• Capture all real end user Web transactions with a non-intrusive solution

• Find and fix application performance problems before your customers and end users find them

• Understand and map the performance of end user activities to related business objectives
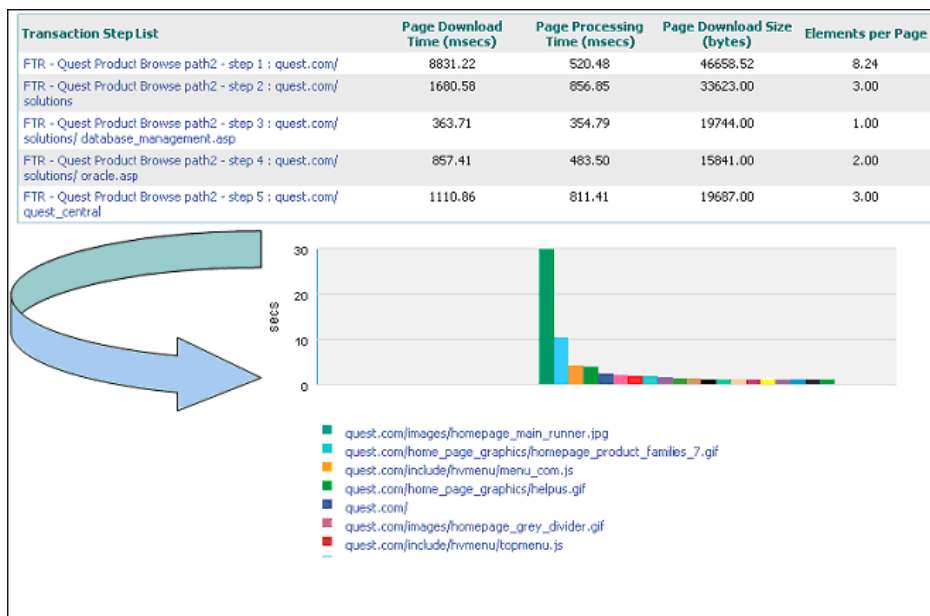
Foglight® Experience Monitor

Optimize the Real End User Experience

The number of business-critical, Web-based applications has increased tremendously. Many of these applications are external facing, making it more complex to monitor and measure the end user experience. Organizations need to ensure that these applications are running optimally, providing a positive experience for their end users and increasing productivity.

Foglight® Experience Monitor helps you understand the performance of the real end user experience for Web-based applications to optimize performance, improve capacity and quickly diagnose problems. Unlike active monitoring solutions that only track scripted user scenarios, or desktop-based monitors that only track a subset of users, Foglight Experience Monitor tracks all users, all the time. Administrators and application owners have a total picture of the end user experience, a solid monitoring strategy and the ability to identify the most frequent and poorly performing transactions.

Foglight Experience Monitor enables you to:

• Set alerts based on actual transactions with flexible and configurable policy engines for administrators

• Analyze network and Web impact on the end-user experience

• Leverage one-stop J2EE application monitoring and diagnostics through integration with Quest's PerformaSure®

Transaction Step List	Page Download Time (msecs)	Page Processing Time (msecs)	Page Download Size (bytes)	Elements per Page
FTR - Quest Product Browse path2 - step 1 : quest.com/	8831.22	520.48	46658.52	8.24
FTR - Quest Product Browse path2 - step 2 : quest.com/ solutions	1680.58	856.85	33623.00	3.00
FTR - Quest Product Browse path2 - step 3 : quest.com/ solutions/ database_management.asp	363.71	354.79	19744.00	1.00
FTR - Quest Product Browse path2 - step 4 : quest.com/ solutions/ oracle.asp	857.41	483.50	15841.00	2.00
FTR - Quest Product Browse path2 - step 5 : quest.com/ quest_central	1110.86	811.41	19687.00	3.00

Integrated Diagnostics: Foglight Experience Monitor provides user activity detail that pinpoints which elements of the user transaction contribute to performance degradation.

Foglight Experience Monitor can be used for any http/https-based Web application, including enterprise, packaged and custom applications.

Foglight Experience Monitor is an appliance based on a customized Red Hat Linux 9.0 platform. The appliance requires access to the following:

• One free switch port on the edge switch, with the ability to span network traffic to that free port

• One free switch port that allows access to a Web-based reporting user interface

• Power source

Applications supported:

• Oracle E-Business

• PeopleSoft

• SAP NetWeaver

• Siebel

• J2EE

• .NET

• Custom applications

• Other Web-based applications

Rapid Deployment

Foglight Experience Monitor is designed for installation on a passive monitoring port in front of the Web or application servers. From this perspective, the system can see every packet just before it enters each server and just after it exits, without interfering with the normal traffic flow. Once installed, the system begins monitoring user traffic, performing high-level analyses and recording data.

High Performance, Zero Impact

Foglight Experience Monitor uses passive traffic monitoring technology and has no impact on a company's network infrastructure or applications. The system does not require users to install software agents or programs, tag or mark up Web content or generate any additional network traffic. The product is deployed inside the corporate firewall in front of the Web server farm. From this location, the system can monitor each individual user's interaction with the Web site or application.

Complete Web Infrastructure View

Foglight Experience Monitor can examine the service delivery chain from a variety of perspectives, including the end user, Web server, user location, Web site, Web page, transaction (series of pages) and application (series of pages or transactions) levels.

Integrated Diagnostics

Embedded diagnostics provide deeper transaction-level information by pointing out the elements of activities that contribute to poor response time. Several key metrics are monitored to provide integrated information about the application or the Web site. Time-related information helps identify whether those elements are consistently the reason for performance degradation.

Customized Charts and Reports

Foglight Experience Monitor offers a unique, customizable interface designed to pinpoint the root cause of poor performance for every user experiencing a service-level violation. Real-time charts provide easy access to a wide array of performance metrics for each component of the service delivery chain. Users can define customized reports that allow correlation and analysis of measurement for specific Web infrastructure resources or map them to specific business functionality.

Real-time Alerts

Foglight Experience Monitor provides a flexible real-time alerting system that allows administrators and application owners to enforce service-level agreements (SLAs). Alerts can be defined for specific servers, pages, sites, or any other monitored resources, including user transactions and content failures.

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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