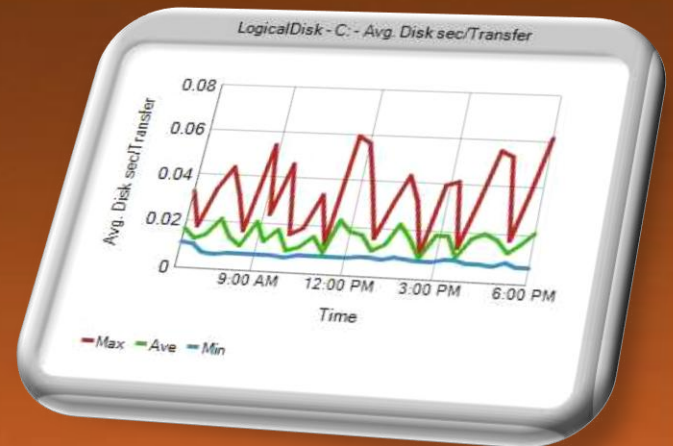


bluvo > Ratingen, den 22.04.2010

bluvo Service-Center

Proaktive Überwachung Ihrer IT-Infrastruktur



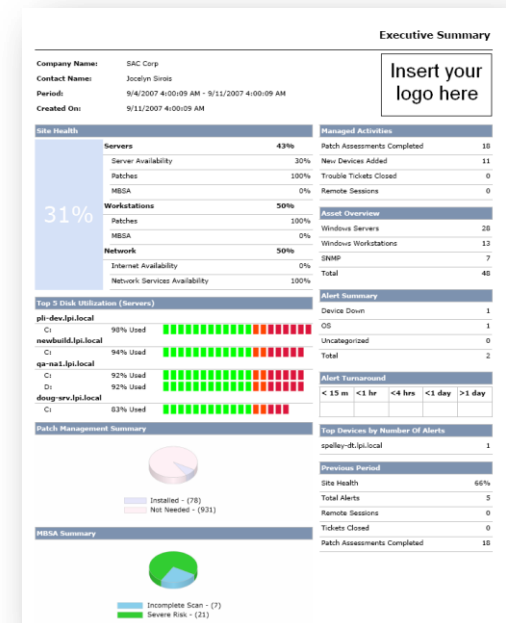
Wir bieten Service, der Klarheit verschafft



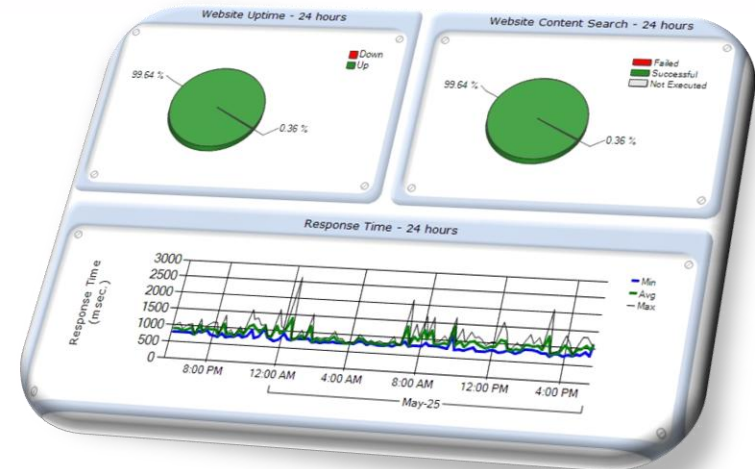
- **Wie kann man die Leistungsfähigkeit Ihrer IT-Infrastruktur in ihrer Gesamtheit**

- **messen,**
- **dokumentieren,**
- **analysieren**
- **und somit auch systematisch verbessern?**

- **Ganz einfach:
Mit dem bluvo Service-Center, einer ausgefeilten IT-Lösung, mit der wir Ihnen eine optimal begleitende Unterstützung Ihrer kompletten IT-Infrastruktur anbieten können – und das zu jeder Zeit und zwar sofort!**



- **Komplette Inventarisierung Ihrer gesamten IT-Infrastruktur (angefangen von einzelnen Applikationen bis hin zum kleinsten Netzwerkdrucker).**
- **Detaillierter Überblick über den Ist-Stand sowie möglicher nötiger Optimierungsbedarf ohne Zeitverzug.**
- **Sekundenschnelle Alarmierung bei aufkommenden Fehlern sowie zeitnahe Reaktionsmöglichkeiten.**
- **Umfassendes Berichtswesen bis ins kleinste Detail über Auslastung, Verfügbarkeit, (Netzwerk-)Dienste etc. mit Definition eigener Mess- und Schwellwerte.**



- **Proaktive Überwachung (24 * 7)**
- **Alarmierung und Eskalation**
- **Remote Zugriff**
- **Automatisierung per Scripting**
- **Patch Management**
- **Umfangreiche Auswertungen**
- **HW & Software-Inventarisierung**
- **Problem Diagnose**
- **Sicherer Zugang per Web-Access**

24 x 7 Überwachung und Alarmierung



Central Dashboard

Sites and Groups	Devices	Websites	Tickets											Total Alerts	
				(Uncategorisiert)	Application	Device Down	Hardware	Intel® vPro™	Network	OS	Printer	Security	Services		Telephony
⊕ Managed ...	52	N/A	3	0	0	1	1	0	0	26	0	0	0	0	28
⊕ Managed D...	20	N/A	0	0	0	0	0	0	0	1	0	2	0	0	3
⊕ xp pro	32	N/A	0	0	0	0	0	2	0	1	0	0	0	0	3
⊕ Outsource ...	0	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
⊕ VOIP Syst...	0	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
⊖ First Financial Inc	95	3	20	0	0	1	1	2	2	28	0	2	0	0	36
▶ Windows 2003 Servers	54	N/A	4	0	0	1	1	0	0	27	0	0	0	0	29
▶ Intel vPro	2	N/A	0	0	0	0	0	2	0	0	0	0	0	0	2
▶ Routers and Switches	2	N/A	1	0	0	0	0	0	2	0	0	0	0	0	2
▶ Windows Vista	1	N/A	0	0	0	0	0	0	0	0	0	2	0	0	2
▶ Windows XP	27	N/A	0	0	0	0	0	2	0	0	0	0	0	0	2
▶ Backup Server	1	N/A	0	0	0	0	0	0	0	1	0	0	0	0	1
▶ Domain Controller	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
▶ Linux Servers	1	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
▶ Printers	2	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0
⊕ Acme Inc	4	0	0	0	0	1	0	0	0	0	3	0	0	0	4



**Berichte zur Übersicht
der Verfügbarkeit und
Auslastung**

Alle Systeme, deren Status und Alarmmeldungen auf einen Blick

Monitoring – alle Geräte auf einen Blick



Devices



Browse By: Site Service Group Site: Site Group:

Devices: 109 (8/101) IP Addresses: 109 (8/101) WMI Enabled: 99 SNMP Enabled: 23 Excluded Devices

Status	Device Name/Alias	IP Address	Description	Up/Dn (hrs.)	WMI	SNMP	Alerts
(All)	(All)	(All)	(All)	(All)	(All)	(All)	(All)
↓	emma-vm2	10.0.0.178	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	21.4	×	×	1
↓	bsingh-2k3vm.lpi.local	10.0.0.64	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	23.4	✓	×	1
↓	brickert-lt.lpi.local	10.0.0.169	Microsoft Windows XP Professional	21.3	✓	×	0
↓	trodneym-vm2.lpi.local	10.0.0.61	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	97.1	✓	×	1
↓	Virtual machine 1	10.0.0.93	Microsoft Windows XP Professional	0.1	✓	×	0
↓	trodneym-vm1.lpi.local	10.0.0.150	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	93.9	×	×	1
↓	bsingh-vmvista	10.0.0.165	Microsoft® Windows Vista™ Business	4.5	✓	×	0
↓	ssweeney-lt7.lpi.local	10.0.0.147	Microsoft Windows XP Professional	92.6	✓	×	0
↑	rfalls-dt.lpi.local	10.0.0.41	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	1325.7	✓	×	0
↑	sazzam-test.lpi.local	10.0.0.140	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	74.9	✓	×	0
↑	Lance's Server in server room #4	10.0.0.128	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	126.0	✓	✓	0
↑	gpsrv.lpi.local	10.0.1.244	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	348.3	✓	×	0
↑	sazzam-dev.lpi.local	10.0.0.141	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	70.1	✓	×	6
↑	techamt.lpi.local	10.0.0.56	Microsoft Windows XP Professional	715.1	✓	✓	0
↑	Rodney Server in server room	10.0.0.18	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	25.3	✓	✓	0
↑	Ping	10.0.0.120	Microsoft Windows 2000 Advanced Server	125.0	✓	✓	0

Inventarisierung der Geräte und Software



Device Management

Site: Device:

Information Alerts Jobs Remote

Discovered Name: **rmacarthur-dt.lpi.local (10.0.0.173)**
 Alias (User Defined): Robs Workstation <<Edit>>
 Group(s): **Windows 2003 Servers, Windows 2003** <<Add to Group>> <<Remove Group>>
 Template(s): **Microsoft Windows XP Professional SP2** <<Apply Template>> <<Remove Template>>

Hardware Software Windows Events Performance Counters Windows Services Network Services MBSA Attributes

System Name: **RMACARTHUR-DT** Manufacturer: **System manufacturer** Model: **System Product Name**
 Physical Memory (MB): **1015** Domain Role: **Member Server**

CPUs

CPU	Version	Clock Speed
Intel(R) Core(TM)2 CPU 4400 @ 2.00GHz	Model 15, Stepping 2	2.0 GHz
Intel(R) Core(TM)2 CPU 4400 @ 2.00GHz	Model 15, Stepping 2	2.0 GHz

Disk Drives

Drive	Capacity (MB)	Used (MB)	Free (MB)
C:	40,006	12,594	27,412
E:	36,311	68	36,243

Network Cards

Name	MAC Address
WAN Miniport (PPTP)	50:50:54:50:30:30
WAN Miniport (PPPOE)	33:50:6F:45:30:30
Atheros L1 Gigabit Ethernet 10/100/1000Base-T Controller	00:18:F3:16:CF:BA

Device Hardware Summary

Device Name: Intel7 Operating System: Microsoft Windows XP Professional
 Manufacturer: To be Fixed by OEM OS Version: 5.1.2600
 Model: To be Fixed by OEM Service Pack: 2.0
 Product: 02000002-0100-00-173000 IP Address(es): 10.0.0.173
 Created On: 1/17/2008 10:18:42 AM

Hardware Assets

Category	Manufacturer	Model	Clock Speed
GPU	ATI	Radeon X1300	2000MHz
RAM	RAM	RAM	RAM
Hard Disk	Hitachi	HDT721616DLA	5400 RPM
CD Drive	Hitachi	HDS721616DLA	5400 RPM

Detaillierte Übersicht nach Gerät oder Komponentenart

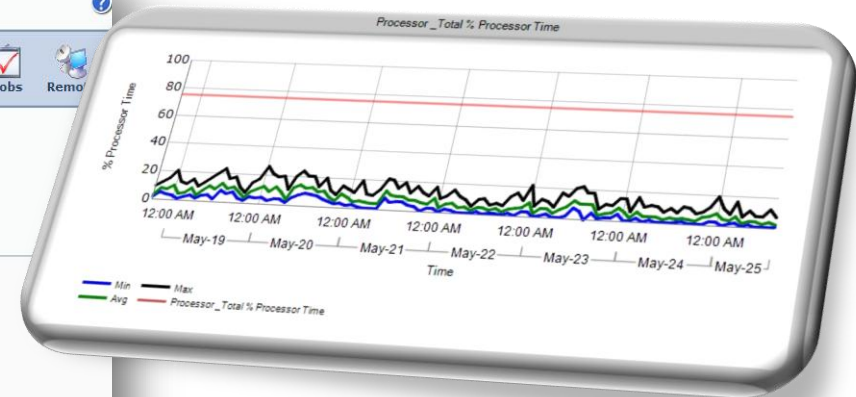
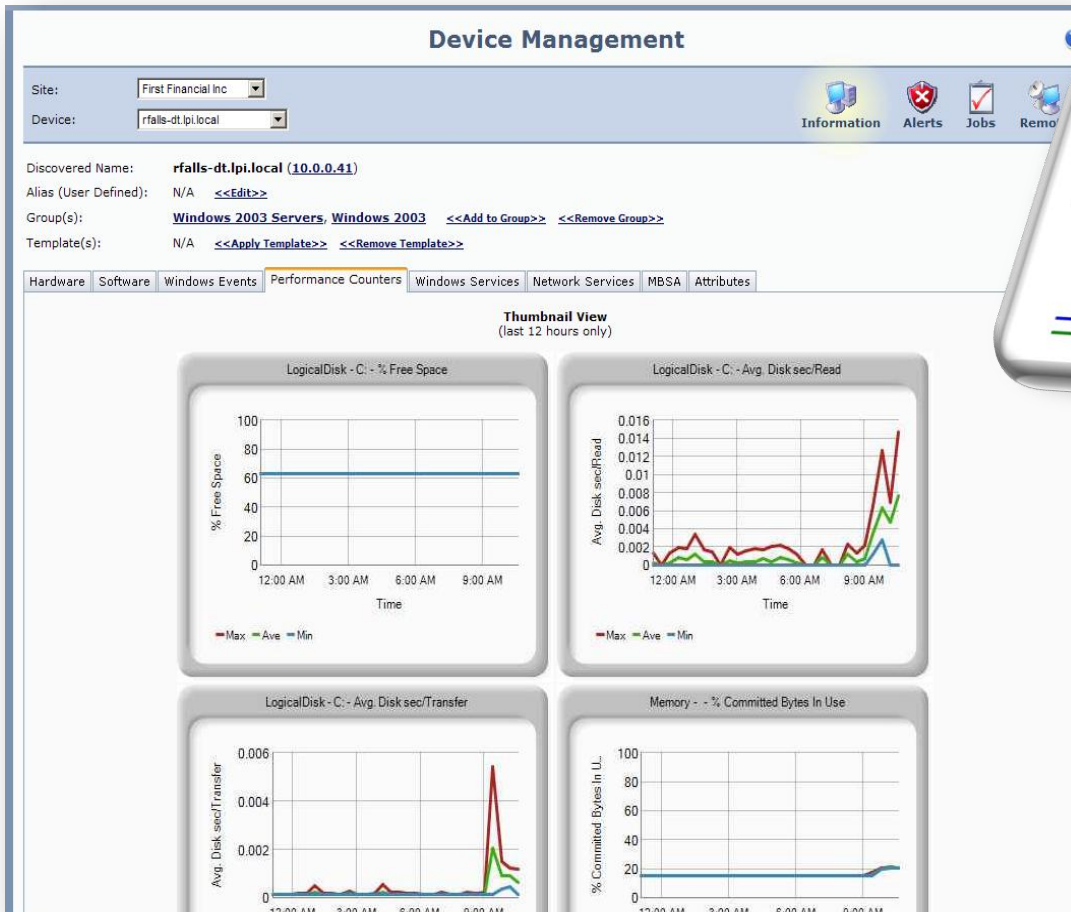
Product: **Microsoft(R) Windows(R) Server 2003 Standard Edition**
 Version: **5.2.3790**
 Service Pack: **2.0**
 Serial Number: **69831-640-2368261-45848**

Installed Software

Software Name
Adobe PDF Filter 6.0
DHCATI Display Driver
CA BrightStor ARCserve Backup
CA BrightStor ARCserve Backup Diagnostic Utilities
CA eTrust Antivirus
CA Licensing
License

Umfangreiche Details zu jedem Gerät

Proaktive Messung, Kennzahl-Analyse



- **Regelmäßige Messung von relevanten Kennzahlen**
- **Darstellung von Langzeittrends zur Analyse und Planung**
- **Vordefinierte Schwellwerte zur Erkennung von möglichen Engpässen**

Übersicht aller Alarmmeldungen



Alerts



[Show filter](#)

Total Alerts: 24

[Clear all alerts](#)

Alert Category	Device / Website	Time Of Alert	Alert Configuration	Ticket	ConnectWise	
<input checked="" type="checkbox"/> OS - Performance Counters	elai-dt.lpi.local	10/16/2007 2:34:30 PM	Memory Available MBytes	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Performance Counters	sazzam-dev.lpi.local	10/16/2007 2:33:27 PM	PhysicalDisk % Disk Time	<Create>	None	✗

Performance Counter Alert :: OS - Performance Counters

[Remote Control](#)

Category: PhysicalDisk **Instance:** _Total **Counter:** % Disk Time
Threshold: 60 **Number of data points:** 1 **Direction:** Above

<input checked="" type="checkbox"/> OS - System Events	sazzam-dev.lpi.local	10/16/2007 2:31:48 PM	Service Or Driver Failed To Start Alert	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Performance Counters	mlevac-srv.lpi.local	10/16/2007 1:45:30 PM	Memory Available MBytes	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Performance Counters	raluca-dt.lpi.local	10/16/2007 1:40:13 PM	Paging File _Total % Usage	<Create>	None	✗
<input checked="" type="checkbox"/> OS - System Events	Backup Server	10/16/2007 12:34:38 PM	Service Or Driver Failed To Start Alert	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Performance Counters	liliaroum-dt1.lpi.local	10/16/2007 12:25:39 PM	Processor _Total % Processor Time	<Create>	None	✗
<input checked="" type="checkbox"/> OS - System Events	vkiricenko-dev.lpi.local	10/16/2007 11:33:28 AM	Service Or Driver Failed To Start Alert	<Create>	None	✗
<input checked="" type="checkbox"/> OS - System Events	jhamilton-lt.lpi.local	10/16/2007 9:08:35 AM	A Service or Driver Failed To Start Alert	<Create>	None	✗
<input checked="" type="checkbox"/> OS - System Events	stroster-lt.lpi.local	10/16/2007 9:08:31 AM	A Service or Driver Failed To Start Alert	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Security Events	cmcrae-dt.lpi.local	10/15/2007 7:11:35 PM	Account Locked Out	<Create>	None	✗
<input checked="" type="checkbox"/> OS - System Events	ghenderson-lt.lpi.local	10/15/2007 5:38:54 PM	A Service or Driver Failed To Start Alert	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Security Events	kloney-dt.lpi.local	10/15/2007 4:11:21 PM	Account Locked Out	<Create>	None	✗
<input checked="" type="checkbox"/> OS - Security Events	sazzam-dev.lpi.local	10/15/2007 4:06:57 PM	Logon and logoff Alert	<Create>	None	✗

Umfangreiches Berichtswesen



- Executive Summary
- Website Monitoring
- Windows Server Health
- Site Performance
- Patch Status Detail
- Site Health
- Server Health
- MBSA and Patch Summary
- Asset Inventory
- Device Performance
- Site Performance
- Website Performance

The collage displays various reporting dashboards from the bluvo system, including:

- Website Monitoring:** Shows a green status indicator and a line graph.
- Work Completed Summary:** A table listing tasks with columns for Category, Device, and Time.
- Site Software Assets:** A table listing software versions and counts.
- Device Security (MBSA - Patch Management - Events):** A detailed view of a device's patch status, including device name, operating system, and patch details.
- Patch Status (Device):** A pie chart showing the distribution of patch levels.
- Site Hardware Summary:** A table listing hardware components and their counts.
- Windows Server 1:** A dashboard showing server health metrics, including CPU usage, memory usage, and disk usage.
- Executive Summary:** A high-level overview dashboard with a large '31%' indicator and a table of key metrics.
- MBSA Summary:** A pie chart showing the distribution of patch levels.

bluvo > Ratingen, den 22.04.2010

Vielen Dank

... für Ihre Aufmerksamkeit!