

SCO Doctor™

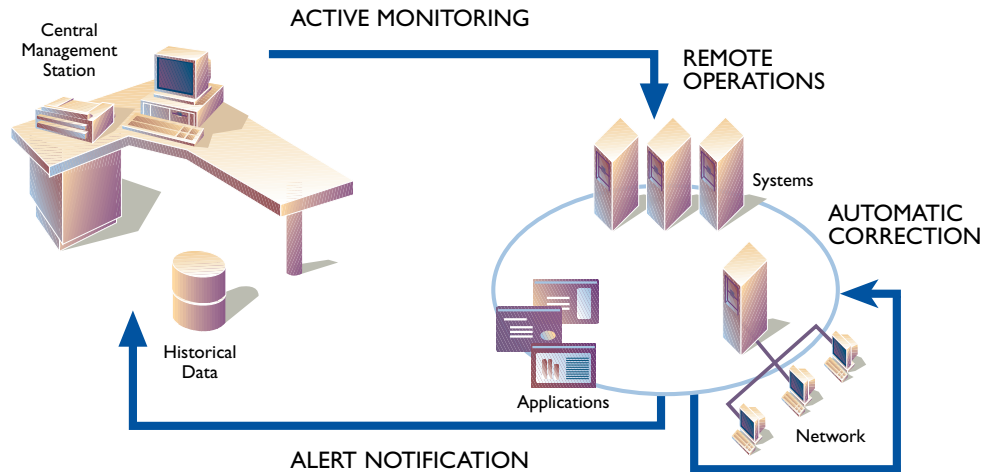
Features:

This highly advanced systems management tool provides a wide variety of management facilities, including:

- Pro-active Performance Monitoring
- Automatic Tuning
- Automatic Problem Detection and Correction
- Automatic Alert Notification
- Multiple Protocol Support
- Low System Overhead
- Historical Analysis
- Comprehensive Report Generation
- Intelligent Inference Engine
- Integrates with SNMP Environments
- Extensible
- Remote Operations

Benefits:

- Pro-active monitoring ensures problems are caught **BEFORE** they cause downtime
- Ensures optimum performance efficiency by tuning for your specific system load and configuration
- Dedicated action programs automatically respond to alerts and take corrective action according to user defined criteria
- Ensures optimum reliability
- Runs over existing network infrastructure and protocols, including dial-up modems
- Historical data capture allows for historical analysis for tuning, problem analysis, and capacity planning
- Reports give graphical, easy-to-understand view of captured data
- Low overhead means negligible impact on system performance
- Plays an integral, extending role in an SNMP infrastructure, leveraging existing investment in enterprise management tools
- Inference engine analyzes captured data, suggesting intelligent solutions to your performance bottlenecks via Tips and Interpretations
- Extensibility allows for tailoring to user specific environments and applications
- Easily manage remote systems, download files, modify remote configurations, live monitor, and diagnose anomalies on remote systems



Pro-Active Remote Systems Management

SCO Doctor systems management tool is the first of its kind designed to specifically address the wide spectrum of UNIX® system configurations in use today. Powered by an “intelligent” inference engine, this highly advanced systems management tool autonomously monitors and manages your system to ensure optimum reliability and performance efficiency.

Systems Management

Effective systems management should be pro-active, not re-active; identifying and solving problems *before* they become critical. The SCO Doctor tool fulfills this need by incorporating advanced process monitoring, accurate diagnosis and automatic problem correction. Notification of alerts can be communicated to the administrator via pop-ups on the Doctor console, the built-in pager support, or by e-mail notices.

Auto Correction

A powerful inference engine enables the SCO Doctor systems management tool to automatically manage UNIX systems by utilizing built-in rules and reasoning. This “intelligence” reduces the level of human interaction typically required in the management of such systems, thereby substantially reducing the support overhead for administrators. When a system is performing abnormally, an alert is triggered, often before the user is aware of a problem. Alerts, in turn, invoke intelligent action programs to automatically correct the problem or notify the system administrator that intervention is required.



SCO DOCTOR™

Intelligent Agent

SCO Doctor systems management tool is built upon a client/server architecture and receives, presents and manipulates data supplied by Doctor's dedicated data capture 'agent' program. The Doctor agent collects data from a variety of sources including the UNIX kernel, operating system configuration, the file system, standard UNIX performance monitoring commands and local utilities, as well as third party applications.

Remote Management

SCO Doctor for Networks™ systems management tool is an enhanced version of Doctor that is capable of managing small networks or large installations of several thousand systems over a LAN or WAN. Building upon the intelligent systems management capability of Doctor, Doctor for Networks® adds facilities for network-wide monitoring, management, reporting, file transfer, remote command execution, remote login and remote software deployment, even over dial-up lines. This flexible architecture supports a broad range of management topologies to adapt to local system needs. Regardless of the management topology chosen, Doctor for Networks enables a small central support staff to effortlessly manage a large number of local and remote systems.

Doctor's agent component has a built-in suite of alert and action programs that allow each remote system to manage itself. On the few occasions when intervention is required, the powerful systems management tools in Doctor for Networks ensure that central support staff can remotely diagnose and correct problems at the managed site, analyze trends and determine future network needs.

Alert notices and daily management databases are sent to the central management station to keep support personnel apprised of the performance

status of all systems on the entire network. If an alert indicates a serious problem, support staff can use the "connect-back" capability of Doctor for Networks for live monitoring of the remote system and perform further diagnosis of problems via the simultaneous log-in facility. Supporting the larger Enterprise management view, SCO Doctor Agent supports SNMP traps and provides extensive system query information through the Doctor enterprise MIB.

Diverse Protocol Support

Doctor for Networks can adapt to almost any network topology. A wide variety of communications protocols are supported, from low-speed async dial-up modems to TCP/IP, PPP, SLIP and e-mail-enabled transports. Doctor for Networks provides uncompromised operation over low-speed phone lines to ensure that the widest range of UNIX systems can, at last, "afford" to be managed. Doctor for Networks includes a full-featured set of facilities

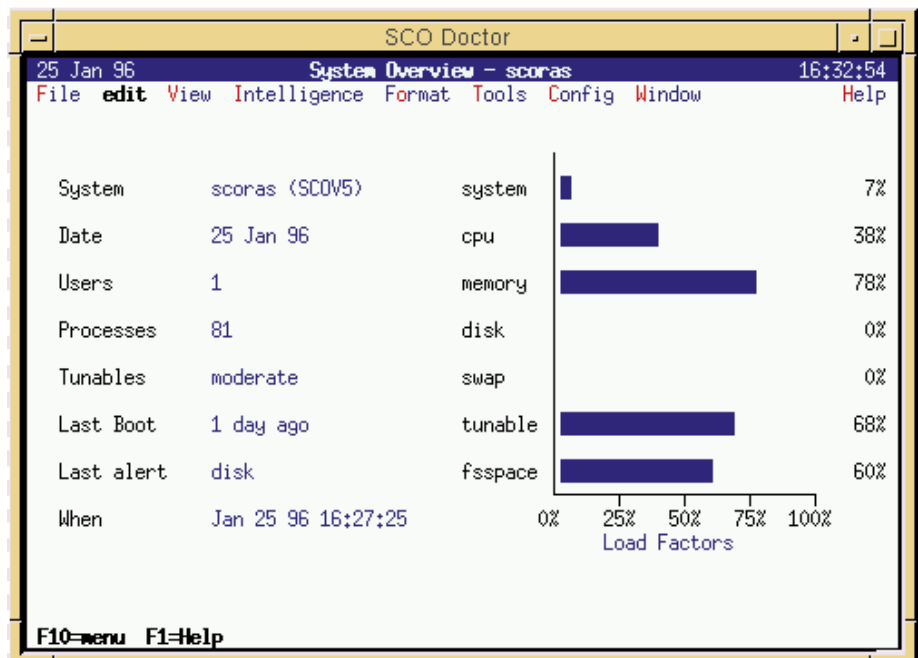
for file transfer, remote command execution and remote login facilities. By incorporating powerful remote communications features, the need to purchase a separate communications product is eliminated.

Extensible

By utilizing the industry-standard Tcl scripting language, Doctor can be customized to meet a wide range of customer requirements. Views, reports, action programs, alerts, data collection subagents and file transfer programs can easily be customized using Tcl scripting commands.

Professional Reports

An extensive suite of views and reports clearly and concisely presents every facet of system performance and provides an invaluable resource for analysis of system performance and historical trends. Each of these views and reports may be customized to suit individual needs or preferences by offering a comprehensive set of formatting options.



The graphical, menu-oriented interface puts all of Doctor's powerful features at your fingertips and presents data in an intuitive manner for fast assimilation of relevant information.

Advanced Data Capture and Monitoring

Feature

Comprehensive data acquisition

Captures information on key system parameters, including operating system statistics, CPU, memory, disk, file systems, TCP/IP, NFS, network adapters, tunable parameters and system configuration.

Global historical database

Saves captured data for future analysis.

Enterprise integration

Extensible data capture facility

Captures, monitors and manages third party data sources.

Lightweight background agent

Advantage

Complete information on the status and performance of the system from a single, network-integrated package.

Compare any past data with present, helping you set acceptable performance base lines and establish a capacity planning regime.

Access to extensive SNMP data is provided by Doctor Agent and the Doctor Enterprise MIB.

Integrate local applications into the management regime.

Less than 1% CPU consumption; places no burden on small systems.

Automatic Systems Management

Continuous monitoring (7x24x365)

Captures every system event, leaving no holes in performance data.

Automatic problem notification

Alert reports notify support staff via e-mail or pager whenever system anomalies occur and/or interaction is required. Users can create alerts via convenient alert dialog box

You are pro-actively informed of the status of all systems on the network. You don't have to go looking for the source of problems.

Alert support for SNMP traps

Doctor Alert mechanism links Doctor-managed systems into your overall SNMP Enterprise management view.

Automatic problem correction

Dedicated action programs respond to alerts and take corrective action according to user defined criteria. Action programs can be configured to require prior approval of support staff.

Minimizes support overhead burden to the absolute minimum. You have total control over when and how you want Doctor to remedy problems.

Intelligent inference engine

Detects and corrects problems before they become critical, utilizing built-in rules and reasoning.

Drastically reduces down time and subsequent lost productivity. Presents solutions to your performance bottlenecks.

Graphical User Interface

Powerful graphics formatting

Includes horizontal and vertical bar graphs, timelines, area graphs and tables. Options for zooming, data smoothing and changing time scales.

Intuitive for fast assimilation of relevant information.

Arbitrarily select database rows or columns

Select data sub-set. e.g., display only processes using > 600 KB RAM.

Supports all display types

Provides high quality graphics via system consoles. Also operates on serial terminals and over remote dial-up phone lines.

Extensive suite of views

Focus on any aspect of system performance.

Drill-down methodology

Start with system overview and hone in on specific problems.

Microsoft® Windows® appearance

Supports CUA-compliant pull-down menus.

Easy familiarization, fast learning.

Relational Database

High performance in-memory database

Provides built-in support to calculate and maintain "average", "maximum" and "minimum" comparison values for all data.

Complete statistical analysis with minimal impact on system CPU and memory resources.

Support for 64-bit numbers

Ensures operating system statistics never overflow.

Extensible

Doctor can store new data items as required.

Open Interface

Extensively customizable

Configurable facilities include views, reports, alerts, action programs and managed data.

Adaptable to suit new environments or user requirements.

Standard Tcl scripting

Easy text-based configuration files.

Product grows as you grow. Totally adaptable and extensible.

High Quality Reports

Feature

Pre-formatted reports

Specifically-tailored reports can focus on various aspects, giving an in-depth total system analysis.

Advantage

Gives service providers a tangible service platform to offer their clients by creating dedicated, customized user reports.

High quality screen output

Create ad hoc reports of any aspect of system performance.

Historical trend analysis

Analyze historical trends and implement capacity planning.

Data export to spreadsheet and graphics programs

Data can be integrated into other, specialized data analysis applications.

Network and Communications Monitoring

LAN management over TCP/IP, PPP and SLIP

Specially designed to accommodate the wide spectrum of desktop and server systems, networks and WANs via low speed dial-up modems.

Doctor Modem Transfer Protocol (MTP)

Uses slide window protocol to prevent data loss. Auto-resume if link is lost avoids "starting over" of large file transfers.

Enterprise connectivity with SNMP support

Doctor Agent provides extensive system information via the Doctor Enterprise MIB for feeding system data to enterprise SNMP management stations.

Easy network configuration

Simplifies management of growing, dynamic networks.

Remote Systems Management

Multi-system connections

Lets you easily administer a large number of remote systems from a central desk.

Centralized remote site management, alert routing

Managed systems route alert reports back to first available central management staff. Can be routed over e-mail or the Internet

One central help desk can manage any sized network.

Remote Communications

Remote login sessions

Allows the central management station to easily "login" to the remote system and investigate anomalies. The administrator can hot-key between login and data monitoring. No need to buy a dedicated terminal emulator.

File transfer (to and from remote systems)

File transfer programs are fully scriptable. Simple in-box/out-box for file broadcast.

Down-load urgently needed new files, device drivers, etc. instantly. Support of Tcl provides powerful conditional transfer copy scripts.

Remote command execution

Modify system configuration or operation remotely.

Remote software deployment

Pre-packaged software, including the SCO Doctor agent, can be remotely deployed and installed.

Security

Multiple security levels

Low, medium and high security modes can be selected as appropriate for your network security requirements.

Encrypted password authorization of connections

Limit access to systems on a corporate, departmental or per-administrator basis.

Per administrator privileges

Authorization can be allocated for monitoring, file transfer, command execution and configuration.

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