

ISOdx Rapid Resolve for VMware

Audit Your VMware Enterprise Ecosystem

Empowers Efficiency/Productivity—Slashes Problem Resolution Time

WITH JUST A FEW CLICKS ON ISODX RAPID RESOLVE FOR VMWARE, YOU CAN ANSWER TOUGH QUESTIONS LIKE:

- Why does my virtual machine run well on one ESX server but not another?
- How are the security settings different from two weeks ago compared to today?
- How are the security settings different between my ESX servers?
- What is changing daily on all servers that I should know about?
- What patches are installed?

AUDIT YOUR VMWARE ENTERPRISE ECOSYSTEM

Be prepared for both planned and unplanned change—the cause of 87 percent of all IT problems—with the most in-depth and extensible solution available.

- Network devices
- Storage infrastructure
- Third party or homegrown tools can be added in seconds
- Hundreds of thousands of aspects from the physical hardware, the ESX software, virtual environment, virtual machine's operating system and all your applications—including applications developed in-house

WITH ISODX RAPID RESOLVE FOR VMWARE YOU CAN:

- Document your entire ecosystem and archive points in time...answering questions like “How was this server configured two weeks ago?”
- Compare servers:
 - Compare any points in time of a server; known good vs. not so good
 - ESX servers to the ESX servers (1:1 and 1:n)
 - Virtual servers to virtual servers
 - Virtual servers to physical servers (1:1 and 1:n)
- Find out what and how things are changing in the ecosystem...down to the character
- Prepare and verify migrations of virtual machines
- Validate that VMware security standards are in place with the soon to be released ISOdx Security Analyzer for VMware
- Proactively mitigate issues

WHAT IS ISODX RAPID RESOLVE?

ISOdx Rapid Resolve™ is innovative IT service and support software that equips help desk support teams to transform their power to drive down costs, drive up efficiency, proactively prevent issues and solve problems faster than ever before.

By pinpointing problems sources, IT teams can significantly reduce staff time spent in laborious research and investigation. Frontline IT professionals are empowered to resolve more issues with unmatched speed and gain the ability to develop troubleshooting best practices, processes and procedures that bring incredible efficiency.

PROBLEMS THAT TOOK HOURS OF HANDS-ON REVIEW SEARCHING FOR ROOT CAUSE CAN NOW BE PINPOINTED IN MINUTES

FEATURES

- Collects/tracks hundreds of thousands of objects on devices
- Includes:
 - Standard output of any command/API call/scripts
 - Key file system meta data, checksums and contents
 - Many data types: software, hardware, patches, drivers, event log, registry, etc.
- Provides:
 - Enterprise dashboard of critical changes
 - Active reports with multi-layer relationships
 - Documentation reports
 - Change reports and Gold change reports
- Allows server-to-server comparisons
- Web portal access
- View and compare details at any point in time
- Supports Firefox and Internet Explorer browsers
- Provides award winning, fully searchable online documentation and downloadable PDFs

SSPA RECOGNIZED INNOVATOR
FOR PROACTIVE SUPPORT

DATA STORAGE TOP 10 PRODUCT

TOPCAT FINALIST FOR
OUTSTANDING PRODUCT

SOCIETY FOR TECHNICAL
COMMUNICATION AWARD WINNER

ISOdx RAPID RESOLVE BENEFITS

AGENTLESS COLLECTION USING INDUSTRY STANDARD PROTOCOLS

- No software dependencies
- No open TCP/IP ports
- Read-only collection
- Not running 24 x 7
- No agent management
- No reboot required
- Secure communication

QUICK TIME TO VALUE

- One-hour installation; running and productive in less than a day
- Four-hour training class completes staff acclimation

FLEXIBLE ARCHITECTURES FIT UNIQUE DEPLOYMENT REQUIREMENTS

- Industry leading extensibility—that easily accommodates infrastructure modification and growth
- Transform the way you manage intellectual property and realize its full worth
- Quickly provide relevant documentation and change isolation data specific to your applications

UNMATCHED APPLICABILITY AND SECURITY

- Secure portal access using the native ISOdx interface
- Integrate into other products/solutions using API
- Export data in CSV or XML format

ARCHITECTURAL COMPONENTS

ISOdx Rapid Resolve is a client/server application that functions as a small stand-alone executable on all target systems. There is one interface for the entire application and no client software to install or maintain.

MINIMUM SERVER HARDWARE SPECIFICATIONS

- (2) 2.0 GHz Intel or AMD processors
- 2 GB of memory
- 500 MB for software and 500 MB per client device

SUPPORTED TARGET PLATFORMS

- Documents and identifies change in ANY application/software through file system information, command output, API calls, etc.
- AIX
- HP-UX
- Linux Kernel
- Sun Solaris
- Windows
- Supports devices with TCP/IP connectivity (i.e. Cisco, Brocade, STK, etc.)
- VMware

APPLICATIONS

- Supports any commercial or in-house developed application
- Add-on ISOdx Rapid Resolve modules for NetBackup™ and Veritas Cluster Server™ as well as VMware