



BMC AppSight Application Problem Resolution System for J2EE

With Black Box Software Technology

KEY BENEFITS

Using BMC AppSight for J2EE, your development, QA, and third-level application support organizations can:

- > Accelerate software delivery cycles and improve application quality
- > Pinpoint the root cause of performance, configuration, functional, and end-user problems
- > Eliminate the need to categorize and recreate problems before resolving them
- > Resolve problems in J2EE, .NET, and Windows-based applications on both server and client sides
- > Modify recording levels on-the-fly, without application restart
- > Eliminate diagnostic patches
- > Streamline communications among development, testing, and support teams

KEY PROBLEMS SOLVED

- > Transaction failures
- > Application and transaction performance problems
- > Synchronization problems and thread deadlocks
- > Resource contention
- > Business logic errors
- > Database access failures
- > Web Service performance issues and failures
- > Third-party invocation errors and performance issues
- > JNDI and JMS access problems
- > Third-party invocation errors and performance issues
- > Application migration and upgrade problems
- > Application and application server configuration errors
- > User errors

The BMC® AppSight™ Application Problem Resolution System for J2EE (BMC AppSight) increases the output of development organizations by up to 30 percent by automating problem resolution processes during the testing, support, and maintenance phases of the application lifecycle. BMC AppSight captures, communicates, and pinpoints the root cause of J2EE application problems — from the user level down to the code.

ACCELERATE NEW SOFTWARE RELEASES

BMC AppSight improves organizational efficiency, reduces costs, and accelerates the delivery of new applications. Using BMC AppSight, you can:

- > Shorten development cycles of all application releases, while improving quality, by automating problem resolution workflows between the software development and quality assurance organizations
- > Improve tester productivity by up to 50 percent by automating software defect documentation and streamlining the process that developers and testers use to communicate and resolve application problems

REDUCE APPLICATION MAINTENANCE COSTS

BMC AppSight for J2EE streamlines the root-cause analysis process by up to 70 percent and enables development teams to reclaim up to 40 percent of development resources by:

- > Minimizing development resources diverted to investigate and solve production problems by streamlining problem escalation and automating workflows between IT operations, end-user support, and development
- > Automating the capture of all problem details and documentation
- > Eliminating the need to recreate a problem's environment or reproduce its symptoms in order to resolve it

A COMPREHENSIVE SOLUTION WITH A UNIQUE ARCHITECTURE

A complete application problem resolution system, BMC AppSight for J2EE addresses all dimensions of the problem resolution process — handling all problem types, in all application tiers, on major J2EE application server platforms.

BMC AppSight leverages a unique problem resolution architecture based on patented Black Box software technology. The BMC AppSight Black Box software records applications, much like a black box flight recorder in an aircraft, capturing a complete record of application execution, including the user experience, performance, configuration, and even code-level information — across a multitiered, clustered environment — in one synchronized timeline. The BMC AppSight Black Box software operates with an extremely low and easily tuned performance impact, and requires no modifications to the J2EE application or server.

When a problem or “issue” occurs, the BMC AppSight Black Box software encapsulates the synchronized problem history in a small documentary log that can be communicated to the entire problem resolution team. With the BMC AppSight Black Box log, those involved in problem triage and resolution can replay, rather than recreate, any reported problems, eliminating up to 70 percent of the cycle time typically consumed by root-cause analysis.

DRILL DOWN TO ROOT CAUSE MORE QUICKLY BY USING SYNCHRONIZED, ROLE-SPECIFIC VIEWS OF THE PROBLEM

BMC AppSight uniquely spans the divide between operations (where production issues are often found) and application development and support (where problems are often resolved). The BMC AppSight Console enables application team members to analyze captured problem data at different levels and drill down to

SUPPORTED J2EE PLATFORMS

- > BEA WebLogic server, BEA WebLogic Express, Portal and Integration 6.1, 7.0x, and 8.1x
- > IBM WebSphere server, IBM WebSphere Express, Portal and Business Integration 5.0x, 5.1.x, 6.0
- > JBoss 4.0x

SUPPORTED OPERATING SYSTEMS

- > Windows 2000 SP4 or higher, Windows XP SP1 and SP2, Windows Server 2003 and SP1
- > Linux Red Hat 7.2, Linux Advanced Server 2.1, 3.0, 4.0
- > Sun Solaris 8, 9, 10
- > IBM AIX 5.1, 5.2
- > HP-UX 11i
- > Tru64

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. www.bmc.com.

In May 2006, BMC acquired Identify Software, creators of the AppSight Application Problem Resolution System. For more information about AppSight, visit www.appsight.com or call (800) 364 5467 or +1 (919) 388 3333.



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031

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determine root cause. The BMC AppSight for J2EE architecture facilitates analysis of application execution across multiple application servers using its unique transaction follow-through capabilities.

The Console includes three levels of analysis, which reflect the common root-cause analysis process:

- > **System level** — provides views of transaction performance, exceptions, metrics, alerts, and user sessions
- > **Component level** — presents all the invocations of EJB, servlets, JSP, selected POJOs, SQL statements, and exceptions for each transaction instance on a timeline, as well as performance data and duration time for each invocation
- > **Code level** — shows the execution of any Java object and presents multithreaded execution flow of method calls, the related source code, object states, method arguments, return values, and any thrown exceptions, including the complete stack trace

DESIGNED FOR DEMANDING ENVIRONMENTS

BMC AppSight provides the unique ability to change recording levels dynamically, without restarting your J2EE applications or application servers. This is essential for minimizing the impact of monitoring and recording in a production environment.

You can set up an initial recording profile that monitors a rich set of J2EE performance and environmental metrics, and then define specific triggers, so BMC AppSight automatically switches to a deeper recording profile, recording code-level information in the J2EE application execution flow. After the necessary information has been recorded, BMC AppSight automatically switches back to the initial recording level — with almost no performance impact.

BMC AppSight sends alerts, based on user-defined trigger events related to application and application server performance problems (such as high average EJB execution time) and functional problems (such as exceptions). Alerts are used to modify recording levels on-the-fly, facilitating capture of detailed application information upon any detected anomaly — fundamental for troubleshooting. Alerts are shown in the BMC AppSight Console, and can be sent via SNMP to systems management applications.

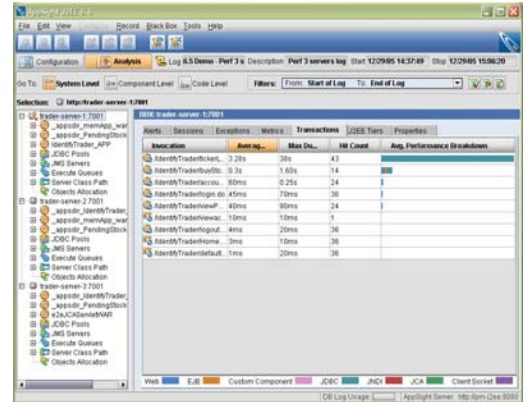
BMC AppSight monitors metrics on a rich set of J2EE and environmental components — application server and host; virtual and physical memory; JDBC; JTA; JMS; thread pools; execute queues; EJB; servlets; and JSP — and enables you to drill down to the detailed execution recording from any point in the graph.

STREAMLINE PROBLEM RESOLUTION TEAM COMMUNICATIONS

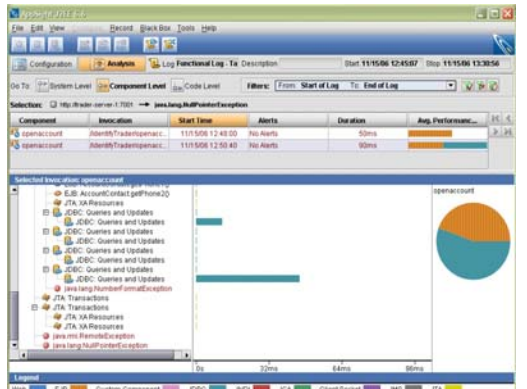
BMC AppSight logs can be attached to trouble tickets in a help desk system or to defect reports in a bug-tracking system for complete integration with your problem resolution processes. In this way, BMC AppSight logs can be communicated across a distributed team and analyzed using dedicated views that facilitate rapid root-cause identification.

PROFESSIONAL SERVICES

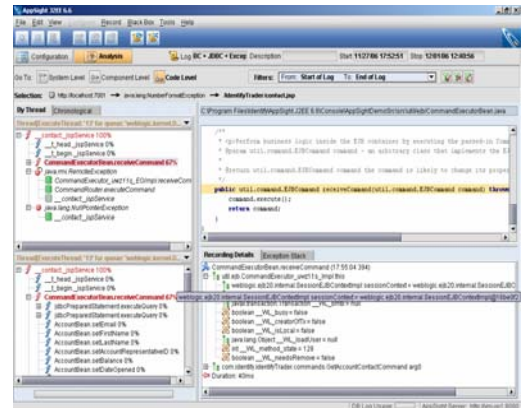
BMC offers customized professional services to accelerate the successful deployment of BMC AppSight in any environment. To learn more, please visit www.appsight.com.



The System level view exposes transaction performance problems at the invocation level



The Component level view exposes details of component execution



BMC AppSight for J2EE Console Code level view exposes problems down to the line of code level

