

HP Smart Internet E-Messaging Service Manager

Proactively Monitor InterMail Messaging Solutions

Studies have shown that customer retention is tightly linked to the service levels that customers experience at the sites they visit. Business customers are even more demanding, often requesting Service Level Agreements in order to confidently outsource their messaging systems. For these reasons, ISPs and ASPs must tightly manage their service levels.

Product Overview

HP E-Messaging Service Manager (ESM) is an HP product that provides proactive service level monitoring of Software.com InterMail messaging solutions. As a key component of the complete HP Smart Internet Messaging Solution, ESM provides service providers the capability to better understand the overall performance, capacity, availability and operational state of their InterMail messaging solution.

Product Description

The Smart Internet ESM solution consists of the following elements:

Monitoring agents – Provide proactive monitoring of messaging components and collection of performance and availability data. The collected data includes detailed metrics on performance of POP3, IMAP4, SMTP, WebMail, LDAP, and DNS. Integration with InterMail’s log files, mail queues, and IMSYSMON enables tight management integration with the messaging solution.

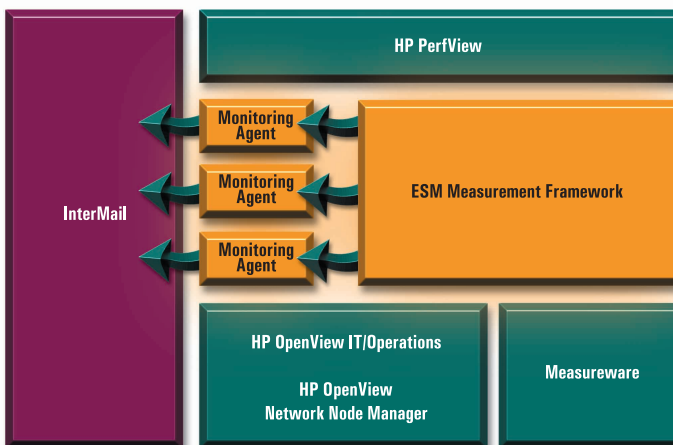
Measurement framework – Framework offers a simple yet powerful mechanism for scheduling and controlling monitoring agents. Administrators can create custom ESM agents, which can be effortlessly hooked into this framework to produce immediate results. Data is collected and stored in HP OpenView MeasureWare, which has standard interfaces for data extraction and processing. These interfaces allow creation of capacity trend reports using popular desktop PC applications such as Microsoft Excel.

Benefits

- Valuable performance and availability data** enables uptime and high quality of service.
- HP OpenView linkage** provides comprehensive centralized monitoring system.
- Seamless solution** provided by tight integration with Software.com InterMail product.
- Convenient graphical interface** simplifies complex and onerous manual data gathering.
- Comprehensive array of metrics** available for graphical display.



The E-Messaging Service Manager Framework

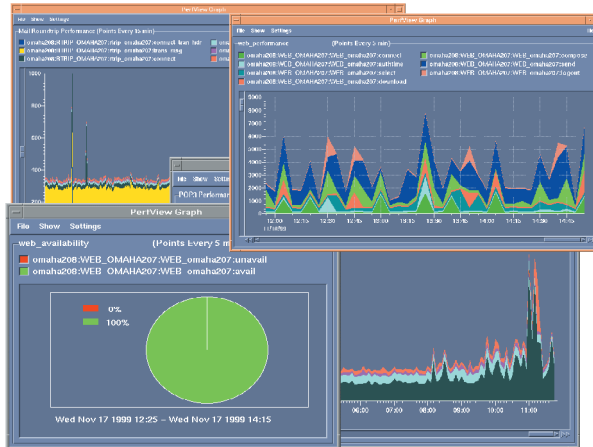


Metrics Collected (Partial List)

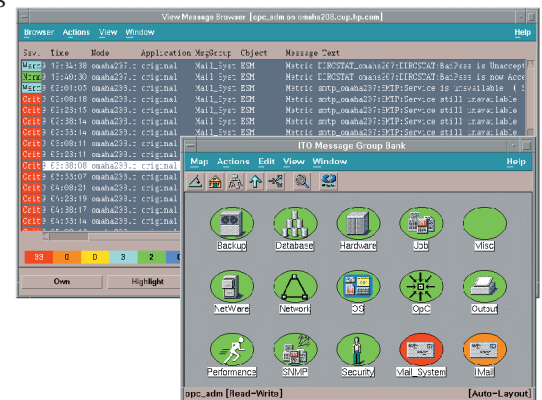
Managed Subsystem	Metrics
MTA Server	<ul style="list-style-type: none"> MTA availability Connect response time SMTP transmission time Active connection count Total connection count Deferred message count Processed message count
POP Server	<ul style="list-style-type: none"> POP availability Connect time Authenticate time Query time Download time Active connection count Total connection count Failed connection count Rejected connection count Timed-out connection count Retrieved message count
IMAP Server	<ul style="list-style-type: none"> IMAP availability Connect time Authenticate time Query/select time Download time Logout time Active connection count Total connection count Failed connection count Rejected connection count Timed-out connection count "Fetch" count "Delete" count "Search" count
WebMail Server	<ul style="list-style-type: none"> Webmail availability Connect time Authenticate time Select time Download time Compose and send time Logout time
Queue Server	<ul style="list-style-type: none"> Active connection count Total connection count Failed connection count
Mail Store Server	<ul style="list-style-type: none"> Active connection count Total connection count Failed connection count Received message count Received message volume Stored message count Stored message volume
Directory Cache Server	<ul style="list-style-type: none"> Active connection count Total connection count Failed connection count Total queries processed Failed queries Successful queries Unknown user queries Bad password queries
Directory Server	<ul style="list-style-type: none"> LDAP availability Connect time Authenticate time Query time
Overall System	<ul style="list-style-type: none"> Mail roundtrip time
DNS	<ul style="list-style-type: none"> DNS availability Query time
IMSYSMON	<ul style="list-style-type: none"> Intermail error monitoring
Queues	<ul style="list-style-type: none"> Deferred queue size Error queue size Message queue size

Bulletproof Messaging for ISPs

Graphical interface – HP's PerfView provides a rich and flexible Graphical User Interface to view the collected data in various visual formats. A click-and-drag zoom function enables administrators to quickly zoom in on hot spots. Real-time updates guarantee that graphs stay synchronized with the collected data.



Fault management – ESM is specifically designed to provide ISPs with proactive service level monitoring and fault detection. Alarms are generated to notify system operators of deviations from standard operating parameters. Reports of these faults can be fed into HP OpenView IT/Operations or other trouble-ticketing applications.



Pre-requisites:

HP OV Measureware • HP OV PerfView Analyzer • HP OV IT/Operations (optional)

For more information, please contact your HP account representative or visit our website at: www.hp.com/smartinternet