ORACLE ENTERPRISE MANAGER 10^g SYSTEM MONITORING PLUG-IN FOR MICROSOFT COMMERCE SERVER

SYSTEM MONITORING PLUG-IN FOR MICROSOFT COMMERCE SERVER

GRID CONTROL DELIVERS A BREADTH OF MANAGEMENT PLUG-INS FOR COMPLETE MONITORING OF THE ORACLE GRID ENVIRONMENT

- Consolidate all of the information about your Oracle environment in the Grid Control Console
- Correlate availability and performance problems across entire set of IT components
- Enhance service modeling and perform comprehensive root cause analysis
- Increase operational efficiencies

SYSTEM MONITORING PLUG-IN FOR MICROSOFT COMMERCE SERVER DELIVERS:

- Out-of-box availability and performance monitoring
- Out-of-box reports for easier problem diagnosis, trend analysis and capacity planning.
- Advanced monitoring and event management features:
  - Blackouts
  - Corrective Actions
  - Notifications
  - User-defined Metrics
  - Monitoring Templates
  - Dashboards

The Enterprise Manager 10^g Grid Control System Monitoring Plug-in for Microsoft Commerce Server delivers comprehensive availability and performance information for Microsoft Commerce Server. By combining Microsoft Commerce Server monitoring with the richest and most comprehensive management of Oracle systems, Grid Control significantly reduces the cost and complexity of managing IT environments that have a mix of Microsoft and Oracle technologies. Administrators running applications on top of Oracle systems and Microsoft can now centralize all of the monitoring information in the Grid Control Console, model and view the complete topology of their applications, and perform comprehensive root cause analysis. Administrators managing Oracle and Microsoft Commerce Server can perform proactive monitoring, while consolidating all of the management information about their entire environment in the Grid Control Console.

Realize Immediate Value through Out-of-Box Availability and Performance Monitoring

The System Monitoring Plug-in for Microsoft Commerce Server automatically collects a comprehensive set of availability and performance metrics with pre-defined thresholds, immediately alerting administrators of any issues. This allows administrators to derive instant value, while giving them the flexibility to fine-tune thresholds according to their specific operational requirements. Some of the key areas of the 120 performance indicators being monitored include Commerce Server status, catalogs, pipelines, and user profile management.

In addition to real-time monitoring of performance metrics for Microsoft Commerce Server, Grid Control also stores the monitoring information in the management repository, thereby enabling administrators to analyze performance through various historical views (Last 24 Hours/ Last 7 Days/ Last 31 Days) and facilitating strategic tasks such as trend analysis and reporting.

To further aid administrators with critical tasks such as problem diagnosis, trend analysis and capacity planning, the System Monitoring Plug-in for Microsoft Commerce Server includes twelve out-of-box reports, summarizing key information about Commerce Server availability, performance, and resource consumption. These reports are easily accessible

from the Commerce Server Home page in the Grid Control Console and from the Information Publisher (Enterprise Manager's powerful reporting framework), enabling administrators to schedule, share, and customize reports to fit their operations needs.

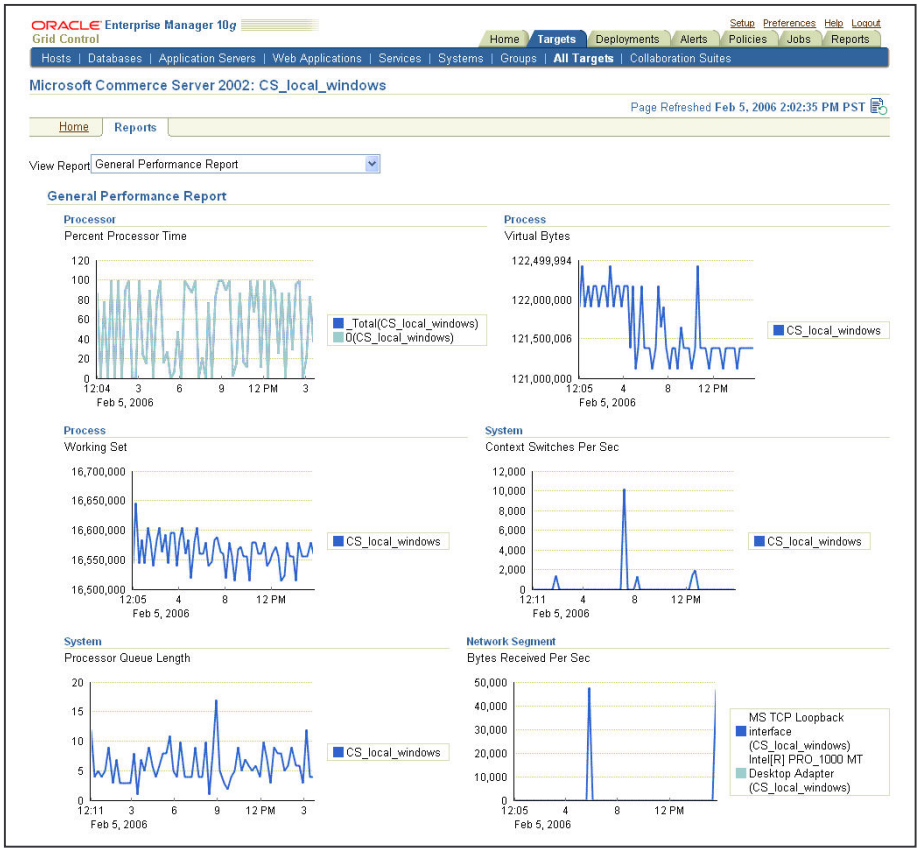

Figure 1. Microsoft Commerce Server General Performance report.

Apply Grid Control's Powerful Monitoring and Event Management Features to Microsoft Commerce Server

The System Monitoring Plug-in for Microsoft Commerce Server leverages Grid Control's powerful monitoring and event management features for Microsoft Commerce Server monitoring, thereby delivering a robust monitoring solution through automation, standardization and "manage many-as-one" approach. Key features include:

- **Blackout Periods**: prevent unnecessary alerts from being raised during scheduled maintenance operations, such as hardware upgrades.
- **Monitoring Templates**: simplify the task of standardizing monitoring settings across the entire Microsoft Commerce Server environment, by allowing administrators to specify the monitoring settings (metrics, thresholds, metric collection schedules and corrective actions) once and applying them to any number of Commerce Server instances.
- **User-defined Metrics**: allow administrators to collect and monitor parameters specific to their applications.
- **Corrective Actions**: ensure that routine responses to alerts are automatically

executed, thereby saving administrators time and ensuring problems are dealt with before they noticeably impact users.

- **Notification Rules, Methods and Schedules**: define when and how administrators should be notified about critical problems with their applications, ensuring quicker problem resolution.
- **Groups / Systems**: significantly simplify management of large numbers of components, allowing administrators to "manage many-as-one". By combining Commerce Server instances in groups, or including them in heterogeneous groups or systems, administrators can benefit from a wealth of group management features, such as ability to proactively monitor availability and alerts of all group members via the System Monitoring Dashboard.

Centralize All of the Monitoring Information in a Single Console

The System Monitoring Plug-in for Microsoft Commerce Server provides administrators managing Oracle systems and Microsoft Commerce Server with a consolidated view of the entire enterprise, enabling them to monitor and manage all of their components from a central place. Having such an integrated tool reduces the total cost of ownership by eliminating the need to manually compile critical information from several different tools, thus streamlining the correlation of availability and performance problems across the entire set of IT components. In addition, the System Monitoring Plug-in for Microsoft Commerce Server complements Grid Control's existing plug-in support for Windows systems (requires licensing of System Monitoring Plug-in for Hosts), providing administrators with more depth and greater ability to view Microsoft Commerce Server operations directly in the context of operating system activity.

Enhance Service Modeling and Perform Comprehensive Root Cause Analysis

Grid Control's Service Level Management functionality provides a comprehensive monitoring solution that helps IT organizations achieve high availability, performance, and optimized service levels for their business services. Administrators can monitor services from the end-users' perspective using service tests or synthetic transactions, model relationships between services and underlying IT components, diagnose root cause of service failure, and report on achieved service levels.
The System Monitoring Plug-in for Microsoft Commerce Server enables IT organizations running applications on top of Oracle and Microsoft to derive greater value from Grid Control's Service Level Management features in a number of ways:

- **Enhanced Service Modeling**: map relationships between services and the Commerce Server instances that they rely on.
- **Complete Service Topology:** include Microsoft Commerce Server instances as part of the topology view of a service.
- **Comprehensive Root Cause Analysis**: identify or exclude Microsoft Commerce Server as the root cause of service failure.

SYSTEM MONITORING PLUG-IN FOR MICROSOFT COMMERCE SERVER

The System Monitoring Plug-in for Microsoft Commerce Server is integrated with the following Oracle Management offerings:

- Management Packs for Database
  - Tuning Pack
  - Diagnostics Pack
  - Configuration Pack
  - Change Management Pack
- Management Packs for Application Server
  - Diagnostics Pack
  - Configuration Pack
- Stand Alone Management Packs
  - Service Level Management Pack
  - Configuration Management Pack for Non-Oracle Systems
  - Provisioning Pack
- Management Plug-ins
  - System Monitoring Plug-in for Hosts
  - System Monitoring Plug-in for Non-Oracle Databases
  - System Monitoring Plug-in for Non-Oracle Middleware
  - System Monitoring Plug-in for Network Devices
  - System Monitoring Plug-in for Storage

Management Connectors

Detailed information on these products can be located at http://www.oracle.com/enterprise_manager.

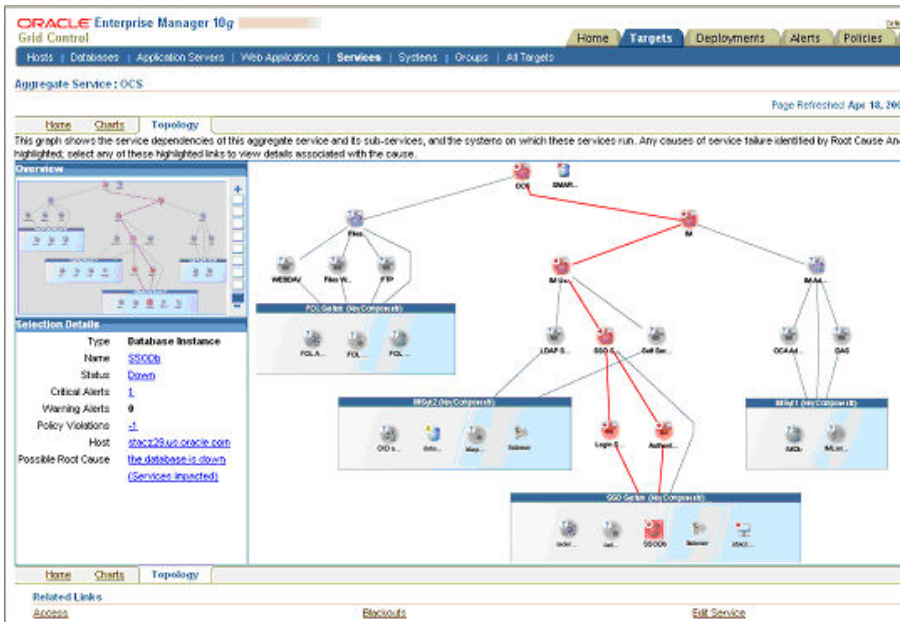

Figure 2. Shows service topology, with a visual indication of the root cause of service failure.

Oracle Grid Control Delivers Unparalleled Monitoring of the Oracle Grid Environment

Oracle Grid Control is simply the most complete and robust solution for managing Oracle environments, providing the richest and most comprehensive monitoring and management for the Oracle components – from Oracle Database instances to Oracle Real Application Clusters to Oracle Application Server Farms and Clusters. In addition, to support the wide variety of applications built on Oracle, Grid Control continues to expand its monitoring scope by offering management plug-ins for non-Oracle components, such as third-party databases, third-party middleware, storage, and network devices – thus providing Oracle customers a single integrated monitoring solution for any application built on Oracle.

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