



Datasheet

SGI™ Embedded Services

A New Paradigm in High-Quality Service

Features

- On-site system diagnostic tool
- One database for system history and one console for debugging
- Evaluation of hardware configuration and changes
- Remote support capable

SGI Embedded Services is a new paradigm in quality service delivery. It consists of support modules that are embedded into the kernel of the system OS [currently IRIX® and soon to be on Linux®]. This best-in-class service from SGI delivers:

- Monitors uptime and reliability of systems
- Automatic and embedded 24x7 monitoring and notification
- Better diagnosis of a system and service delivery by SGI support
- System Y2K compliance

Security features are built into all service modules to provide controlled access to secure sites and authorized personnel. Only system events pertaining to hardware and software are monitored. If the data is sent to SGI, only authorized personnel are allowed access to it. No information in data files is monitored.

For a better look at Embedded Services please visit <http://support.sgi.com>.



SGI Embedded Support Partner

Embedded Support Partner [ESP] collects and presents system availability, configuration, system events, and performance. ESP consists of several modules, forms the central repository for all related system data, and provides an intuitive and user-friendly interface. Each module provides a unique service functionality. Some of the modules run as daemons and others as applications that can be interactively launched. The design provides a consistent framework for the support of systems in the customer environment. ESP is on your IRIX 6.5.5 system and above, and can be found under Support Tools on your desktop.

Use ESP to:

- Manage system errors
- Track system availability
- Track system configuration [hardware and software]
- Monitor performance
- Provide proactive notification of critical system events
- Set user privileges and archive data

Viewing Reports

The base distribution setup has reports that can be viewed on the system. The reports can

be tiered based on user privileges. The reports are hardware configuration [current and history], software configuration [installed software, patches, and history], availability metrics, event reports, and diagnostic results.

Rules and Notifications

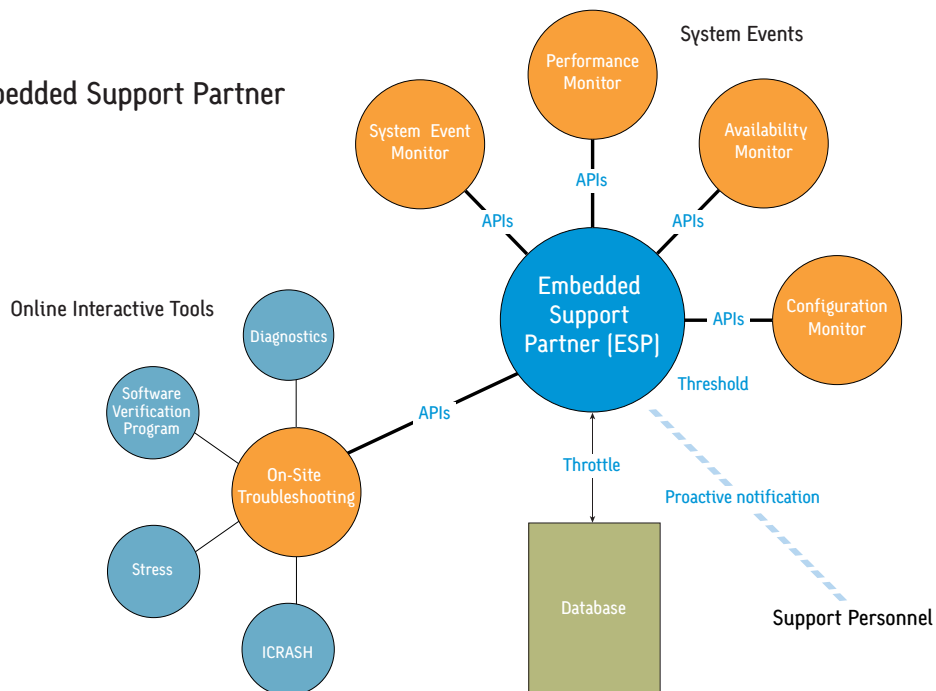
Rules can be administered based on throttle by count for event monitoring. Responses are based on a user-defined set of actions for an event. Responses can be administered based on threshold by count. Responses can be communicated by graphical notification on the operator's console, e-mail, chatty and numeric paging, and transmission of critical reports.

User Privileges and Data Archiving

The system is set up so that a user is part of the administrative group with administrative privileges. A user's activity can be restricted through the Access Permission filtering mechanism.

ESP allows archiving of all captured data. The archiving feature minimizes the use of system disk space. Archiving can be performed manually by the system administrator.

Embedded Support Partner



SGI System Group Manager

System Group Manager [SGM] consolidates the support-related information of several systems into one centralized manager. It provides continuous, predictable, and reliable support service in a dynamic distributed environment with a scalable architecture, SGM provides efficient, consistent, and centralized ways to manage and support several systems. An SGM license can be obtained from Key-O-Matic, SGI's software licensing Web site.

Use SGM for:

- Centralized support administration
- Centralized event processing
- Centralized automated response and notification
- Centralized site reporting
- Centralized troubleshooting
- On-site diagnostics and remote support

Centralized Support Administration

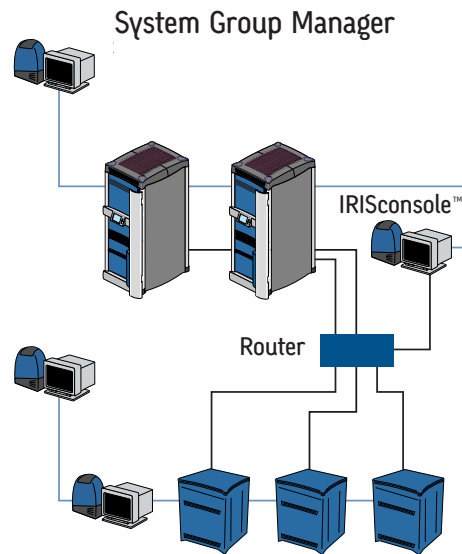
SGM accommodates policy administration for all system members within a group.

Centralized Event Processing

SGM can be configured to subscribe to events from member systems, set up thresholds and throttles on members, set up rules for decision support for members, and set up responses based on events received from member systems. In addition, SGM can monitor services on the member systems to ensure that they are running, track availability of group members, and track hardware and software configuration automatically [current and historic].

Centralized Automated Response and Notification

SGM can be configured to provide automated responses and notification. For example, a configuration change event in a member system will trigger the group manager to automatically pull the data from the member system and update it on the group manager. SGM can also be configured to perform notification on events that have been forwarded from member systems. Forms of notification include graphical notification on administrator's consoles, e-mail, pager, and full report transmission.



Centralized Site Reporting

SGM provides a variety of reports both for member systems and the site. These reports include system event reports [by event class, event type], system hardware configuration [current and historic], system software configuration [current and historic, including patches], system metrics [MTBI, availability], site metrics, and event action reports.

Centralized Troubleshooting

The SGM environment provides access to all troubleshooting tools on the member systems. Support tools include system verification program, online diagnostics, and system stress.

Support Management Console

A support management console provides the benefits of a central operator console through which all support activities can be performed. This console provides facilities to connect to different member systems at the same time and perform multiple support activities.



“Embedded Services (ESP and SGM) are a continuing indication of SGI’s ability to innovate in order to meet customer needs,” said Doug Chandler, a senior analyst at IDC. “This powerful automated support and diagnostic tool will be critical for managing systems in today’s complex IT environment.”

Doug Chandler
Senior Analyst, IDC



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