

*software*



*System Requirements*

# **theGuard!<sup>®</sup> ApplicationManager**

## **Version 4.1**

March 23, 2009



# System Requirements

## theGuard! ApplicationManager 4.1

The ApplicationManager is a three-tier client-server application, so there are system requirements for various zones. The following documentation gives you an overview of all minimum system requirements including network and sizing of memory and disk space. It does not replace the standard documentation that contains much more essential and important information.

### System Requirements for Server

#### Up to 100 Managed Nodes (Nodes for monitoring)

- Windows 2000/2003 Server** (32 bit) – English version
- Single-Processor-Machine (Intel/AMD); Minimum 2 GHz and 512k
- Memory: 2 Gigabyte
- Size: 80 GB (DB size per year)

#### Up to 250 Managed Nodes (Nodes for monitoring)

- Windows 2000/2003 Server** (32 bit) – English version
- Dual-Processor-Machine (Intel/AMD); Minimum 2,4 GHz and 512k Cache each
- Memory: 3 Gigabyte
- Size: 120 GB (DB size per year)

The CommCenter can be installed on this machine, provided that an ISDN adapter is already built in. LicenseServer and IdentityManager can also be installed on this system. If you want to use one of these three server components on another server, you can do this; provided that a valid TCP/IP connection between those servers exists (e.g. firewall has to be opened).

The requirements only consider the installation of a Microsoft SQL server version 2000. If the usage of SQL2005 is projected, we recommend a separate server for the database, because the SQL2005-server demands more resources. Please notice that the SQL-server must run in a determined operation mode (Collation="Dictionary order, case-insensitive, for use with the 850 (Multilingual) Character Set").

For the use of the theGuard-ReportingConsole, a Web Server (Microsoft IIS) is necessary. This component is not included in the package though in case of a Windows Server.

Some parts of the ApplicationManager are requiring Java. The Java version 1.4.2 and above is supported. The REALTECH setups are including a JAVA-installation.

The major part of the software installation is done on the ApplicationManager server machine, described by the ApplicationManager included documentation. This needs about 800 MB of disk space:

Type of software	Software size (MB)
Microsoft SQL server – english version	~180
ApplicationManager - general	~ 100
All data collectors for all platforms	~ 700
GUI/Client	30



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## GUI/Client Requirements

- Windows NT, Windows 2000 professional or Windows XP professional (32 bit) or Windows Vista Business (32 bit)
- Internet Explorer 6.0
- Monitor, resolution 1024x768 (on 19 inch, 1280\*1024 is recommended)

The ApplicationManager EventClient (GUI) can be installed as a Terminal Application on an adequate server (Windows Terminal Server or Citrix Metaframe). In this case REALTECH recommends not installing the Event Client together with the ApplicationManager server on the same machine.

## Requirements for the Managed Nodes

Operating System	Free Disk Space (MB) (depends on type of data collector, size per DC)
Windows server	20
LINUX	200
AIX	500
Tru64	500
Sun Solaris	200
HPUX	200

(For a more detailed information overview the separate document „DC-Plattformmatrix“ on the REALTECH support-area)

## Network Requirements

All software components require a transparent TCP/IP connection between the servers, where the software is running. ApplicationManager supports Managed Nodes – specified either by HOSTNAME, FQDN (Full Qualified Domain Name) or IP-Address. Name Resolving (DNS) must be configured properly. ApplicationManager supports DHCP, but then it requires reserved IP-Addresses.

If firewalls are used, the firewall must allow the following services:

- TCP/IP between all servers
- Specific Ports must be opened (See the following figure and the respective Knowledge Base entries)
- ICMP (Ping) between ApplicationManager Server and the Managed Nodes

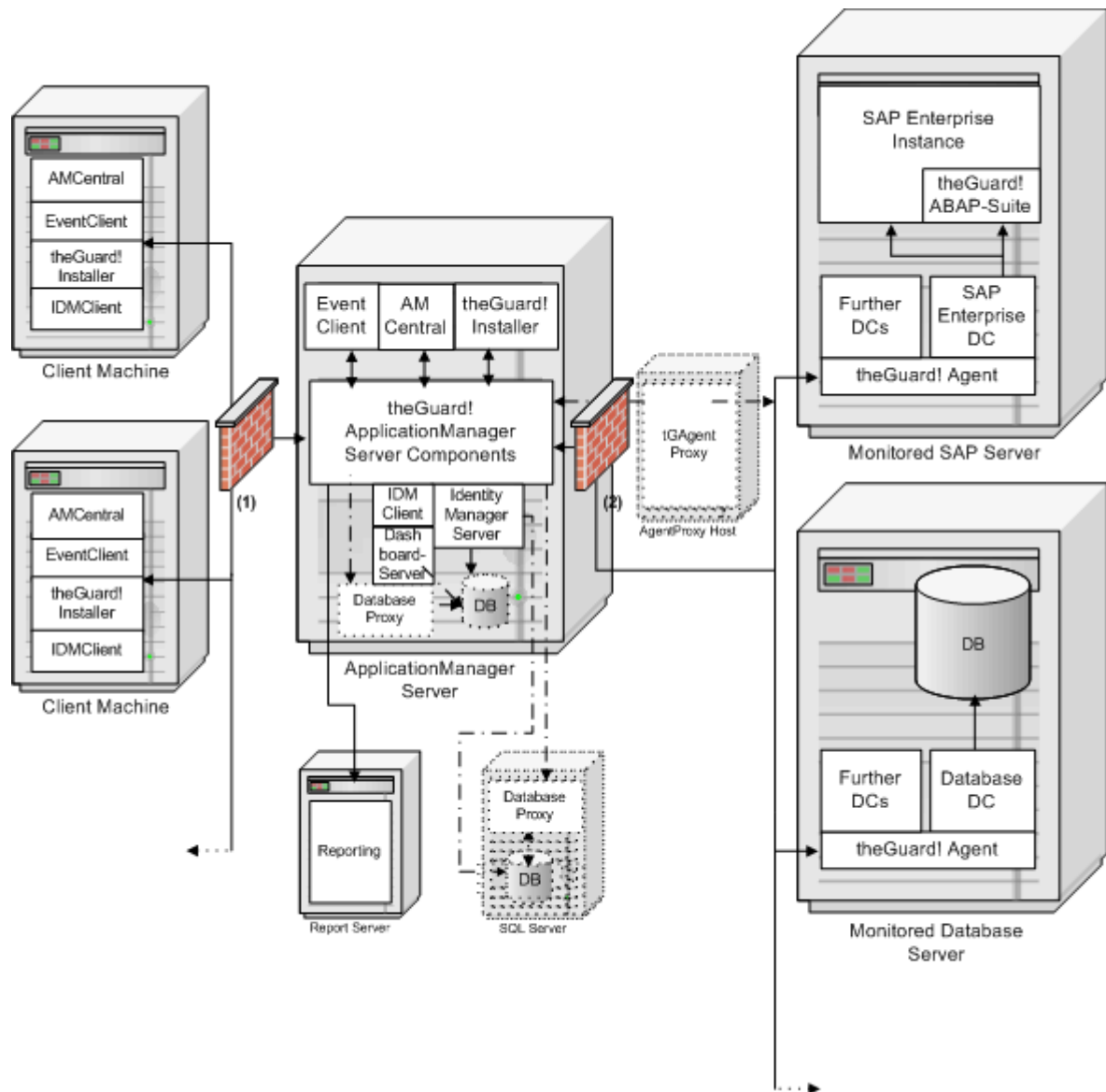
If VPN (Virtual Private Network) is used, special conditions have to be met, that also can be looked up in the Knowledge Base.

For MSP (Management Service Provider) Providers, who use ApplicationManager to manage their customer systems (e.g. by letting the Agent on the customer side dial up the server on the MSP side), the right network configuration is crucial. For detailed questions about this please contact our product support.



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- (1) TCP-Ports to open bi-directional:  
Client -> IdentityManager Client 2409  
Server -> Client 5011(3)  
Client -> Orbacus Naming Service 10001  
Client -> Server 21009  
tgInstaller -> Server 21007
- (2) TCP-Ports to open bi-directional, when using AgentProxy:  
AgentProxy -> Server 21009  
Server -> AgentProxy 21012  
AddCustomAlert (default) 21100
- (3) For the port setting between ApplicationManager server and EventClient (ping interface port 5011) please refer to the following Knowledge Base entry [rtcSup-KB-20010309-833](#). The ApplicationManager server is part of theGuard! ApplicationManager server components.



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## Sizing

During operation, the ApplicationManager server collects information of the type "Events" and "Statistical Values" and stores them into a relational database. The following space is required:

Type	Size (Byte)
Events	Up to 50k (varies)
Statistical Value	4

### Example:

Imagine you run a landscape with 200 nodes, 50 SAP instances and 30 databases. A system that is set up properly launches 1 Event per individual Managed Object per day. An individual Managed Object should at least launch a Statistical Value every 5 minutes for monitoring purposes => Results, see next page:

Source	Type	Number of Systems	Number of diff. Events/diff. StatVals	Number per day	Total Size per day (Kbytes)
Nodes (OS)	Event	200	5	1	< 50.000
SAP	Event	50	20	1	< 50.000
DB	Event	30	5	1	< 7.500
Nodes (OS)	Statistical Values	200	5	288	281
SAP	Statistical Values	50	50	288	703
DB	Statistical Values	30	10	288	84
Total					< 108.000

This means, the DB grows at a rate of 105 MB per day, so you reach about 38 GB in one year. A system that is poorly configured can easily lead to a DB size that is higher than this by a factor of 10.

## Operation under virtual operating-systems

The ApplicationManager-server has, despite of the optimized programming, high requirements to the hardware on the server it is installed to. We recommend not limiting the performance of the server by installing the ApplicationManager-server on virtual operating-systems.

On several installations we have detected some problems with stability and timing under virtual operating systems that our software is not responsible for.

Moreover it is not possible for the manufacturer to support the increasing variety of virtual systems for examining reported issues in the test-environments or in the support.

We do not strictly prohibit the installation of our software under virtual operating-systems, but we call attention that we could only guarantee support for issues, which are reproducible / traceable on physical hardware installations!



### Requirements for Reporting

If you want to use the REALTECH-ReportingConsole for generating ApplicationManager-reports please regard to the following requirements:

The installation on the ApplicationManager computer is in principle possible. But depending on the respective installation, only a defined loading of the system is allowed (depends on the amount of monitored objects, monitoring frequency, reporting-settings etc.)

#### Hardware

- Single processor system (2 GHz or higher)
- 2 GB of RAM
- 20 GB disk space
- Standard XVGA (1024x768 resolution, >256 colors) graphics

#### Software

- Microsoft Windows 2000 Server, Service Pack 2 or higher, English version
- Microsoft SQL Server 2000/2005 with current Service Packs, English version
- Microsoft Reporting Services
- Microsoft Internet Information Server - IIS (version 5.0 or higher)
- Microsoft Internet Explorer (version 6.0 or higher) on the client side
- Microsoft Windows Script Software (version 5.6 or higher)
- Microsoft Data Access (MDAC) (version 2.71.9030.9 or higher)
- Adobe Acrobat Reader (version 5.0 or higher) on the client side

#### ApplicationManager

- theGuard! ApplicationManager (version 3.0 or higher)



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## Contact

Further information about  
REALTECH's software solutions:  
[www.realtech.com](http://www.realtech.com)

REALTECH AG  
Industriestr. 39c  
69190 Walldorf • Germany  
Tel +49.6227.837.591  
Fax +49.6227.837.837  
[customer-services@realtech.com](mailto:customer-services@realtech.com)  
[www.realtech.com](http://www.realtech.com)

