



# Web Based Support Appliances

Zero Footprint | Vendor Neutral | Open Standards | Infinitely Scalable

## Instant Service Delivery!



# Appliances

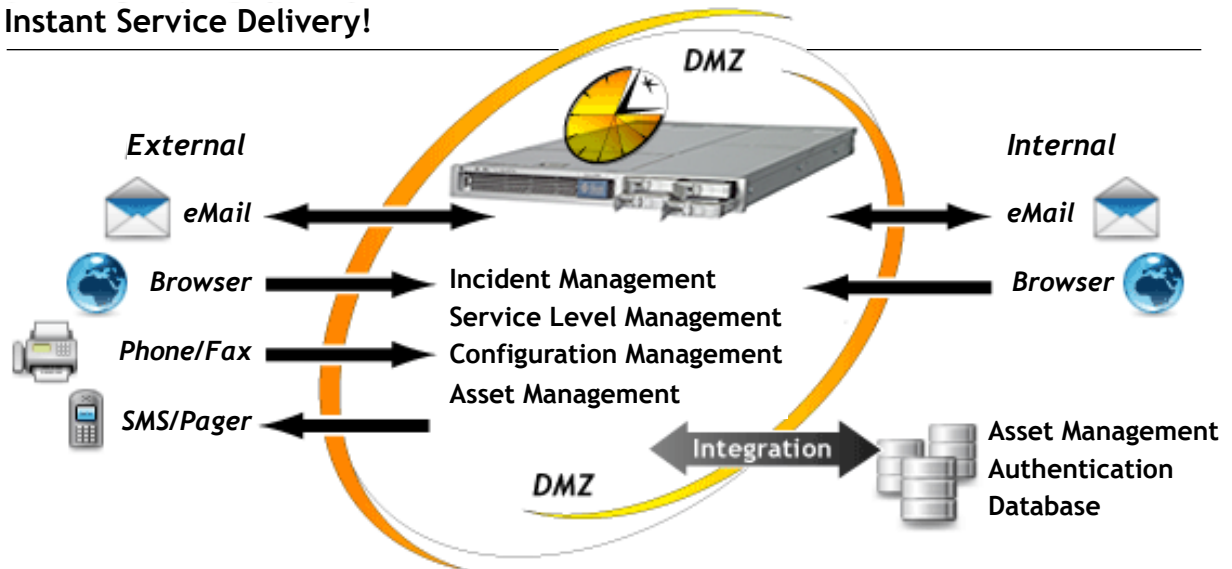
[www.livetime.com](http://www.livetime.com)



# LiveTime Appliances

Each LiveTime Appliance leverages the power of LiveTime's Service Management software with leading Enterprise Operating Systems and Hardware to provide a complete plug and play solution. They are designed for organizations who want a highly tuned, pre-configured, hardened service and support solution with virtually no maintenance.

## Instant Service Delivery!



As the first truly vendor neutral support system in the industry, LiveTime represents a major advance in the way service and support software is managed and delivered. It provides customers with real freedom of choice and the ability to use open industry standards. LiveTime Appliances are ideally suited to any medium to large corporation or higher education institution with diverse user needs, heterogeneous IT environments, and requiring flexible, browser-based access for all users.

### Plug and Play

No need to spend weeks installing and configuring the solution. Everything has been installed and optimized for you. Simply plug the appliance into the network, configure your hostname and address and login.

### Zero Maintenance

LiveTime's unique web based administration gives you control over every aspect of your service delivery. With automated maintenance facilities built-in, there is no need to login to the operating system. Automated tasks take care of every aspect for you, leaving you free to attend to more critical issues.

### High Performance

The LiveTime Appliance has been highly tuned for maximum performance and uptime. Specifically designed for high volume concurrent transactions, it provides unparalleled performance, usually reserved for clustered environments. The result is a support service that is always available to your customers. As your needs grow you can cluster the machines for even more failover and performance.

### Extremely Secure

The system has been designed from the ground up to be totally secure. Based on Solaris 10 from Sun Microsystems, the operating system has been completely hardened with only the minimum core services required by LiveTime.

### Fault Tolerant

Incorporates fault tolerance for all core services so you can easily diagnose problems wherever they appear. Automatic restart and error recovery systems gracefully bring the system up and down as network faults are detected and resolved.

### Open Source Infrastructure

As a completely vendor neutral solution customers can utilize the built-in MySQL 4.1 or PostgreSQL 8.0 RDBMS, or alternatively connect to any third party database such as Oracle, DB2, SQL Server, Sybase and many others. In addition, the appliance leverages the Apache Web Server 2.0, Tomcat 5.5 and Java 5 as the best of breed products for maximum uptime and service delivery to your customers.



## Product Specifications

All LiveTime Applications are designed for 64 bits, enabling them to take advantage of modern memory, processor technologies, and performance. The LiveTime Appliance is available in 4 different models and two different processor options using AMD Opteron or Sun SPARC Cool Thread processors. Each model can be configured as a database server or application server for improved redundancy and failover, or as a single standalone system.



### Model 200

2x AMD Opteron Model 252 Processors  
 2GB Memory  
 2x 73GB 10000 RPM Ultra320 SCSI Disk Drives  
 1 DVD-ROM/Floppy Drive  
 2 10/100/1000 Ethernet Ports  
 1 USB Port, 1 Serial Port  
 1U Rackmount chassis  
 Slide Rail Kit  
 Solaris 10

### Model 400

2x AMD Opteron Dual Core 275 Processors  
 1MB L2 Cache per Processor  
 4GB Memory  
 2x 73GB 10000 RPM SAS Disk Drives  
 RAID Striping and Mirroring  
 1 DVD-ROM/Floppy Drive  
 4 10/100/1000 Ethernet Ports  
 2 USB Ports, 2 Serial Ports  
 Redundant Hot-Swappable Power  
 1U Rackmount chassis  
 Remote management IPMI 2.0  
 Slide Rail Kit  
 Solaris 10



### Model 600

1x UltraSPARC T1 Processor, 6 Core  
 3MB L2 Cache per Processor  
 8GB Memory  
 1x 80GB 7200 RPM SATA Disk Drive  
 4 10/100/1000 Ethernet Ports  
 4 USB Ports, 1 Serial Port  
 1U Rackmount chassis  
 Advanced Lights Out Management  
 Up to 24 Simultaneous Threads  
 Slide Rail Kit  
 Solaris 10

### Model 800

1x UltraSPARC T1 Processor, 8 Core  
 3MB L2 Cache per Processor  
 8GB Memory  
 1x 80GB 7200 RPM SATA Disk Drive  
 4 10/100/1000 Ethernet Ports  
 4 USB Ports, 1 Serial Port  
 1U Rackmount chassis  
 Advanced Lights Out Management  
 Up to 32 Simultaneous Threads  
 Slide Rail Kit  
 Solaris 10

## System Requirements

LiveTime uses a highly scalable architecture designed to support tens of thousands of users and customers. Designed to run on multiple platforms, it can be deployed on a wide variety of software to maximize your existing infrastructure.

### Pre-installed with:

- Apache Tomcat 5.5
- Apache 2.0.52
- Java 1.5
- MySQL 4.1
- PostgreSQL 8.0



### Certified Client browsers:

- Netscape Navigator 4.0 or later
- Internet Explorer 5.0 or later
- Opera 6.0 or later
- Apple Safari 1.0 or later
- OmniWeb 4.5 or later
- Camino 0.6 or later
- iCab 2.9 or later
- Mozilla 1.2 or later
- AOL 7.0 or later
- MSN 7.0 or later
- Firefox 0.9 or later
- Konqueror 3.x

### Supported Databases:

- Oracle 8.1.7, 9, 10g
- DB2 8.x
- SQL Server 7, 2000, 2005
- MySQL 3.23.42, 4.x
- Informix DS 9.2 and later
- Ingres r3
- PostgreSQL 7.3, 7.4, 8.x
- Sybase ASE 11, 12.x
- Sybase ASA 8.0 and later



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