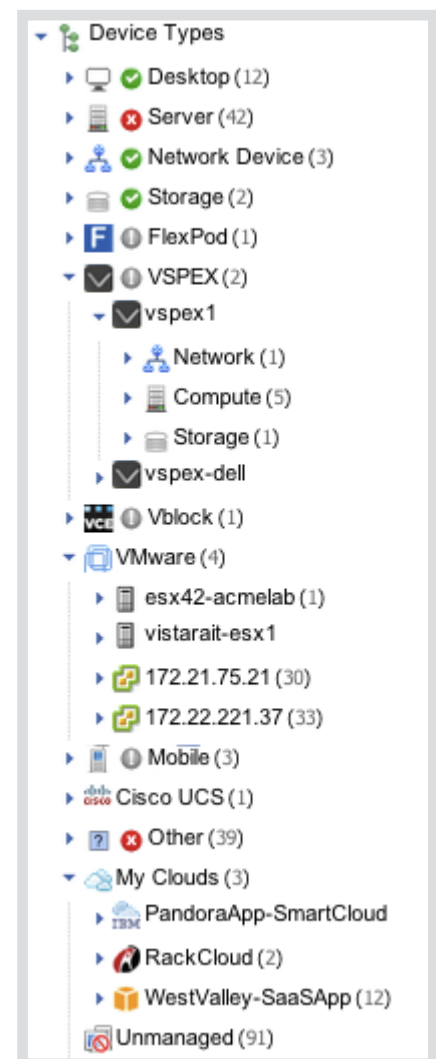


- Unify monitoring and management of physical and virtual infrastructure across on-premise, private clouds, and public clouds so you can manage the entire IT enterprise through a single pane of glass.
- Manage all of your IT operations, including alert management, asset management, remote administration, runbook automation, configuration and patch and antivirus management, integrated incident and problem management, and automatic reporting using a single solution.
- Get up and running in days, not years, with a pre-integrated software-as-a-service solution.

- Consolidate, correlate, and manage alerts generated by Vistara and by best-of-breed IT management tools.
- Automatically route alerts, assign to the appropriate administrator, and escalate as needed.
- Group alerts, convert them to tickets, and manage them as incidents. Track progress and measure time to resolution.

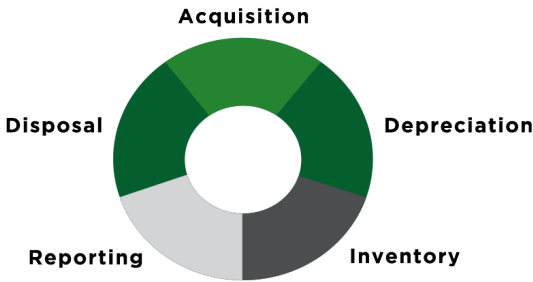
ID	Latest Update (IST) ↓	Subject
36081498	2013-11-21 14:51:05	Windows NT server status (1.3.6.
36081928	2013-11-21 14:51:03	CRITICAL - 172.27.97.106: rta 12
36081508	2013-11-21 14:51:03	Windows NT DC (1.3.6.1.4.1.311.

- Monitor your entire physical and virtual infrastructure, including applications, servers, network devices, storage solutions, converged infrastructure solutions, and virtual machines across your data center, private cloud, and public cloud.
- Use hundreds of built-in templates with default metrics, key performance indicators, and alert thresholds.
- Monitor logical services, including hybrid services spanning the public and private cloud and on-premise infrastructure, with custom definitions of service availability and performance.








Asset Management Over the Lifecycle

- Automatically discover all of your storage, servers, network devices, and virtual machines.
- Scan in physical elements on arrival. Vistara automatically looks up warranty information from third-party cloud services and internal databases.
- Manage full asset lifecycle via flexible asset attributes for tracking warranty, support contract, end-of-life, and ownership.




Remote Administration

- Securely, conveniently access the console across servers and network devices and VM instances, regardless of whether they are on-premise, on the private cloud, or on a public cloud, with no need for expensive VPN infrastructure.
- Ensure administrators can access all authorized elements, and only those elements, with role-based access controls and stored credentials.
- Record all administrator actions for playback for audit and compliance.


Name	Administration	Alerts
3rd Party Operator		
ACS Client Administrator		
Business User		
Client IT Administrator		
Client Administrator		
Client Administrator - Additional Perms		

Runbook Automation

- Define scheduled and event-driven runbook automation scripts and define policies and schedules to execute them.
- Leverage a built-in library of commonly-used runbook automation scripts to quickly automate your IT infrastructure.
- Use scripting languages of your choice including PowerShell, Python, Perl, Windows Command Scripts, Visual Basic, and PHP.



apache_SOP-NCI-2.sh
Description: Restart httpd service



apache_SOP-NE-2.pl
Description: Restart a service using perl script

Patch Management

- Automatically scan servers and clients when discovered to determine whether patch levels comply with enterprise policies.
- Patch Windows® and Linux® servers, desktops, and laptops throughout your distributed sites. Review and approve updates, then centrally deploy them throughout the enterprise. Ensure consistent patch levels across on-premise, private cloud, and public cloud instances.
- Define sophisticated patch policies and apply multiple policies to a single element if needed.
- Deploy and update any application as well backup and antivirus agents.

KBID	Name	Severity
2806748	Update for Windows Server 2008 R2 x64 Edition (KB2806748)	
2791765	Update for Windows Server 2008 R2 x64 Edition (KB2791765)	Important

Network Configuration Management

- Back up both startup and runtime configurations.
- Automatically back up startup and runtime network device configurations on any change and/or on a schedule and track changes to them over time.
- Compare configurations to identify changes.
- Restore to previous configurations whenever needed.

Startup Config Created on 11-08-13 12:31:16(PST)	
1	!
2	no service pad
3	service timestamps debug uptime
4	service timestamps log uptime
5	service password-encryption

Antivirus Management

- Use Vistara's built-in support for any of ten popular third-party antivirus solutions to ensure servers and clients have up-to-date antivirus signatures and are protected against threats.
- All servers and clients are automatically scanned when discovered and antivirus signatures are checked to ensure they're up to date.
- Deploy antivirus agents to new servers and clients when they are discovered.



Integrated Incident and Problem Management

- Use the same tool to manage incidents as you use to manage your infrastructure.
- Group alerts and create incidents and problems as needed and track their status real time through resolution.
- Monitor resolution times for incidents to ensure they meet internal Service Level Agreements and industry benchmarks.

Subject	Priority	Status
Patch Management[Ok]	Low	Open
Patch Management[OK]	Low	Closed
PING	High	Open

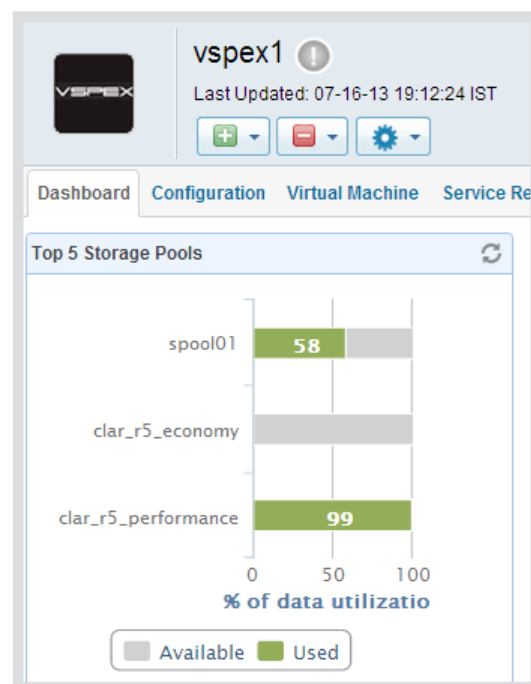
Unified Reporting Across On-Premise and Cloud

- Automatically generate monthly executive summary reports as fully-formatted PowerPoint or PDF presentations that concisely present key metrics.
- Integrate data from third-party monitoring products and hardware and software elements to work with the tools you already have.
- Provide stable, reliable historical metrics on availability and performance to provide a single, reliable source of truth.
- Measure service levels delivered against service level agreements.



Public and Private Cloud Management

- Deliver enterprise class services from public cloud resources. Augment your on-premise infrastructure with public cloud resources and achieve the same degree of visibility, security and control.
- Patch OS images and do application and antivirus updates regardless of whether virtual machine instances are on-premise or on private or public clouds.
- Manage alerts, instances, and problems spanning elements on any combination of on-premise or public and private clouds.



About Vistara

Vistara provides a comprehensive SaaS solution for modern IT operations that is currently used by over 1000 customers. Vistara automatically discovers a customer's entire distributed IT infrastructure and enables customers to unify IT operations management, manage public and private clouds, and deliver self-service IT.

Headquartered in San Jose, California, Vistara sells directly and through our network of leading distributors and value added resellers. Vistara's technology partners include some of the largest software and hardware vendors worldwide.

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