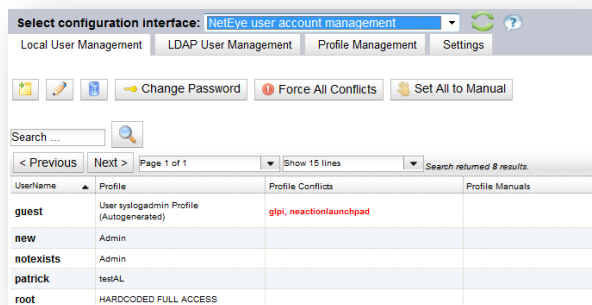


# WÜRTHPHOENIX NetEye

## Version: 3.4 - Release Notes 2013



### Easy user configuration with the NetEye User Account Management



The new NetEye User Account Management offers a centralized tool to easily set the permissions for the NetEye users. All rights to the different NetEye modules can be granted directly on the Config Tool by associating the profiles to the single user or a group of users. In addition the NTLM authentication for Windows single sign-on are integrated and multiple LDAP servers can be configured.



### Nagios integration for the Message Console

The Message Console aims to provide a collector of messages and alerts generated by NetEye. The Message Console has been enhanced by integrating new features such as the possibility to create persistent Nagios service checks on specific hosts. This way also closed messages can still be registered on Nagios. The messages can also be removed and the total archived information in the database can be limited to a defined size. A permission management has been created for Message Console and integrated into the User Configuration module of NetEye.



### New log auditing for Monarch

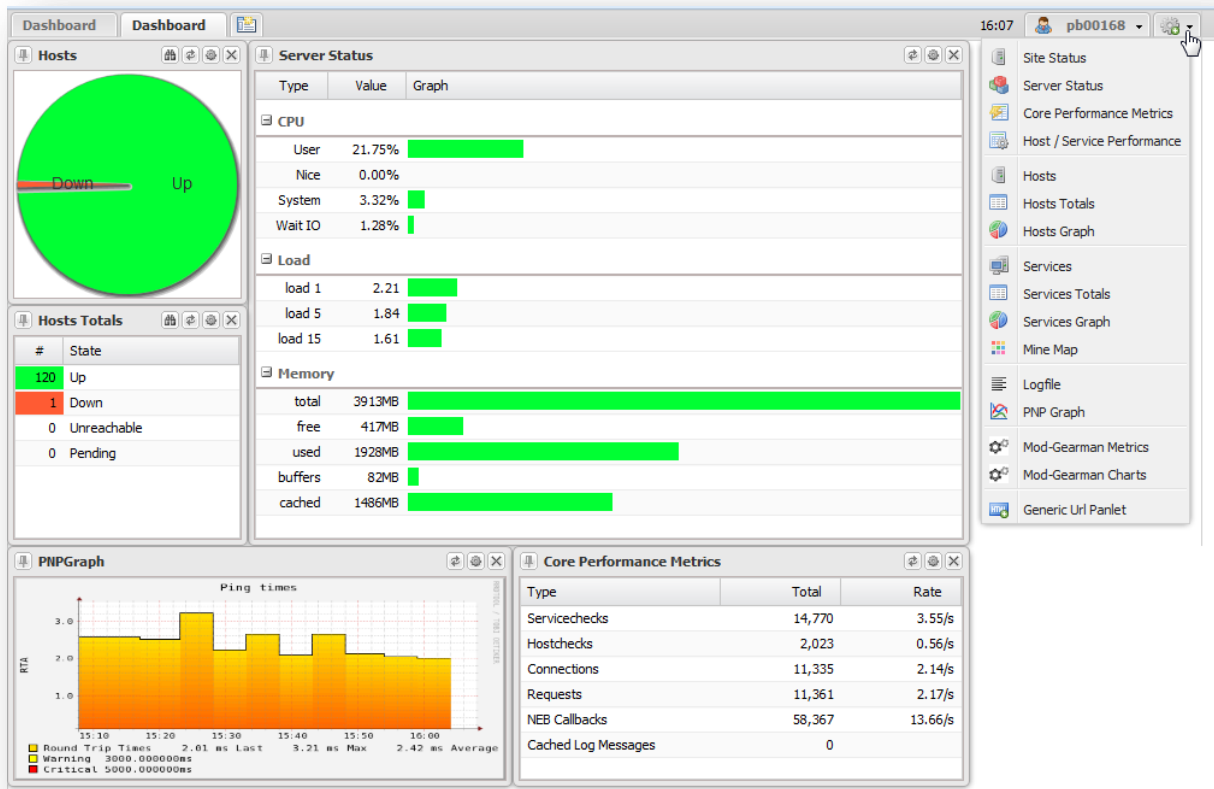
Monarch is a Web-based environment integrated into NetEye for the configuration of the monitoring environment based on Nagios. A new log auditing system has been implemented to archive all operations performed on Monarch by administrators. In addition, validation checks are performed for example when a service template or contact group is modified or removed and notes have been added on the hosts, host groups and services.



→ **Thruk update: integration of the Panorama View**

Thruk, the independent multi backend monitoring web interface used by NetEye, has been updated to the latest version.

NetEye has integrated the Panorama View offered by Thruk that allows to create completely customizable dashboards.



→ **New GLPI versions**

GLPI, the Asset Management integrated into NetEye for the inventory of hardware and software, has been updated to the latest available version 0.83.

In the new release about 150 new features and 30 new tasks have been added including over 260 bug fixing and improvements on all areas of the application.

## → Business Process Monitoring

The Business Process Monitoring module has been designed to obtain a higher abstraction level to define IT Services. It allows to configure the dependencies of the IT services with the infrastructure components. In this way it is also possible to simulate the business impact that for instance a server anomaly will have on the service level generating accurate reports on the availability of the business processes (often needed for the Service Level Agreements).

With the latest implemented features it is possible to define the business process and to generate automatically the corresponding service group in Nagios. New service templates are created for each business process allowing to generate notifications including the root cause of the problem, that are sent to the configured contacts.

## → NetEye Mobile



The NetEye Mobile, a web app compatible with the most common smartphones and tablets (iPhone, iPad, Android phone and tablets, Windows Mobile), allows to access NetEye information as:

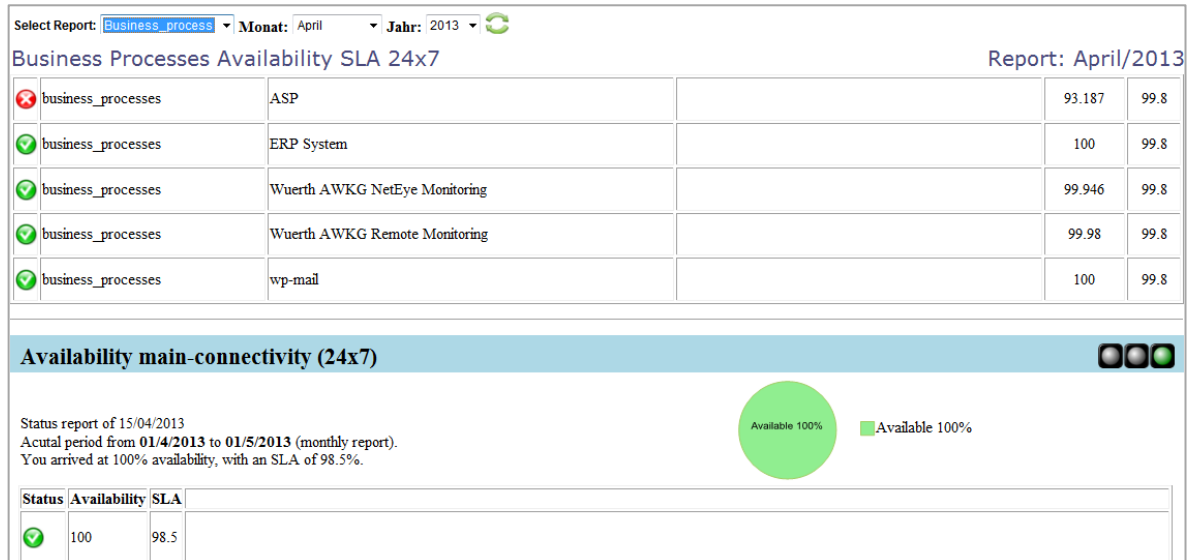
- Host / host groups
- Service / service groups /
- Business process
- Performance graphs
- NagVis
- Google Map
- Action Launchpad

The module has been enhanced by adding the following new features:

- **Problem View:** by selecting the service problem it is also displayed the related host.
- **Action Launchpad integration:** to allow to launch and execute actions on certain hosts directly from a mobile device based on the authorizations defined in NetEye.
- **Business Process:** by selecting a Business Process it is possible to navigate through all nested processes.
- **New conditions for operations and actions:** the operations that can be performed on the NetEye mobile module (i.e. add comment, acknowledge, recheck, view on Google Map) are displayed only for the authorized users. The same mechanism is also used for the actions to be executed on the host.

## → SLA reporting

The NetEye module of SLA Reporting allows to generate on-demand reports that display the fulfillment of the services based on defined level agreements.



## WÜRTHPHOENIX NetEye Add-ons

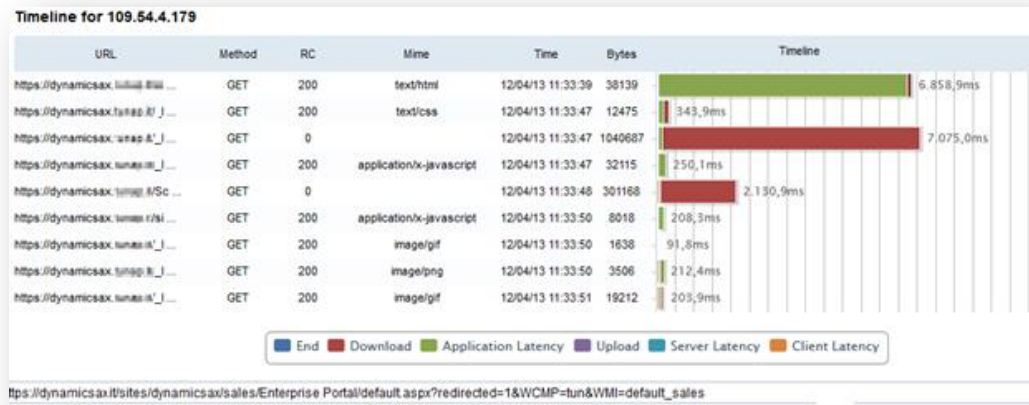
### → End User Experience: the new features

The End User Experience module in NetEye is a passive monitoring approach that records all interactions of a client with a server or with a cloud based application. Monitoring the performances of a website or an application based on the user experience is important to determine if users are being served quickly, without any errors and if not which part of a business process is failing.

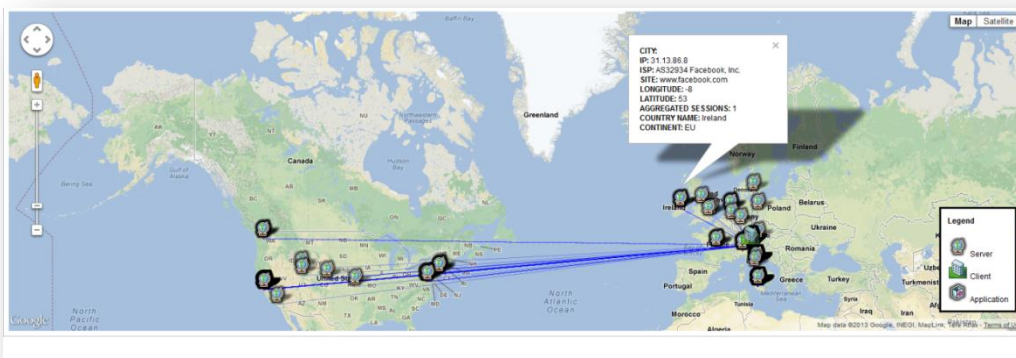
The End User Experience Monitoring has been improved by the following new features:

- New Key Performance Indicators have been added to distinguish between up and down stream
  - Upload time
  - Download time
  - Upload bytes
  - Download bytes
- Closed client receive window
- Closed server receive window
- Retransmission up/down
- Out of order up/down

- Timeline for client session: client sessions are visualized on a timeline, every method is displayed sequentially with its duration.



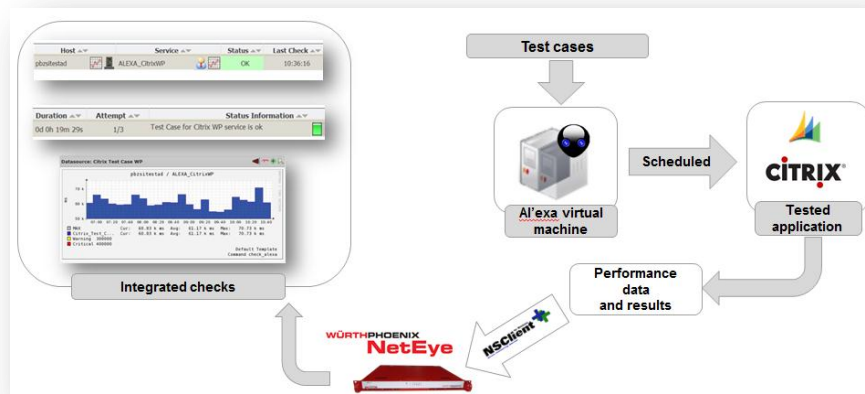
- New Key Performance Indicators will be integrated for all the applications that work with TCP. The new KPI will be available in the following months of 2013.
  - Client network latency
  - Server network latency
  - Receive window size
  - Out of order
  - Retransmission
  - Throughput (kByte/sec)
  - Transmitted bytes/packets
- Geolocalization via IP integration: Internet / Cloud Service communications are mapped automatically on Google maps by using a GEO IP database





## User Experience Monitoring with AI'eva integrated into NetEye

AI'eva is a computer vision system that allows to test and monitor applications by simulating the human behavior. All this is possible thanks to the artificial vision of AI'eva, that sees what's happening on the desktop and it is able to automatically identify the elements of the applications. This feature opens up endless possibilities allowing to test also all those applications that could not be monitored with conventional monitoring systems, such as systems published via Citrix, terminal services, Java applets, Windows form, Flash applications and almost all applications that can be used by a human being.



AI'eva uses xml files to execute different test cases. Thanks to the artificial vision AI'eva is able to recognize the main components of an application (input box, drop downlist, button, menu list, icon, images, text etc.) and records a video of anything that happens on the screen. Performance data are saved for each test case executed on the applications and sent to NetEye. AI'eva recognizes if an application is not working properly and sends the results to NetEye, that notifies the configured contacts. To analyze the problem AI'eva stores the screenshots of the error.



**Do you need additional information?**

**Just contact Georg Kostner, Product Manager and Mastermind of our solution**

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