

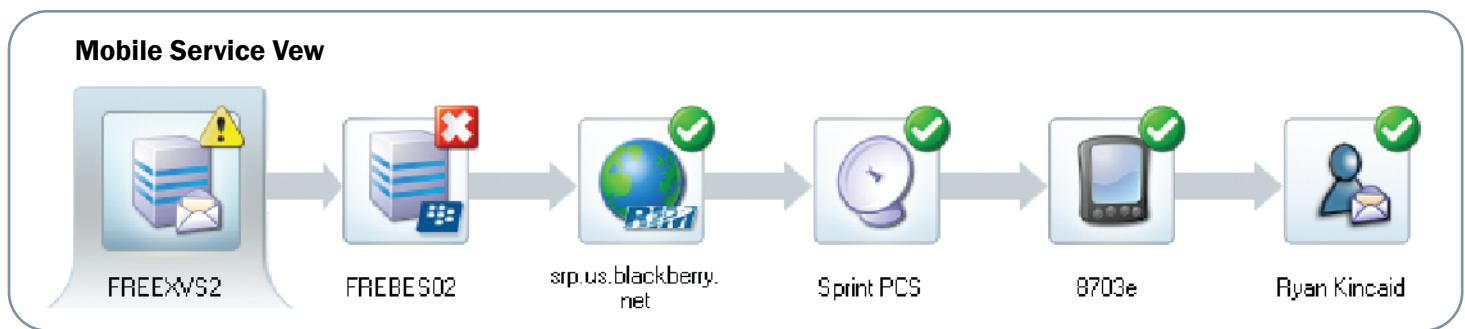


Zenprise MobileManager: Service Manager Module—Detecting Infrastructure Problems

The Service Manager module automatically monitors & troubleshoots mobile performance & availability problems. Each problem detected is accompanied by step-by-step remediation instructions for the IT administrator.

Managing the Mobile Service, not the Mobile Server

Proactively detecting mobile user issues requires close observation of the entire mobile service, not just the mobile server (i.e., BES and/or Exchange ActiveSync server). More often than not it's the issues occurring outside the mobile server that most often impact users. For example, 3rd party carrier infrastructure (e.g., RIM SRP, Cingular, Vodophone, etc.), mobile smartphones, security infrastructure (e.g., Global Catalogue Servers, Domain Controllers, firewalls), and LAN/WAN network problems can all impact users.



Being Proactive: Finding Performance & Availability Issues

The Service Manager module proactively detects infrastructure performance issues that adversely impact the user's experience. For example, Zenprise profiles OS, application, and hardware activity to proactively detect when degrading performance impacts the mobile service. The performance profiling extends beyond the mobile servers to include profiling of the Microsoft Exchange mailbox servers, Active Directory, DNS, and SQL servers.

Zenprise also proactively identifies availability issues that impact a user's mobile service. For example, administrators receive notifications for localized or national carrier outages, RIM network outages, LAN/WAN outages. Problems with the Exchange server—hung MAPI threads, mail store dismounts, RPC problems, etc.—result in immediate escalations to the appropriate infrastructure teams. DNS name resolution issues, Global Catalogue or Domain Controller state issues, SQL availability problems all result in proactive notifications to the mobile team or respective infrastructure owners.

Troubleshooting Made Easy—Detailed Resolution Instructions

Zenprise generates thousands of detailed resolution instructions for problems detected. The resolution instructions appear in an easy to follow workflow format and are context specific. For example, instructions include actual NETBIOS names of servers experiencing issues, specific paths for files, registry settings, logs, etc. that require changes, actual commands to run for BlackBerry & Exchange ActiveSync diagnostic tools. One need not be a BlackBerry or ActiveSync expert to quickly remediate the hardest of problems—one simply needs to follow the resolution instructions to remediate the problem.

Step by Step Resolution Instructions

The screenshot displays the Zenprise Console interface. On the left is a navigation tree with categories like Computers, DNS, and Groups. The main area shows a workflow for 'Modify registry to enable usage of local character set'. The workflow steps are: Start Plan, Modify registry to enable usage of local character set, a warning box stating 'WARNING: If you use Registry Editor incorrectly, you may cause serious', and a note 'Note If the registry key does not exist on the server, you can create it. To cre'. A decision diamond labeled 'Change Status' leads to a 'Dismiss' step. On the right, the 'Current Step' section provides instructions: 'You have completed the resolution. Change status to one of the following:' with options for 'Resolved - Verify' and 'Resolved - Dismiss'. Below this is an 'Actions Taken' table.

Date	Action
11/2/2006 3:24:07 PM	Modify registry to enable usage of local character set.
11/2/2006 3:24:07 PM	WARNING: If you use Registry Editor incorrectly, you may cause serious problems if you modify or delete system files or registry settings.
11/2/2006 3:24:09 PM	Note If the registry key does not exist on the server, you can create it. To create the registry key, click the following link: http://support.microsoft.com/kb/310524

What Makes Us Different? ZenPro™ Automation

ZenPro technology automates IT Support knowledge, creating automated diagnostic tasks & resolutions to common mobile service issues.

How does it work? Traditional IT support documents (e.g., vendor knowledge base articles, internally created support documentation, knowledge from community forums) are translated into detailed step by step process workflows. Each step in the workflow represents a diagnostic task to perform. ZenPro automates each step in the workflow, creating automated diagnostic tasks to investigate mobile user & infrastructure issues.

Zenprise ships with thousands of workflows embedded directly in the product. All of this embedded knowledge is equivalent to having 100 of the smartest mobile experts in a box.



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