CA Unified Infrastructure Management for Exchange

At a Glance

CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor) for Exchange provides a comprehensive solution for improving the end-user experience by giving you a complete 360 degree of business critical services. It monitors the application response time at the desktop in addition to monitoring the performance and availability of the entire IT infrastructure. All CA UIM information is correlated to business service dashboards and measured against pre-defined service level agreements (SLA) to warn you against SLA threatening conditions.

Key Benefits/Results

- **Unified visibility.** Improved network availability and performance though a single, unified platform that allows you to monitor and control your entire IT environment, both inside and outside the data center.

- **Ease-of-use.** Our "plug and play" probe architecture allows for on-demand delivery of monitoring services.

- **Speed time-to-value.** Customers can install CA UIM and deploy monitoring to more than 100 servers in less than three minutes.

- **Reduce cost and complexity.** Eliminates the cost and complexity of maintaining multiple platforms

Key Features

- Client and server-based Microsoft Exchange monitoring

- Monitoring for key system and Microsoft Exchange application components

- End user email response time monitoring

- Trend reporting for Exchange server performance and resource utilization

- Automatic creation of Microsoft Exchange performance dashboards for each server Web-based Microsoft Exchange performance monitoring, trend and SLA reporting

Business Challenges

The explosive growth of instant communication has made Microsoft Exchange Server applications mission critical. Organizations must overcome inertia and deliver results by adapting to a collaborative, perpetual workforce driven by changing user behavior. Staying ahead of any potential infrastructure issue and ensuring optimal infrastructure performance and data availability is needed for success. Meeting this objective requires IT management capabilities that deliver agility, speed and efficiency.

Solution Overview

CA UIM for Exchange provides easy-to-use, comprehensive monitoring of a Microsoft Exchange environment, without requiring the user to be an Exchange expert. The solution monitors, collects and analyzes key Exchange components, including services and events, processes, the Message Transfer Agent (MTA), the Information Store, SMTP and more. Real-time dashboards are automatically generated for each Exchange Server, enabling you to drill down to view detailed status and historical performance data.

CA UIM tracks end user email response time using an Outlook client. The solution sends email through the Microsoft Exchange environment and monitors the average send/receive and round-trip response time. The solution can run from various geographical locations to provide end user experience monitoring from multiple vantage points.

Critical Differentiators

CA UIM uses a Message Bus Architecture as a core element that is streamlined, comprehensive and efficient. It enables all monitoring components to communicate with each other, without direct program-to-program connections and acts as an abstraction layer between the core system and the monitoring probes. This leads to significant improvements in reliability, scalability and development agility.

Out-of-the-box monitoring:

Message Transfer Agent (MTA)

- Average queue time(s)—Average seconds messages are queued before they are sent

- Messages/second—Number of inbound/outbound messages being processed

- Total queue length—Number of messages in the queue

- Total queue length for each work queue

Information Store (IS)

▪ User count—Number of IS users

▪ Average delivery time for the last 10 messages, both mailbox and public

▪ Open folders/second—Monitors number of open folders per second, both mailbox and public

▪ Message opens/second—Monitors how often users are opening messages, both mailbox and public

▪ Send and receive queue size—Total messages outbound and inbound, both mailbox and public, from the IS to the MTA

SMTP

▪ Local and remote queue length—Monitors total messages in the queue(s)

▪ Messages delivered/received per second

Server

▪ Memory—Available bytes (MB), pool non-paged bytes (MB), virtual bytes, pages per second, page faults per second, VM largest block size

▪ CPU and processes—Percent processor time (total), STORE.EXE, INETINFO, SYSTEM, MAD.EXE, EMSMTA.EXE and LSASS.EXE
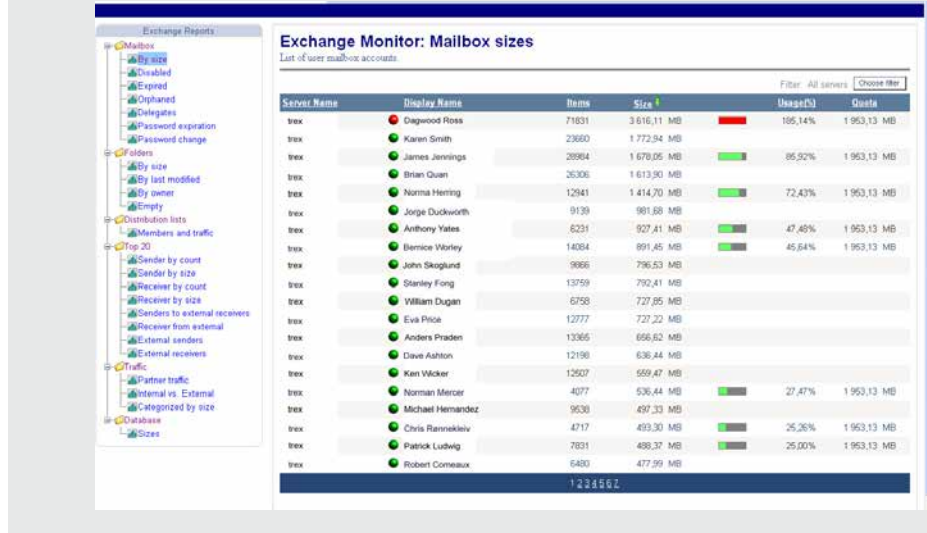
Services

▪ System attendant, Information Store, MTA stacks, routing engine, SMTP

Disk

▪ Average total queue length, average disk read/write queue length, average disk read/write (sec), average disk bytes (transfer), percent disk time

CA UIM provides comprehensive monitoring coverage.

Network

▪ Current bandwidth, bytes total (sec), bytes sent/received (sec), bytes total (sec) and network errors (sec)

Event log

▪ Monitors all Microsoft Exchange events and notifies accordingly

▪ Internet protocols monitored

▪ POP, SMTP and IMAP

CA UIM for Exchange generates alerts:

▪ When not able to send to a designate user/mailbox

▪ On send/receive timeout conditions

▪ Upon receipt of 'lost email message' (i.e. messages sent, but never returned)

▪ For critical Microsoft Exchange events in the application log

Additional alert monitoring and performance reporting support for:

▪ Send, receive, round-trip response times

▪ Send, receive success/failure

▪ Microsoft Exchange mailbox and folder sizes

▪ Disk, database capacity

▪ Number of mailboxes per server, mailbox limit

▪ Mail queue performance

▪ Mail traffic analysis—mail count and size

Customizable alert messages and flexible alert notification (i.e. cell, SMS, pager, email and more).

For more information, please visit **ca.com/uim**