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# SNMP Informant™

## Product Information

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SNMP  
Informant

"GET more out of Windows!"

**Windows SNMP support for  
industry standard Network  
Management Systems**

[www.snmp-informant.com](http://www.snmp-informant.com)

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## Document Information

Version	Last Updated	Author	Edit Notes
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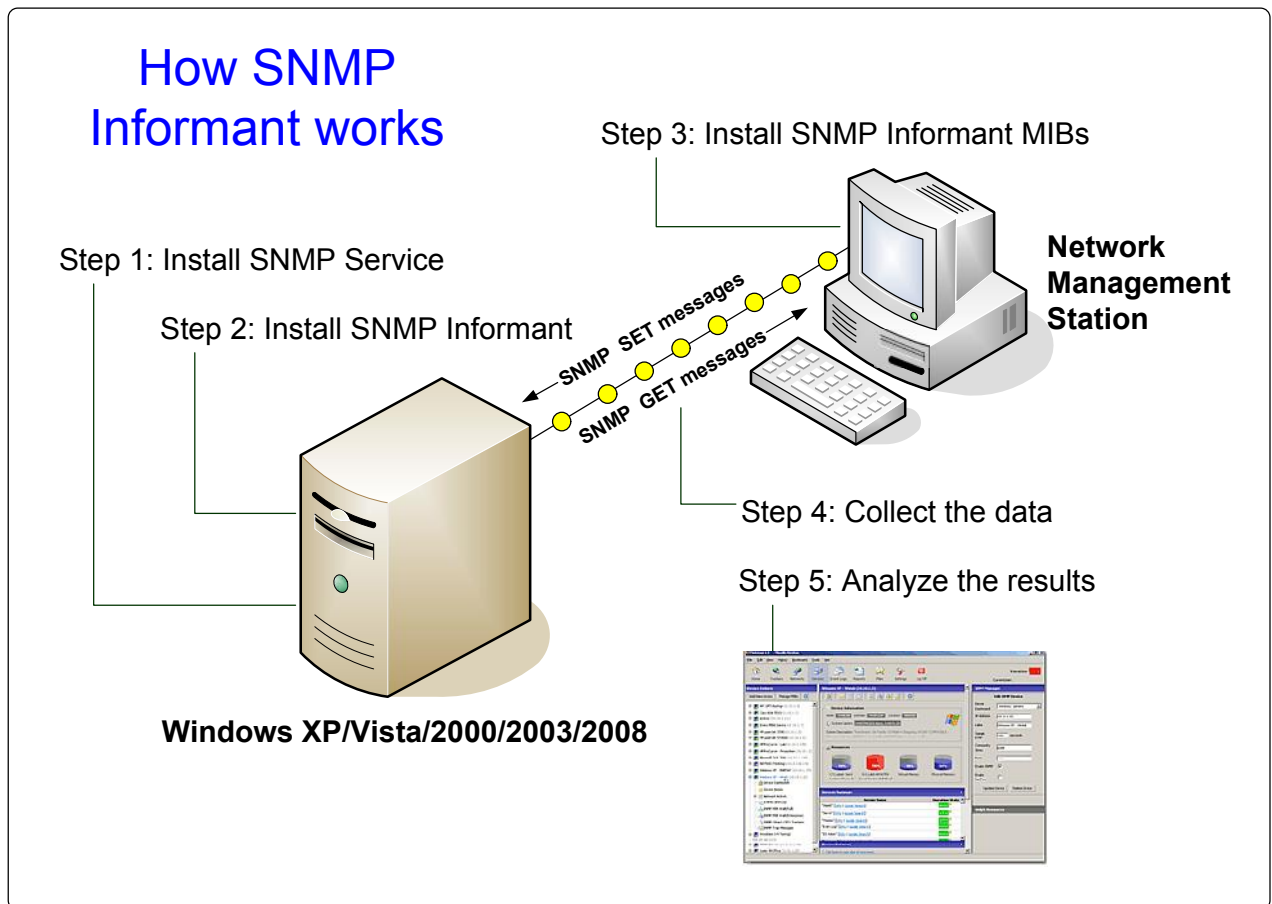
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## Introduction

Thank you for downloading and using (or trying) SNMP Informant. We are sure you will like what you see, and recognize the value in our products. 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](mailto:product.support@informant-systems.com), and let us know.

## 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 either SNMPv1 or SNMPv2 protocols from an SNMP Network Management System (NMS).



**Figure 1 – SNMP Informant Functional Overview**

## Product Details

SNMP Informant consists of 7 products with 15 providers. Depending on your monitoring requirements, you can choose the SNMP Informant product that's right for you!

<b>Product:</b> SNMP Informant-Advanced	<b>Product Codes:</b> SI-ADV-SINGLE
<b>Provider Type:</b> 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 Server 2000
- Windows Server 2003
- Windows Server 2008

<b>Product:</b> SNMP Informant-SQL	<b>Product Codes:</b> SI-SQL-SINGLE
<b>Provider Type:</b> 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/MSD/2005/2005/Express
- SQL Server 2005/SQL Server 2005 Express Edition
- SQL Server 2008/SQL Server 2005 Express Edition

<b>Product:</b> SNMP Informant-Exchange	<b>Product Codes:</b> SI-EXCH-SINGLE
<b>Provider Type:</b> 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

<b>Product:</b> SNMP Informant-OS	<b>Product Codes:</b> SI-OS-SINGLE SI-OS-SITE SI-OS-ENT
<b>Provider Type:</b> WMI	

**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 Server 2000
- Windows Server 2003
- Windows Server 2008

Sub-systems supported include:

- OS (WMI) \*
- Hardware (WMI)
- Virtual Server (WMI)
- Hyper-V (Windows 2008)

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

<b>Product:</b> SNMP Informant-AppServer	<b>Product Codes:</b> SI-APP-SINGLE SI-APP-SITE SI-APP-ENT
<b>Provider Type:</b> Performance	

**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

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

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

- Microsoft Cluster Server

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

**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

**Product:** SNMP Informant-Premium  
**Provider Type:** Performance/WMI/Custom

**Product Codes:** SI-PREM-SINGLE  
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 7 SNMP Informant products, and all 15 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.

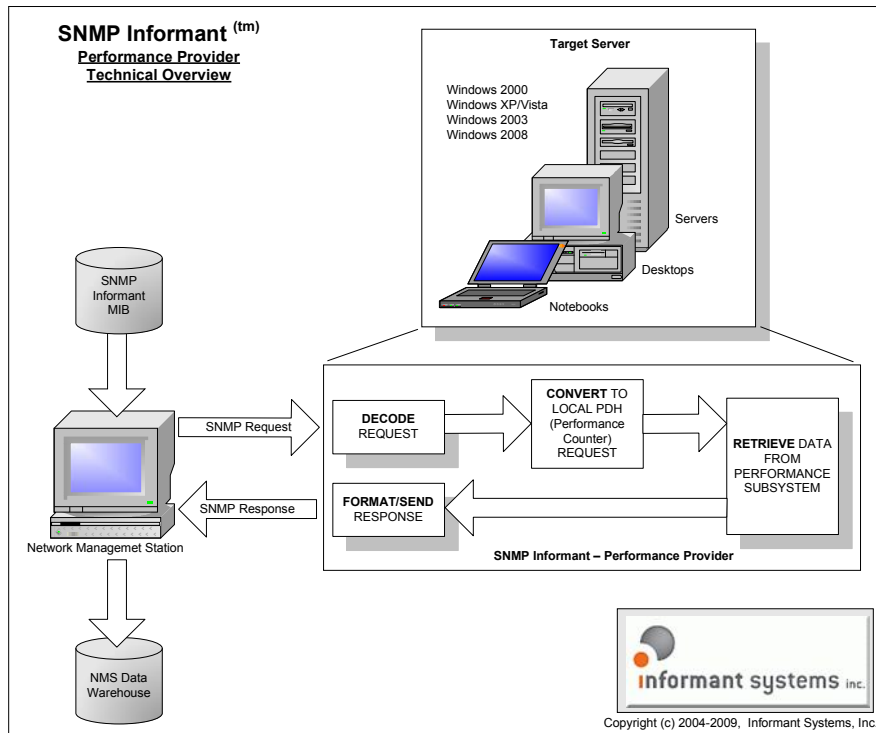


Figure 2 – SNMP Informant PDH Provider

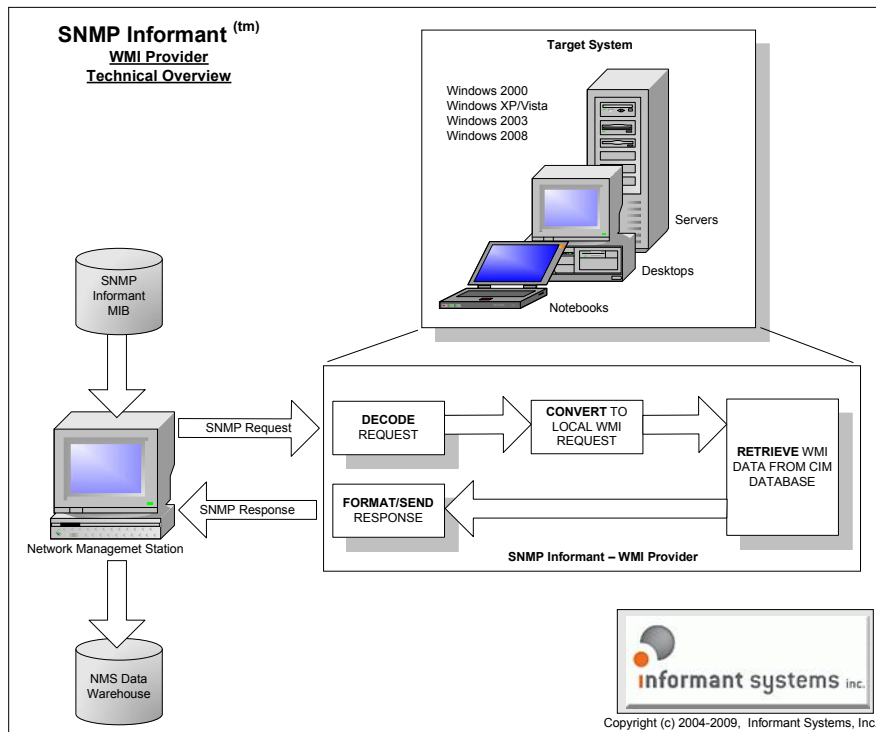


Figure 3 – SNMP Informant WMI Provider

## 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.

## About Informant Systems, Inc.

Informant Systems has been developing and providing the network management community with cost-effective SNMP extension agents for Windows operating systems and server applications since 1999. Our flagship product, SNMP Informant™ is in use by small, medium and large organizations around the world, including Universities, financial institutions, Fortune 500 companies and large multi-national organizations.



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