

# sl360 Free Tool Suite

## Abstract

ScriptLogic offers a free suite of network management utilities and tools called the sl360 Tool Suite. This suite includes sixteen individual feature sets that encompass capabilities required for most network troubleshooting processes. With a GUI user interface, user customizable dashboard, integration with third-party network management tools, and features that increase network operators' productivity such as integrating workflow results between network tools, and user definable *Favorites* and device groupings, the suite is designed to deliver efficiency and effectiveness to IT personnel on the front lines.

By focusing individual tool interaction through a single application interface, ScriptLogic has been able to effectively control data and flow interaction between the main application and the individual tools. This is a key capability for a product at this level – it facilitates ease of operations and reduces repetitive data entry on the operator's behalf.

Underlying all the feature innovations is this product's ease of use and visual elegance. The way everything is laid out around the main application window keeps the operator focused on the use of the tool suite instead of having to hunt around or drill down to find what they are looking for. ScriptLogic has placed a great deal of emphasis on ensuring the new product release's visual appeal is consistent throughout the entire solution, putting it head and shoulders above the competition.

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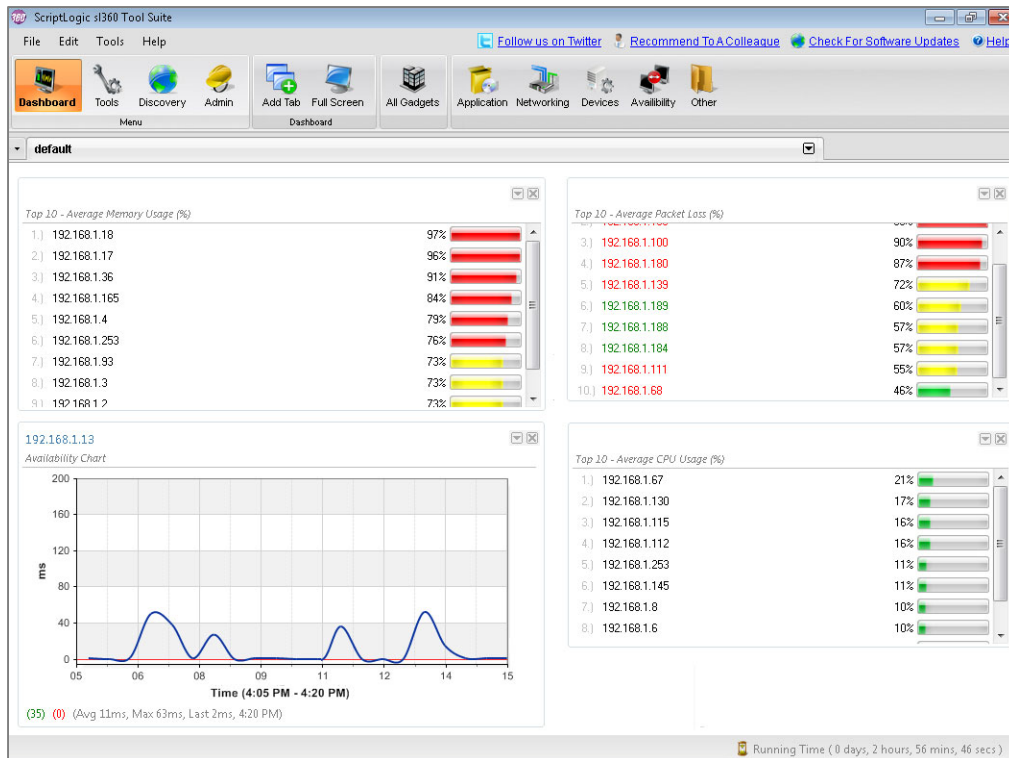


Figure 1: sl360 includes sixteen useful network management tools, such as top tens and availability shown here, integrated into a single common console

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## Product Overview

When a product comes along on the network management front and captures a person's eye because of how straightforward and simplistic it is, and how it accomplishes what it does, and how it accomplishes what it claims to do, that product definitely deserves notice and recognition. And that's what we have with ScriptLogic's sl360 Free Tool Suite. There are other products on the market, both commercial and open source/freeware based, but none with the clean, elegant user interface of this one. And while it's difficult for vendors to differentiate themselves based on their diagnostic or monitoring tools, ScriptLogic does so by incorporating all of theirs into a single GUI interface. What this means for users is consistency in tool operation, unmatched dataflow between the tools and continuous visibility into the network. Also, there's no more need to switch between one tool to another and have a computer's screen filled up with individual tool windows. With sl360, they all operate through a centralized dashboard interface.

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## The Core of sl360 Tool Suite: The Dashboard

ScriptLogic has laid out a strong foundation for its solution, delivering a dashboard-based network management system that provides real-time monitoring, diagnostics and analysis. The sl360 Dashboard has customization options that incorporate tabs to allow operators to logically group and customize views – they can be set to office location, a group of devices or a specific device that requires constant monitoring. Viewed in full-screen mode, the sl360 Dashboard automatically rotates between tabs for operator convenience. It's clean without being cluttered as many user interfaces have become these days when every single feature and function is crammed under the product hood. Because of its vast capabilities, it's also capable of performing basic inventory management and can assist in compliance auditing.

With the sl360 Dashboard, operators can customize the product's interface to create their own unique view of their network environment. It can be populated with key performance indicators that are of special interest for continuous monitoring of key network assets. All key areas of sl360 Tool Suite support *Quick Launch* capabilities that provide a single click access to key functions and tools for easy drill-down into those areas of greatest interest, facilitating more effective root cause analysis.

## Gadgets

The sl360 Dashboard includes gadgets, which allow the end user to create special groupings of functionality, i.e., a set of top 10s. Gadgets allow the end user to focus in on specific problem areas or areas of interest. Of particular interest might be the top 10 highest latency network devices or the top 10 with the highest average percentage of packet loss. Other popular ones are key device indicators like CPU, memory availability, disk utilization, and network interface utilization. A user can monitor a switch or device at port level all on one dashboard, and monitor all key stats of a server on one dashboard. Gadgets are built as drag/drop so custom views can be created instantly.

## Device Groups and Favorites

With sl360, operators can create their own individual device groups from regular network targets by using ranges of IP addresses or subnets. These device groupings can include any device or range of network addresses the user chooses. Once a device group has been created, it can be included on the *Favorites* list for

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future quick reference without having to dig down through various layers of menu selections to run, and access regularly used tools and address sets. Designated device groups can be created with individual tools or with multiples. It's completely customizable based on the operator's own preferences, and can easily be changed at any time.

## Encrypted Credential Store

Another part of sl360's core foundation is its Encrypted Credential Store. This is a convenient feature that stores user names and passwords of protected, single location SNMP, WMI, and Telnet-credentialed devices for quick and easy access.

## Key Tools and Features

- **TFTP Server:** a multi-threaded, highly scalable TFTP server is provided to support unlimited, simultaneous file transfers between client and server, including clock size, transfer size, and timeout.
- **SNMP Scan:** discovers the contents of network subnets quickly and simply by combining SNMP discovery capabilities with a Ping Scan of a designated range of IP Addresses. Used and unused IP addresses are all identified and logged as well.
- **MAC Scan:** sweeps the immediate subnet of its host and builds a table comprised of a pertinent MAC Address, ping response time, DNS, network card manufacturer and manufacturer address information for each IP Address.
- **WHOIS:** accesses multiple public domain records databases and performs a search by IP address or domain name. It then creates a detailed report on domain names, URLs, IP addresses, network addresses and e-mail addresses. The WHOIS report can be exported to HTML, XML or CSV files.
- **Wake On LAN:** boots any networked device with previously enabled capability in its firmware from a remote location. Upon reception, the network device's adapter alerts the device to power.
- **Trace Route:** finds the route from an IP address to any other address by sending specially configured packets in a series of hops from node to node. By sending packets designed to time out and be returned after differing numbers of hops, and examining the ICMP and SNMP data returned, Trace Route can rapidly assemble a real-time display of resolved DNS, machine type, ISO level, boot and response time.
- **Ping Scan:** sends ICMP ECHO requests across a range of IP addresses and rapidly builds a spreadsheet for a quick visual display of which IP addresses are in use and which are not.
- **Enhanced Ping:** continuously logs running response times and exports data on demand to HTML, XML and CSV files. Reports register current response time and running average response time in milliseconds as well as the current rate of packet loss.
- **Graphical Ping:** a powerful and versatile graphing tool which offers graphing functions and variable ICMP parameters to optimize data collection for differing situations and purposes.

Additional functions included in the sl360 Free Tool Suite are: Cisco Config, Syslog Server, Port Scan, DNS audit, and WMI scan. Also included is Traffic Jam, a random traffic generator that bombards WAN links with specified loads of random packets to measure network performance under known load conditions – ideal for finding and solving small problems before they grow into large costly ones.

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## Integrations

The sl360 was designed for easy workflow integration with other management tools, and the best example is the way in which they have been tightly integrated with ScriptLogic's Perspective network management platform solution as well as their Help Desk Authority (HDA) help desk management solution. In both cases, sl360 diagnostic and troubleshooting tools can be directly invoked from either Perspective or HDA and are automatically pre-populated and focused on the specific device or managed element of interest. This saves valuable time and reduces errors, which especially crucial at times when these tools are needed most – to investigate and rapidly troubleshoot critical outages or degradations.

## EMA Perspective

As mentioned earlier, it's difficult for a vendor to distinguish itself by its tools alone because there are a lot of them out there serving enterprise network managers. However, few offer this level of integration between individual tools and the product interface. Typically, what is found is a central product application that provides a one stop menu for activating the individual tools, but the tools will operate within the confines of their own individual window with each tool essentially acting as a stand-alone product. In this scenario, there is usually no integration of data between individual tools and the main product window, translating into time-consuming, tedious, and error-prone rekeying or copy/paste operations on the operator's part.

ScriptLogic has gone the extra mile and added deep integration between the main interface and all of its tools. This makes all of the tools fast and accurate. EMA is impressed with how quickly a tool can execute and display results across one or multiple subnets. They appear seamless no matter which one is selected or what type of drill-down operation is performed. Factor in the integrated dashboard functionality and the depth of its integration becomes readily apparent. On top of the toolset integration, ScriptLogic has set the competitive bar with the gadgets and flexible GUI customization. Operators are no longer left with the out-of-the-box view of how their network management tool has to look and operate.

The product technology behind sl360 has been fielded since 2007, when it was first introduced as pt360 and pt360 PRO by PacketTrap, another member of the Quest family of management technology products and companies along with ScriptLogic. As part of ScriptLogic's suite of solutions, significant new benefits and values are now realized via the close integration of sl360 with the Help Desk Authority solution for help desk teams.

EMA feels that ScriptLogic has a strong product in sl360 which is solidly positioned in the network management tools marketplace. They still need to continue delivering new features and enhancements to keep pace with the evolving needs of network operators and engineers, but the key will be for ScriptLogic to continue finding more ways to leverage this free product set to augment the values in their other products, while also using it as a method for introducing themselves and their broader set of solutions to network, datacenter, and help desk professionals.

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## About EMA

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that specializes in going "beyond the surface" to provide deep insight across the full spectrum of IT management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help its clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise IT professionals and IT vendors at [www.enterprisemanagement.com](http://www.enterprisemanagement.com) or follow EMA on Twitter ([http://twitter.com/ema\\_research](http://twitter.com/ema_research)).

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