

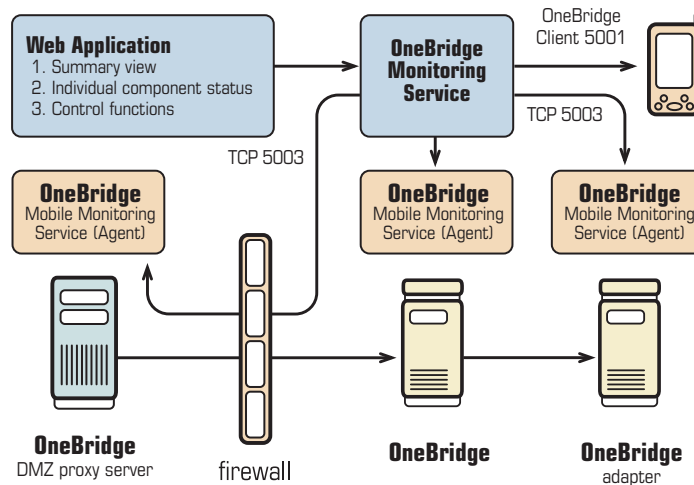
OneBridge[®] Monitoring Service

- Provides status information
- Ensures high availability
- Performs end-to-end component tests
- Implements corrective actions
- Notifies personnel

OneBridge Monitoring Service ensures that the OneBridge service is highly available by monitoring all the components of deployment and taking remedial actions in cases where there is an outage. It also enables customers to be aware of the status of the OneBridge server without having to worry about any unscheduled downtime.

An easy configuration wizard provides IT administrators the ability to configure the monitoring service by walking them through a series of wizards to discover OneBridge configuration, setting up threshold values to act upon, setting up notification actions and setting end-to-end tests. A web-based console provides multi-user, role-based access to the OneBridge monitor showing detailed statistics on the overall health of every OneBridge component in an enterprise.

Multiple service monitoring tests are performed against each OneBridge component to assure the system is fully functioning. If the OneBridge Monitor detects an issue, it can take corrective actions automatically and/or notify personnel of the identified issue. Users logged into the monitor with administrative privileges can perform additional tasks such as remotely stopping and starting individual OneBridge components. Additionally, specific performance monitoring statistics are provided showing OneBridge administrators average sync times, current active users, etc.



ONEBRIDGE MONITOR CONSOLE

OneBridge Monitor Console is a web interface to OneBridge Monitor. This interface allows users to monitor and maintain the health of the OneBridge server and its components configured using the Monitor configuration tool. The Console interface is compatible with web browsers running on PCs as well as mobile devices. The following items provide an overview of the monitor interfaces.

Login

OneBridge Monitor Console is available only to authorized users. The administrator configures lists of groups allowed to access Console both with admin and help desk privileges.

Admin Mode: Users with admin privileges can monitor the status of OneBridge components, as well as start/stop individual components. This mode is ideal for administrators who need to remotely monitor/maintain the OneBridge Server.

Help desk mode: Users with help desk privileges can monitor the status of OneBridge components, as well as system health. These users cannot stop or restart OneBridge components. This mode is good for a support team member who just needs to monitor the status of OneBridge Server and its components.

Summary

The Summary page of the OneBridge Monitor Console displays the health of the OneBridge Server as well its components. The color codes for the legends used are displayed at the bottom of the page.

Summary: The Summary section displays overall system health along with overall status, average response time, and availability index.

Overall System Health / Status: These parameters display overall status of the OneBridge Server based on various parameters like the Live Connect test result of the monitor client and status of individual OneBridge components.

Average Response Time: This parameter indicates time to receive a test email by the monitor client from the time it was generated. The reported time is an average of the past 10 Live Connect tests. If Live Connect Monitoring is not enabled, a Not Available status will be displayed for this parameter.

Availability Index: Displays the time OneBridge Server is available to service client requests. Unscheduled downtime of OneBridge Sync Server will be reflected in this index.

System and Component Health Indicators

The overall system status is a combination of individual component test results as well as the system end-to-end Live Connect test results.

Overall System Health Status Results: Acquiring Status / Good / Not Working / Working with Issues / Monitor Stopped

Component Health Status Results: Acquiring Status / Good / Not Working / Working with Issues / Component Stopped / Monitor Stopped / Monitor Not Available / Monitor Not Authenticated

Component Information

The component page displays component health and status of OneBridge components along with the status of OneBridge Monitor for the component. It also plots performance monitor data of OneBridge parameters in a graph like number of active users, number of Live Connect users, number of sync sessions, and average session length.

Sync Server Component Counters

Active Users: Displays the number of users who currently have an active OneBridge session. This may include synchronization, file transfer, software install, etc.

Live Connect Users: Displays the total number of Live Connect users currently reachable. The numbers include both users whose devices are either Always-on or in Power Save mode.

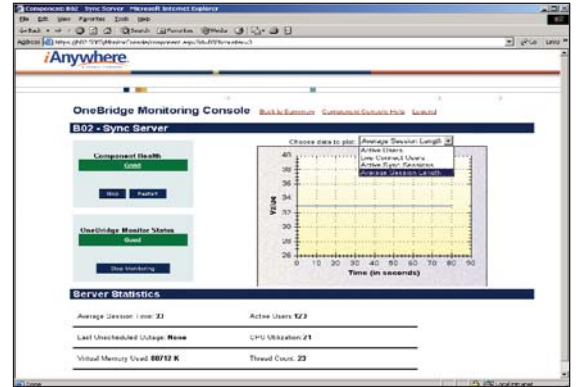
Active Sync Sessions: Displays the currently active sync sessions at the OneBridge Sync Server.

Average Session Length: Provides an average length of the last 10 sessions in seconds.

Adapter Component Counters

Adapter Queue Count: Indicates the number of adapter requests waiting in a queue to be serviced. The requests are queued up because the number of active adapter sessions has reached an optimal threshold value.

Adapter Session Count: Displays the number of Live Adapter Sessions that are in progress currently.

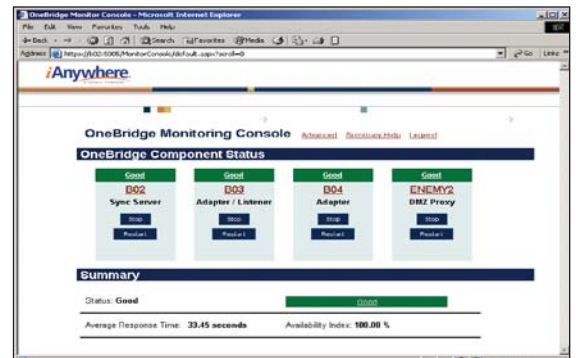


ADVANCED

Availability Index: The admin user can select the Reset button to reset the availability index timing. This option is not available to help desk users.

Master Monitor: The admin user can select the button to Start/Stop the monitoring of OneBridge Server. This option is not available to help desk users.

System Test: Select the Test button to perform various tests on all configured OneBridge components and display the results for each. This does not perform the Live Connect test.



REQUIREMENTS

- The credentials of an administrative user account, either local to each PC running a OneBridge component or trusted by each PC running a OneBridge component.
- The port that each OneBridge component is listening for connections on may be required to be entered. The default is 5001.
- A port that each Monitor Agent can listen on is required. The default port is 5003.
- A free port for the OneBridge Monitor Console to serve browser requests will be required. The default is 5005.
- An email account for notifications will be required to be entered.
- An SMTP (Simple Mail Transport Protocol) server name will be required to be entered for notifications.
- At minimum, an administrative user group for the Monitor PC is required to allow console for notifications.
- To monitor Live Connect functionality, an email test account must be setup prior to configuring OneBridge Monitor.

SYSTEM REQUIREMENTS

- Windows 2000 or Windows XP operating system required
- 512 MB of RAM required
- 20 MB of free disk space required

FEATURES

- Web-based console
 - Graphical representation of components and its status
 - Multi-user access using Windows
 - Authentication
 - Role-based access (Administrators & Help Desk users)
- Monitor tests
 - Service tests
 - Authentication tests
 - Listener tests
 - End-to-end sync and push tests
- OneBridge monitored components
 - OneBridge Sync Server
 - OneBridge DMZ Server
 - OneBridge Adapter
 - OneBridge Listener
 - OneBridge Monitor
 - Overall Sync and Push
- Notifications
 - NT Application event viewer logging
 - Email/SMS notifications
- Available restart capability
 - Service restart
 - Server reboot

OneBridge Monitoring Service is an add-on component and can be evaluated as part of a free 30-day evaluation of either one of these products.

- OneBridge Mobile Groupware: www.iAnywhere.com/getobmg
- OneBridge Mobile Data Suite: www.iAnywhere.com/getomds

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