SNMP Informant™

Product Information

Release 2014.1

About Informant Systems, Inc.

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Document Information

Version	Last Updated	Author	Edit Notes
1.0	January 29, 2009	GKW	Prepare document
2.0	May 15, 2010	GKW	Update document
3.0	February 27, 2016	GKW	Update to support current providers
4.0	September 12, 2014	GKW	Checked, updated.

Introduction

Thank you for your interest in SNMP Informant. This document is intended to help you understand the different SNMP Informant product offerings. If you have any comments about this document (omissions, corrections, etc.), please contact product.support@informant-systems.com, and let us know. In order to get a true appreciation for what SNMP Informant can do for you, please download our 30 day, 2 server, fully-functional evaluation from www.snmp-informant.com.

SNMP Informant Overview

SNMP Informant products are Simple Network Management Protocol (SNMP) extension agents that provide the capability to access Microsoft Windows Operating System and Application Server Performance Counters, WMI classes and other server information through the SNMP protocol. SNMP Informant agent information can be accessed using SNMPv1, SNMPv2 or SNMPv3 protocols from an SNMP Network Management System (NMS).

Note: In order to SNMP Informant to work with SNMPv3 commands, it required a 100% compatible SNMP service to replace the Windows SNMP service. The replacement service must be capable of supporting SNMP extension agents. For an example of such a service, see http://www.ndt-inc.com/SNMP/AgentService.html.

How SNMP Informant works

Step 1: Install SNMP Service

Step 2: Install SNMP Informant

Step 3: Install SNMP Informant MIBs

SNMP SET messages

SNMP GET messages

Network Management Station

Step 4: Collect the data

Step 5: Analyze the results

Windows XP/Vista/2000/2003/2008
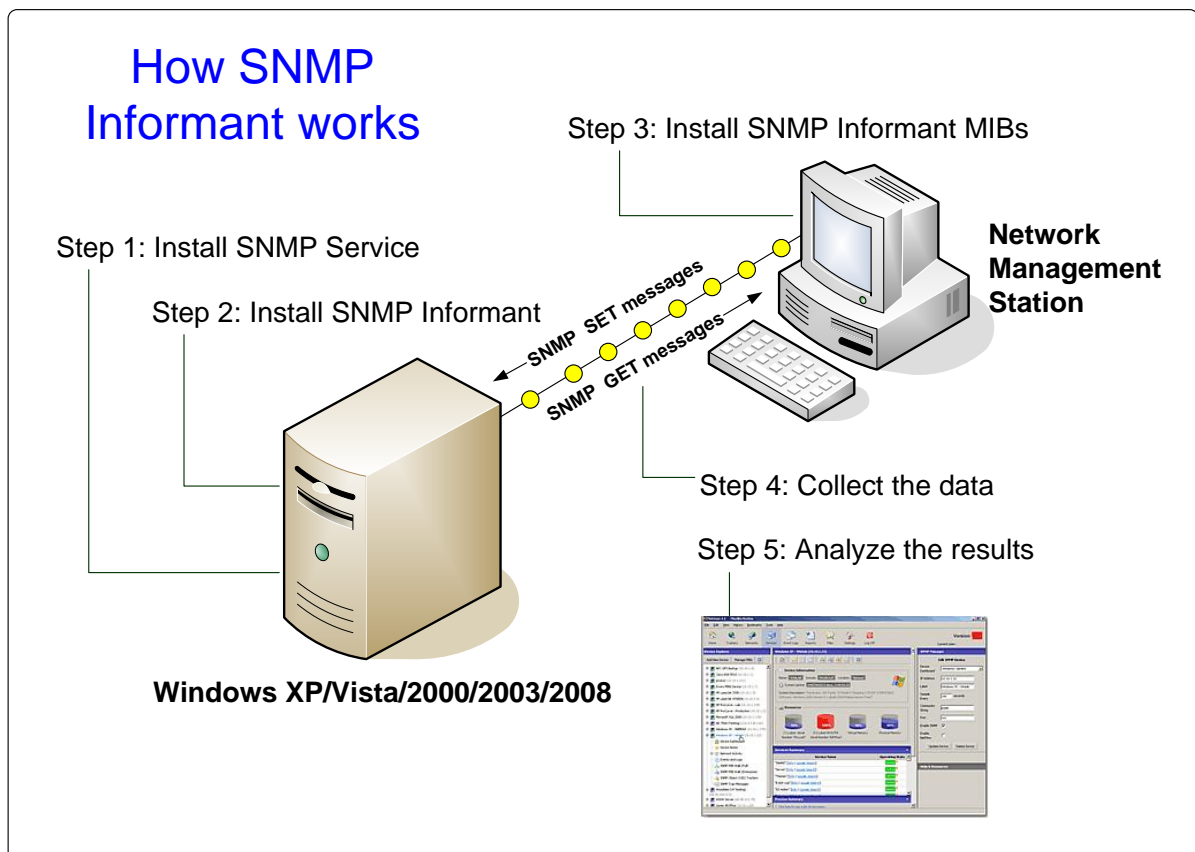
Figure 1 – SNMP Informant Functional Overview

Installation

SNMP Informant is a unified installer that consists of 8 products with 20 providers. The installation program will automatically detect the operating system type (32bit or 64bit) and install the components you select. Depending on your monitoring requirements, you can choose the SNMP Informant product that's right for you!
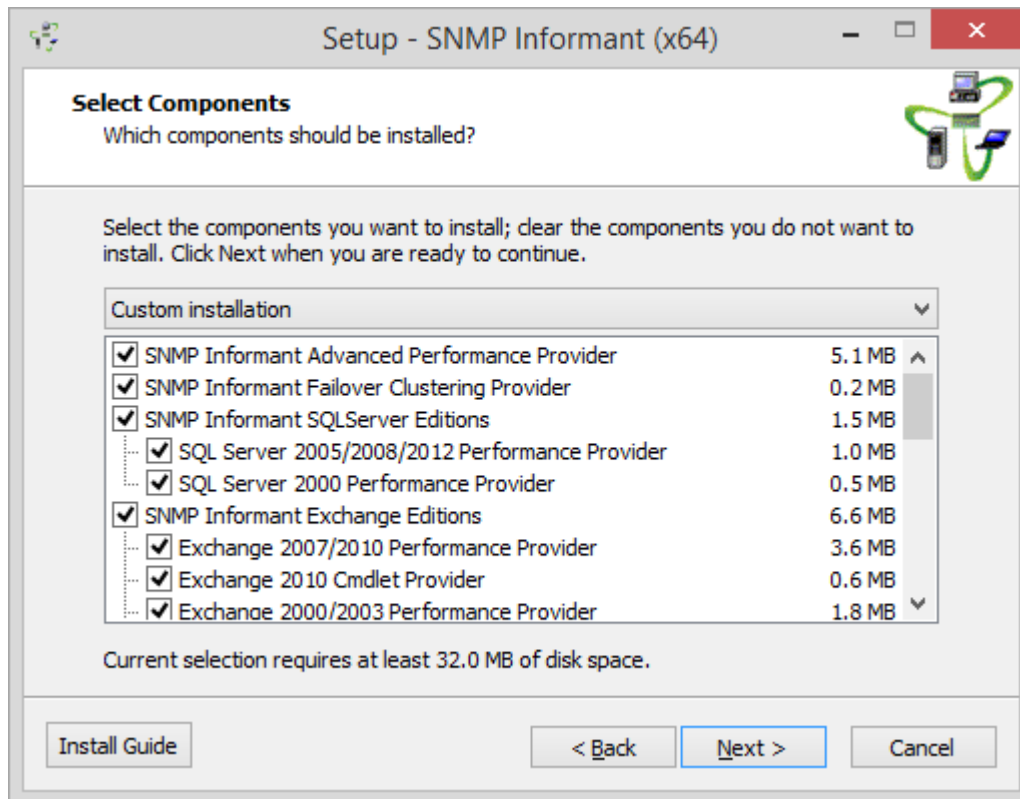
Figure 2 – SNMP Informant Unified Installer

Product Details

Product: SNMP Informant-Advanced	Product Codes:	SI-ADV-SINGLE
Provider Type: Performance		SI-ADV-SITE
		SI-ADV-ENT

SNMP Informant-Advanced is a Performance Provider that enables you to collect performance data from a variety of Windows Operating Systems, including:

- Windows XP
- Windows Vista
- Windows 7

- Windows Server 2003
- Windows Server 2008
- Windows Server 2012

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-SQL	Product Codes:	SI-SQL-SINGLE
Provider Type: Performance		SI-SQL-SITE
		SI-SQL-ENT

SNMP Informant-SQL is a Performance Provider that enables you to collect performance data from several versions of Microsoft SQL Server, including:

- SQL Server 2000
- SQL Server 2005
- SQL Server 2008

- SQL Server 2010
- SQL Server 2012

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-Exchange	Product Codes:	SI-EXCH-SINGLE
Provider Type: Performance/WMI		SI-EXCH-SITE
		SI-EXCH-ENT

SNMP Informant-Exchange consists of Performance and WMI Providers and enables you to collect performance and configuration/state information from several versions of Microsoft Exchange Server, including:

- Exchange Server 2000
- Exchange Server 2003

- Exchange Server 2007
- Exchange Server 2010

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-OS	Product Codes:	SI-OS-SINGLE
Provider Type: WMI		SI-OS-SITE
		SI-OS-ENT

SNMP Informant-OS is a WMI Provider that enables you collect configuration and state information from several sub-systems of the following Microsoft Operating Systems:

- Windows XP
- Windows Vista
- Windows 7

- Windows Server 2000
- Windows Server 2003
- Windows Server 2008
- Windows Server 2012

Sub-systems supported include:

- OS (WMI) *****
- Hardware (WMI)

- Virtual Server (WMI)
- Hyper-V (Windows 2008/2008-R2)

* *The OS (WMI) component of this product allows SNMP SET commands to control services, spawn remote processes and restart the monitored system.*

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-AppServer	Product Codes:	SI-APP-SINGLE
Provider Type: Performance		SI-APP-SITE
		SI-APP-ENT

SNMP Informant-AppServer is a Performance Provider that enables you to collect performance data from Microsoft Application Servers, presently including:

- BizTalk Server 2000
- BizTalk Server 2004
- BizTalk Server 2006

- ISA Server 2000
- ISA Server 2004
- ISA Server 2006

- Forefront TMG 2010

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-Cluster	Product Codes:	SI-CLUS-SINGLE
Provider Type: Server Specific		SI-CLUS-SITE
		SI-CLUS-ENT

SNMP Informant-Cluster is a Custom provider that enables you to collect failover system data from the following Microsoft server applications:

- Microsoft Cluster Server 2000
- Microsoft Cluster Server 2003

- Microsoft Cluster Server 2008
- Microsoft Cluster Server 2012

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-Citrix	Product Codes:	SI-CTX-SINGLE
Provider Type: Performance/WMI		SI-CTX-SITE
		SI-CTX-ENT

SNMP Informant-Citrix is a set of Performance and WMI Providers that enable you to collect performance and operational/configuration information from the following Citrix applications:

- Citrix Presentation Server 4
- Citrix Presentation Server 5
- Citrix XenApp Server 6

Note: versions no longer supported by the vendor will no longer be supported by Informant Systems, Inc. for this product.

Product: SNMP Informant-Premium	Product Codes:	SI-PREM-SINGLE
Provider Type: Performance/WMI/Custom		SI-PREM-SITE
		SI-PREM-ENT

SNMP Informant-Premium includes all 7 SNMP Informant products (from 15 different Providers), presently including:

- SNMP Informant-Advanced
- SNMP Informant-SQL
- SNMP Informant-Exchange
- SNMP Informant OS
- SNMP Informant AppServer
- SNMP Informant Cluster
- SNMP Informant Citrix
- *SNMP Informant Custom ***

** New in v2010.1 and **only** included as part of SNMP Informant-Premium, SNMP Informant-Custom let you define your own User Defined OIDs (UDO), and capture data from custom performance counters, scripts/executables and registry keys.

This product represents your best value for your network needs. SNMP Informant-Premium has it all! In a single installer, you get ALL the SNMP Informant agents, *in both 32 and 64 bit versions*. **One copy of SNMP Informant Premium is one copy of all 8 SNMP Informant products, and all 20 providers.**

You simply pick the agent(s) you need to install and away you go. And, like all our agents, this package can be silently installed, making it deployable using a tool such as SMS℠!

Provider Types

A "Provider" is a term that describes where SNMP Informant gets its data. There are "Performance", "WMI" and "Custom" provider types.

Provider Type: Performance

SNMP Informant Performance providers connect into the Windows Performance Monitor subsystem through the MS Performance Data Helper API, and make Windows Performance Counter objects available as SNMP OIDs. The Performance Data Helper (PDH) library is an API provided by Microsoft to retrieve real-time performance information from system and application performance counters exposed to the Performance Monitor applet. See Figure 1.

Provider Type: WMI

SNMP Informant WMI providers interface with the Windows Management Instrumentation (WMI) subsystems of the server upon which they are installed, and convert system, state and operational data into SNMP OIDs. *These agents are primarily operational in nature* (although some performance information can be captured from them). See Figure 2.

Provider Type: Server Specific

Server Specific SNMP Informant providers do not connect to either the performance or WMI subsystems of a server. Rather they connect to a server "connectivity" program (called a DLL), which allows SNMP Informant to collect data about that server.

- The **MSCS Provider** connects into the Cluster Servers resource libraries to allow accesses to Cluster Service operational and state information.

Provider Type: Custom

SNMP Informant-Custom lets you define your own User Defined OIDs (UDO), and capture data from custom performance counters, scripts/executable programs and registry keys.
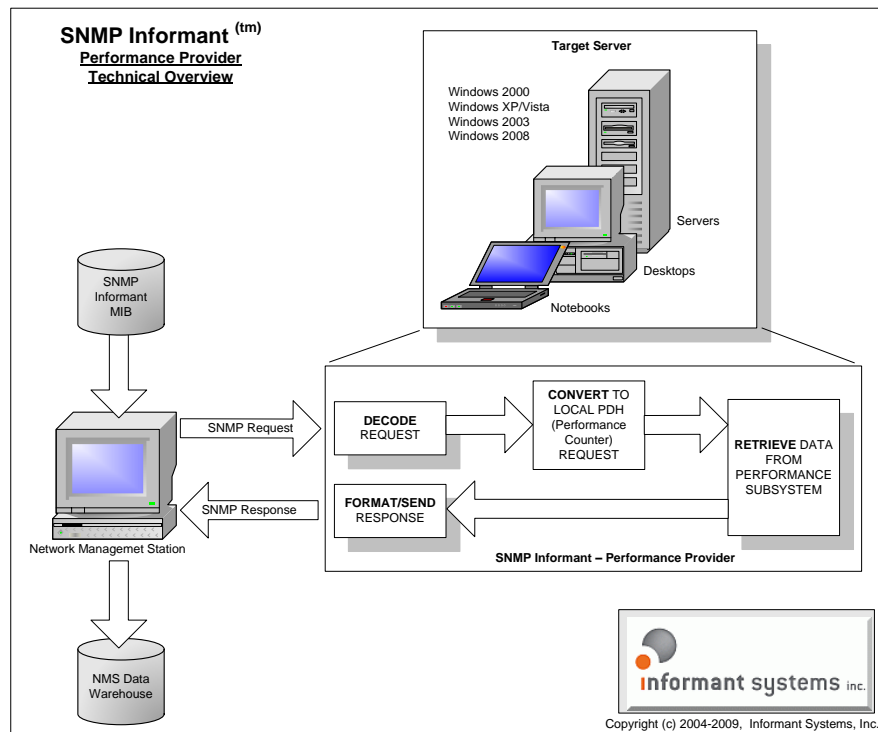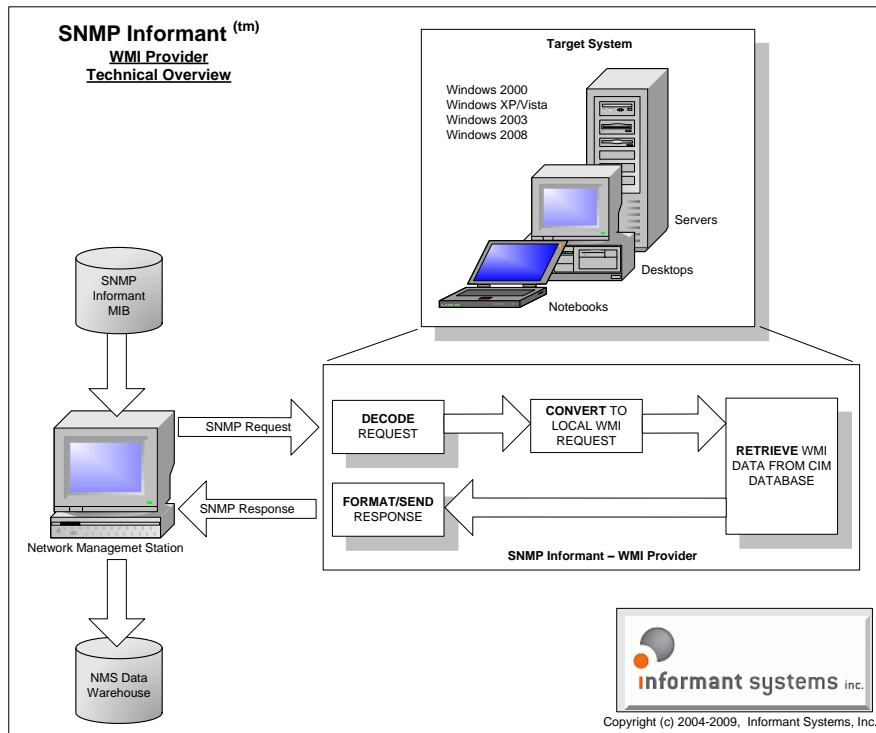

Figure 3 – SNMP Informant Performance Provider

Figure 4 – SNMP Informant WMI Provider

License Classes

You can purchase Single, Site or Enterprise licenses of SNMP Informant depending on your needs. The differences are as follows:

- **Single License:** A license to use SNMP Informant on a single system. You can uninstall SNMP Informant from one system and re-install it on another system if you like.
- **Site License:** A license to use as many copies of SNMP Informant in a single company/organization at a single location.
- **Enterprise License:** A license to use as many copies of SNMP in a single company/organization at as many locations as required.

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