

## EXTEND UNIFIED IT MONITORING THROUGHOUT YOUR SERVER INFRASTRUCTURE

### Business Challenge

Servers are a pillar of any service delivery infrastructure and, therefore, are one of the most important coverage components for a unified monitoring solution. Visualizing the performance and availability of hardware and operating system components as well as the virtualization technologies that run on top of these platforms is essential to delivering end-to-end service reliability.

### What is a ZenPack?

ZenPacks are customizable and extensible plug-ins used to extend the Zenoss platform. They use standard APIs and protocols, including SNMP, WMI, SSH and many more, to collect real-time health and performance data from any type of system or application. The flexible, highly extensible ZenPack model allows the Zenoss platform to extend discovery, performance and availability monitoring capabilities to new technologies quickly. Zenoss currently boasts a catalog of more than 400 ZenPacks covering physical systems, containers, cloud deployments and applications.

### ZenPack Classification

#### ZENOSS COMMERCIAL

Our commercial ZenPacks are designed for customers who want to get the most out of their IT monitoring platforms. These ZenPacks provide in-depth integrations with the most modern, cutting-edge technologies and are included for customers with Zenoss Service Dynamics (ZSD) or ZaaS (Zenoss as a Service) subscriptions.

#### ZENOSS OPEN SOURCE

Open-source ZenPacks are also created by Zenoss and cover a broad range of traditional IT technologies – like server, storage and network monitoring devices – from many of the largest and most trusted data center brands. Open-source ZenPacks are freely available to everyone.

#### COMMUNITY

Community ZenPacks are often focused on specific technologies or functionality extensions. They are created by our customers and partners and are supported by the same community of developers that creates them. Community ZenPacks are freely available to everyone.

#### SUBSCRIPTION

Our Professional Services integration packages are offered as subscriptions and include ongoing compatibility and maintenance. Each package is a customized integration, and all standard packages are renewable every 12 months from the date of purchase.

#### CUSTOM

Zenoss users can create their own ZenPacks through use of the ZenPack Software Development Kit or by leveraging the Zenoss Professional Services team for custom ZenPack development.

### ZenPacks for Servers and Operating Systems

Zenoss offers ZenPacks for some of the most common server hardware and operating system platforms so that organizations can quickly and effectively monitor these resources. The Zenoss platform was built from the ground up to deal with dynamic environments – providing native virtualization support coupled with extraordinarily broad operating system support. IT operations teams get clear visibility into the health, performance and utilization of critical system-level resources.

### Servers

Zenoss provides ZenPacks for Dell PowerEdge, HP ProLiant and IBM Power servers. The ZenPacks are uniquely tuned to the features of each server, with the available APIs determining what exactly can be monitored. While specific functionality for each server platform will differ, all of the ZenPacks in this category will:

- Discover system chassis, physical disks, temperature sensors, processors, virtual disks, memory cards, ports, fans and other key components
- Discover blade enclosures and their management consoles as well as the enclosure components and mapping of slots to blade servers
- Monitor memory, throughput, disk utilization, power consumption and processor speeds
- Collect events and forward them to the Zenoss console
- Map service impact relationships between components
- Provide reporting via the Zenoss console

### Server Operating Systems

For monitoring server operating systems, ZenPacks for Linux, Microsoft Windows, HP-UX, IBM AIX and Oracle Solaris focus on monitoring file systems, network interfaces, CPU utilization, OS information and installed software. The Windows ZenPack has added functionality, providing in-depth monitoring of Active Directory, Internet Information Server, Exchange Server and SQL Server applications alongside the base operating system.

## ZenPack Functionality

ZenPacks help customers unify the monitoring of their server infrastructures as part of an enterprise-level, cross-silo view. The ZenPacks offered directly through Zenoss are developed to help IT operations organizations make their monitoring operations more efficient and effective. They are supported by Zenoss customer service and updated regularly by the Zenoss engineering team to support the latest releases from each ISV or hardware vendor.

## ZENOSS SERVER AND OPERATING SYSTEM ZENPACKS

| PLATFORM                                                        | ZenPack Type |            | Coverage |                         | Features  |                        |                  |                     |                       |
|-----------------------------------------------------------------|--------------|------------|----------|-------------------------|-----------|------------------------|------------------|---------------------|-----------------------|
|                                                                 | Open Source  | Commercial | Server   | Server Operating System | Discovery | Performance Monitoring | Event Management | Service Impact/rca* | Operational Reports** |
| Dell PowerEdge                                                  |              | ✓          | ✓        |                         | ✓         | ✓                      | ✓                | ✓                   |                       |
| HP Proliant                                                     |              | ✓          | ✓        |                         | ✓         | ✓                      | ✓                | ✓                   |                       |
| IBM Power                                                       |              | ✓          | ✓        |                         | ✓         | ✓                      | ✓                | ✓                   |                       |
| Linux                                                           | ✓            |            |          | ✓                       | ✓         | ✓                      | ✓                | ✓                   | ✓                     |
| Windows (includes IIS, AD, MS Exchange, and SQL Server support) | ✓            |            |          | ✓                       | ✓         | ✓                      | ✓                | ✓                   | ✓                     |
| Solaris                                                         |              | ✓          |          | ✓                       | ✓         | ✓                      | ✓                | ✓                   | ✓                     |
| HP-UX                                                           |              | ✓          |          | ✓                       | ✓         | ✓                      | ✓                | ✓                   | ✓                     |
| AIX                                                             |              | ✓          |          | ✓                       | ✓         | ✓                      | ✓                | ✓                   | ✓                     |

\* Requires Zenoss Service Dynamics Service Impact | \*\* In addition to the standard reports provided in the Zenoss Console

### ABOUT ZENOSS:

Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. As the leader in Software-Defined IT Operations,<sup>™</sup> Zenoss develops software that builds comprehensive real-time models of hybrid IT environments, providing unparalleled holistic health and performance insights. This uniquely enables Zenoss customers to predict and eliminate outages, dramatically reducing downtime and IT spend.



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