Easily **Monitor the Availability & Performance** of Business-Critical Applications

Get alerts when problems occur, quickly identify root cause, and restore application performance levels to support your business, meet your users’ expectations and comply with Service Level Agreements (SLAs).

WhatsUp Gold APM is an add-on module for the award winning WhatsUp Gold family of IT monitoring solutions. It provides system administrators and application owners with the data they need to deliver application performance and availability. WhatsUp Gold APM features a library of turnkey application profiles to monitor Microsoft® and other commercial off-the-shelf applications, such as Oracle’s eBusiness Suite and Cisco’s Unified Communications Manager (CUCM). It also provides an intuitive application profile builder to monitor your in-house applications.

You can find a complete listing of “out-of-the-box” application profiles on the WhatsUp Gold Community portal at [https://community.whatsupgold.com/library/apm_profiles](https://community.whatsupgold.com/library/apm_profiles).

**MONITORING MICROSOFT APPLICATIONS**

If you are a Microsoft shop, you can easily monitor and manage the performance of popular Microsoft applications using WhatsUp Gold APM’s turnkey Application Profiles for Microsoft Exchange, SharePoint®, Dynamics, Lync®, SQL Server®, Internet Information Services (IIS), Active Directory®, and Hyper-V®. All profiles are developed following Microsoft’s monitoring best practices and specify how to monitor an application and what actions you can take when an application or a monitored component changes state.

**MONITORING IN-HOUSE APPLICATIONS**

The intuitive Application Profile Development Utility guides you through a simple process to quickly generate custom application profiles and modify existing profiles to meet your specific monitoring needs. If you need to monitor a critical application service or process, WhatsUp Gold APM discovers and presents a menu of all services and processes available on a target server. If you need to monitor detailed performance metrics, WhatsUp Gold APM MIB browser provides access to thousands of SNMP objects and the WMI library that contains thousands of Windows® performance metrics.

“WhatsUp Gold APM provides us with comprehensive monitoring of our networks, systems and applications together with alerting and historical reporting. We now monitor our applications and the network proactively, delivering optimal performance and preventing failures.”

- Philipp,
  Network and System Administrator
DELIVERING END USER PERFORMANCE AND SLA COMPLIANCE

WhatsUp Gold APM provides your IT team with unique capabilities so you can deliver the performance demanded by your users and meet the SLAs imposed by your business owners. The product provides an early warning when users are experiencing poor response times. It measures the end user experience using Ipswitch iMacros and iDrone software extensions. WhatsUp Gold APM records the mouse clicks in a browser transaction, creates monitoring scripts, and executes the scripts anywhere in your network to measure end-to-end response time.

ADVANCED STATE MONITORING

WhatsUp Gold APM supports multiple application states – up, warning, down, maintenance, and unknown - and it has the flexibility to set threshold values for each. For example, if memory utilization exceeds 80 percent, the application is in the warning state. If it then exceeds 90 percent, the application is in the down state. This provides you with early warning to proactively respond to performance problems before they affect the business. WhatsUp Gold APM also lets you define critical and non-critical components when monitoring an application. A critical component failure puts an application in the down state, impacting SLAs. A non-critical component puts the application in the warning state, with no impact on SLAs.

You can also define and monitor component dependencies and application-level dependencies with WhatsUp Gold APM. For example, SharePoint relies on IIS to serve up its web pages. If IIS is down, SharePoint is down. With WhatsUp Gold APM, you can configure IIS as a monitored component of SharePoint for alerting and reporting.

By managing thresholds, defining critical and non-critical components, creating critical component groups and application-level dependencies, you gain greater control over the definition and monitoring of application states and how SLAs are calculated. This eliminates false indictments on SLA failures.

ACTION POLICIES AND ALERTING

When a monitored component or application changes its state, you can create multi-step Action Policies. Action Policies can include issuing alerts via text or email, capturing events to a log file, or self-healing actions such as restarting an application service or initiating a PowerShell script. For example, when an application goes into a down state, you can specify an action path that immediately writes a log entry, kicks off an action script to reboot the system five minutes later, and sends an email notification ten minutes after that.

You can also define blackout policies for alerts and actions. For example, you can create an application specific blackout policy that suspends alerting on weekdays between 9 PM and 6 AM.

REPORTING

WhatsUp Gold APM provides a powerful and easy to use Application Performance Monitoring Dashboard, designed to help IT quickly identify the root cause of application performance problems and identify trends that can affect future performance.
- IT can assess the health of all applications with the *Current Status Dashboard*, then select an application for drill-down analysis.

- WhatsUp Gold APM also provides *Historical Status Reports* that IT can use to drill down and analyze application performance problems over a period of time. By drilling down to the component level, you can identify difficult-to-diagnose, intermittent performance problems such as memory leaks and URI cache failures.

- The *Component Summary Dashboard* provides a listing of all monitored components for an application, including bar charts that detail the percentage of time each application or component is in a specific state. This helps IT quickly spot chronic performance problems.

- The *State Change Log* keeps a running tally of all state changes at the application and component level, which IT can use to anticipate potential problems.

**UNIFIED MONITORING – APPLICATIONS, SERVERS, AND NETWORKS**

WhatsUp Gold APM provides a powerful and easy to use Application Performance Monitoring Dashboard, designed to help IT quickly identify the root cause of application performance problems and identify trends that can affect future performance.

**The WhatsUp Gold Suite of Integrated Products**

*Unified IT Monitoring from One Single View*

- **WhatsUp Gold Application Performance Monitor**
  Monitors, alerts, and reports on application health and performance.

- **Flow Monitor**
  Provides visibility into network traffic and bandwidth utilization.

- **WhatsConfigured**
  Automates configuration and change management for network devices.

- **WhatsVirtual**
  Monitors, alerts, and reports on your VMware environment.

- **VoIP Monitor**
  Monitors and reports Voice over IP network performance.

**NEXT STEP**

**Try WhatsUp Gold Free for 30 Days**

[www.whatsupgold.com/free-trial](http://www.whatsupgold.com/free-trial)

**ABOUT IPSWITCH**

Ipswitch helps solve complex IT problems with simple solutions. The company’s software is trusted by millions of people worldwide to transfer files between systems, business partners and customers; and to monitor networks, applications and servers. Ipswitch was founded in 1991 and is based in Lexington, Massachusetts with offices throughout the U.S., Europe and Asia. For more information, visit www.ipswitch.com.

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