

More information:

Nicolás Brosky
Tango/04 North America
1 800 304-6872
media@tango04.net

Giancarlo Cammarota
Tango/04 EMEA
+34 93 274-0051
media@tango04.net

Tango/04 Computing Group
U.S.: 1 800 304-6872
EMEA: +34 93 274-0051
www.tango04.com

New Tango/04 Exchange Server Monitors Improve the Availability and Performance of Messaging Services

- Tango/04's flagship IT Operations Monitoring and BSM solution, VISUAL Message Center, now can monitor the availability and performance of Microsoft's messaging and collaboration platform
- New ThinAgents complete Tango/04's wide range of monitors for the most commonly used middleware platforms, databases, business applications and servers, including Windows, UNIX, Linux and System i

PETERBOROUGH, July 5, 2006. – Companies relying on Microsoft Exchange Server for their day-to-day business communications can improve the availability and performance of their messaging server using the new Exchange Server monitors of [VISUAL Message Center](#), [Tango/04's](#) IT Operations Monitoring and Business Service Management (BSM) solution.

"Most businesses depend heavily on email for their communications; good performance and availability of the email server is therefore critical to conducting business," says Raúl Cristián Aguirre, President and CEO of Tango/04 Computing Group. *"To avoid delivery problems, long message queues and team coordination chaos, it is necessary to secure the maximum availability of all processes and systems involved in messaging and group collaboration."*

Microsoft Exchange Server is one of the most widely used messaging platforms in the world. Thousands of companies of every size and industry, including many small and medium businesses (SMBs), have Microsoft Exchange Server at the heart of their corporate communications and use it for calendar sharing and task management among team members.

"Strengthened with new Exchange Server monitoring capabilities, VISUAL Message Center provides companies of any size with an easy-to-use, rapid-to-deploy operations monitoring solution that can consolidate the management of Windows, UNIX, Linux and IBM System i servers; IBM DB2, Microsoft SQL Server and Oracle databases, and the most widely used business applications, such as Citrix, WebSphere and Lotus Domino," Raúl Cristián Aguirre said.

New Tango/04 Exchange Server Monitors... continued

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The new Exchange Server monitors take full advantage of the extraordinary simplicity, flexibility and scalability of VISUAL Message Center, which enable a rapid transfer of knowledge to customers to ensure a sustained growth of their monitoring solution over time, without incurring expensive external consulting costs.

This simplicity is also the key to Tango/04's successful and on-time completion of 100% of its projects worldwide during the past two years. By guaranteeing the success and timely delivery of all its projects –typically in a matter of a few weeks–, Tango/04 empowers IT departments to implement IT Operations Monitoring, IT Security Management, Compliance and BSM projects in a fraction of the time – and at a fraction of the cost– required by large frameworks.

Introducing the New Exchange Server ThinAgents

The new VISUAL Message Center Exchange Server ThinAgents help companies prevent any unwanted delay or interruption of email message distribution by checking in real time the availability and performance of Exchange Server. Furthermore, they also monitor the health status of the servers where Exchange Server resides to detect and solve bottlenecks and avoid unplanned downtime.

The Exchange Server ThinAgents can be remotely deployed and configured in minutes using the ThinkServer monitoring engine's user-friendly interface.

Collected events and system data can be fed into VISUAL Message Center's [SmartConsole](#), where they are filtered and displayed on intuitive, fully customizable dashboards and corporate views. Users can easily choose to see the all the technical details of events or only the most critical health information.

VISUAL Message Center alerts operators in real time of any problem that may compromise Microsoft Exchange Server's performance, such as a full email account inboxes or message queues getting too long. Alerts can be automatically escalated until the problem is solved, and users can also set up proactive automated actions to solve simple issues.

From version 2000, integration of Exchange Server with Active Directory is critical for the correct operation of the email server. VISUAL Message Center's Exchange Server ThinAgents reflect this relationship with a number of ThinAgents to monitor important elements of Active Directory.

The Exchange Server ThinAgents include preconfigured, ready-to-use availability and performance monitors, as well as fully customizable Advanced ThinAgents.

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New Exchange Server Availability ThinAgents

The Exchange Server Availability ThinAgents monitor all the components, parameters and health indicators that are useful for evaluating and managing the availability of the messaging server, including:

- Exchange Cluster Resource
- Exchange Connector State
- Exchange Database Files Size
- Exchange Directory Service Access
- Exchange Links
- Exchange Queues
- Exchange Server State
- Logical Disk Usage
- Network Interface Availability
- Exchange Services ThinAgents

New Exchange Server Performance ThinAgents

The new Exchange Server Performance ThinAgents monitor all the components, parameters and health indicators that are useful for evaluating and managing the performance of the e-mail server. The Performance Exchange Server ThinAgents include:

- CPU Queue Length
- CPU Usage
- Page Faults Rate
- Physical Disk Transfer Rate
- Physical Disk Transfer Time
- Physical Memory Usage
- Virtual Memory Usage
- Exchange Address List Modifications
- Exchange Address List Queue
- Exchange Mailbox Receive Queue
- Exchange Mailbox Receive Rate
- Exchange Mailbox Send Rate
- Exchange Public Folders Receive Rate
- Exchange Public Folders Receive Queue
- Exchange Public Folders Send Queue
- Exchange Public Folders Send Rate
- Exchange RPC Requests
- Exchange User Count
- SMTP Server Inbound Connections
- SMTP Server Local Queue Length
- SMTP Server Reception Rate
- SMTP Server Remote Queue Length
- SMTP Server Retry Rate
- SMTP Server Transfer Rate

New Exchange Server Advanced ThinAgents

In the improbable event that operators cannot cover all their Microsoft Exchange Server monitoring needs using ThinkServer's preconfigured Availability and Performance ThinAgents, users can create their own custom monitors using the Advanced ThinAgents.

Advanced ThinAgents are unfiltered and will retrieve all available variables for the Exchange module monitored. Users can then set up custom monitors to filter out irrelevant information and work only with the information defined as critical, based on their particular business needs.

The new Exchange Server ThinAgents are the latest addition to the long list of application and system monitoring agents for VISUAL Message Center introduced recently. These include ThinAgents for AIX, Sun Solaris, Syslog UDP, UNIX/Linux, Microsoft SQL Server, Oracle and Web Transactions. In the short term, Tango/04 will introduce new monitors for HP-UX, WebSphere Application Server and Citrix.

These multiplatform application monitors make VISUAL Message Center an extremely versatile and powerful, yet extremely easy to use IT Operations Monitoring and Business Service Management solution.

About Tango/04 VISUAL Message Center

VISUAL Message Center, Tango/04's suite of products for the management of IT infrastructure, provides a convenient technological foundation for the development of Business Service Management (BSM) strategies. Its advanced monitoring, automation, alert, visualization, reporting and auditing functions consolidate and simplify the management of multiple systems, applications, networks, devices and all the components of an organization's IT infrastructure. More information is available at <http://www.tango04.com/products/vmc>.

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of software solutions for Systems Management, Security, Operations Monitoring and Business Service Management (BSM). Tango/04 software helps companies maintain the operating health of all their business processes, improve their service levels, increase their productivity, and reduce costs through intelligent management of their IT infrastructure.

Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Tango/04 Enhances Its Security and Audit Solution... continued

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Customers include ABN Amro, ABX Logistics, ADT, Aviva, Banque de Luxembourg, Bacardi, BankBoston, Banque Rotschild, becom Informatiesystemen, Boehringer Ingelheim, Bridgestone Firestone, BSCH, Caggemini, CeITel, Certegy, Coca-Cola, Carrefour, Dole Fresh Fruit, EDS, FootLocker, Fortis Bank Commercial Finance, Fritz Meyer, Genesis MetLife, Gucci, Henry Schein, ING, Lafarge, L'Oréal, Miele, Manpower, Nationale Nederlanden, Nike, Norge Gruppen, Pierre Fabre, Prada, Repsol YPF, Shell, Sligo, Stratapult, Telmex, Universal Music, and Zurich Insurance.

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Note for editors

Tango/04 can provide you with additional information, images, photos, technical documents and free software activation codes for test purposes. In North America, please contact [Nicolás Brosky](#) at telephone number 1 800 304-6872. In the EMEA and Asia-Pacific regions, please contact [Giancarlo Cammarota](#) at telephone number +34 93 274-0051 (Spain). You can also send an email to media@tango04.net.

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