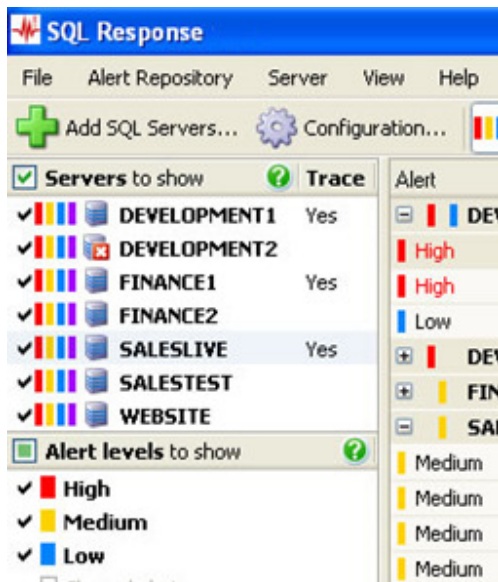


# SQL Response™



## What is SQL Response?

Monitoring your SQL Servers is a time-consuming process with native SQL Server. Each of your SQL Servers has to be manually inspected to detect any issues that could have serious implications for your SQL Servers' performance and your organization's data. New **SQL Response** enables you to monitor your SQL Servers and receive alerts to problems as soon as they arise. Its **no-nonsense monitoring and alerting** means you can monitor your SQL Servers from a single, intuitive interface, with just the information you need to resolve issues quickly.

## Why SQL Response?

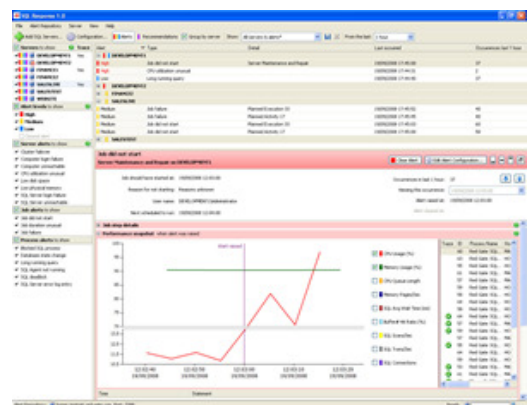
SQL Response is an intuitive alerting tool that monitors the health and activity of your SQL Servers, so you can **boost availability and work proactively** to optimize your SQL Servers. Notifying you of problems as they arise, SQL Response captures information relevant to each problem, so you can analyze and resolve issues sooner. SQL Response can also capture SQL Profiler trace data for a SQL Server, so you can view in detail the SQL statements executed as a problem occurred.

Colored alert bars indicate which levels of alert have been raised on each SQL Server.

SQL Response works right out of the box with sensible default settings, so you're monitoring sooner.

## Features of SQL Response include:

- Intelligent email alerts notify you of problems, without overloading you with information
- Highly intuitive interface to enable straightforward analysis of activity across registered SQL Servers
- Low-impact monitoring and no installation of components on your SQL Servers
- Easy configuration for alert types, right down to database level
- Key performance statistics gathered whenever an alert arises
- Capture SQL Profiler trace data for closer examination of problems. It is also easy to disable the capturing of SQL Profiler trace data for specific servers from SQL Response's GUI
- Annotate alerts for auditing purposes and clear alerts once they have been resolved. All cleared alerts will retain information for future reference for a default of six months. You can also configure SQL Response to retain cleared alerts for a minimum of one day up to a year
- Supported alert types include: server offline, blocked processes, low disk space, low physical memory on server, long running queries, unusual CPU utilization, job failure and cluster failover



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# SQL Response™ (continued)

## How does SQL Response work?

SQL Response comprises two components, an *Alert Repository* and the *SQL Response* client. The Alert Repository is a Windows service that runs on a network machine and communicates continuously with your list of specified SQL Server instances to both collect information about their performance and store issues relating to job failures, performance problems and so on. The client runs on a local machine and displays alert information collected by the Alert Repository for each monitored instance. When the client is not running, the Alert Repository continues to monitor SQL Servers.

## When should I use SQL Response?

Use SQL Response to monitor your SQL Servers' health and activity and be notified of problems as they arise, so you can resolve problems sooner.

## Who should use SQL Response?

SQL Response is ideal for DBAs, system administrators, and other Microsoft SQL Server professionals who need to ensure maximum uptime and high performance on their SQL Servers.

## Technical specifications

No components need to be installed on the SQL Servers you wish to monitor. We also recommend that you don't run either the client or Alert Repository on your production SQL Server boxes. SQL Server is not required on the machine running the client or Alert Repository.

## Supported environments

SQL Server 2000 SP4 (32-bit), SQL Server 2005 (32-bit and 64-bit) [SP1, 2 and 3], and SQL Server 2008 (32-bit and 64-bit) [RTM]

## Operating requirements

The following operating systems are supported for the graphical user interface:

- Windows 2000
- Windows Server 2003
- Windows Server 2008
- Windows XP
- Vista

The following operating systems are supported for the Alert Repository Service:

- Windows XP\*
- Windows 2008
- Windows 2003\*\*
- Vista

\*Windows XP (32 bit) SP2 and earlier service packs do not support specifying user credentials. Windows XP (64 bit) SP1 and earlier service packs do not support specifying user credentials.

\*\*Windows Server 2003 SP1 and earlier service packs do not support specifying user credentials.

*Alert repository and client both require:*

- Microsoft .NET Framework 2.0 or later and MDAC 2.8+
- *Alert repository:* 1GB hard disk space; 1024 RAM, and at least 100 MB per registered server
- *Client:* 300 MB hard disk space; 768MB RAM

## How much does SQL Response cost?

- SQL Response costs from **£295** for a single server license with discounts available for multiple license purchases
- SQL Response can be purchased as part of our DBA bundle, which also includes SQL Backup Pro and SQL Multi Script
- Support and upgrade contracts are available for 25% of the product's purchase price

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