

## Product Announcements and Website Update

### Product Enhancements

#### iAM:Servers for Unix V8.2c

- Platforms added:
  - Fedora Linux V7
  - VMware ESX V3.5
  - RedHat Base Server V5.1
- Unattended install option has been added
- Additional performance metrics for data archiving have been added
- Additional data type conversions have been created
- Support for non root operation
- Support for alternate host names

#### iAM:Servers for Windows V8.2b

- Platforms enhanced:
  - Windows Vista
  - Windows Server 2008
  - 64-bit Windows Server 2003 and 2008
- WMI derived statistics are now supported
- SNMP table statistics are now supported
- Exchange 2007 statistic domains have been added
- Registry key and file existing check functions added
- Executable code is now digitally signed

#### iAM:EDA for V2.9c (All platforms)

- Platforms enhanced:
  - SLES 10 support on both 32 and 64 bit hardware
  - RedHat Base Server V5.1
- Cosmetic changes to the input screens for installation and configuration
- SendTEC support has been enhanced to include TEC V3.9
- The access of event records has been optimised for OpenVMS

These are just some of the headline enhancements we have made along with various fixes to increase the usability of the products. As always we are developing our products to meet the demands of your business. We welcome your input into our future product development.

### New Products

We are pleased to announce support for OS/400. Blackbird has been designed to provide generic monitoring software to facilitate the management and operational requirements of i-Series machines.

Blackbird consists of two parts, a client that is running on the "Source" system, and a host that is running on the "Target" system. The client performs all the monitoring tasks and then forwards information to the host. Blackbird can also forward events into Itheon's EDA event management system and Business Service Management solution.

The philosophy behind Blackbird is to set up a monitoring schedule and any relevant threshold values. Blackbird will then only report a problem if a threshold has been reached or a monitoring anomaly occurs. If all is well, most of the time nothing will be reported.

### Website Update

Since our acquisition by Blue Chip Customer Engineering Ltd we have been busy revamping our website and are pleased to announce its launch. Please visit [www.itheon.com](http://www.itheon.com) for the latest information on all our ITSM solutions.

Feedback is always welcome to help us improve our service to you and there are 20 x 1GB USB memory sticks available to the first 20 people to provide us with their comments.

### Update on Contact Numbers

We have been made aware that there are some countries that have problems accessing our new 0844 numbers for switchboard and support. The alternative numbers are as follows:

Main Switchboard: +44 (0)1234 227 830  
Support: +44 (0)1234 227 852

Thank you for your continued support. Please contact us if you have any questions.

### The Itheon Team

To remove your name from our mailing list, please click [unsubscribe@itheon.com](mailto:unsubscribe@itheon.com) .