

Enterprise SNMP Adapter

View and Analyze Keynote Performance Alerts from Your Enterprise Management System

The Keynote SNMP Adapter integrates our rich Web performance test & measurement information into your existing enterprise management console—allowing you to view Application Perspective[®], Transaction Perspective[®], and Red Alert[®] performance and availability alerts from a single console.

Integrate Keynote Data into Your Existing Enterprise Console

The Keynote Enterprise SNMP Adapter is a secure, reliable and flexible way of integrating our industry-leading Web Performance Test & Measurement data into Enterprise Management Systems, including:

- HP OpenView
- CA Unicenter
- IBM Tivoli T/EC
- NetIQ AppManager
- Virtually any SNMP compliant system

A Single View into Web Performance Data

The Keynote Enterprise SNMP Adapter integrates Keynote's Internet performance measurement data into your enterprise management console. The SNMP Adapter transforms rich Keynote alerts into SNMP traps and feeds them to any console capable of receiving these traps with a configurable port/host setting.

Our SNMP Adapter enables you to:

- Pinpoint performance problems for Web applications on both sides of the firewall
- Proactively manage internal and external Web performance and
- Display Web performance alerts on a single console

Our SNMP Adapter allows you to monitor and ensure the performance of any e-business application—including business-critical supply chain, eCRM, enterprise resource planning, business intelligence, and asset management applications, as well as the performance of Web portals, and applications running across

VPNs and extranets.

With our SNMP Adapter, you have the flexibility of integrating Keynote alerts with rich diagnostic details into any system console including CA Unicenter, HP OpenView, IBM Tivoli T/EC and NetIQ AppManager.

How the Enterprise SNMP Adapter works

The Keynote SNMP Adapter resides on a 1RU plug-and-play hardware appliance that resides at the customer premise. It retrieves performance events periodically from the Keynote datacenter and sends them to your management console.

More specifically, the Keynote SNMP Adapter has the following characteristics:

- Resides on your network, behind the firewall
- Polls the Keynote Enterprise Server every minute to ask for any new alerts processed and generated by Keynote measurement computers
- Receives these alerts in XML format over a secure HTTPS/SSL connection

Benefits

Hassle-free installation

There is no software to install and no upgrades are required. The SNMP Adapter is an appliance that resides on your network.

Secure

Keynote uses only an outbound port (443) to retrieve performance events from the Keynote datacenter.

Flexible

Once inside your firewall, the SNMP Adapter uses a configurable port/host setting to transform XML alerts into SNMP traps and feeds them to any EMS or application capable of receiving SNMP events.

Reliable

Unlike email (SMTP) alerts that are susceptible to delivery problems, the SNMP Adapter verifies alerts have been received and notifies your console if it is unable to reach the Keynote data center.

(requires only the outbound SSL port 443 be open)

- Transforms these XML alerts into SNMP Traps and feeds them to any system capable of receiving SNMP Traps
- Supports Internet Standard MIB II

Security

The SNMP Adapter appliance resides on your network and communicates with the Keynote server on an ongoing basis (using an industry-standard XML format) to obtain performance and availability alerts.

Keynote alerts are relayed across the firewall using only outgoing requests over standard and secure HTTPS, therefore the SNMP Adapter presents no security threat to your Enterprise.

These two fundamental and universally accepted methodologies are used to ensure there will be no problem with even the most vigilant security policy and that special configuration of your firewalls will not be necessary.

Works with Major Enterprise Management System Software

Integrating Keynote performance data and events into your Enterprise Management System, helps you:

- Pinpoint performance issues on both sides of the firewall,
- Manage end-to-end performance and
- Consolidate alerts into a single console for faster trouble ticketing, tracking and resolution.

CA Unicenter TNG

The Keynote SNMP Adapter for CA Unicenter is a secure, "ca smart" certified way of integrating mission-critical performance and availability data into your CA Unicenter TNG console.

HP OpenView

The Keynote SNMP adapter for HP OpenView works with HP OpenView and integrates into HP OpenView Transaction Analyzer for detailed root cause diagnostics using Keynote Application Perspective.

IBM Tivoli Enterprise Console 3.7.1

The Keynote SNMP Adapter for IBM Tivoli has been certified "Ready for Tivoli" for its seamless integration of Keynote Red Alert, Application Perspective and Transaction Perspective alarms into the IBM Tivoli Enterprise Console.

NetIQ AppManager

The Keynote SNMP adapter for NetIQ AppManager has been developed with NetIQ to support NetIQ AppManager. The Keynote NetIQ Adapter uses a Keynote specific knowledge script to collect alarms from Red Alert, Application Perspective and Transaction Perspective and integrates them into NetIQ App Manager.

KEYNOTE MyKeynote
 The Mobile & Internet Performance Authority. Welcome, knprod of Keynote Production [Log out] Time: 06/08/2007 14:58 (PDT) [Help]

Start Measure Alarm Diagnose Reports Admin
 Summary Configure Format Maintenance Alarm Log Baseline

ALARM: CONFIGURE

Edit parameters for your Alarms.

Edit options for Alarm alias: ApP - KSC Availability - ApP Lite 10 - KSC_availability_US10

Alert Address Configuration

Alarm Alias: KSC_availability_US10
 Send Warning Alert To: [text] Enable Warning Alert
 Send Critical Alert To: unixadmins@keynote.com

Time Zone Configuration

Time Zone: [GMT-12:00] Eniwetok, Kwajelein

Performance Alarm Configuration

Performance Alarms Enabled
 Warning Performance Threshold: 8 Seconds
 Critical Performance Threshold: 12 Seconds
 Component: Total Measurement Time

Notification Management (for Performance Alarms)

of Alerts per Severity Level: 2
 Set Alarm Escalation: Notify again in 30 minutes
 Send Escalated Alert To: [text] Enable Site OK Alerts

Availability Alarm Configuration

Availability Alarms Enabled
 Warning Availability Threshold: 80%
 Critical Availability Threshold: 70%

Notification Management (for Availability Alarms)

of Alerts per Severity Level: 2
 Set Alarm Escalation: Notify again in 30 minutes
 Send Escalated Alert To: [text] Enable Site OK Alerts

General Options

Page Sequence: Total
 Alarm based on last: 30 Minutes
 Content Errors Count as Page Errors:
 Maintenance Windows: None
 Wednesday at 6 PM - Pacific Time for 3
 Select Email Format: No url
 Enable State Management:

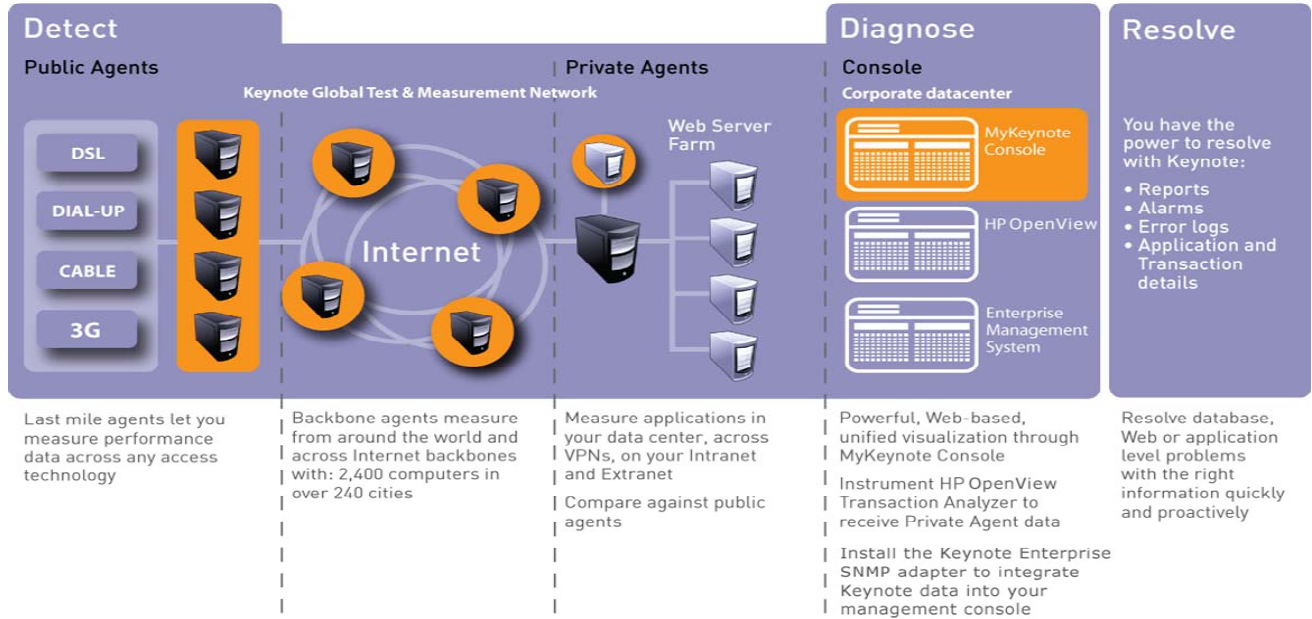
Geography Configuration

Alert based on City
 Alert when: 4
 Cities meet thresholds: [list]
 Include data from Cities: [list]

Alert based on Agent
 Alert when: 4
 Agents meet thresholds: [list]
 Include data from Agents: [list]

You can set your SNMP Adapter alarm thresholds in MyKeynote—the visualization, analysis, and administrative portal where Keynote customers can view, graph, and analyze Keynote data.

Detect, Diagnose and Resolve — In Real-time



About Keynote

Keynote Systems (NASDAQ "KEYN") is the global test and measurement company for mobile communications and online business performance. As an independent and trusted third-party, Keynote provides IT and marketing executives with an unbiased view into their on-line business from around the world. For over a decade, we have been providing measurement data and testing capabilities that allow companies to understand and improve their customer's online and mobile experience.

A Typical Customer Installation of the Keynote SNMP Enterprise Adapter also includes:

Public Agents

Choose from more than 240 representative end-user locations around the world

Private Agents

A high-frequency inside the firewall monitoring up to 4,000 page views/hour with fast provisioning for troubleshooting transactions

MyKeynote Console

Real-time operational console for drill-down, root cause analysis, and validation.

Performance Scoreboard

A unified console for monitoring critical application and transaction measurements and diagnosing performance issues using dynamic thresholding & advanced reporting

Application Perspective and Transaction Perspective Products

Uses emulated or real browsers to measure and diagnose Web application and transaction performance and availability issues.