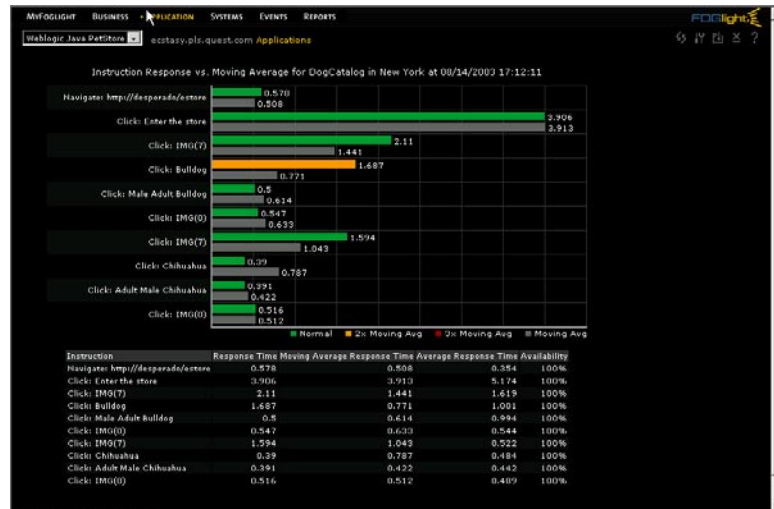# Foglight®

OPTIMIZE PERFORMANCE OF CRITICAL BUSINESS PROCESSES

- Maps business processes across every tier of complex applications

- Measures end-user experience from geographically disperse locations

- Deep coverage of the entire application stack across heterogeneous platforms

- Comprehensive out-of-the-box reports for IT administrators and managers

- Advanced features for management of larger environments

Quest Software's Foglight is a powerful application performance management solution that monitors the entire technology stack affecting performance to alert application owners to problems before end users are affected. With Foglight, application and IT managers can understand end user service levels, notify stakeholders when those service levels are violated, and assign problem resolution tasks to the appropriate domain expert. Unlike traditional monitoring tools, Foglight maps business objectives to both system and application-specific performance information across every tier of the application stack to measure and improve the performance of packaged and custom applications.

Get a Real-time, Correlated View of Application Performance

Foglight uses domain-specific agents to collect data from every tier of the application — end user, application server, database, operating system, Web server and network — to provide a total picture of performance and reduce the time it takes to find and resolve a problem.

Foglight breaks down business process response times into underlying user actions for quicker problem resolution.

Simplify IT Operations and Problem Resolution

Foglight can save IT teams hours by speeding the triage process. When a threshold is exceeded or a service level violated, a notification is sent to the specified system owner, warning of the impending problem and providing ample time to react. Pre-determined actions for common problems can also be added into Foglight to further improve productivity and reduce the time it takes to identify problems.

Foglight also provides built-in application expertise so that IT managers can avoid staffing too heavily with expensive experts. The product's intuitive interface and reports allow critical performance tasks to be offloaded to more junior staff members.

Bridge Gaps Between Business and IT Staff

Today, applications don't just support the business — they are the business. Foglight allows performance stakeholders on both the business and the IT sides to visualize application and business process availability

at a glance. It also generates pre-configured reports so that stakeholders can view service levels, system and database performance whenever necessary. With Foglight, IT managers have the performance and availability data they need to hold IT staff accountable to established service levels and justify technology investments to line of business owners.

In today's cash constrained environment, where IT has to justify itself and deliver levels of service to the business units, Foglight's reporting capabilities allow IT organizations to report on utilization for SLAs and set appropriate charge-backs to the business units.
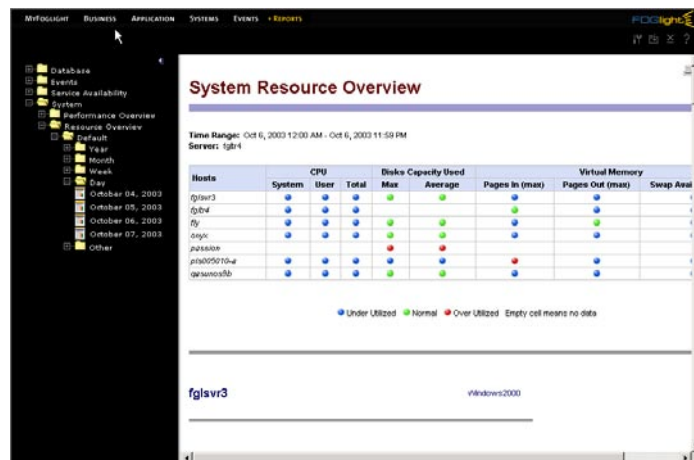
Foglight's popular out-of-the-box reports let users easily schedule a comprehensive set of reports for administrators and management.

Further, sometimes even within IT the "blame game" can stall problem resolution. Foglight gives IT staff a common set of tools to move quickly from identifying a problem straight to diagnosing and resolving it. By making it easy to tell which component of the application is causing a problem, Foglight eliminates finger-pointing by providing application owners a way to correlate performance problems with problems in the underlying infrastructure so they can quickly identify where problems reside and arrive at a resolution fast.

Key Features

· Powerful Analysis and Reporting

  Foglight allows users to generate domain-specific reports or configure out-of-the-box reports for system, database, applications, events management, capacity planning and service level management over specified time ranges.

· Deliver on Service Level Agreements (SLAs)

  Foglight's Service Model combines vital data with events to determine whether you are meeting critical application SLAs, enables you to proactively maintain performance data to achieve such stringent levels, and will also analyze and report on service levels achieved.

- **Foglight Transaction Recorder and Player (FTR)**

  Foglight provides the ability to continuously monitor Web transactions and alert administrators to response time problems. Foglight also enables transaction validation, optimal performance (SLA compliance) and availability information on demand. Web-based transactions can easily be recorded, centrally stored and deployed to different geographies to simulate key business processes.

- **Leverage Existing Framework Installations**

  Foglight integrates with frameworks such as Micromuse Netcool,Tivoli IT Director, HP OpenView and others. If a Foglight alert condition occurs, the Foglight rules engine will initiate an alert from the Foglight server and send it to the framework console with any information needed to address the alert.

Foglight Architecture

The Foglight Server

The Foglight server includes an intelligent rules engine that correlates and interprets the information retrieved by the Foglight agents, as well as a central database for storing collected data. Foglight's sophisticated rules engine can analyze information from a single server or correlate information across several servers — proactively triggering a range of actions, such as logging information, pager or e-mail alerts, remote program execution, issuance of help desk trouble tickets, or sending information to management frameworks.

Foglight features a high-performance, low-maintenance embedded database that collects and stores application performance data for reporting. Over time, it becomes an invaluable source of historical information for planning future system capacity requirements along with point-in-time analysis. The power of the database can also be expanded by making its information readily exported for any external use.

The Foglight Agents

The Foglight agents gather information at predetermined intervals and send the data to the Foglight server for data storage, rules analysis and event notification. The Foglight agents reside on monitored servers and have extremely low CPU and memory requirements. The result is unobtrusive, lightweight data collection that does not compete for resources and has a negligible impact on the monitored servers and network.

Foglight also offers cartridges for application-specific performance management. These cartridges combine lightweight agents to provide specialized management for your applications, databases and application servers. Choose from the following cartridges:

- Oracle E-Business Suite
- PeopleSoft
- MySAP.com
- Siebel eBusiness
- BEA WebLogic Application Server
- IBM WebSphere Application Server
- Oracle Application Server
- JBoss Application Server
- Databases including Oracle, DB2, SQL Server and Sybase
- Microsoft Exchange

Foglight®

OPTIMIZE PERFORMANCE OF CRITICAL BUSINESS PROCESSES

System Requirements

Foglight Management Server
- Microsoft Windows 2000 (SP3), 2003 or Solaris 8, 9
- DualProcessor
- 2 GB Memory/3 GB Swap
- 2 - 4 GB Disk For Installation
- 10-50 GB Disk for Historical Data

Foglight Monitored Hosts

Foglight v4.2 client software is supported on the following monitored host platforms:
- Microsoft Windows 2000 (SP2), Microsoft Windows NT (SP4), Microsoft Windows 2003 including Itanium
- Solaris 6, 7, 8, 9, 10
- HPUX 11, 11i, 11.23 Itanium
- AIX 4.3.3, 5.1, 5.2, 5.3
- Red Hat Enterprise Advanced Server 2.1, 3.0; Red Hat 7.x (Linux 2.4); SuSe 8.0 (Linux 2.4)
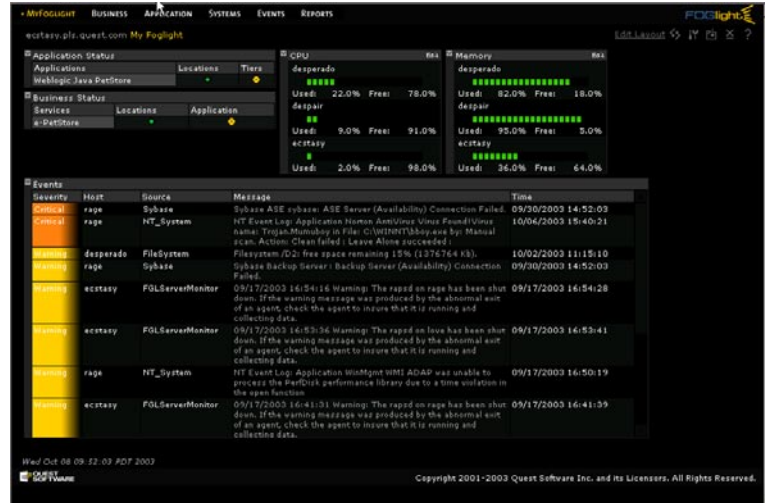
Foglight Operations Console
- Solaris 8, Solaris 9, Windows 2000, Windows 2003, Windows XP

Foglight Web Console
- Microsoft Internet Explorer 5.5+ or Netscape 6+ on most platforms

Enhanced Web Console

MyFoglight gives application owners a configurable page from which to view events, system performance, application status, business processes and more.

Foglight provides a powerful business-oriented Web console that makes it easy to map business processes to application tiers, agent information and events. The console offers MyFoglight, a user-configurable Web page that shows system metrics, business processes, application status, SLA compliance, events and more in an intuitive interface. Users can access Foglight's pre-configured reports from within MyFoglight.

Integrated Diagnostic and Resolution Capabilities with Quest Products

Foglight also integrates with Spotlight® for powerful real-time performance and problem resolution of operating systems, databases, Web and application servers; Quest Central® for comprehensive management of heterogeneous databases; PerformaSure™ for accelerated J2EE performance management; and Big Brother™ for integration of events on hosts managed by Big Brother into Foglight.

For more information about Foglight 4.2, please call 800.663.4723 or visit us at **http://www.quest.com**

QUEST SOFTWARE®

Please refer to our Web site for regional and international office information.