

**Simple. Flexible. Scalable.
Extensible.**

- Open and extensible.
A community generated repository of more than 1,000 custom scripts/extensions in 45 categories – www.bb4.com/community
- Customizable status reports used to generate availability and Service Level Agreement (SLA) Reports
- Easy to understand color-coded format. Web-based graphical interface displays information in real-time for quick problem detection with customizable views to suit departmental needs (Management, Network, Helpdesk)
- Provides an ideal solution for monitoring general availability and performance for hundreds or thousands of servers and network devices
- Architecture makes it easy to deploy, customize and maintain. Big Brother supports redundancy to ensure that a single point of failure does not cripple monitoring infrastructure
- Integrates with Spotlight for real-time diagnostics

Big Brother® Professional Edition

MONITOR ANY SERVER, ANY DEVICE, ON ANY NETWORK WITHIN MINUTES

Big Brother is a framework for low-cost system and network availability monitoring. It is built for system and network administrators tasked with managing availability and performance of hundreds or thousands of servers and network devices — without a budget to match. Unlike monitoring solutions that are expensive to purchase and maintain, difficult to deploy and tax your systems with high overhead, Big Brother delivers an attractive alternative. Big Brother is inexpensive, simple to use and manage, and lightweight. Big Brother can monitor any server (Windows, UNIX, Linux) and device (router, switches, hubs) on any network.

Big Brother Value Proposition

- Improve/increase staff efficiency and productivity
- Reduce risk of system and network failures
- Reduce cost by leveraging current investments
- Manage growth & complexity of IT infrastructure

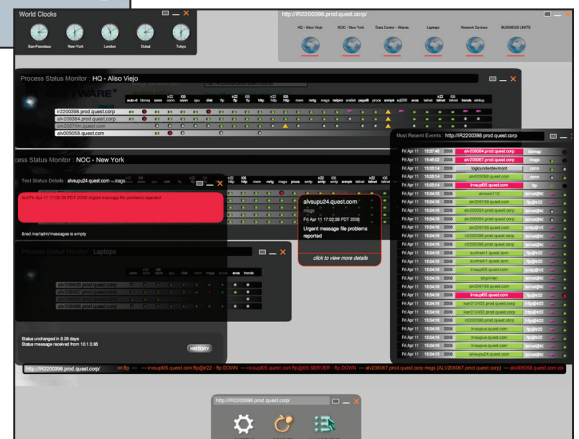
Guiding Principles

Big Brother Professional Edition was designed by system administrators for system administrators. The guiding principles that were behind the creation of the software remain in place today. They are:

- Keep it simple, make it work, make it right, make it fast
- Make it understandable, extensible, and portable
- Monitor any server, any device, on any network within minutes



Big Brother Professional Edition GUI Interface



Big Brother Community

Since its inception in 1996, Big Brother has become enormously popular. There have been millions of downloads which equates to an estimated 100,000+ users worldwide. The availability of a non-commercial version has led to the generation of a grass roots community with members who actively support one another and extend the functionality of the tool. When you become a "brother," you become part of the community and reap the benefits that it provides. You can join the community by following the community link at www.bb4.com. User published scripts to extend Big Brother are growing all the time. Download or publish Big Brother scripts at www.deadcat.net.

Low-impact, Redundant Monitoring

Big Brother is based on client-server technology and is composed of four parts:

- Server processes to receive incoming messages and provide a Web display
- Server processes to process all paging requests
- Server processes to test network services
- Client processes to send local information (CPU, memory, etc.)

The architecture of Big Brother allows for agent-less network and availability monitoring, with an option to install a client to deliver additional information about systems resources utilization. Big Brother also supports running multiple servers to build redundancy into your monitoring solution. This ensures that a single point of failure does not disrupt your monitoring initiatives.

Agent-less network tests include ftp, http, smtp, pop3, dns, telnet, imap, nntp and ssh. Big Brother clients capture data and forward it back to a central server to reduce the monitoring footprint. Clients are equipped to monitor disk space, CPU usage, message, and memory, as well as ensure that the processes you identify are running.

Notifications and Visibility into System Availability

The first concern of a system administrator is whether any component on their system is unavailable. Immediate notification of such an occurrence is vital. Big Brother has a sophisticated rules engine that supports notifications based on time of day, machine or test that has failed. It also supports advanced features such as paging groups, acknowledgements, escalations, page-only-every defined amount of time and initial delay before paging (to eliminate erroneous notifications of self-resolved problems). When an alert occurs, Big Brother can notify you via e-mail, or alphanumeric, numeric or SMS paging. To facilitate response tracking and problem resolution, Big Brother allows administrators to acknowledge alerts, which, in turn, delays additional alerts and lets other administrators know who is working on the problem.

To visualize your environment, Big Brother offers a graphical interface that displays, in near real-time, system status information on Web pages or in WML-based format for WAP-enabled devices (Unix/Linux versions only). The color-coded representation of which servers and tests are experiencing availability issues or performance degradation allows even the most non-technical users to identify systems in need of attention. A green light in the program's browser-based display indicates servers and systems are operating flawlessly; yellow means something requires attention; and red denotes a serious condition that requires immediate attention. In addition, the background of the status page reflects the color of the most serious condition.

System Requirements

Supported Platforms:

- Red Hat Enterprise Server 3.0/4.0/5.0 (x86)
- SUSE Enterprise Linux 9.0/10.0 (x86)
- Solaris 8 and greater (Sparc and x86)
- HP-UX 11.0 or 11i (PA-RISC), 11i (Itanium, client only)
- AIX 5.1, 5.2 or 5.3 (PPC, client only)
- MAC OS X (x86 Darwin 9.2, client only)
- Windows 2000 Server or Professional, 2003 Server, Windows XP

Problems not directly visible on the screen are quickly brought to the attention of an administrator for quick and proactive problem resolution.

Service Level Reporting

Big Brother not only notifies you about system availability, but also tracks state changes over time. This information is used to quickly generate availability and service level agreement (SLA) reports.

Extensible and Open

One of the guiding principles for Big Brother is to be extensible and easily customized to suit your needs. Big Brother allows administrators to easily define alerts to meet specific monitoring parameters. Notifications can be configured to send SMS messages, e-mail or pages based upon event criteria so that the proper personnel, at any level, are proactively alerted and able to quickly react to potential problems. Big Brother is designed to easily support user-written scripts to further extend the breath of Infrastructure monitoring. User-defined tests are easy to create, which means that Big Brother is able to monitor the availability of nearly every aspect of your extended computer network, with results sent to the centralized server for display and notifications.

Big Brother's Web-based display is customizable to provide status reports on specific servers and processes that the user is monitoring, providing a custom view to suit departmental needs. Servers can be grouped by any criteria you define.

Integration with Quest's Application Performance Management Solution

Big Brother integrates with Spotlight® to deliver a complete application performance management solution. Big Brother serves as a framework, and is able to provide a layer of broad systems availability monitoring to help system administrators manage large numbers of servers.

Spotlight is a revolutionary performance diagnostic and resolution tool that helps administrators rapidly pinpoint the specific cause of performance problems. When Big Brother alerts you to a system availability problem, you can launch the appropriate Spotlight (Spotlight on Unix/Linux, Spotlight on Windows, Spotlight on Web Servers, etc.) to drill down into the problem area and graphically identify the performance bottleneck. This helps speed the time to resolution when performance problems occur.

Download a free trial and view the live demo at: www.quest.com/BigBrother/software_downloads.aspx

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Visit www.quest.com for more information.

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