



**TOPPER FOR WINDOWS SERVERS, EMAIL, BLACKBERRY & IP
REAL-TIME MONITORING, SERVICE DELIVERY REPORTING
WITH NO LOCAL AGENTS**

Email always backs up when you least expect it... internet connectivity crashes, a server stops responding, a Blackberry device doesn't connect... and you are always the last to know.

If you need to know that mail is flowing properly, implement End-To-End Server delivery monitoring using TOPPER. It monitors real-time flow between internal email servers, Blackberry devices and connections to the Internet. If a link slows or stops, TOPPER tells you!

Customers Include:

- IBM
- Lucent Technologies
- Seagate Technologies
- MCI
- Pension Benefit Guarantee Corp
- US Army
- Met Life

The TOPPER software system combines proactive testing and passive monitoring of Messaging Systems, IP-based Services, and Windows Server Networks to help ensure high availability and service level compliance without the need for agents on the monitored servers. TOPPER provides an intuitive user interface that reflects the current status of your network highlighting potential trouble spots so you can take action before users are impacted. Topper's early warning system helps speed up problem resolution and in most cases, problems can be resolved before any impact is noticed by users. TOPPER is easy-to install and requires no agent software to be installed on the computers being monitored. Service Level Management statistics are produced to demonstrate to users and management the quality of service provided.

Element	Start Time	Elapsed	Description
Blackberry Server	03/28 20:53:18	00:00:12	BES02 Server
Boston Email	03/28 20:53:14	00:00:16	Boston1 Server
Brussels	03/21 13:34:49	7 07:18:41	Brussels02 Server
DNS Lookup	03/28 20:53:08	1.829	re-soft.com at ns19a.nameservers.net (dns)
http://www.messagingcomp	03/28 20:53:10	00:00:02	http://www.messagingcompliance.com (http) 14477 bytes
http://www.re-soft.com	03/28 20:53:14	00:00:03	http://www.re-soft.com/activesync (http) 45557 bytes
London EMail	03/28 20:53:19	00:00:11	London03 Server
New York Email	03/21 14:47:17	7 06:06:13	NYC01 Server
Paris Email	03/28 20:53:18	00:00:12	Paris04 Server
SMTTP Test	03/20 15:13:17	00:00:01	re-soft.com (port pop3)
SMTTP Test	03/28 20:53:08	00:00:01	re-soft.com (port pop3)

The TOPPER product family includes 4 distinct products all of which share a common management framework which includes configuration and testing, graphical display, alert notification and reporting. Each of the products are sold and priced separately, however, by combining features in various modules you may also create a customized version of TOPPER specific to your needs.

- TOPPER for Messaging Management (Email probing, Heartbeat Testing)
- TOPPER for IP Management
- TOPPER for Windows Server Management
- TOPPER for Exchange Management

The Topper architecture consists of five major components that are shared across the 4 Products

Configuration and Testing component - provides easy to use wizards for defining Topper's custom user display, the actual testing to be performed and the parameters to be used in generating Alerts.

More Information:
www.re-soft.com/topper

System Requirements:

- Windows 2000, XP or above
- For Lotus integration: Lotus Notes client and connection to a Lotus Domino Server
- For Microsoft Exchange integration: Outlook 2000 or above and connection to an Exchange mailbox

Graphical Display component - displays a portrayal of your network and the actual status of each component, color coded to indicate the presence and severity of any error conditions uncovered by Topper's testing.

Notification Component - controls the type and frequency of alerting to use when error conditions occur. This can include Alpha or numeric pages, e-mail, SNMP traps or execution of external objects.

Reporting Component - provides customizable reporting of events, configuration information, average delivery time, server performance management and service level compliance. A raw data export capability is also provided so that custom reports can be developed using other reporting and analysis tools.

RealTime Charting Component - Real-time charting enables you to create HTML charts of TOPPER monitoring data. View these real-time charts as they are displayed to webpages, graphically presenting actual test results from your monitored elements. Providing valuable, up-to-the-minute information at a glance, charts can be designed to show data for the last hour, 6 hours, day, week month, etc. Once open in the web page, the chart will automatically refresh with live, realtime results at your specified interval (30 seconds, 120 seconds, etc.), affording Operations and Management staff instantaneous service level information.

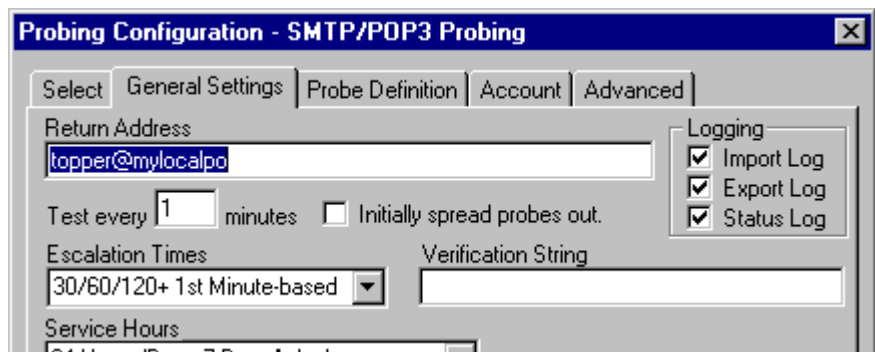
The primary mechanisms within TOPPER are described below.

Message Probing & Heartbeat Testing - This testing component works by injecting live message probes into your messaging network. These probes, small email messages, are sent to each target post office, email server, or internet site to determine if a message can reach the destination and return to the source. If the probe does not respond within a pre-configured time interval, an alarm is raised and notifications can be sent to the appropriate staff. Heartbeat testing relies on the regular receipt of an item of email coming from the remote system to TOPPER that contains a unique text string. TOPPER is configured to expect this email every N minutes. If the email is not received, an alarm is raised. Heartbeats have been used to test connectivity from messaging components such as hubs where probing cannot be used.

IP Testing - TOPPER can test the availability of IP-based mail systems including:

- establish a connection to SMTP, POP3, IMAP4, & LDAP Ports,
- DNS Testing - queries name servers for specific domains.
- HTTP connectivity
- FTP connectivity

Performance Objects, Event Logs & Services - Topper can monitor the overall health of any Windows performance object (a performance counter registered with Windows by either the operating system or any software/hardware vendor), Service or Event Log entry. TOPPER enables you to set up continuous monitoring of these objects tailored for your own environment. Each performance object is configured in an intuitive fashion (i.e., for disk space, an absolute set of thresholds are configured whereas for CPU utilization, thresholds would be specified over time).



© Bear Mountain Software Inc.