

CA Unified Infrastructure Management for IBM Notes



At a Glance

CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor) for IBM Notes provides the comprehensive visibility you need to confirm the business collaboration tool performs with optimal availability and performance—so your organization can foster maximum user productivity. CA UIM tracks the entire IBM Notes infrastructure, including database availability, client-to-server connectivity and end-user service levels.

Key Benefits/Results

- Increased application visibility accelerates problem identification and resolution
- Monitoring from an end-user's perspective preempts reduced business productivity
- Proactive notifications help business service managers prevent SLA compliance breaches

Key Features

- Multi-point IBM Notes client response time monitoring
- Centralized monitoring for remote IBM servers
- Real-time IBM Notes business service dashboards
- Performance trending with SLA compliance monitoring and reporting
- Rapid installation, flexible deployment and ease of use

Business Challenges

IBM Notes provides business collaboration functionality to entire organizations and requires maximum network, database and service availability. To achieve this requirement, it is crucial to proactively monitor end-to-end performance of all infrastructure components for improved quality of service and business productivity.

Solution Overview

Server monitoring.

CA UIM for IBM Notes provides full health status visibility and proactive alerting for IBM servers. The lightweight probe supports centralized, multi-server monitoring and can be widely distributed for load-balanced deployments. The capabilities of the CA UIM GUI speeds monitoring deployment by discovering and pre-populating itself with available IBM servers. A single-click “fetch” utility confirms probe-to-server connectivity and displays server state, version number, latency statistics and load index. Unique monitoring profiles can be defined per server. Health checks include server availability, 500+ server statistics, CPU, database, disk, mail, memory, process, users and much more. IBM server logs are easily monitored with alert generation for noteworthy events. Additionally, the solution offers capabilities for tracking servers for failover and follows the failover server for continued health status monitoring.

Client monitoring

CA UIM provides insights into end-users' service level experience with IBM Notes applications. The solution supports multi-location deployment to gain quality of service perspectives from widespread group participants. From the IBM Notes client perspective, CA UIM monitors IBM server availability and response times (client-to-server and server-to-client), email round-trip response times and database response times.

Once collected and consolidated, all alarm and performance data can be analyzed and displayed in real-time CA UIM business service dashboards, performance trend reports and SLA compliance reports. For remote notification, alerts can be issued via various gateways, such as GSM/SMS, WAP, PDA, SNMP, ADO, ODBC and email.

Critical Differentiators

Monitoring IBM Notes application performance from the end-user's perspective

Supports multi-location, group-member deployment:

- IBM Server availability and response time monitoring
- Client-to-server availability
- Client-to-server latency
- Server-to-client latency

IBM Notes email response time monitoring:

- Client-to-server round-trip email response time
- Defines user id and mail file

IBM Notes database response time monitoring:

- Selects database from pre-populated list
- Response time of database open
- Single-click to fetch current value

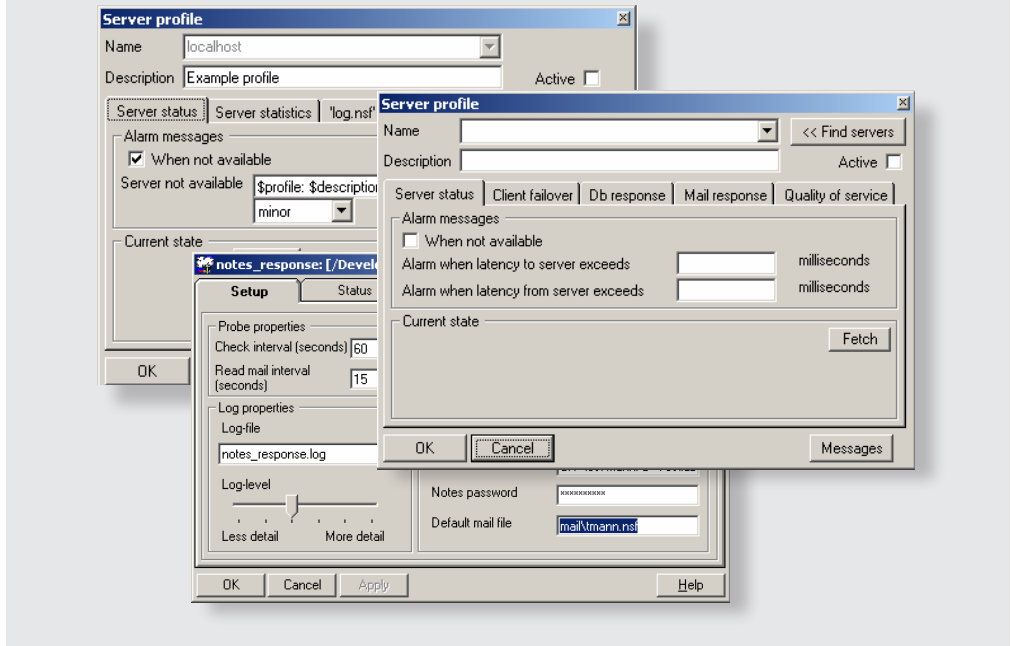
IBM Server failover monitoring:

- Alerts on primary server failover
- Monitoring automatically follows to failover server

Comprehensive IBM server monitoring

- Supports centralized, multi-server monitoring
- Lightweight probes enable load-balanced deployments

CA UIM provides views into over 500 IBM server metrics.



- Pre-populated server list speeds monitoring configuration
 - Database
 - Disk
 - Mail
 - Mailboxes
 - Memory
 - Process
 - Server
 - Users
 - and many more
- Supports unique monitoring profiles for each IBM server
- “Fetch” utility confirms client/server connectivity and displays:
 - IBM server state
 - IBM server version number
 - IBM server latency statistics (client to server)
 - IBM server load index
- Includes the following IBM server monitors:
 - IBM server availability
 - IBM server statistics (500+) CPU
 - IBM server event logs
 - Log entry may be singled out for alerting

For more information, please visit ca.com/uim

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