



Technical Summary Report

Customer:

Period: Jul 16, 2009 - Jul 22, 2009

Prepared on: Jul 23, 2009

Overview

This report is part of our enhanced Remote IT Manager (RITM) service to you. We have upgraded our service from a weekly check of your system to a complete monitoring package that checks your server(s) in real time ensuring quickest possible resolution to any issues that may occur.

Any critical errors which occur will automatically alert our engineers enabling them to quickly work towards resolving the problem.

This Report will be sent to you on a weekly basis confirming that status and health of your server for items such as CPU Utilisation, Disk Usage, Memory Utilisation and other key performance areas to help ensure your server runs to the best of its ability.

A report on how your backup is running will also be sent to you on a weekly basis detailing the completion status of your backups.

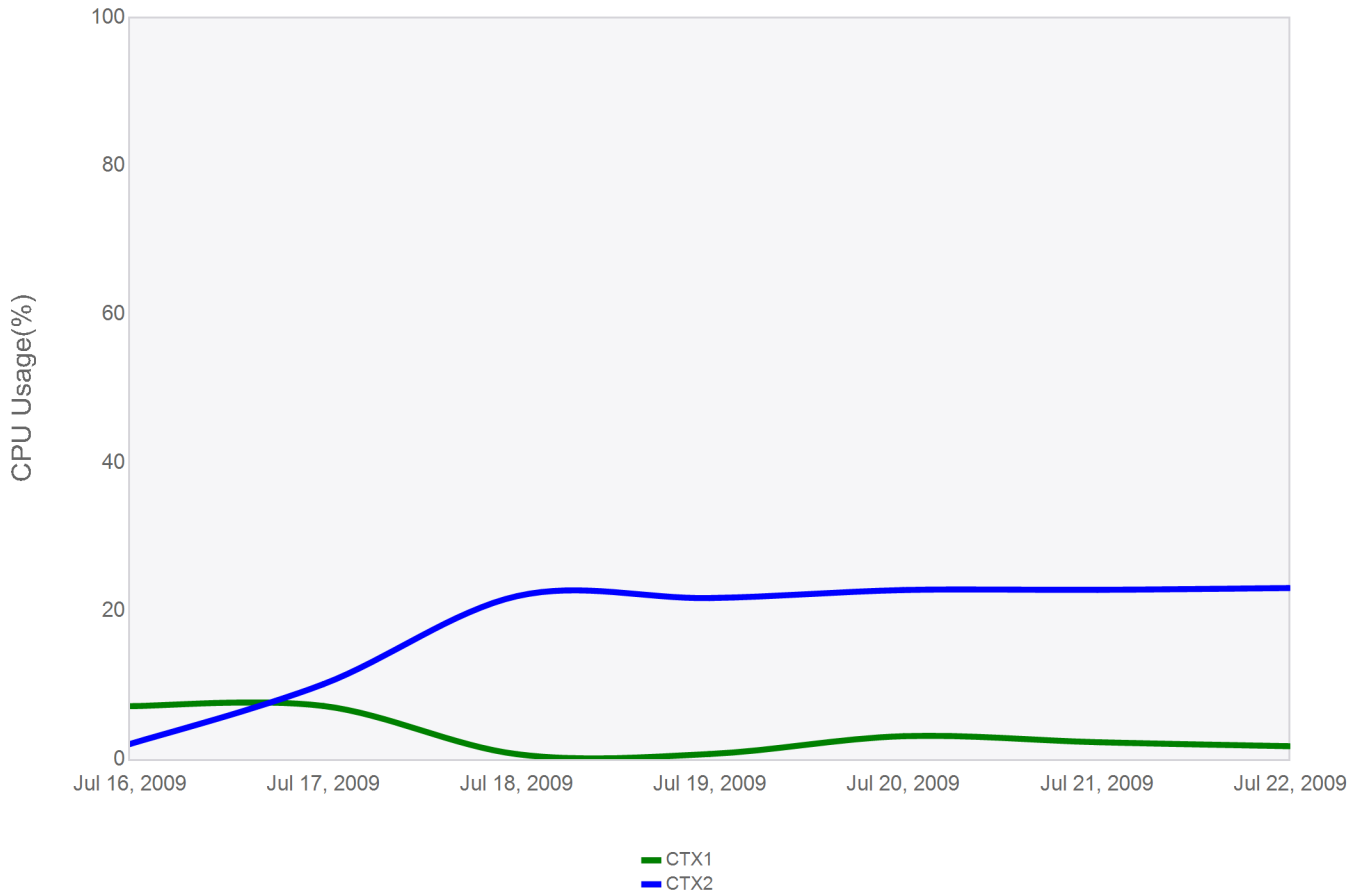
CPU Utilization

Synopsis

This report illustrates the overall utilization of the processor capacity of the servers included over the time frame of the report. This is an indication of the overall load of the servers monitored.

During business operating hours, if the average CPU Utilization is below 30%, the server is operating within acceptable parameters and the server is well matched to the tasks it is assigned. An average CPU Utilization of between 30% and 70% indicates that the machine is busy and performance may be impacted during peak operating times. Average CPU Utilization of over 70% indicates the machine is overtaxed on resources and requires an upgrade or reassignment of tasks.

The data displayed in the graph below represents the average of the values collected at each scanning interval for a given day.



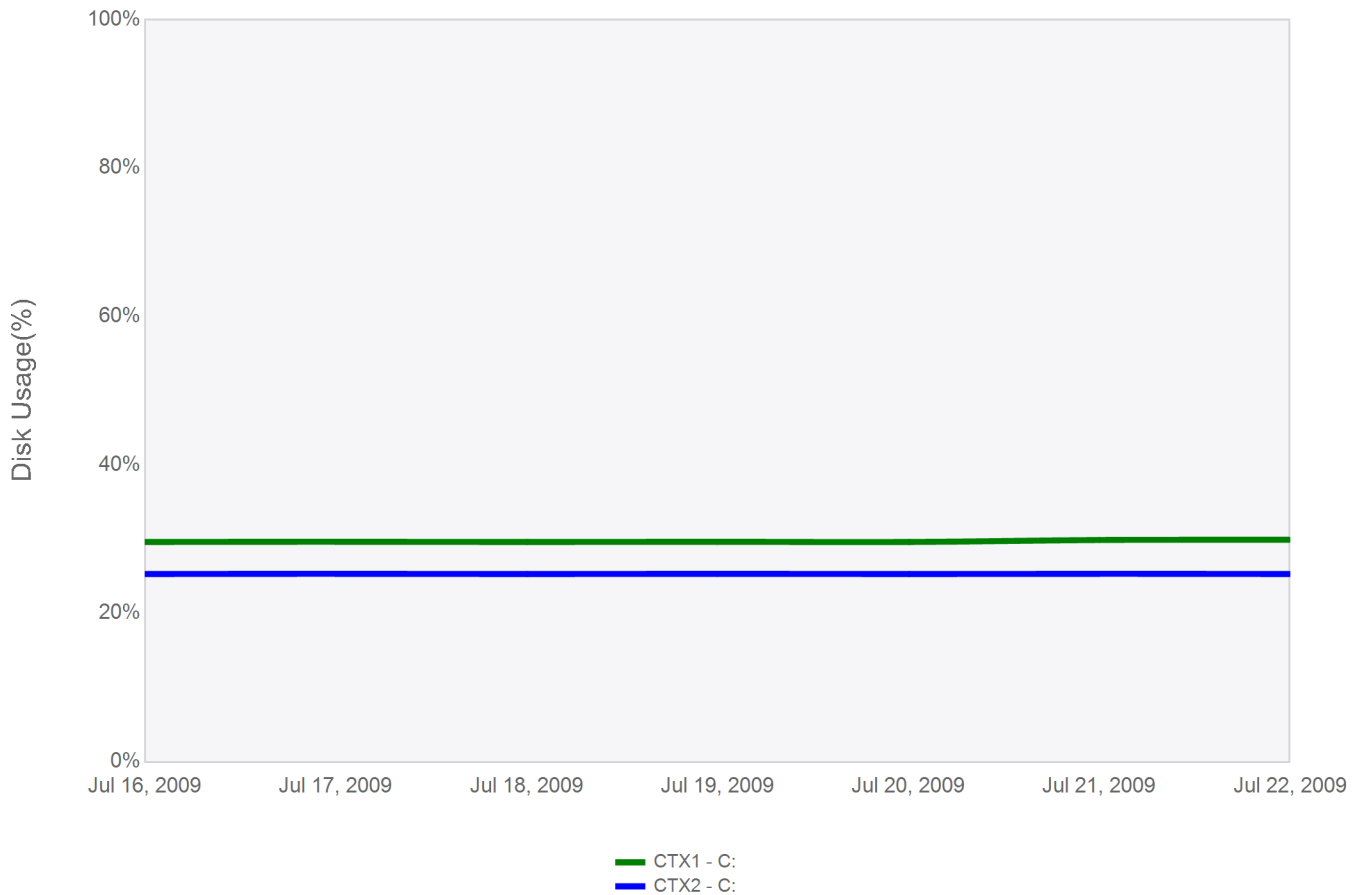
Device Name	CPU Usage (%)			
	Lowest Daily Avg.	Highest Daily Avg.	Overall Average	Std. Dev.
CTX1	0.68	7.24	3.27	2.82
CTX2	1.96	22.99	17.81	8.40

Disk Utilization

Synopsis

The amount of disk space available varies widely from server to server, file servers for home folders require more disk space available than DNS servers. However, disk space as a rule should not exceed 80% utilization on any volume. There is an exception to this, NT4 servers with a 4GB system partition typically run over 90% utilized. This may be acceptable depending on the task of the device and any migration plans in place.

The data displayed in the graph below represents the average of the values collected at each scanning interval for a given day.



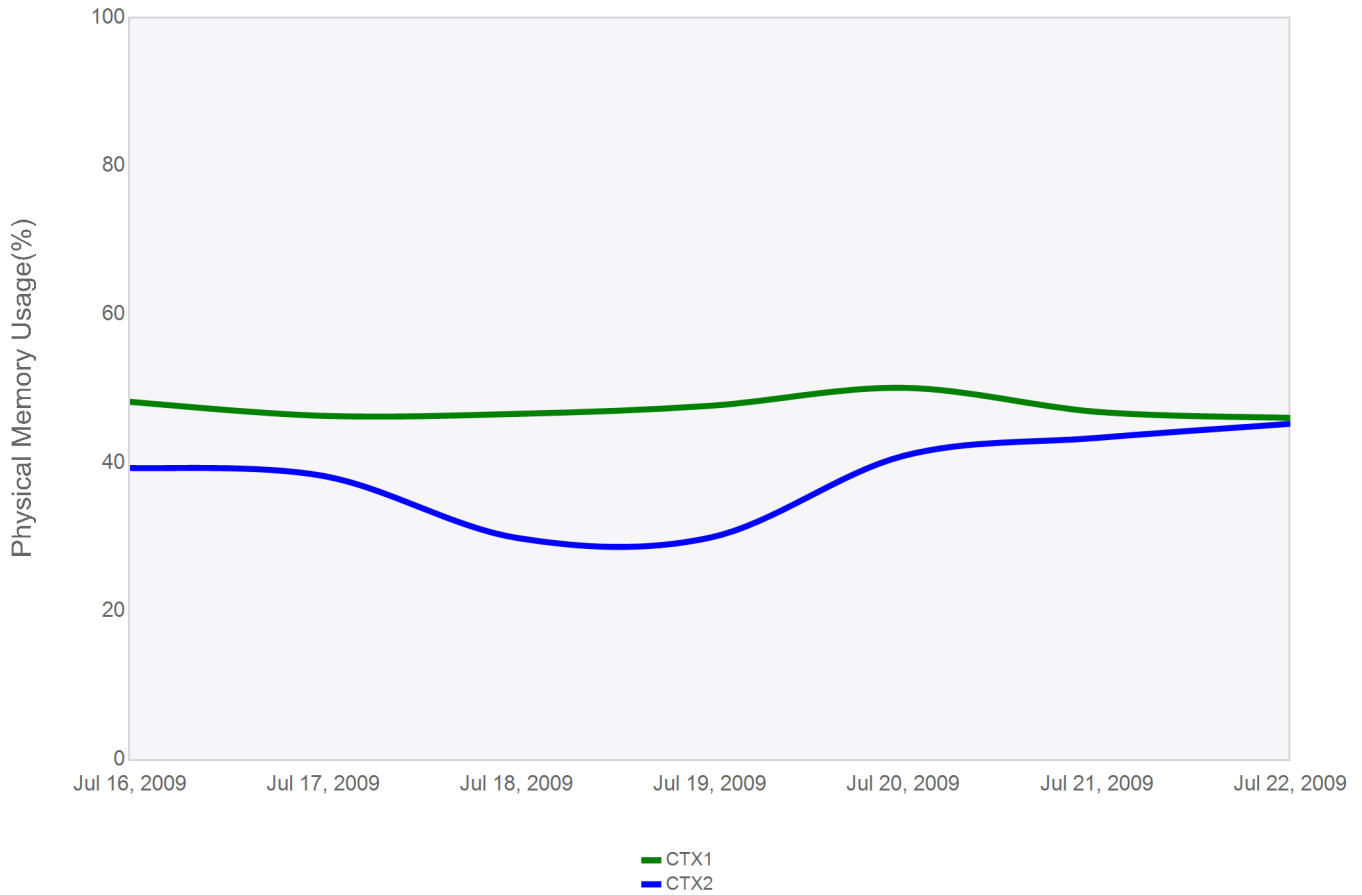
Device Name	Disk Storage Capacity Usage (%)			
	Lowest Daily Avg.	Highest Daily Avg.	Overall Average	Std. Dev.
CTX1 - C:	29.49	29.81	29.65	0.11
CTX2 - C:	25.22	25.25	25.24	0.01

Physical Memory Utilization

Synopsis

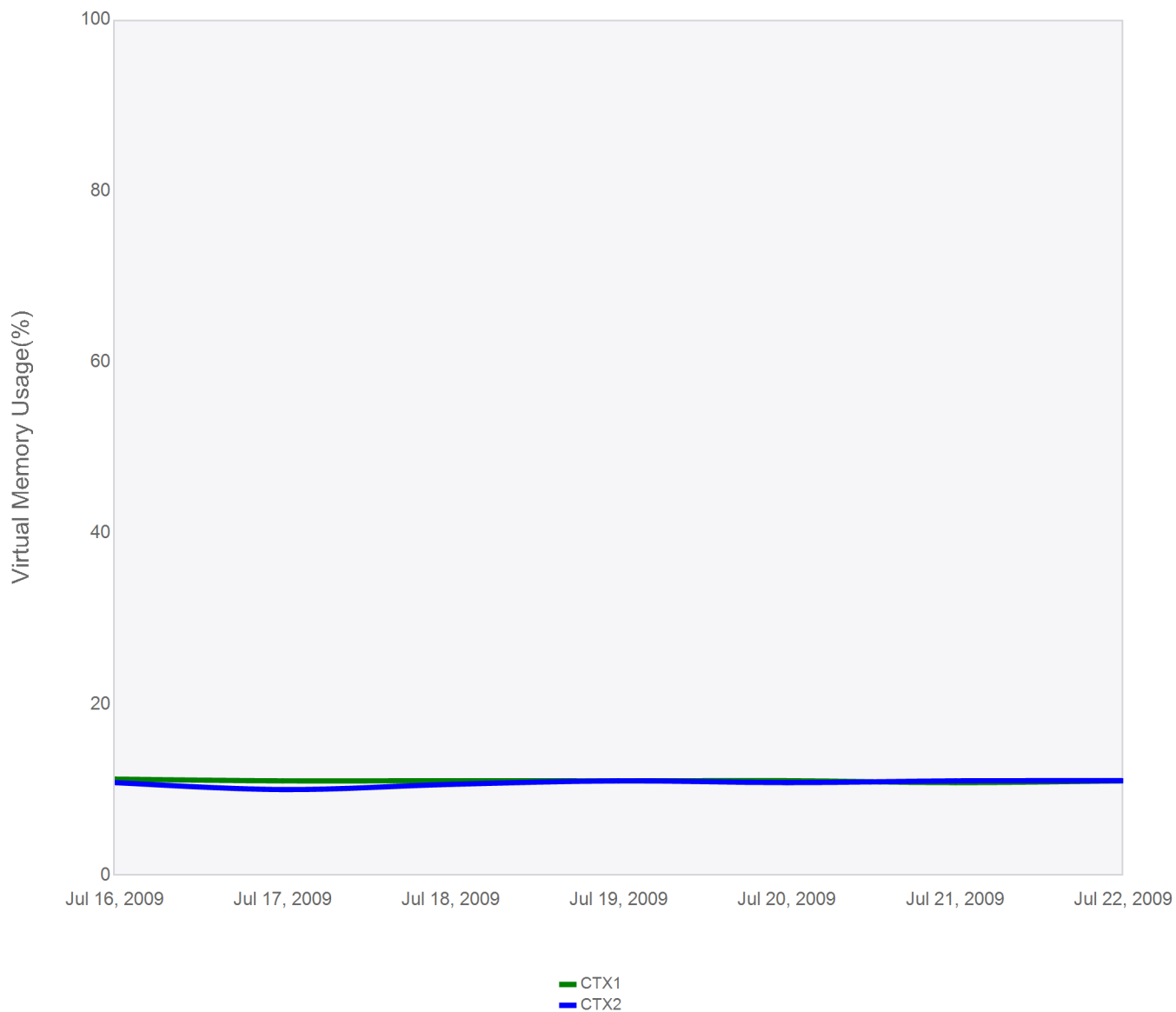
The utilization of memory can be a difficult resource to interpret. Some applications such as Microsoft Exchange Server and Microsoft SQL Server will use as much physical memory as is available, so when viewing Memory Utilization on these devices, Swap utilization is more indicative of issues. Overall, excessively high utilization of both physical memory and Swap indicates a need for memory upgrades in the servers.

The data displayed in the graphs below represents the average of the values collected at each scanning interval for a given day.



Device Name	Physical Memory Usage (%)			
	Lowest Daily Avg.	Highest Daily Avg.	Overall Average	Std. Dev.
CTX1	45.97	50.04	47.35	1.43
CTX2	29.76	45.23	38.09	6.13

Virtual Memory Utilization



Device Name	Virtual Memory Usage (%)			
	Lowest Daily Avg.	Highest Daily Avg.	Overall Average	Std. Dev.
CTX1	10.90	11.31	11.00	0.14
CTX2	9.98	11.05	10.75	0.38

Conclusion

Overall, this Technical Summary Report provides you with the information to fully understand the overall utilisation of your network infrastructure. The data is collected automatically and is used for performance and capacity management, as well as incident notification so that the network can be managed more efficiently and a higher level of service can be achieved. If you have any questions about anything contained in this report or would like to see more information or discuss the detailed information at a more in-depth level please do not hesitate to contact us either by email via support@limanetworks.com or by telephone on 0845 345 9110.