



- See exactly what your end users saw, in the past and live
- Capture and replay activity for all of your users
- Query for unexpected user activity errors
- Analyze sessions to understand user behavior
- Assess impact from Web application defects/issues
- Receive alerts on known error conditions
- Optimize development and testing during production regression tests

Foglight® Experience Viewer

Stop Guessing What Happened. See What Happened.

Today's complex Web applications demand new solutions for finding, fixing and diagnosing the intermittent problems your users encounter. Foglight® Experience Viewer captures what every end user is seeing, in real time and historically, to reproduce and diagnose end user Web experience problems. The result is enhanced site quality of service, reduced organizational stress and increased customer satisfaction.

Foglight Experience Viewer's Value to Organizations

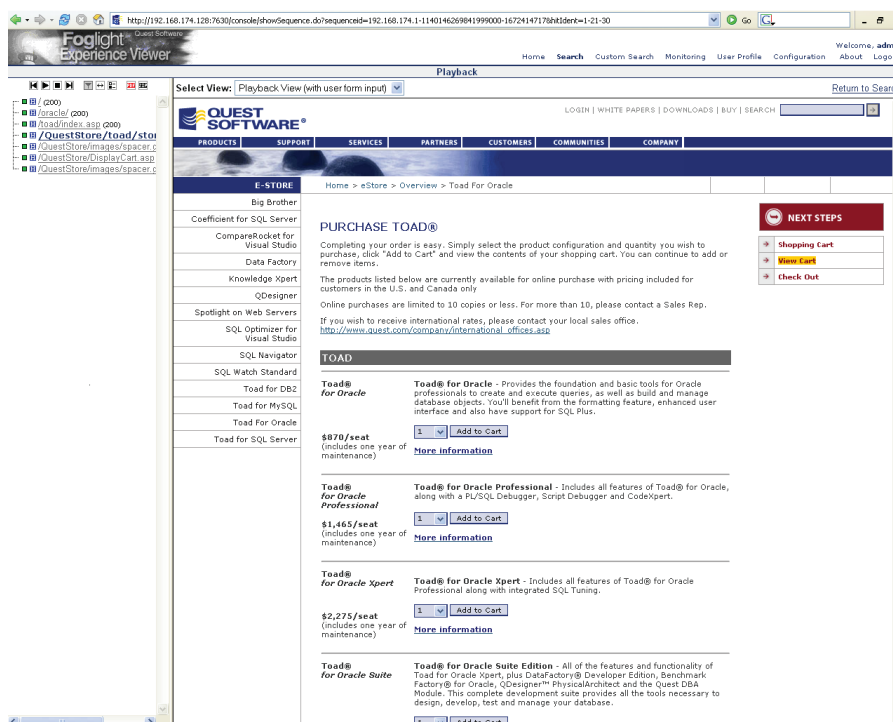
Foglight Experience Viewer provides unique visibility into the real end user's experience for every member of an organization involved in Web-based applications, customer care and revenue streams. With flexible storage and playback, Foglight Experience Viewer enables each department to immediately review the sessions from the customer's perspective for analysis and diagnostics.

Distinctive Features of Foglight Experience Viewer

Foglight Experience Viewer's powerful technology gives your firm a strategic advantage by allowing it to monitor the availability of Web applications from a necessary new perspective—that of real end users.

Foglight Experience Viewer provides:

- Live session capture and replay
- Playback in any browser
- Targeted search and flexible queries
- Virtually unlimited storage



Spotlight for WebLogic Server's "home" page shows a real-time view of performance of all key components within a WebLogic server. Run Spotlight when a problem is detected to pinpoint the root cause.

See Your Web Site Through Your Customer's Eyes

Insight into an application's availability at every moment for every user isn't addressed with traditional monitoring tools. In fact, most Web sites still fail on a daily basis at the application layer, even if they have achieved 99.999 percent availability at the network and infrastructure layers. Your business loses credibility, customers and revenue when the Web site delivers a poor experience.

Give Your Team True Visibility

Application failures on a production Web site are painful to track down, from both a time and resource perspective. With Foglight Experience Viewer, you get visibility into the actual availability of your Web site. Your team sees what really happened, determines where responsibility lies and diagnoses the source of the problem.

Benefit from Total Web Site Visibility

Traditional tools only monitor one dimension of Web site application availability and neglect the business-critical layer at which customers and applications interact on a daily basis. Foglight Experience Viewer's innovative "Instant Replay" capabilities enable you to see the exact behavior of your end users—and the exact response of your applications. Using low-impact, non-invasive components, Foglight Experience Viewer rapidly installs on your network with one appliance and a Web Interceptor. Capture, storage and playback can be launched from both inside and outside the firewall with Foglight Experience Viewer's Console for browser-based "Instant Replay."

Live Session Capture and Replay

- Record, rewind and replay every user session—either live or historical
- See what the user did and how your system responded
- Dig into the full technical details of browser/server interactions
- Search sessions on a variety of criteria to test hypotheses about Web site problems

Playback in Any Browser

- Replay every user session in the same browser software as the end user
- See the exact information (text, images, pages) your Web systems served customers
- View remotely using whatever browser is already available

Targeted Search and Flexible Queries

- Segment hits on your site for monitoring, alerting and playback
- Receive alerts when business-critical pages are called, load slowly or content doesn't match
- Search using keywords on the content that has been captured in the system

Virtually Unlimited Storage

- Record every session and replay for analysis and diagnosis of recurring application errors
- Save and replay actual user behavior on your site—including user errors
- Store visual records of Web sessions and transactions for documentation and compliance

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 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com



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