-enabled applications are notified of problems before end users are impacted.

For more information,
call 1-888-864-2368
or visit ca.com

