

 EVALUATION GUIDE

Server & Application Monitor

The purpose of this guide is to help you understand how SolarWinds® Server & Application Monitor (SAM) can help you do your job more efficiently, and increase the performance and uptime of your applications.

WHAT IS SOLARWINDS SERVER & APPLICATION MONITOR?

SolarWinds Server & Application Monitor is affordable and easy-to-use systems management software that helps to provide deep visibility into application and server (physical and virtual) performance issues for proactive hybrid IT performance alerting and helps with faster troubleshooting.

SAM offers support for **more than 1,200+ applications**, and the ability to create custom monitors to support any homegrown application or system.

Why Do Application and Systems Teams Love SolarWinds SAM?

- » **Continuous monitoring on-premise and in the cloud:** Maintain application performance as you move apps from on-premise to the cloud. SAM provides end-to-end visibility of your business-critical applications running on private, public, and hybrid cloud environments.
- » **One-stop shop:** No need for multiple tools and custom scripts. Monitor multi-vendor applications and servers from a single console.
- » **Affordable:** Priced competitively helps to cater to the monitoring needs of organizations of all sizes, from a handful of servers to multi-site deployments with thousands of apps.
- » **Be the first to know:** Be proactive. Receive alerts about issues before they become problems that can negatively impact business and end users.
- » **Respond faster:** Help find the root cause of application problems, and fix them quickly.
- » **Discover network issues:** Check the latency and packet loss analysis between your applications and all related servers in your infrastructure.
- » **Help minimize downtime:** Optimize your IT infrastructure and reduce overhead.
- » **Everything works out of the box:** Use prepackaged monitoring templates, alerts, and reports so you can begin monitoring immediately.
- » **Do-it-yourself deployment:** No need for professional services for deployment and setup. Download and install SAM and is designed to start monitoring typically in about an hour.
- » **Power of customization:** Easily extend monitoring helps to any custom or homegrown application.
- » **Forecast resource needs:** Track server resource usage, asset inventory, and capacity planning.

“After deploying SolarWinds Server & Application Monitor, we are able to react to and resolve ‘down’ applications before the customer has time to call the Service desk or open a trouble ticket.”

— Don Ward, IT Manager,
TopBuild Corp



What Problems Does SAM Help You Solve?

IT pros who face the following challenges on a daily basis should try SolarWinds SAM.

- » Do you frequently encounter slow applications and servers in your IT environment?
- » Are you getting alerts at the first sign of trouble so you can fix problems before they impact the business and end users?
- » Are you able to pinpoint where the application issue originated? Is it in the application, database, operating system, physical server, virtual environment, storage, or network?
- » Do you spend too much time and manual effort diagnosing and determining the cause of issues, instead of troubleshooting and fixing them?
- » Are you using multiple tools and custom scripts to manage your multi-vendor systems and dozens of applications?
- » Do you monitor your cloud infrastructure and on-premise systems environment separately?

ROI to Business and IT Teams

A [survey](#) shows that every hour of downtime can cost surveyed companies anywhere between \$40,000 and \$50,000.¹ In a separate SolarWinds survey, we found that customers who use SAM were able to significantly [reduce downtime](#) and [realize ROI typically in just a few months](#). TCO was generally reduced over years with a perpetual license.



Considerable Cost Savings

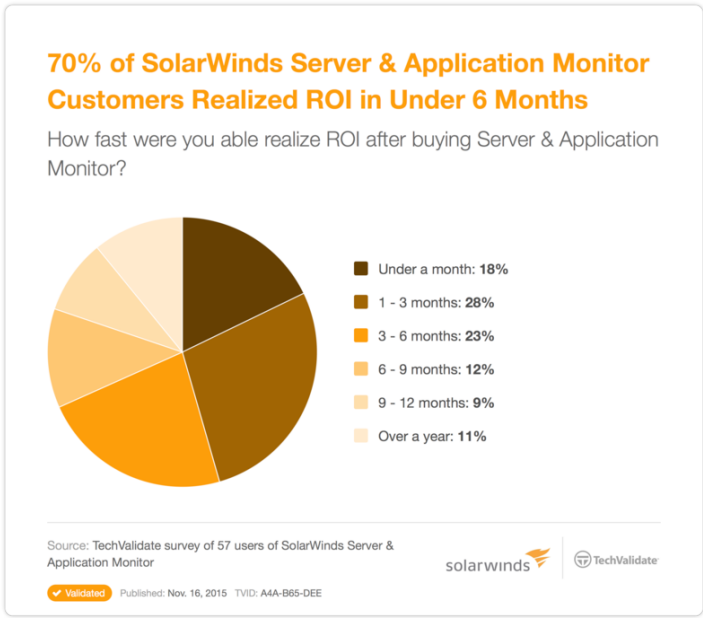
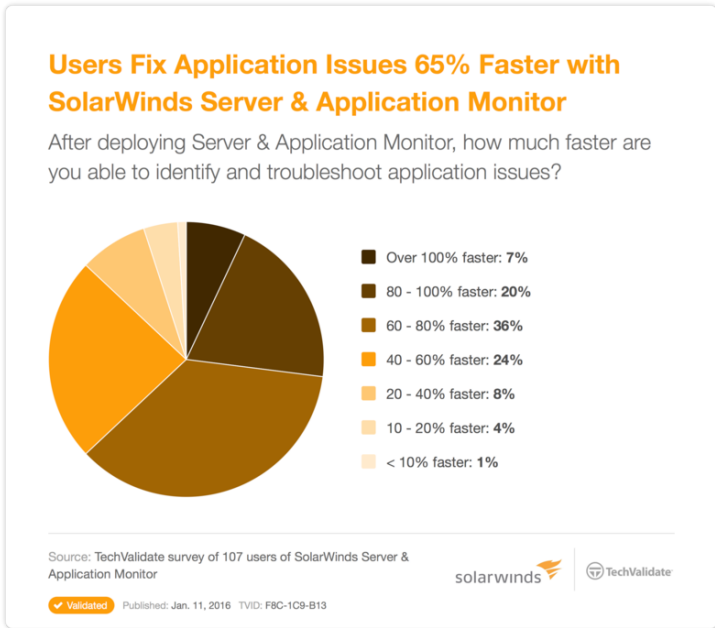


Minimize Downtime



Faster Application
Troubleshooting

¹ Source: [SolarWinds survey of 579 users of Server & Application Monitor](#) (Published: Oct, 2014)



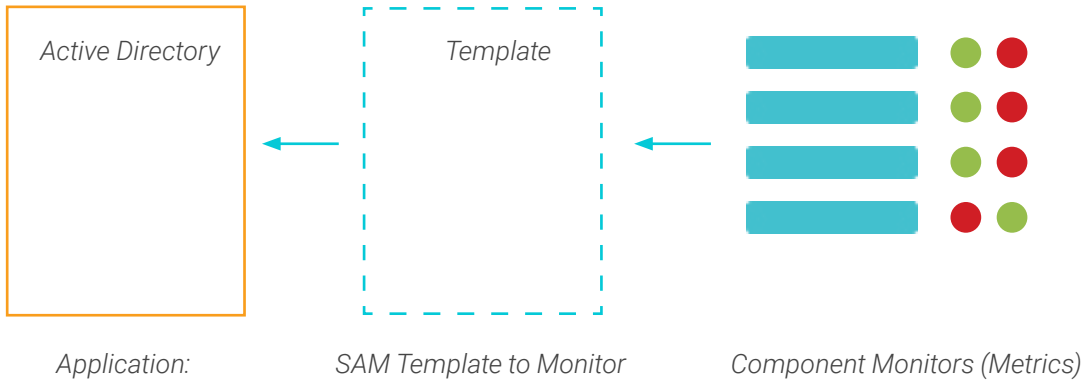
MONITORING APPLICATIONS

Simplifying Application Monitoring with Templates

SolarWinds SAM is designed to access agentless and agent-based monitoring via WMI and SNMP protocols to poll monitoring information from applications and servers. SAM can automatically discover servers and applications on your environment.

To simplify monitoring and provide quick access to performance data for specific applications, SAM uses templates. A **template** is a blueprint that defines a collection of component monitors designed to monitor a device or application. A component monitor is a metric, which shows the current status or value of a monitored service or process.

For example, a template to monitor Active Directory® will include component monitors to measure and report on metrics, such as LDAP client sessions, DNS client service, directory read/sec and write/sec, etc. You can add more component monitors to this template, or remove them as needed.



SAM Template for Active Directory 2016

- » DNS Service Status
- » DRS Pending Replication Synchronizations
- » Number of Active LDAP Threads
- » Number of LDAP Searches/sec
- » DFS Replication Service Status

Component Monitors (Metrics) in AD 2016 Template

Benefits of Using Templates:

- » **Broad coverage:** Key monitors and metrics are available out of the box to monitor more than 200 enterprise applications, or use any of the 800+ templates created by SAM users and shared on THWACK®, SolarWinds’ online community.
- » **Simplicity:** Instead of modifying monitors for hundreds of individual applications, you can edit and customize a single template and apply it to multiple applications.
- » **Flexibility:** Pick and choose component monitors for each template. Select and use only the monitors that you need, and help save on license costs.
- » **Power to customize:** Easily edit and modify templates, or create your own for monitoring custom applications, servers, devices, or virtually anything that can send data to SAM.

Applications Supported Out of the Box

SolarWinds SAM offers more than 1,200+ application monitoring templates, so you don't have to rely on other solutions. This approach is designed to deliver excellent performance, complex support, and future updates.

We don't want to limit you in any way—that's why SAM can support custom, community-built templates and Nagios® scripts.

Supported business-critical applications include Windows Server®, Linux®, Microsoft® Exchange™, Microsoft IIS™, Office 365®, Apache®, MySQL®, IBM® DB2®, Oracle® WebLogic®, and much more.

» [View list of supported applications](#)

» [View built-in monitoring templates](#)

Deep Application Monitoring with Built-In AppInsight Templates

SAM also offers three out-of-the-box super templates: AppInsight™ for Microsoft Exchange, IIS, and SQL Server®. These are designed to solve complex problems via deep performance monitoring. AppInsight templates have a fixed number of component monitors: 50 for Exchange, 30 for IIS, and 50 for SQL Server.

- » **Monitoring Exchange Server:** View mailbox, database, status, and storage; identify replication issues; and monitor user mailbox activity.
- » **Monitoring Microsoft IIS:** Monitor the availability of websites and application pools, report SSL certificate expiration, and perform remote actions to start/stop application pools.
- » **Monitoring SQL Server:** Proactively monitor database connections, error logs, SQL agent job status, index fragmentation, long-running queries, and more.

“ The built-in AppInsight templates in SolarWinds Server & Application Monitor provide useful and intuitive data that can be viewed in a single pane of glass.

”

— John Marcial,
IT/Systems
Administrator, Carlson
Wagonlit Travel, Inc

AppInsight for Exchange

solarwinds
MY DASHBOARDS ▾
ALERTS & ACTIVITY ▾
REPORTS ▾
SETTINGS ▾
GUEST (LOGOUT)
HELP

AppInsight for Exchange - Microsoft Exchange

Application Details

APPLICATION NAME: Microsoft Exchange on LAB-SAM-EXC3-01

STATUS: Warning

EXCHANGE SERVER VERSION: Microsoft Exchange Server 2010 SP1

EXCHANGE SERVER BUILD NUMBER: 14.1.218.15

EXCHANGE DOMAIN: lab.excal.env3

DATABASE AVAILABILITY GROUP (DAG)

DAG Name: dag1

Other Exchange Servers in DAG:

- Microsoft Exchange on vman-Exch-2010
- Microsoft Exchange on syd-2k3-live
- Microsoft Exchange on lab-exch-dag-01

File Share Witness: lab-sam-exc3cas.lab.excal.env3

Path: C:\DAGFileShareWitnesses\dag1.lab.excal.env3

Alternate File Share Witness: N/A

Witness Share in use: Not in use

Exchange Server

3/27/2016, 9:52:34 PM - 3/28/2016, 9:52:34 PM

STATISTIC NAME	Zoom 1h 12h 24h	VALUE FROM LAST POLL
RPC Requests sent/sec		9.93
RPC Slow requests latency average (msec)		0.00 ms
RPC Slow requests (%)		0.00323 %
ROP Requests Outstanding		0.00 %
RPC Requests failed (%)		0.00434 %
RPC Requests outstanding		0.00
RPC Latency average (msec)		1.64 ms
Hub Servers In Retry		0.00

12:00 AM 4:00 AM 8:00 AM

Mailbox Database Size and Space Use

ALL MAILBOX DATABASES ON THIS SERVER

DATABASE NAME	DATABASE SIZE	WHITE SPACE	SPACE USAGE	TOTAL MAILBOXES	AVERAGE MAILBOX SIZE
Mailbox1	7.76 GB	96.72 MB	<div style="width: 100%;"><div style="width: 95%;"></div></div>	42	10.66 MB
Mailbox2	5.01 GB	0.00 bytes	<div style="width: 100%;"><div style="width: 100%;"></div></div>	52	10.96 MB
Mailbox3	5.51 GB	0.00 bytes	<div style="width: 100%;"><div style="width: 100%;"></div></div>	56	11.11 MB
Mailbox4	5.63 GB	64.78 MB	<div style="width: 100%;"><div style="width: 100%;"></div></div>	58	10.50 MB
Mailbox5	4.51 GB	0.00 bytes	<div style="width: 100%;"><div style="width: 100%;"></div></div>	47	10.77 MB

Page 1 of 2 | Items on page 5 | Show all | Displaying objects 1 - 5 of 6

Users By Mailbox Size

Search Users HELP

USER NAME	MAILBOX SIZE	% QUOTA USED	ATTACHMENT SIZE	ATTACHMENT COUNT	LAST ACCESSED	DATABASE
Hamilton Jean	973.83 MB	95%	379.80 MB	79	May 05, 2014	Mailbox1
Discovery Search Mailbox	717.93 MB	70%	143.59 MB	42	May 05, 2014	Mailbox1
Marshall Gillian	590.86 MB	58%	141.81 MB	32	May 05, 2014	Mailbox1

AppInsight for IIS

solarwinds MY DASHBOARDS ▾ ALERTS & ACTIVITY ▾ REPORTS ▾ SETTINGS ▾
 ADMIN (LOGOUT) ? HELP

AppInsight for IIS - Microsoft IIS

Application Details

APPLICATION NAME	Microsoft IIS on qa-brn-jpas-04
LAST SUCCESSFUL POLL	Thursday, March 17, 2016 10:17 PM
STATUS	Up
IIS VERSION	7.5

Sites

NAME	STATE	START MODE	CONNECTIONS	RESPONSE TIME (AVG)
Default Web Site	Stopped	N/A	N/A	Manually
SolarWinds NetPerfMon	Started	0	40	Auto

Application Pools

NAME	STATE	WORKER PROCESSES	CPU	PHYSICAL MEMORY	VIRTUAL MEMORY
DefaultAppPool	Started	N/A	N/A	N/A	N/A
SolarWinds Orion Application Pool	Started	1	0.00 %	4.79 %	2.73 %

Top 20 Page Requests by Average Server Execution Time

SITE	URL	AVERAGE SERVER EXECUTION TIME
SolarWinds NetPerfMon	/Orion/DPI/Services/ChartData.aspx/GetTopTransactions	2 sec 926 ms
SolarWinds NetPerfMon	/Orion/DPI/Services/ChartData.aspx/GetTopDataVolume	2 sec 905 ms

IIS Average CPU and Memory Usage

CPU Physical Memory Virtual Memory

Zoom 1h 12h 24h

WORKER PROCESS	LATEST CPU LOAD	LATEST PHYSICAL MEMORY USAGE	LATEST VIRTUAL MEMORY USAGE
<input checked="" type="checkbox"/> Non-IIS Processes and Services	3.00 %	67.41 %	53.98 %
<input checked="" type="checkbox"/> Windows Process Activation Service	0.00 %	0.30 %	0.14 %
<input checked="" type="checkbox"/> World Wide Web Publishing Service	0.00 %	0.30 %	0.14 %
<input checked="" type="checkbox"/> Application Host Helper Service	0.00 %	0.27 %	0.09 %
<input checked="" type="checkbox"/> SolarWinds Orion Application Pool	0.00 %	4.79 %	2.73 %
Total on qa-brn-jpas-04	3.00 %	73.07 %	57.08 %

AppInsight for SQL Server

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 ADMIN (LOGOUT) ? HELP

AppInsight for SQL - MSSQLSERVER

Last 24 Hours

All Databases

NAME	STATUS	DATABASE SIZE	TRANSACTION LOG SIZE
master	Online	4.00 MB	1.00 MB
model	Online	1.25 MB	512.00 KB
msdb	Online	12.13 MB	512.00 KB
Orion	Online	20.25 MB	14.69 MB
ReportServer	Online	4.25 MB	6.13 MB
ReportServerTempDB	Online	2.25 MB	768.00 KB
tempdb	Online	8.00 MB	768.00 KB

SQL Server

3/17/2016, 2:48:13 AM - 3/18/2016, 2:48:13 AM

STATISTIC NAME	VALUE FROM LAST POLL
SQL Compilations/sec	0.31
Full Scans/sec	9.91
Batch Requests/sec	10.72
Longest Transaction Running Time	0.00 s
Probe Scans/sec	29.32
Range Scans/sec	16.15
Auto-Param Attempts/sec	0.00

Thursday, Mar 17, 2016 10:00 PM

SQL Compilations/sec: 0.33

Full Scans/sec: 10.01

Batch Requests/sec: 10.81

Longest Transaction Running Time: 0.00 s

Probe Scans/sec: 28.47

Range Scans/sec: 15.54

Auto-Param Attempts/sec: 0.00

Failed Auto-Params/sec: 0.00

Compilations/Recompilations/Sec: 0.91

Plan Re-Use: 96.92 %

Recompilations/Compilation: 0.07

Forwarded Records/ Batch Requests: 0.00

SQL Agent Job Status

JOB NAME	LAST RUN	DURATION	OUTCOME
syspolicy_purge_history	1/1/1970, 10:30:00 AM		

Top 10 Databases by Active User Connections

LOGIN	HOST	CONNECTION DURATION	IDLE TIME	BYTES TRANSFERRED
NT AUTHORITY\NETWORK SERVICE	<local machine>	< 1 min	< 1 min	3.83 MB

12 users total

Connection Link Details

SolarWinds SAM can help you determine when any application slowdown is caused by the application itself or a problem in your network infrastructure. SAM can automatically discover the relationships between applications and servers, based on active application communication, and collects network connection statistics, such as packet loss and latency. You can monitor the flow of data between applications, processes, and nodes, and discover any network-related issue before it escalates and influences your end users.

» [Learn more](#)

Extend Monitoring to Custom Applications

SolarWinds SAM is designed to allow you to build new templates, or modify built-in templates to extend monitoring to virtually any [custom or homegrown applications](#). You can [import existing scripts](#), such as Nagios scripts, to SAM. The built-in script processor can enable you to convert Nagios scripts to a format that can be used to alert, schedule, run jobs, and report findings in SAM.

In addition, you can leverage SAM's more than 800 custom monitoring templates, and those shared on THWACK.

» [View templates available on THWACK](#)

» [Watch video on building custom templates](#)

MONITORING SERVERS

SolarWinds SAM monitors the health and performance of multi-vendor servers.

- » Monitor server response time, packet loss, and network latency.
- » Track CPU, memory, and disk usage, and forecast when capacity will run out.
- » Monitor server storage volumes, disk usage, and capacity metrics out of the box.
- » Monitor the health of server hardware and blade enclosure, and isolate failures in components, such as battery, CPU, fan, temperature, memory, etc.
- » Remotely remediate server issues. Terminate runaway processes, start/stop services, reboot servers, etc.
- » Centrally manage and track server hardware and software asset information.

[Learn more about server monitoring](#)

Hardware Health Monitoring

SAM is designed to let you see the status and performance of critical server hardware components, such as fan speed, temperature, power supply, CPU, battery, and more. Quickly identify server hardware issues impacting server and application performance.

Monitor the hardware health metrics of Dell® PowerEdge®, HP® ProLiant®, IBM® eServer xSeries servers, and VMware® ESX®/ESXi hypervisor.

Node Details - LAB-2K3-HP - Summary

Hardware Details

Hardware Status: Up
 Manufacturer: HP
 Model: ProLiant DL380 G6
 Service Tag: ZUK01508BD
 Last Poll Time: 3/17/2016 9:36:04 PM
 HP Insight Manager: v8.70.0.0

Current Hardware Health

SENSOR NAME	STATUS	VALUE
Fan	Ok	
Power Supply	Ok	
Temperature	Ok	
Disk	Ok	
Battery	Ok	
Array	Ok	
sa-p410i -HP Smart Array P410i 2	Ok	
Disk 0	Ok	820.207 GB
Memory	Good	
Memory module 0.3	Good	2 GB
Memory module 0.6	Good	2 GB
CPU	Ok	
Quad-Core Intel(R) Xeon(R)	Ok	

Hardware Health

POWER SUPPLY (V) | POWER SUPPLY (W) | **TEMPERATURE**

LAB-2K3-HP
 Mar 17 2016, 8:15 am - Mar 17 2016, 9:00 pm

Zoom: 1h | 12h | 24h

17 Mar 9:00 AM 4:00 PM

- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]
- Temperature: [Color]

Capacity Planning and Forecasting

SolarWinds SAM can provide a detailed view of your server resources, including CPU load, memory used, disk capacity, etc. This lets you clearly see all server resource consumption. Make detailed capacity forecasts by tracking peak and average capacity over time. Find and fix server capacity issues before they impact end users and business productivity.

Remediate Server Issues Remotely

Node Resource Capacity Forecast

RESOURCE	LAST 7 DAYS	WARNING	CRITICAL	AT CAPACITY
CPU Load	Avg: 88% 0%	>65% Now	>90% Now	>100% 5 days
Percent Memory Usage	Avg: 85% -1%	>80% Now	>90% Now	>100% 5 days

Volume Capacity Forecast

RESOURCE	LAST 7 DAYS	WARNING	CRITICAL	AT CAPACITY
C:\ Label: 842F87D2	Avg: 90% 3%	>80% Now	>95% 2 weeks	>100% 3 weeks

Application Health Overview

Application Count: 3

2 Up, 1 Critical, 0 Warning, 0 Down, 0 Unknown, 0 Other

Applications

APPLICATION NAME	APPLICATION STATUS
Active Directory 2003-2008 Services and Counters	Up
MSSQLSERVER	Critical

CPU Capacity Forecast Chart

SQL_Server_01
 Dec 7 2015, 9:05 pm - Apr 2 2016, 10:00 am

Zoom: 1h | 12h | 24h

Nov '15 Jan '16 Mar '16

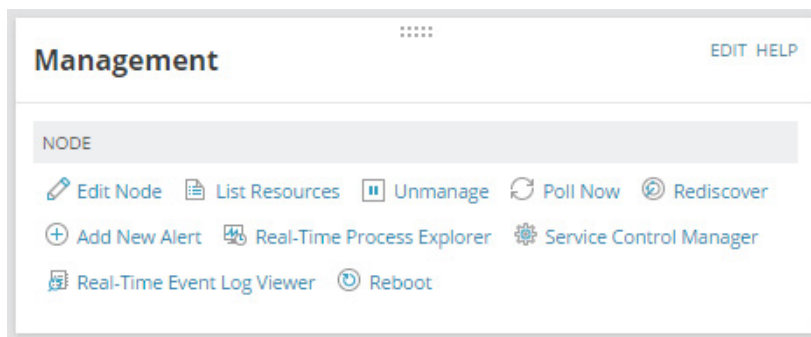
RESOURCE	TREND SLOPE	WARNING	CRITICAL	AT CAPACITY
Peak Trend	0.82% / day	>65% Now	>90% Now	>100% 2 days
Average Trend	0.8% / day	>65% Now	>90% Now	>100% 5 days

Memory Capacity Forecast Chart

SQL_Server_01

SolarWinds SAM provides a set of built-in tools designed to troubleshoot server issues remotely.

- » **Real-Time Process Explorer:** Monitor processes in real time and kill runaway processes remotely.
- » **Service Control Manager:** Monitor services, and remotely start/restart/stop them.
- » **Real-Time Event Viewer:** Event logs can be viewed in real time and filtered by log type, event source, and severity level.
- » **Windows® Scheduled Task Monitor:** Gain quick visual access to the status of scheduled tasks configured on your Windows nodes.
- » Remotely reboot server at the click of a button.



IT Asset Inventory

SolarWinds SAM lets you discover and manage server hardware and software inventory in one centralized location.

- » **Automatically discover and store IT asset data**

SAM can automatically collect IT asset details, including system information, processors, memory, volumes, hard drives, USB ports, drivers, storage controllers, network interfaces, firmware, installed software, and OS updates.

- » **Track assets throughout their life cycle**

Track your software assets, such as version, installation, or purchase date, latest software updates, and more. Track hardware details, such as purchase date, usage, warranty expiration date, and location. This actionable data can help you decide if you should replace old or faulty hardware, and more.

- » **Quickly alert and report on IT assets**

Report on asset inventory with charts and tables. Built-in reports show current asset usage along with model number, last update dates, names of admins who installed the updates, total resources used, unused hardware, etc.

MONITORING VIRTUALIZED ENVIRONMENTS

Along with physical servers, SolarWinds SAM is designed to let you monitor the health and availability of hypervisors (host) and virtual machines (guest). You can easily identify whether the application problem is due to a performance issue in the virtualized infrastructure or not. SAM supports monitoring VMware vSphere® and Microsoft Hyper-V® and containers.

- » Hypervisor (virtual server/host) monitoring metrics include CPU load, memory utilization, list of virtual machines, and more.
- » Virtual machine (guest) monitoring metrics include availability statistics, CPU, memory consumption, network traffic, and more.
- » CPU, RAM, and availability performance metrics for Docker™, Kubernetes™, and Mesos™

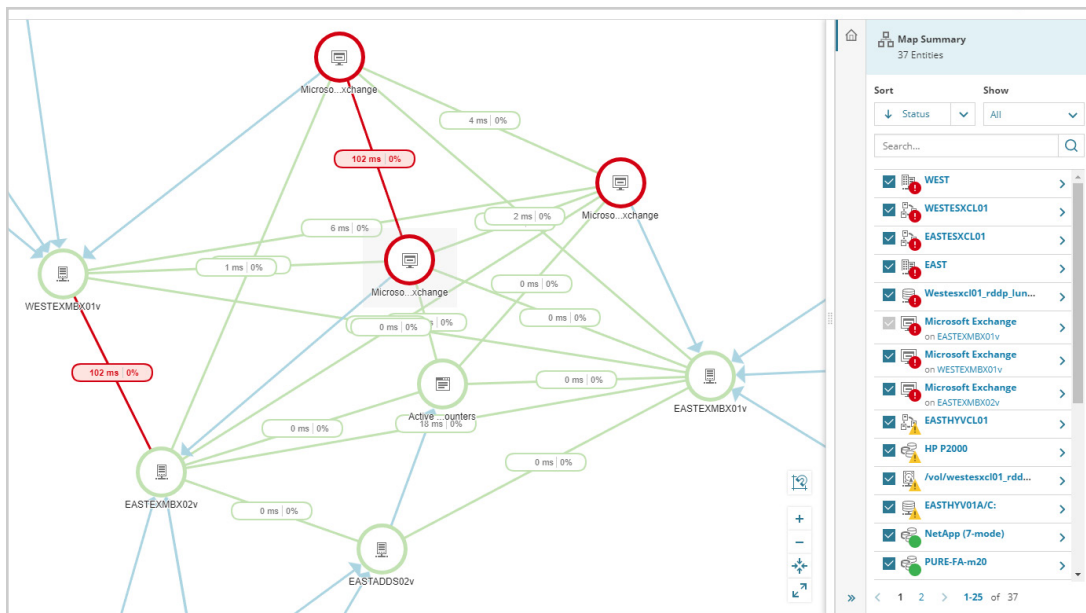
“ On a number of occasions, SolarWinds Server & Application Monitor has helped us troubleshoot performance issues with virtual machines. ”

– James Spencer, IT/Systems

Faster Troubleshooting with Application Infrastructure Dependency Mapping

The AppStack™ is designed to allow you to troubleshoot application problems faster. Find out if a slow application issue is due to a performance problem in the application itself or the underlying physical and virtual server infrastructure and storage environment.

- » Pinpoint the root cause of application issues across system, virtual, and storage infrastructures
- » Dynamic maps show the status, relationships, and dependencies between applications in physical and virtual infrastructures
- » With a single click, you can drill deep to identify performance and resource capacity issues
- » You can get a unified view across multi-vendor applications, servers, hypervisors, and storage arrays

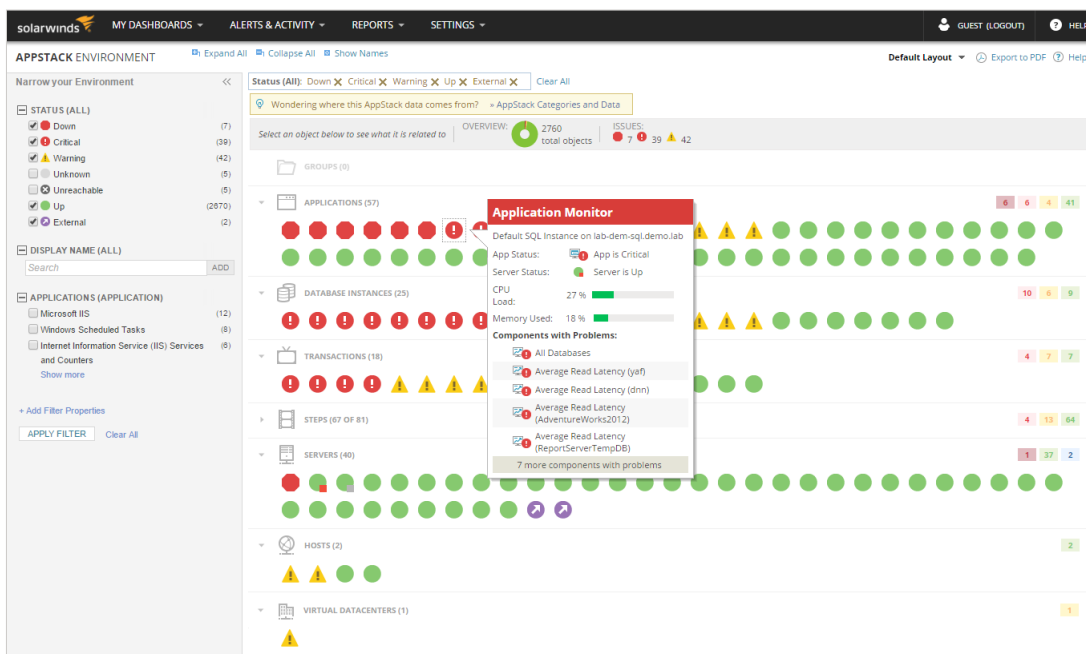


For example:

If you have a slow SharePoint® application, you can easily see what other IT components SharePoint is connected to, including physical server, virtual server, virtual machine, or storage volume. At a single glance, you can see the health of the dependent IT infrastructure and isolate the root cause.

Integration with SolarWinds [Virtualization Manager](#), [Storage Resource Monitor](#), Database Performance Analyzer, and [Web Performance Monitor](#) help to extend the AppStack dashboard's capability to provide deep insight into virtual layers and external NAS and SAN storage infrastructures so you can pinpoint deep-rooted performance problems.

[Learn more](#) | [View AppStack Dashboard](#)

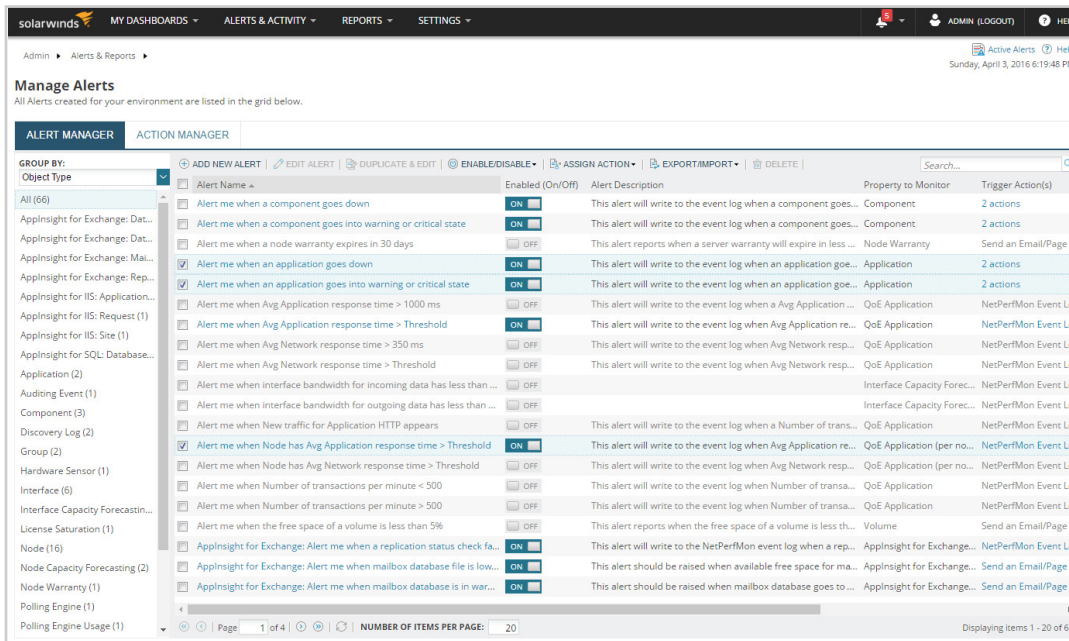


PRE-PACKAGED ALERTS AND REPORTS

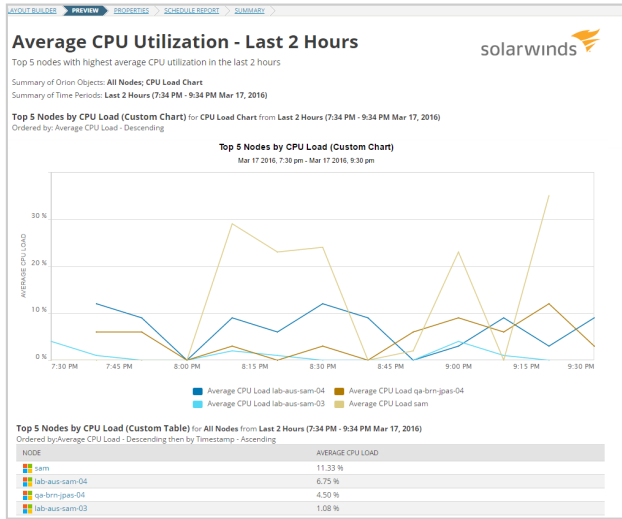
SolarWinds SAM comes with a wealth of pre-built alerts and reports that let you get started immediately. These alerts and reports are easily customizable from the web interface. You can modify them to suit your custom needs, or easily build new alerts or reports from the web console.

SAM leverages the alerting engine from the Orion® Platform, which helps support building intelligent alerting conditions:

- » Define device dependencies to help ensure you don't receive unnecessary alerts and prevent floods of useless messages
- » Configure alerts for correlated events (alert if X and Y are true), and sustained conditions (alert if Y is true for more than five minutes)
- » Dynamically calculate baseline thresholds and set up alerts based on network baseline data
- » Escalate alerts automatically through a variety of alert delivery methods



Automate report generation and delivery with over 100 out-of-the-box reports available in SolarWinds SAM. You can easily modify them or build new reports based on custom requirements.



INTUITIVE AND CUSTOMIZABLE LAST DASHBOARDS

SolarWinds SAM is designed to provide a highly intuitive and user-friendly dashboard and monitoring console. Detecting performance issues can be much easier and faster with the help of custom views, easily modifiable widgets, charts, and graphs.

- » The built-in dashboards and top 10 views is designed to allow you to easily monitor key metrics and isolate issues. You can also create your own custom monitoring views, NOC views, and individual widgets and resources.
- » Automatically discover servers and applications, and add them to network maps. SAM is designed to automatically connect the components on the map to visually represent your network. You can create multiple layers of maps and can use them to drill down from top level (country, state, etc.) to granular locations (site, building, floor, etc.)
- » Dynamically sort applications into logical groups, such as location, vendor, and any custom property.

Applications Map

Top 10 Processes by CPU Load

PROCESS NAME	APPLICATION NAME	NETWORK NODE	CPU LOAD
scfagent_64.exe	JD Edwards EnterpriseOne Server Manager (Windows)	SW_OracleDB	90.44%
w3wp.exe	Microsoft IIS	adf-web-04.tul.solarwinds.net	15.98%
SolarWinds.InformationService.ServiceV3.exe	Orion Server	lab-dem-orion.demo.lab	12.19%
w3wp.exe	Microsoft IIS	ADF-WEB-02	7.23%
w3wp.exe	Microsoft IIS	adf-web-05.tul.solarwinds.net	7.08%
SolarWinds.BusinessLayerHost.exe	Orion Server	lab-dem-orion.demo.lab	5.67%
SolarWinds.BusinessLayerHost.exe	Orion-Main	orion-main	4.63%
w3wp.exe	Microsoft IIS	ADF-WEB-01	3.55%
svchost.exe	Windows Server 2003-2012 Services and Counters	ADF-WEB-03	3.06%
w3wp.exe	Microsoft IIS	lab-dmz-01.demo.lab	2.96%

Down Applications

APPLICATION NAME	MONITOR STATUS	DOWNTIME
Bind 9.5 and earlier on vman-centos	1 down, 1 unknown	Never up
Bind 9.6 and higher on vman-centos	1 down, 9 unknown	Never up
Citrix XenApp 6.0 Services on njenninglab01	16 up, 2 down	196 days
CUPS on vman-centos	1 down, 7 unknown	Never up
Exchange 2007-2010 Hub Transport Role Service and Counters (Basic) on 10.199.1.80	14 up, 1 down	Never up
Exchange Server 2003 on SW-BACKUP	23 up, 2 down	Never up
Helix Universal Media Server (Linux/Unix) on vman-centos	1 down, 14 unknown	Never up
IBM DB2 on lab-aus-#2010.lab.tul	13 down	Never up
Memcached on vman-centos	2 down, 6 unknown	Never up

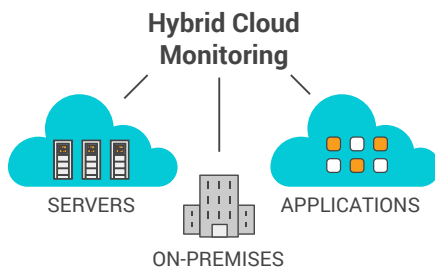
Application Health Overview

Application Count: 142

- 90 Up
- 16 Down
- 1 Critical
- 1 Unknown
- 7 Warning
- 24 Down
- 4 Other

UNIFIED APPLICATION MONITORING ACROSS PRIVATE, PUBLIC, AND HYBRID CLOUD ENVIRONMENTS

SolarWinds SAM can provide end-to-end visibility of your business-critical applications running on private, public, and hybrid cloud environments. Use agentless technology is designed to monitor applications and servers on-premise. The optional agent (for Windows and Linux) can extend the scope of monitoring to the cloud (AWS®, Microsoft Azure®, Rackspace®, etc.).



SAM is designed to help hybrid environments, where you move applications from on-premise to the cloud. Compare performance with baseline data, and use historical analysis to determine resource needs.

ENTERPRISE SCALABILITY

SAM is designed to be purpose-built to support the monitoring needs of small, medium, and large networks. As your requirements for polling grow higher, SAM is designed to add [Additional Polling Engines](#) to extend monitoring capabilities.

If you have a distributed network across different locations, you can install multiple instances of SAM, and roll up monitoring data to a single view with the help of the [Enterprise Operations Console](#).

HIGH AVAILABILITY

As an IT engineer, you recognize the necessity of proactive 24/7 monitoring of your IT infrastructure. But what happens if your monitoring system fails? In other words, who's monitoring the monitor? SolarWinds Orion Platform High Availability (HA) is designed to bring new and powerful capabilities. Near-instantaneous, automated, multi-subnet failover and recovery mechanisms are designed to ensure 24/7 availability for your Orion Server. HA can also support your pollers spread across different subnets, while also allowing failover to different sites, dedicated disaster recovery locations, or a cloud service of your choosing.

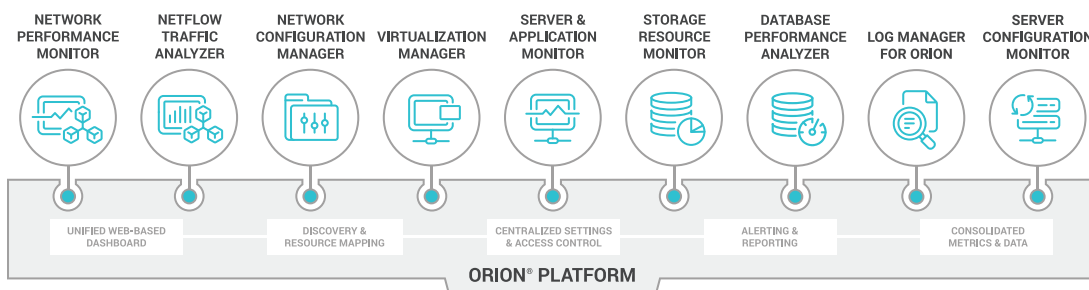
DEEPER MONITORING INSIGHT WITH SOLARWINDS ORION PLATFORM

SAM is powered by the SolarWinds Orion Platform, which is designed to provide a common set of services, letting you easily integrate products with one another. Because of Orion, SAM can easily extend to other IT management software from SolarWinds, such as [Network Performance Monitor](#), [Virtualization Manager](#), [Storage Resource Monitor](#), [Web Performance Monitor](#), [Database Performance Analyzer](#), and more.

The Orion Platform is designed to allow you to add functionality as needed, providing end-to-end visibility across networks, systems, and applications. It offers a unified experience, alerting, reporting, and integrated metrics for contextual visibility, relationship mapping, and troubleshooting.

Benefits of the Orion Platform:

- » Modular and scalable
- » Offers broad coverage and deep monitoring capabilities
- » Consolidated monitoring data and context across various IT layers designed to provide a unified monitoring view
- » Centralized management and administration



CUSTOMER TESTIMONIALS

"It's much easier with SolarWinds SAM to create custom monitors and application models, and monitoring and reporting Exchange status is greatly improved and less time intense. SolarWinds is much easier, in that we feel like we control the monitoring solution instead of it controlling us!"

– David Speer, System Engineer, Skanska AB

"This product is reliable, easy to use, and provides a whole lot of features at my fingertips!"

– John Shook, IT/Systems Administrator, ACSi

[Read more customer testimonials by TechValidate research](#)

[Read more customer reviews on TrustRadius](#)




HOW IS SAM LICENSED?

SolarWinds Server & Application Monitor is licensed by the number of component monitors, which is any measurement of application health and availability. Examples of component monitors include performance counters, services, processes, URLs, etc.

For each license tier, in addition to component monitors for applications, you can monitor physical servers, hypervisors, and disk volumes at no extra cost.

[View full list of licensing tiers and pricing | Licensing guide](#)

AL150 License Tier Includes Monitoring

		
Up to 150 Component Monitors for Applications	Up to 150 Physical Servers, Hypervisors, Virtual Machines	Up to 150 Volumes (Local Disks)

NOTE: Licensing tiers have been set up to help you get the most beneficial pricing and monitoring limits. If you want to learn more about licensing, please reach out to us.

Email us at sales@solarwinds.com.

Call us at (+1) 866.530.8100.

Generate an [online quote](#).

ADDITIONAL RESOURCES

- » [Product Page](#)
- » [Supported Applications](#)
- » [Datasheet](#)
- » [Online Demo](#)
- » [Licensing Guide](#)
- » [Case Studies](#)
- » [Training Videos](#)
- » [ROI Infographic](#)

ABOUT SOLARWINDS

SolarWinds provides powerful and affordable IT management software to customers worldwide, from Fortune 500® enterprises to small businesses, managed service providers (MSPs), government agencies, and educational institutions. We are committed to focusing exclusively on IT, MSP, and DevOps professionals, and strive to eliminate the complexity that our customers have been forced to accept from traditional enterprise software vendors. Regardless of where the IT asset or user sits, SolarWinds delivers products that are easy to find, buy, use, maintain, and scale while providing the power to address key areas of the infrastructure from on-premises to the cloud. This focus and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as the worldwide leader in both network management software and MSP solutions, and is driving similar growth across the full spectrum of IT management software. Our solutions are rooted in our deep connection to our user base, which interacts in our **THWACK** online community to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.

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