

TeamQuest Performance Software is capable of collecting performance data from a wide variety of applications, middleware, databases, operating systems, hypervisors and other IT components. Unlike many competitors, TeamQuest includes all of the data collection capabilities with our software. Two exceptions are the EMC and Network data collectors, which are packaged separately.

Our data collection mechanisms use the most efficient means available to gather the most comprehensive, accurate, and up-to-date measurements possible. We partner with vendors to determine which data is important to collect and how to efficiently collect it, so the collection method varies from platform to platform. Unlike many competitors, TeamQuest avoids using command line utilities or scripts (such as sar) to gather key performance data, keeping our collection as efficient and timely as possible.

Agentless Data Collection

When people say “agentless” data collection they refer to a situation where there is no need to install collection software on the infrastructure being measured, likely because the collection mechanism is built into the infrastructure and can be accessed remotely.

Much of the time when measuring operating systems you have to sacrifice detail to use agentless collection. TeamQuest Performance Software needs detailed OS performance data for the kind of serious problem solving and analysis capabilities it provides. Therefore, TeamQuest OS data collectors are largely implemented using very efficient agent-based technology.

TeamQuest Performance Software does permit an agentless approach from a number of non-operating system infrastructure components. Examples of IT components for which TeamQuest allows an agentless approach include:

- DB2 UDB
- Oracle
- SAP
- Sybase
- VMware ESX and ESXi hypervisors*
- WebLogic
- WebSphere

* You may wish to install data collection software on guests to obtain detailed performance data for analyzing the applications running there.

Virtualized Environments

Virtualization software vendors often offer performance tools that are “good enough” for their own environment. Such tools generally fall short of what you need for rapid

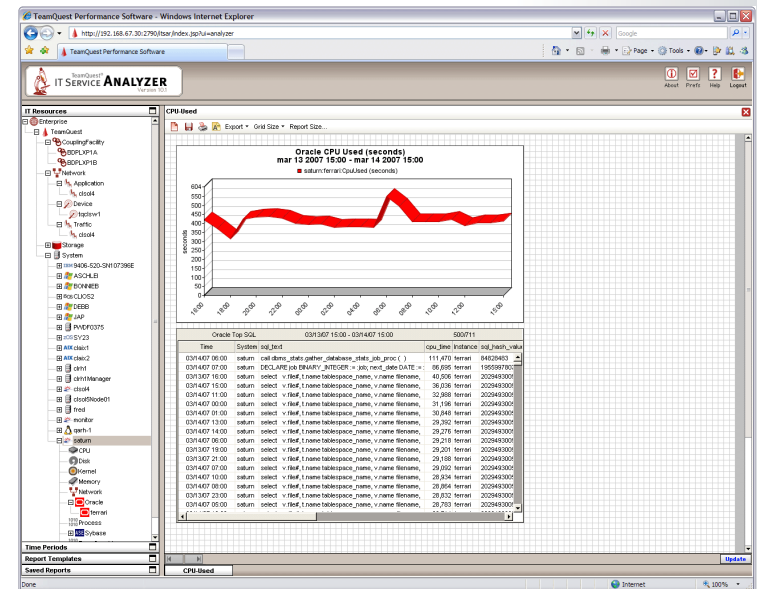
problem solving or for precise business or IT service-based analysis and reporting. TeamQuest Performance Software fills that need and does it for all of your virtualized environments:

- IBM PowerVM (including LPARs and WPARs)
- Solaris (including Containers, Zones, LDOMs)
- VMware ESX and ESXi

Operating System

Analyze performance statistics on global operating system and process activity. This data allows you to get an overall view of how your servers are performing so you can identify problem areas effectively and determine how much of the overall capacity is being utilized. You need this for SLA monitoring, planning, and problem resolution.

- CPU
- I/O
- Disk Space
- Memory
- NSF
- RPC
- Swap
- System Call
- TCP
- Workload
- Buffers
- File Access
- Load Average
- Paging
- Queues
- TTY
- Tables
- Processes
- Hardware Inventory
- System Log



This report shows hourly CPU utilization by various services running on the system.

Process Information

TeamQuest provides you with 100% of the process information occurring on the system. In general, TeamQuest operating system performance agents collect data at regular, user-defined intervals, but another agent captures process information that occurs between those intervals. This agent automatically uses process accounting when it is available on the system to account for processes that start and/or stop between the regularly scheduled sample intervals. No information is lost, and the overhead used to do this is insignificant.

This data allows you to understand from an IT service prospective how your systems are being utilized, useful for functions such as chargeback or anticipating the impacts of growth within business units. This data also helps you identify and resolve issues that are impacting your ability to comply with SLA requirements.

Databases

Track CPU, I/O and memory usage by individual user sessions, and uncover disk capacity and I/O utilization for individual data files to find and resolve bottlenecks before they become serious. Ensure database objects do not exceed available capacity.

This data allows you to identify issues within the database itself that are impacting your ability to meet SLA requirements. This data also allows you to drill down into the database layer of multi-tiered applications.

DB2 UDB

- Application Statistics
- Bufferpool Statistics
- Database Configuration Statistics
- Database Statistics
- Database Status Statistics
- Instance Configuration Statistics
- Instance Statistics
- Instance Status Statistics
- Table Statistics
- Tablespace Statistics

Oracle

- Alert Log Statistics
- Block Contention Wait Statistics
- Datafile Capacity Statistics

- Datafile IO Statistics
- Instance Alarm Statistics
- Latch Statistics
- Library Cache Statistics
- Listener Alarm Statistics

Sybase ASE

- Performance Statistics
- Active SQL Statistics
- Configuration Statistics
- Database Detail Statistics
- Database Summary Statistics
- Device Detail Statistics
- Engine Detail Statistics
- Lock Detail Statistics
- Process Statistics
- Process Waits Statistics
- System Waits Statistics

SQL Server

- Access Methods
- Buffer Manager
- Cache Manager
- Databases
- General Statistics
- Latches
- Locks
- Memory Manager
- SQL Statistics
- User Settable

Application Servers

Perform detailed performance analyses using data such as number of sessions and servlets, threads created and destroyed average number of active threads, and servlet response time. Measure and analyze thread and database pool statistics, as well as JVM activity.

This data allows you to drill down and understand what is happening in the application tier of a multi-tiered application to identify issues and understand usage within this tier.

WebLogic

- Run-time resources:
- Clusters and Servers
- Execute Queues and Threads Java Database

- Connectivity (JDBC) Java Messaging Services (JMS)
- Java Transaction API (JTA) Java Connector Architecture (JCA) JVM Runtime — application Server JVM IRocket JVM (Java Virtual Machine)
- Application Resources: Enterprise Beans — EIBs (Enterprise Java Beans) Web Applications — Servlets and JSPs (Java Servlet Pages)

WebSphere

- Application Server Statistics Derived Statistics
- Database Connection Pool Statistics EJB Method Statistics
- EJB Module Statistics Web Application Statistics
- Web Application Servlet Statistics

SAP

- Augment system-level performance data with performance data organized by task type, transaction, and user. Analyze SAP buffers to make tuning adjustments and check memory to determine if roll, paging, extended and heap areas are optimally configured.
- Instance Statistics
- Top Transactions by Database Request Time Statistics
- Top Transactions by Response Time Statistics
- Workload by Transaction Statistics
- User Statistics

Web Servers

- Read NCSA Common or Combined Log Formats, W3C Extended Log Format, and Microsoft IIS Log Format, Analyze performance using data such as throughput, connections per second, errors per second, file transfer sizes, and request times.
- File Types
- Request Types
- Response Codes
- Summary
- Transfer Sizes
- File Accesses
- Active Server Pages
- FTP Service
- HTTP Indexing Service
- Internet Information Services Global
- SMTP NTFS Store Driver
- SMTP Server Web Service

Microsoft Exchange Server

Keep your mail server running smoothly by analyzing statistics such as work queue length and messages delivered per minute.

- MSEExchange DS
- MSEExchange ES
- MSEExchange IMC
- MSEExchange Public
- MSEExchange (Mailbox)
- MSEExchange Internet Protocols
- MSEExchange MTA
- MSEExchange MTA Connections
- MSEExchange WEB

Network

Analyze response time by watching traffic on your network, incorporate selected data within your performance database using SNMP.

- Multi-tiered Response Time
- Application Load
- Packet Activity
- Transfer Amounts
- Error Rates

EMC Symmetrix

Augment system-level storage data with detailed EMC Symmetrix performance data to better manage the performance of a storage system that is shared by multiple hosts.

- Disk
- Device
- Physical Device
- Port

User Agent

The TeamQuest User Agent allows you to define agents to collect data on business processes, equipment, and applications unique to your site, and much more. User agents allow for a non-intrusive detailed analysis from custom sources. Data gathered by user agents is stored and analyzed along with other performance data. User agents are simple to define.

TeamQuest user agents provide an effective way to combine business related data with technical data so you can better understand the impact of these processes have on each other. Thus resulting in more business-aligned analysis and reporting.

TeamQuest Data Collectors
Product Data Sheet

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