



# VitalSuite Data Sheet

## VitalAgent

VitalAgent monitors all your mission-critical business applications, performing real-time analysis of each and every transaction traversing your network.

All measurements are taken passively from the user's desktop, where VitalAgent monitors every request across both local and remote links, through switches and virtual private networks (VPNs), to the destination server and back again, offering unprecedented visibility into application performance and availability.

By feeding centralized applications such as VitalHelp and VitalAnalysis, VitalAgent delivers both real-time alerts and historical overviews that let you determine application response times, pinpoint delays, and confirm the service levels you provide for your users. There's no better, or more meaningful, way to measure system performance.

### Key Features



- ... Unprecedented visibility into network and application performance by monitoring every transaction from desktop to server and back again
- ... Root cause analysis technology pinpoints problems and delays
- ... Patented passive flow analysis demarcates transactions by client, network and server time
- ... Provides visibility into remote access performance including busy signals, modem disconnects, and modem connect speeds
- ... Statistical analysis of performance data reveals unusual or exceptional events that might otherwise escape detection
- ... Supports a wide range of popular TCP/IP-based intranet, groupware, database and business applications
- ... Provides ARM-I and ARM-II proxy services for integration with industry-leading system management providers
- ... Intelligent learning engine develops user transaction profiles for detecting trends or events that deviate from the baseline
- ... Works with VitalAnalysis to collect, aggregate and report historical network and application performance data for measuring corporate service level agreements (SLAs)
- ... Works with VitalHelp to report, identify and resolve network and application problems in real time

T: 012 5630 3700  
info@n3k.co.uk  
www.n3k.co.uk



VitalAgent performs critical data gathering, analysis and reporting functions for the VitalSuite Product Family. Installed on local desktops, remote desktops and laptops, VitalAgent passively monitors each network transaction running over the TCP/IP infrastructure, performing real-time analysis to provide a complete summary of the session from beginning to end.

Unlike server or network based solutions, VitalAgent follows every application transaction from the desktop, across both local and remote links, to the destination server and back again, allowing you to benchmark system performance and response times. By comparing later results to the baseline, you can quickly determine whether application performance is getting better or worse, a critical metric for measuring and verifying business service levels.

VitalAgent demarcates application performance to help you identify the primary delay on any given transaction. Using INSoft's patented passive flow technology, VitalAgent breaks each session down into its three basic components — client, network and server — to isolate performance "hot spots" and indicate where to surgically add bandwidth capacity. Sophisticated root cause analysis technology lets you isolate problems so you know where to focus your troubleshooting efforts, ending the finger pointing between network and application management groups.

VitalAgent feeds summary and exception data to the centralized applications, VitalHelp and VitalAnalysis. VitalHelp uses VitalAgent data to enable real-time fault detection, troubleshooting and resolution capabilities that let you identify, locate and resolve network and application performance problems. VitalAnalysis uses service-level data from VitalAgent to produce reports that depict mission-critical application performance and availability across the enterprise for measuring actual performance against established SLAs.

VitalAgent supports mission critical TCP/IP-based business applications, providing end-to-end visibility into overall system performance. Full support is provided for:

<b>Intranet</b>	HTTP, HTTPS, and Web-based applications such as DNS, RealPlayer, and others.
<b>Groupware</b>	Traditional groupware applications such as e-mail, Lotus Notes, and file and print services.
<b>Database</b>	Popular database applications such as ORACLE, MS-SQL and Sybase.



<b>Packaged Business Applications</b>	Monitors and analyzes high-end business applications such as SAP R/3, PeopleSoft, BAAN and Oracle Financials.
<b>In-house Application</b>	VitalAgent can also be modified to support customized applications developed for internal use.

VitalAgent monitors a variety of application, network and client characteristics, demarcating and categorizing performance for later review. Root cause analysis helps you identify the source of problems, so you know where to focus your troubleshooting efforts. VitalAgent also breaks performance down into meaningful statistical ranges rather than simple averages, revealing significant events that show the true impact on users and applications.

**Application Performance and Availability:** VitalAgent monitors every application transaction from beginning to end so you know how long it took and what percentage of the delay was attributable to the client, the network, and the server. VitalAgent also detects transaction failures, telling you where, when and why the failure occurred. All data is collected from client desktops, offering the best possible perspective for measuring and monitoring application performance.

**Network Performance and Availability:** VitalAgent measures total network round-trip time, retransmissions and available throughput to let you know how your network is performing.

**Client Health and Performance:** At the desktop, VitalAgent measures characteristics such as client health and performance, modem and phone line status, delay, and end-to-end application health.

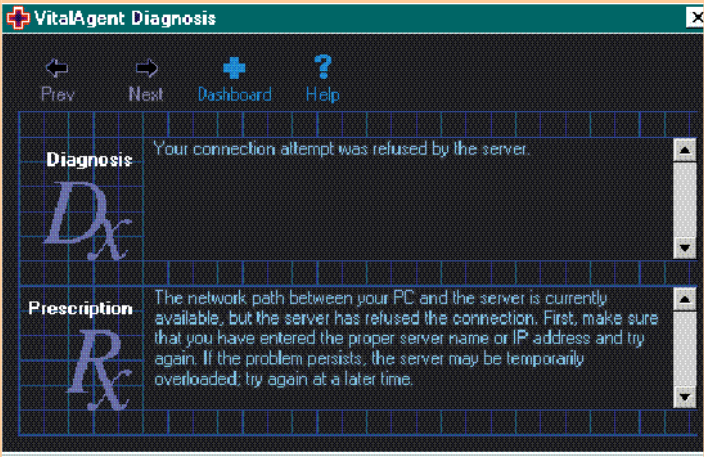
VitalAgent is more than a data collection and reporting engine — it's also a powerful desktop utility that provides detailed information about major events that allows users to detect and correct problems themselves, eliminating unnecessary calls to the help desk.

VitalAgent appears on the desktop as an icon in the Windows system tray, where it animates the user's activity and reports the status of each transaction, keeping users informed about their online experience. If a problem is encountered, the VitalAgent icon turns red to let the user know that additional attention is required.

Clicking on the icon reveals a brief description of the problem and a recommended cure. Online text guides the user through the resolution process — whether a simple reminder to include the proper prefix before



dialing out of a hotel room or instructions on clearing out old files when e-mail server capacity has been exceeded.



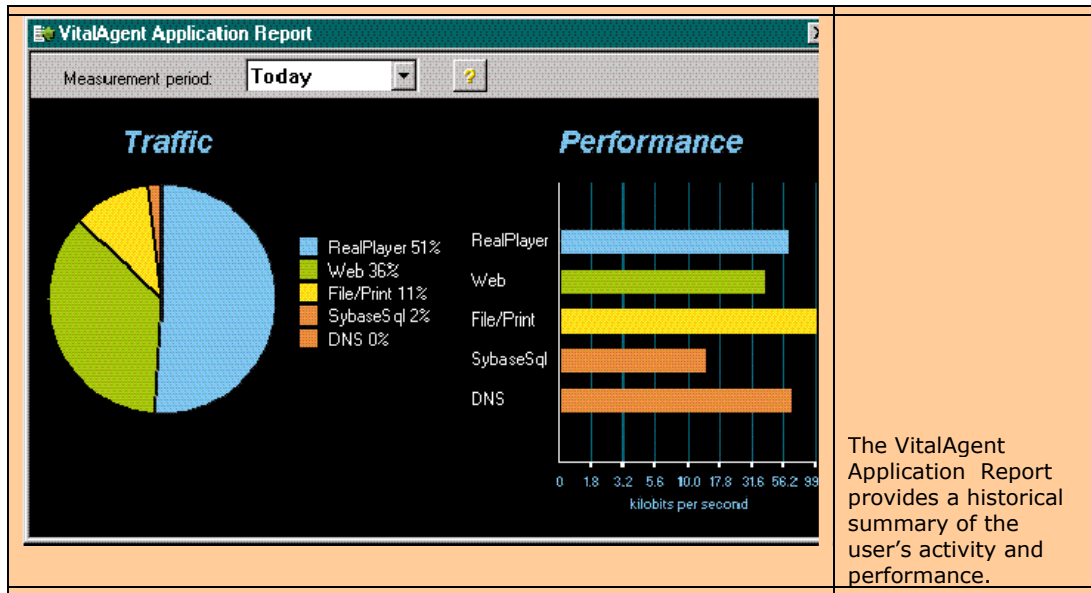
The screenshot shows a window titled "VitalAgent Diagnosis" with a dark background and a grid pattern. At the top, there are navigation buttons: "Prev", "Next", "Dashboard", and "Help". Below these are two sections: "Diagnosis" with a large "Dx" icon and the text "Your connection attempt was refused by the server."; and "Prescription" with a large "Rx" icon and the text "The network path between your PC and the server is currently available, but the server has refused the connection. First, make sure that you have entered the proper server name or IP address and try again. If the problem persists, the server may be temporarily overloaded; try again at a later time."

Online problem diagnoses and prescriptions let users help themselves, relieving the burden on help desk staff.

If the user cannot fix the problem locally, VitalAgent automatically forwards a complete synopsis of the event to the centralized applications, where technical support continues the diagnostic, troubleshooting and resolution effort.

Clicking on the system tray display reveals an expanded dashboard interface that depicts the user's online activity, including the currently active application, and reports how each component on the application's path is performing. Through the dashboard, the user can display a comprehensive Call Log that provides a historical record of every call made from the desktop, including the duration and status of the call. In addition, an Application Report provides a high-level overview of how each application has performed for the user over the course of a day, a week or a month. The dashboard interface can be customized prior to deployment, so you control how much or how little your users can see.

Because VitalAgent monitors and measures application performance and availability from the user's end, the location of the desktop is irrelevant. VitalAgent works equally well over both local and remote links, providing an effective solution for measuring application and system performance as experienced by telecommuters and mobile users.



When a problem is encountered, VitalAgent also enables network managers at a central location to perform remote diagnostics and troubleshooting right on the desktop, no matter where it is located. Seated at a VitalHelp console, network managers can perform the following tests or review the following information on a remote desktop:

Phone line and modem diagnostics	Traceroute
Remote Ping/Application echo tests	Call Logs
Packet capture	Health Logs
Remote DNS tests	PC and network configuration data

Users can download VitalAgent by simply visiting a designated intranet site and clicking on the VitalAgent download button; the system takes care of the rest. Software distribution systems such as Microsoft SMS, Intel LANdesk and Tivoli TME also offer an efficient and effective method for distributing VitalAgent throughout a networked environment.

Once the agent is installed, policy-based management makes distributing future upgrades and setting new policies effortless. A silent upgrade feature lets you globally download new agents to user desktops automatically. If you need to change agent reporting parameters — such as report frequency or the types of data forwarded to the server products — you simply enter the new policies on the server. When the agents check



in with the server, based on your predetermined schedule, they automatically download the new assignments. No visit to the desktop is required.

VitalAgent supports a variety of monitored events and parameters. The following lists offer a summary of the highest-level events that are supported and minimum system requirements.

<b>Remote Access</b>	Call failures Time to connect Login statistics Network setup statistics Dial-up networking failures
<b>Application Performance and Availability</b>	Transaction time index Application failure demarcation Application throughput
<b>Client Performance and Availability</b>	Delay Aborted transactions User errors Modem/NIC errors Local resource status (CPU, memory, etc.)
<b>Network Performance and Availability</b>	Throughput Bandwidth/link speed Delay Round-trip time Retransmission/packet loss Router hop counts Traffic Demarcated failures
<b>Server Performance</b>	Availability Load (packets per second) Delay Usage (number of transactions, number of connections, etc.)
<b>Data Collection and Presentation</b>	Stores, presents bucketised data for percentiles/variance analysis Forwards PC-based alerts in real time Central policy-based administration capabilities
<b>Minimum System Requirements</b>	Windows 98, Windows 95 or Windows NT 4.0 operating system 24 MB RAM 2 MB free disk space Pentium 120 MHz processor or better LAN or dial-up network connection

## Why Choose n3k?

We are the leading provider of products and services to blue chip corporate clients in both the UK and via the n3k Alliance to Germany for IP Services Management. Our customers span a wide variety of sectors including Banking, Insurance, Retail, Distribution, Telecommunications, Media, Manufacturing and many more.



Our Consultants bring the experience of working with many blue chip clients. We deliver the perspective of skilled hands on pragmatism rather than a purely theoretical view. From planning a new enterprise system to maintaining and optimising existing operations, our professionals are available to offer the support you need, when and where you need it, so you can leverage your IT infrastructure to meet your business objectives.

## Rely on n3k to Deliver Satisfaction

By remaining true to our philosophy we have secured long-term satisfaction with our customers who operate in a broad spread of industries and to whom we have delivered solutions deployed at global, European, national or local level as appropriate to their situation allowing them to focus their energies on running their business, not their network. By partnering with us you can be assured of meeting your network and application performance management needs for years to come.

**Call or email us now to discover specifically how we can help you.**

n3k Informatik Limited  
The Square  
Basing View  
Basingstoke  
RG21 4EB

© 2004. All brand or product names, service or sales marks, trademarks or registered trademarks are the property of their respective owners  
This document is for planning purposes only and is not intended to modify or supplement any specifications or warranties



**T:** 012 5630 3700  
info@n3k.co.uk  
www.n3k.co.uk