



# Proactive Monitoring and Alerting Maximizes Uptime and Availability



*“It’s (Surveillance) a great product that covers all the required functionality Sybase has to offer... It allows us to be proactive, and allows us to see things before they happen.”*

— **John Lockhart**  
Critical Applications Support  
Group Leader, ESO

## INTRODUCTION

Whether you are running a data warehouse application, high availability online transaction system or a regular database, you need tools to ensure that your systems are up and running and performing to agreed service levels. In the past, these tools may have come from various manufacturers, employing multiple interfaces and disparate technologies.

Now the choice is simple. Bradmark’s database management solution for Sybase is the only cross-platform set of monitoring tools that satisfy all of your data management needs across your entire Sybase installation and beyond. Through a common interface and a highly scalable technology, you can now monitor and maintain all of your systems to maximize uptime and availability. Bradmark’s **Surveillance™ for Sybase** for your Sybase ASE®, Replication Server, IQ and Mirror Activator systems is a comprehensive family of products that spans all of the major distributed database environments as well as UNIX®, Linux® and Windows® operating systems.

### SURVEILLANCE DB™ FOR SYBASE ASE

**Surveillance DB** provides a real-time view of database activity and detailed performance metrics for the Sybase ASE environment. Statistics on SQL, top timed events, dsession/process activity, locks, tempDB, file I/O, and much more can be viewed simultaneously for multiple databases. Surveillance delivers a redesigned ASE monitoring module which capitalizes on the rich performance monitoring data available in ASE using MDA tables.

### SURVEILLANCE RS™ FOR SYBASE REPLICATION SERVER

**Surveillance RS** monitors the availability and performance of the Sybase Replication Server and can be used in conjunction with the ASE and operating system components to provide a complete view of the system. By taking advantage of the RSticket feature in Replication Server, Surveillance also provides ongoing information about the latency of moving transactions from the source database to Replication Server and then to the target database.

### SURVEILLANCE IQ™ FOR SYBASE IQ

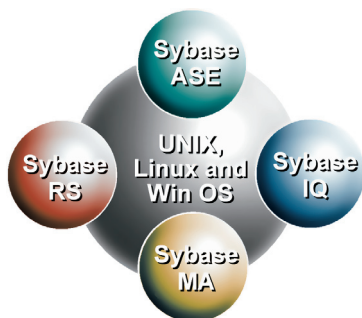
**Surveillance IQ** delivers real-time statistics on memory allocation, buffer and storage utilization, and disk and network I/O. Connections are shown with their resource utilization and detailed drill-downs to transactions, SQL and lock information. Centralized views of all open transactions and their resources and the storage view provides a running analysis of IQ storage data. In addition, a comprehensive dashboard in Surveillance IQ provides a status view of all the servers in a multiplex environment.

### SURVEILLANCE MA™ FOR SYBASE MIRROR ACTIVATOR

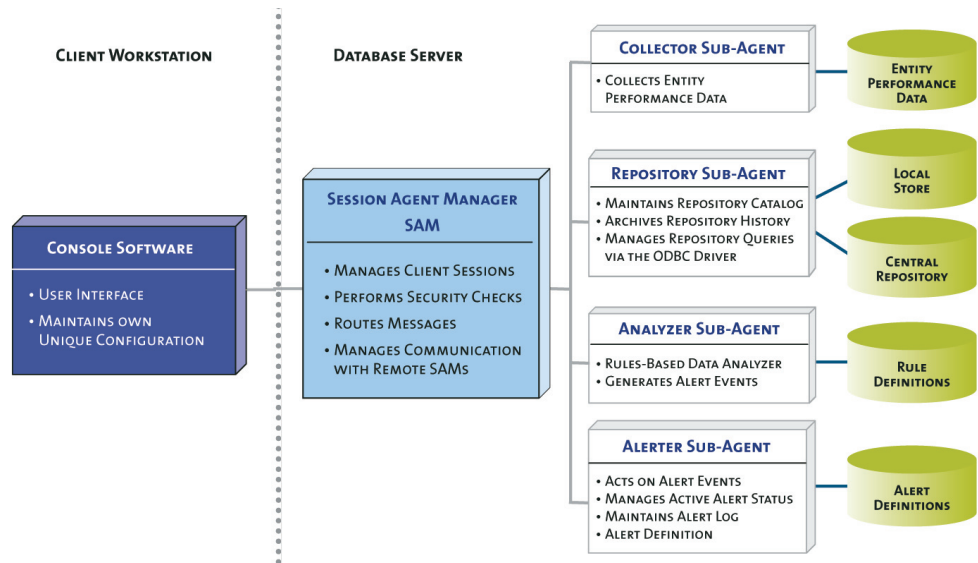
Working in conjunction with storage replication systems to replicate database transactions from a mirrored log to an available ASE (Adaptive Server Enterprise) server or Oracle® database, **Surveillance MA** provides monitoring and alerting capabilities that enhance replication data reliability and performance. With Surveillance MA user-defined thresholds in place, DBAs can ensure system uptime and increase data availability to more organizations enabling them to protect their mission-critical applications.

### SURVEILLANCE OS™ FOR UNIX, LINUX AND WINDOWS

Complementing the database modules, **Surveillance OS** monitors multiple variants of UNIX, Linux and Windows operating systems. Important statistics such as CPU, disk I/O, memory, swap space, file system and process resource utilization are measured. Surveillance Heartbeat Monitoring is a highly flexible resource for monitoring one or more servers that can be configured to minimize overhead for greater reliability.



Surveillance is composed of two major components: the Server Agent and the Console. The Server Agent is the set of programs used to collect data and automate analysis of the database servers. The Console is the set of programs the end user runs to view real-time performance data, configure the connectionless monitoring, alerting, and historical collection of performance data.



## PERFORMANCE MONITORING SOLUTIONS – ANYTIME, ANYWHERE

Surveillance real-time monitoring tools are built from the ground up and its unique agent-based architecture is suited to any size implementation. The server agents occupy very small footprints, usually as low as 2% of the system resources and have minimal impact on network traffic due to the autonomous nature of the agent. Surveillance can be up and running out of the box in a matter of minutes and DBAs can take advantage of this powerful monitoring suite immediately. System performance and availability can be viewed and managed from multiple Windows workstations, regardless of location.

From simple to complex environments, Surveillance delivers seamless functionality in four key areas:

### Unattended Event Management

The cornerstone of Surveillance whose sole purpose is to continually monitor the database for conditions which have a negative impact on performance and/or availability and alert technical professionals before they become critical. An extensive alerting facility comes with a standard set of rules for the various system environments that users can also customize for every conceivable condition and organizational structure. Easy integration of customized alerts notify IT professionals by e-mail, pager, HP OpenView, IBM Tivoli, Netcool, pop-up windows, or record the error in the Windows NT Event Log.

### Real-Time Diagnostics

Surveillance provides a facility to display an extensive set of predefined windows that provide an immediate global view of database activity and detailed performance metrics such as SQL, top timed events, session/process activity, locks, tempDB, file I/O, and much more. View real-time data from multiple RDBMS simultaneously. Data from each window can be sorted or filtered while most statistics can be graphed over time.

### Flashback of Real-Time Windows

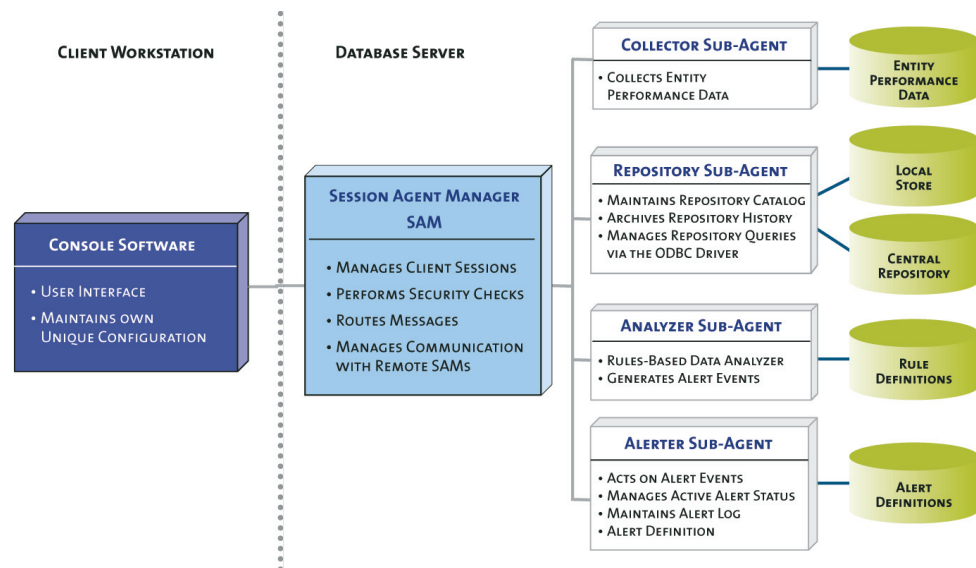
Surveillance provides the capability to go back or “flashback” to a selected point-in-time to view data. Through a local repository cache, you can perform a forensic analysis on a recent issue from any real-time window or alert. Now, IT professionals can diagnose system issues that occurred minutes, hours, days or weeks ago to find the root cause of an unplanned outage, and take preventive measures to avoid future outages.

### Historical Data Analysis

Use data from the Historical Repository for problem resolution as well as for system upgrade and capacity planning purposes. DBAs can also use the data to establish baselines for threshold values in Event Management’s rule definitions. Complementing the historical data is a powerful reporting tool based on Crystal Reports® that includes standard and user definable reporting. Produce high quality reports from the Surveillance Centralized Repository Database, and generate numerous pre-defined reports for each monitored platform.

For more than 20 years, **Bradmark Technologies, Inc.** continues to develop, market, sell and support data management solutions that provide anytime — anywhere access to managing database, application and operating system components. To order or for more information on Sybase or other Bradmark products: Phone: (800) 621-2808 or outside the U.S.: (713) 621-2808

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