



# Foglight<sup>®</sup> Transaction Recorder

## Discover Problems — Before Your End Users Do

Modern business applications are as important as they are complex. Application owners and administrators are under increasing pressure to ensure that these applications are highly available and performing optimally, usually through a requirement to adhere to strict SLAs. SLAs allow the business to maximize the productivity of employees and ensure that revenue-generating or cost-saving activities are not negatively impacted. In particular, application administrators should be able to proactively identify any availability or performance degradation problem before end users are impacted. In order to achieve this, key application transactions, sometimes referred to as business services, need to be monitored on a geographical and 24x7 basis.

Foglight<sup>®</sup> Transaction Recorder proactively measures transaction availability to ensure that you discover problems before your end users do. With built-in notifications, Foglight Transaction Recorder can provide an early warning when application performance degrades – enabling you to identify slow application performance and proactively address any problems before end users are affected.

### Foglight Transaction Recorder enables you to:

- Meet and prove strict SLA or SLO compliance
- Provide real-time application performance dashboards and reports for IT and IT management
- Identify and record application outages, and isolate those outages to the application or geographical location
- Manage the performance and availability of Web or Windows-based applications

### Multi-client Support

Foglight Transaction Recorder enables customers to record key and routine transactions accessed by end users for any Web-based or Windows-based applications, including applications remotely accessed through a Citrix Metaframe. This provides customers with a single solution to monitor the majority of their enterprise applications for availability and baseline performance.



*Integrated Diagnostics: Foglight Transaction Recorder provides a breakdown of response times for each of the steps that comprise a key business activity, helping you determine what part of the transaction contributes the most to response time degradation.*

- Measure and manage your service-level agreements (SLAs) proactively; establish realistic and manageable service-level objectives (SLOs)
- Ensure greater application availability by measuring end user response time for both thin (Web) and thick client applications, including Citrix
- Improve end user experience and application uptime by alerting administrators about performance and availability problems – before customers and end users are impacted
- Represent business service performance and availability from geographical and application perspectives, as needed by business application stakeholders

**System Requirements:**

Foglight Transaction Recorder comes in two versions:

- **Foglight Transaction Recorder**  
(for thin clients – Web-based):  
Microsoft Internet Explorer 6.0 and above
- **Foglight Transaction Recorder Advanced**  
(for thick clients - Windows and Citrix-based applications):  
Windows 2000/XP

**Intelligent Recording**

Foglight Transaction Recorder can be used to record scripts without any additional knowledge of any programming language. It is basically “the application interface as the end user sees it” with a record button. Foglight Transaction Recorder also helps in establishing expected response times and verifying the authenticity of transactions before they are flagged for regular monitoring. For advanced monitoring and verification requirements, additional capabilities for scripting are also available.

**Business Services and Application Management**

Different activities or services can be logically grouped into Service Groups to help manage and understand end user activity for performance, availability and service-level management. These transactions can be grouped and monitored based on different geographical locations, providing an integrated view of whether remote end users are affected due to location (network issues) or the central application infrastructure.

**Alarms and Service-level Policy Configuration**

Foglight Transaction Recorder has several alarms configured out of the box to help administrators manage SLAs for their applications. Additional alarms can be configured to proactively alert on a number of different expected response time and error criteria at a detailed activity or overall transaction level. Service-level Policy Engines keep track of any application's availability at an hourly, daily, weekly and monthly interval. Service-level Policies are automatically established at the Business Service Level (application factors affecting the established response times for performance) and at the Application Level (factors affecting application availability for outages).

**Integrated Diagnostics**

For every transaction that is periodically monitored, Foglight Transaction Recorder provides the breakdown of response times for each step. This helps determine which part of the transaction contributes the most to response-time degradation. In addition, Foglight Transaction Recorder is a part of the integrated Foglight solution that monitors the entire application infrastructure. This approach helps technical administrators determine the cause of any SLA violation and rapidly resolve issues by working on the infrastructure component that contributes the most to performance degradation or an outage.

**Historical Reporting and Analysis**

Historical collection and analysis helps establish realistic and manageable SLAs at an application, geographical and enterprise level.

**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](http://www.quest.com).



[www.quest.com](http://www.quest.com)  
e-mail: [info@quest.com](mailto:info@quest.com)  
Please refer to our Web site for international office information.

© 2006 Quest Software, Inc. Quest, Foglight and Foglight Transaction Recorder are registered trademarks of Quest Software, Inc. All other products are trademarks or registered trademarks of their respective companies.