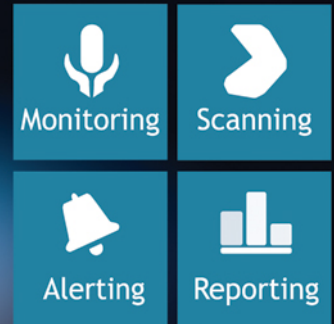


GSX Monitor & Analyzer

Streamline your business-critical messaging & collaboration environments



GSX Monitor & Analyzer

For BlackBerry Enterprise Server

GSX Monitor & Analyzer is a powerful and intuitive monitoring and reporting solution that enables administrators and IT managers to ensure the performance and availability of BlackBerry Enterprise Server, Microsoft Exchange, SharePoint and IBM applications. It provides real time monitoring from a single user interface enabling issues to be quickly identified.

Simulating a user you can accurately determine the level of service being delivered to your customers. Customizable alerts warn you when service levels reach predefined thresholds, so that remedial action can be taken before users experience a problem. Working in tandem with **GSX Analyzer** you can provide extensive analysis and reporting features to manage your Service Level Agreement (SLA) and gain valuable insights into the overall health of your infrastructure.

Product Highlights

- No agent required
- Monitor performance and availability of your BES servers with user simulation metrics
- Intuitive dashboard that provides an “at a glance” view of BES health
- Extensive analysis and reporting capabilities thanks to **GSX Analyzer**
- Historical metrics enable trending and forecasting

System Requirements

GSX Monitor:

- Windows Server 2003, 2008 and 2012
- Windows XP, Vista, 7 and 8
- 32 or 64 bit workstations
- RAM 4 GB
- CPU 2 GHz Multicore
- Disk Space 300 MB free - 800 MB page file (swap)
- Microsoft .NET Framework 2 and Microsoft .NET Framework 4 (Full) must be installed on the monitoring station

GSX Analyzer:

- Windows Server 2003 SP3 and 2008
- Windows XP, Vista and 7
- Internet Information Services (IIS) 5.1 and later. For IIS 7 & 7.5, GSX Analyzer requires the IIS 6 Metabase Compatibility Component
- Microsoft .NET Framework 4 needs to be installed
- Internet Explorer 7 or above; Mozilla Firefox 4.0 or above; Chrome
- Adobe Flash Player 10.2 or later

All Exchange Monitoring requirements are detailed on [GSX Support web site](#).

Download a free trial at www.gsx.com

Get real-time information on your BES environment

<p>Organize your administration and support desk</p>	<ul style="list-style-type: none"> • Real time view: Services, clusters, users errors, log file, SRP connection consolidated view - Use Web Enabler to create customized HTML profiles that display only the servers of your choice • Simple and powerful alerts system: Define availability and performance alerts for proactive incident management - Identify potential problems before service is impacted - Configure alerts based on your own Key Performance Indicators (KPI) • Easy maintenance: Weekly special maintenance scheduled, SNMP trap enables data consolidation into supervision tool and improves time to resolution
<p>Identify communication problem between users and servers</p>	<ul style="list-style-type: none"> • End to end test: Test the entire path from mail server to device and all the components in between • Proactive Mail Forwarding alert: Detect any mail server issue before it impacts the line of business • Carrier alerts: Receive alerts when a percentage of users lose service, identify the availability by carrier in term of percentage of contactable users, avoid false alerts with automatic correction for the percentage of devices turned off • SRP connection in real time: Detect any problem between your BES and the RIM server
<p>Highlight bottlenecks</p>	<ul style="list-style-type: none"> • Log file analysis, hung thread alerts: Check for error strings in your log file and creates critical or non-critical alerts, detects hung thread • Environmental Health: Create customizable reports that provide the full picture of the overall performance of your infrastructure against KPIs and SLAs • Problem resolution and prioritization: Highlight and target distressed servers to prioritize your actions • Performance troubleshooting graphs: Graph performance, volume, resources, URLs, applications, RAM and CPU usage by server • BlackBerry v5 failover support: Configure alerts for BES 5 high availability environments - Monitor failover and failback, receive an alert when running on the secondary server after the primary has been restored
<p>Manage performance for your critical users</p>	<ul style="list-style-type: none"> • Remote user management: Add, remove a user directly from the workstation, get status, errors and user configuration • Consolidated user view: View of BES features from user to server back to user (services status, SRP connection, message flow, carrier), zoom on key statistics and metrics for each user (built and export your top ten users statistics) • Critical users alerts: Be alerted in case of user configuration problems and unusual activity of user: status of the device, amount of email received and sent threshold, pending message per device
<p>Integration with global monitoring tool</p>	<ul style="list-style-type: none"> • Full integration with SCOM, Tivoli, BMC Patrol • Communicate incidents to your global monitoring tools automatically for centralized monitoring
<p>Automated reporting</p>	<ul style="list-style-type: none"> • Clear and comprehensive dashboard: Customizable instant view of your entire environment with graphs, gauges, alerts and availability • Generate your Trend Reports: Automatic or manual generation, compare your servers and see what happened over the past few days, weeks or months - Generate your capacity planning automatically • Use the built-in statistics to assess performance: Server Up\Down, Longest Downtime, Mail Forwarded, Mail Filtered, Licenses Used, Cluster Up\Down and more • Control your SLAs: Check the health of your servers and manage the correlation between the KPIs and SLAs - Pre-configured KPIs template against specific SLAs • Generate your report automatically: Automatic generation and delivery of highly customizable PDF and CSV reports



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For more information:

For more information on GSX Solutions, visit www.gsx.com, where our resource center contains FAQs, Case Studies, Podcasts, Whitepapers and Webinars.

You can also download a fully functional, 30-day evaluation copy of GSX Monitor, GSX Monitor & Analyzer, GSX Usage Metrics and GSX Server Guard.