

ManageEngine® Applications Manager

Version 10 – What partners need to know

September 2011

Agenda

The Numbers



What is New in release 10



Summary



Q&A

Release date: **August 17, 2011**

Build number: **10000**

Add-on enhanced: **1**

Add-ons removed: **1**

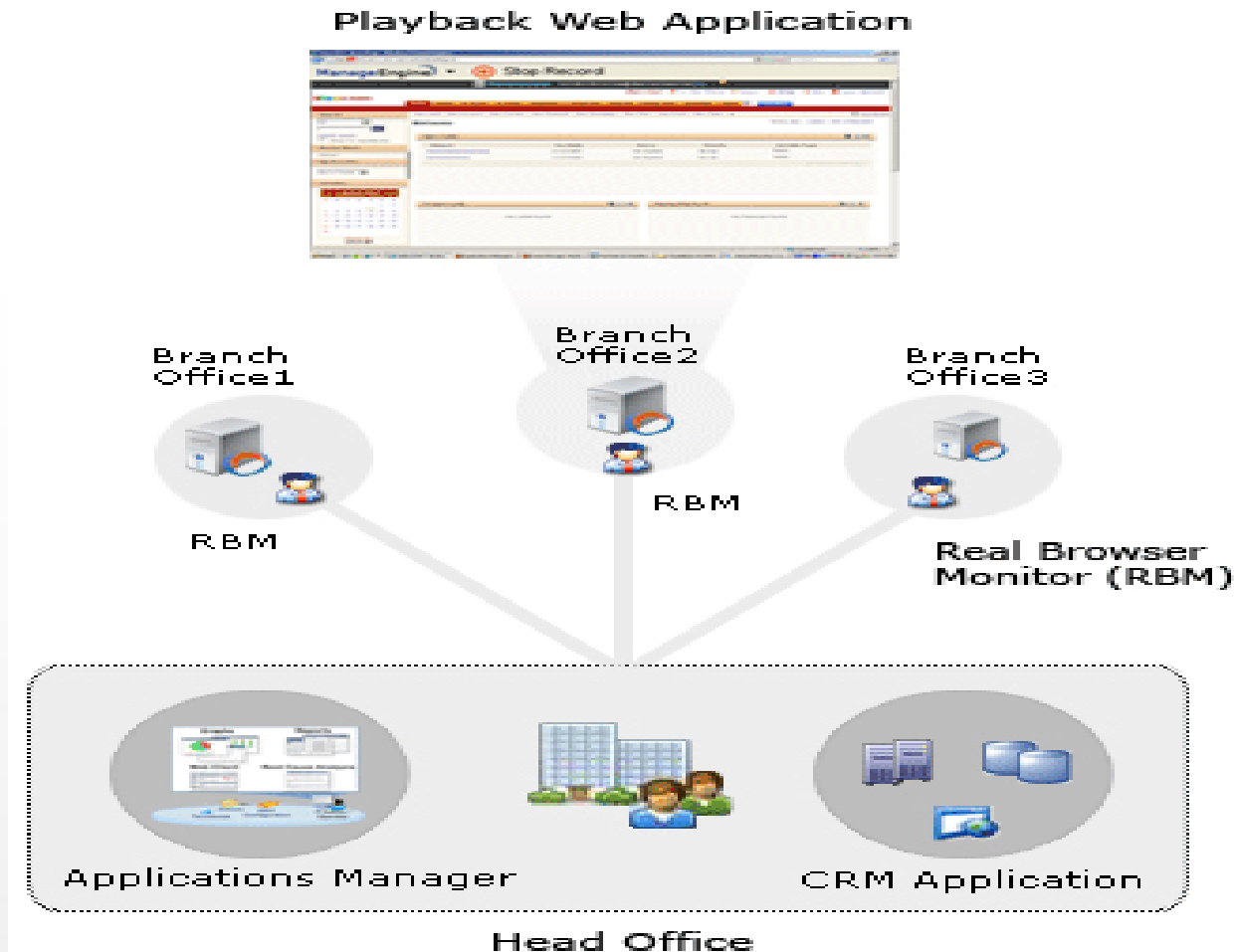
What's new?

#1

End User Experience Monitoring Enhancements

Before 10.0

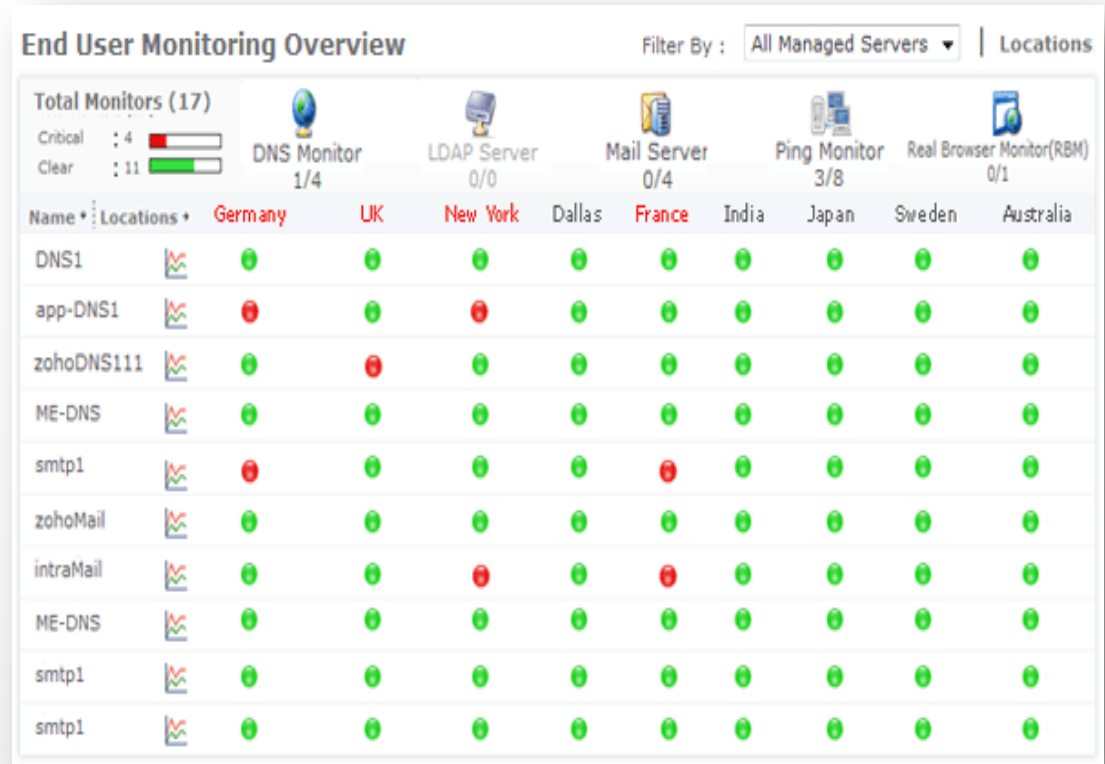
Record & playback web transactions from enterprise branch offices



Version 10.0 onwards

RBM rechristened as End User Monitoring (EUM)

- ▶ Branch office monitoring
- ▶ Actual customer locations
- ▶ Critical Network Services
- ▶ Local or remote locations
- ▶ Add-on
- ▶ Flat fee model
- ▶ Unlimited agents
- ▶ Windows & Linux



Monitors supported by EUM

Ping

LDAP

DNS

Mail
Server

RBM
(Windows only)

EUM – Getting Started

Download EUM agents



Install Applications Manager

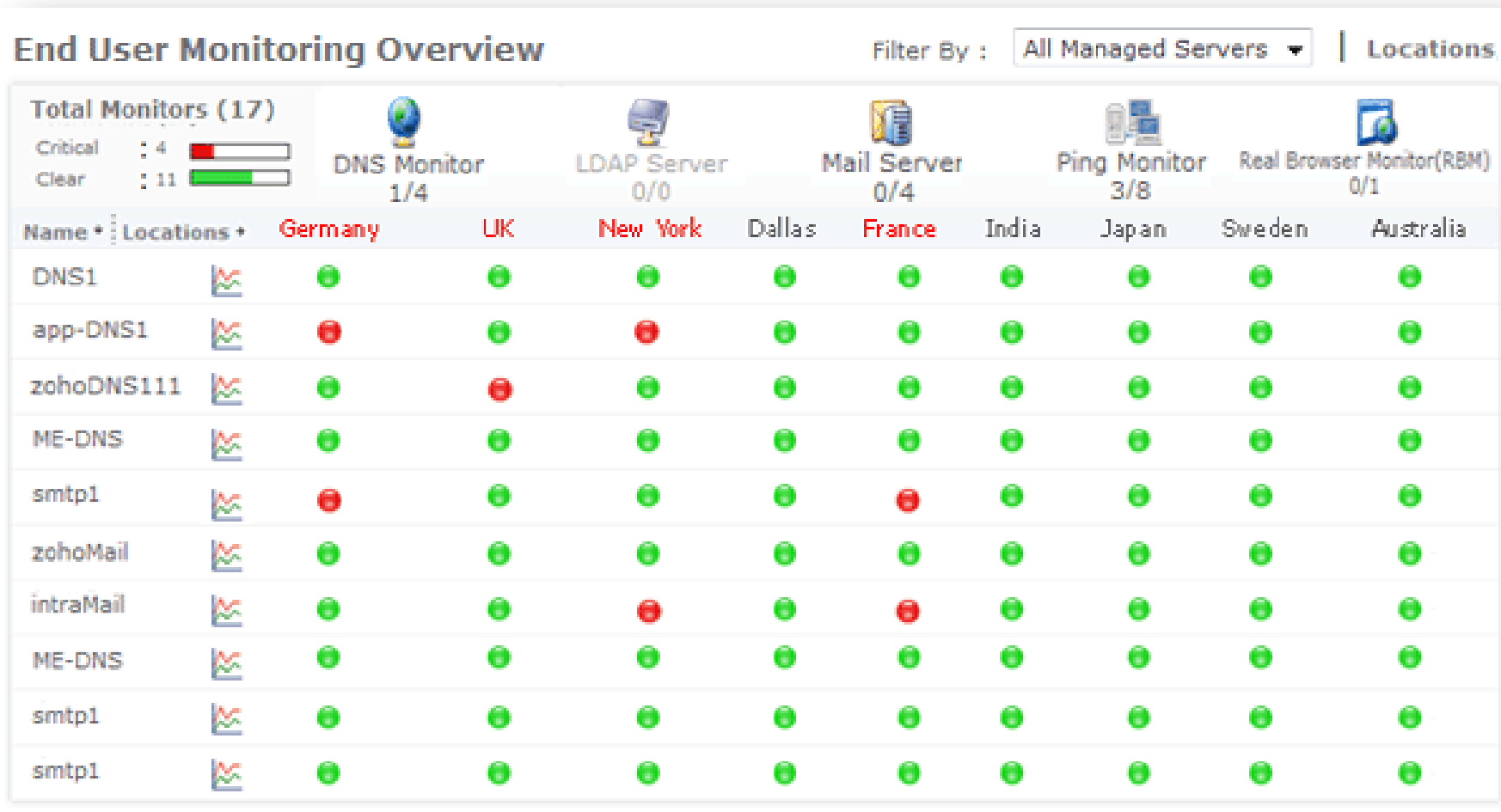


Install agents in branch offices

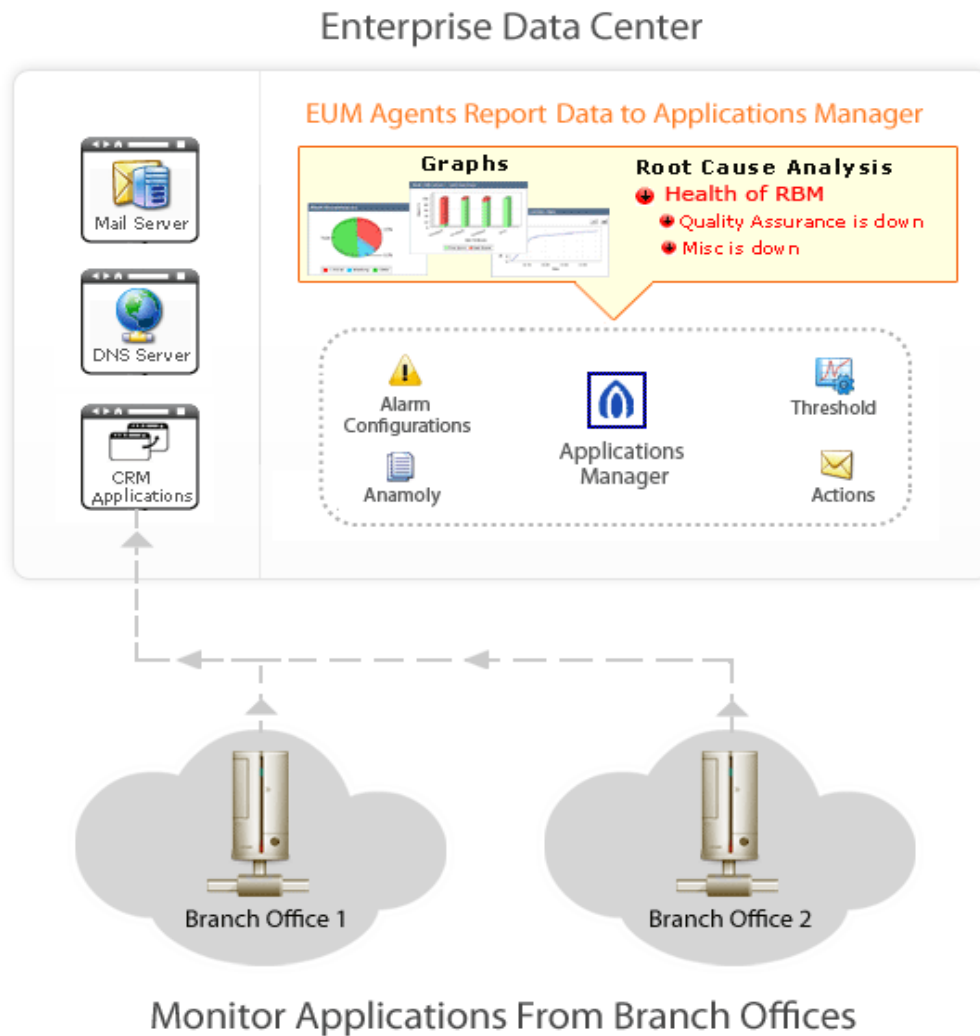


Start Applications Manager
server & agents

EUM Dashboard – How does it look like?



How does End User Monitoring Work?



EUM: The Role of the Agent

ManageEngine Applications Manager 10

Home Monitors **EUM** Alarms Reports Support Admin Jump to: Search...

New Monitor Group New Monitor Threshold Profile Actions Configure Alarms Configure Monitors

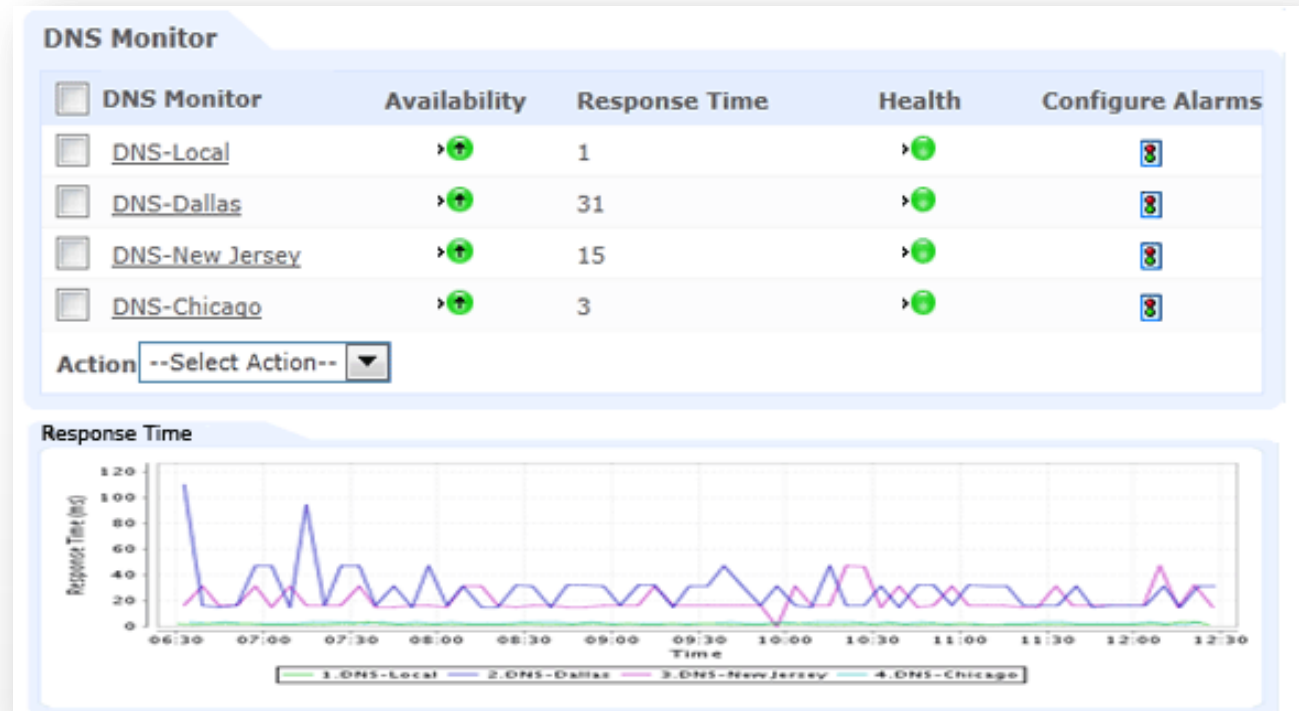
EUM Agent Details Filter By: All Managed Servers End User Monitoring Overview

Name	IP Address	Port	Status	Poll Interval	Agent version	Last Updated at
IT360-WIN2K8-1	192.168.112.158	9999	+	1 Minute	10.0.0	Aug 16, 2011 4:52 PM
marunkumar	192.168.119.146	9999	-	1 Minute	10.0.0	Jul 18, 2011 8:11 PM
advent-vista3	192.168.117.211	9999	-	1 Minute	10.0.0	Jul 19, 2011 12:02 PM
jopti-lin1	127.0.0.1	9999	-	1 Minute	10.0.0	Aug 3, 2011 3:26 PM
psramkumar	192.168.119.162	9999	-	1 Minute	10.0.0	Jul 12, 2011 7:50 PM
app-linux1	192.168.117.155	9999	-	1 Minute	10.0.0	Jul 18, 2011 11:48 AM
jopti-lin1	127.0.0.1	9999	-	1 Minute	10.0.0	Aug 3, 2011 3:26 PM
psramkumar	192.168.119.162	9999	-	1 Minute	10.0.0	Jul 12, 2011 7:50 PM
app-linux1	192.168.117.155	9999	-	1 Minute	10.0.0	Jul 18, 2011 11:48 AM
jopti-lin1	127.0.0.1	9999	-	1 Minute	10.0.0	Aug 3, 2011 3:26 PM
psramkumar	192.168.119.162	9999	-	1 Minute	10.0.0	Jul 12, 2011 7:50 PM
app-linux1	192.168.117.155	9999	-	1 Minute	10.0.0	Jul 18, 2011 11:48 AM
RATIONAL-TEST	192.168.118.71	9999	-	1 Minute	10.0.0	Jul 19, 2011 11:41 AM

- ▶ Windows, Linux
- ▶ 32 bit & 64-bit
- ▶ Secure HTTPS connection
- ▶ Runs from remote locations
- ▶ Passes results to APM

EUM - Sample Performance Metrics

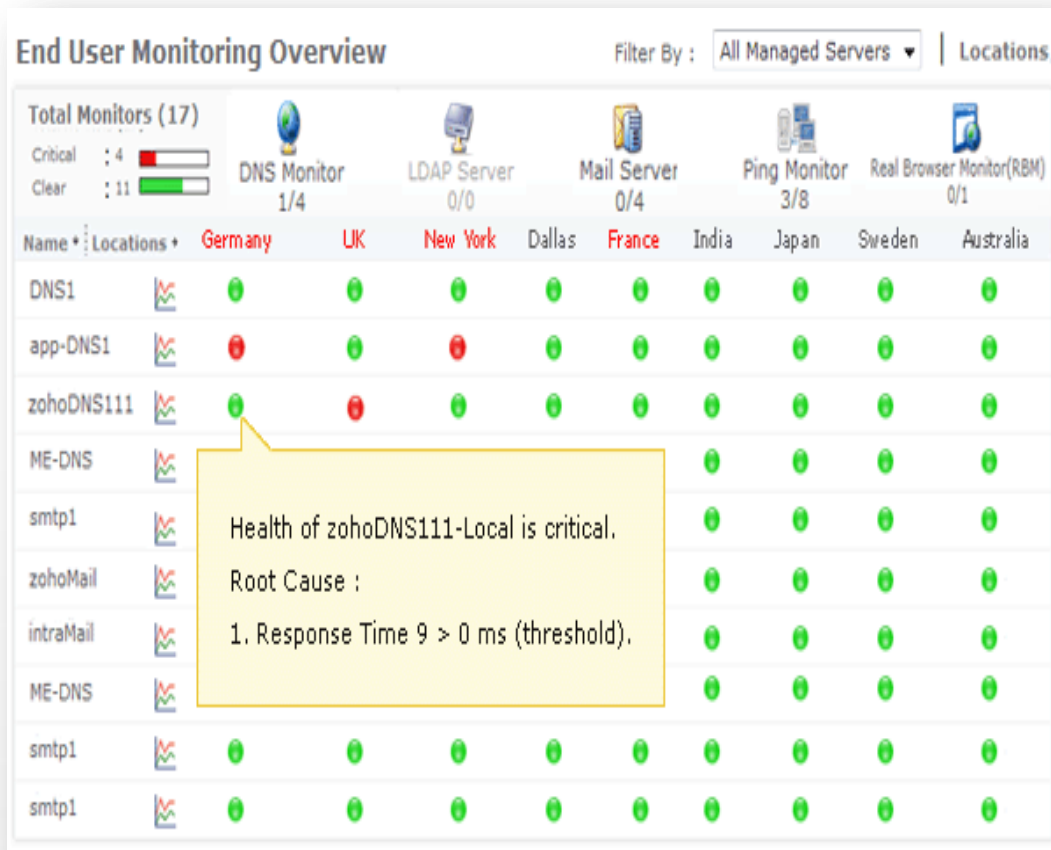
- ▶ Response times
- ▶ Outage trends
- ▶ Health
- ▶ Availability



Value:

Measure end-user experience of network services & apps

Troubleshoot Issues



- ▶ Isolate performance issues
- ▶ Root Cause Analysis
- ▶ Local or remote problems
- ▶ Drill-down views
- ▶ Reduce MTTR

Value:

Resolve problems before end users are affected

End User Monitoring Review

- ▶ User experience from branch offices/customer locations
- ▶ Business-critical network services & web applications
- ▶ Accurate response time from all critical locations
- ▶ Categorize performance problems as local or global issues
- ▶ Troubleshooting
- ▶ Capacity Planning
- ▶ Meet SLAs
- ▶ Improve quality of services to end users

#2

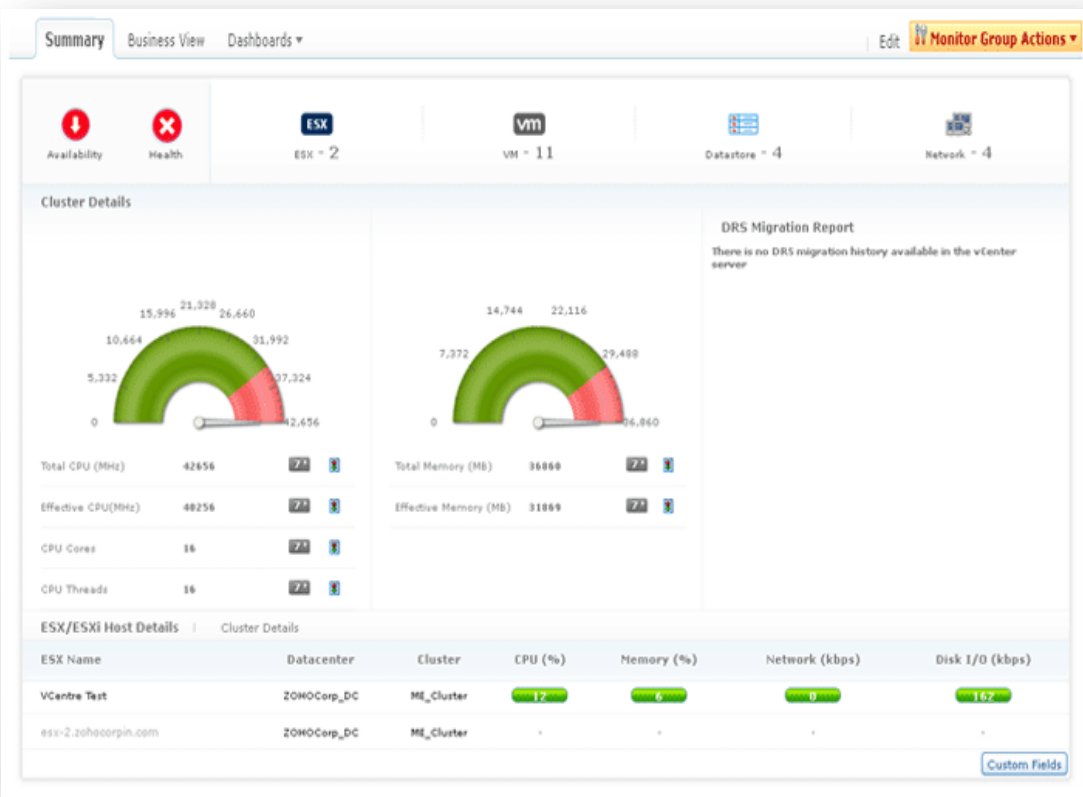
Map Virtual Resources with vCenter

Discovery & Mapping of Virtual Resources

Discover and map dependencies automatically

[-] VCluster		+	+	🔔
[-] ZohoCorp		+	+	🔔
[-] ME_Cluster		+	+	🔔
vm CentOS5.4-1		+	+	🔔
vm CentOS5.4-2		+	+	🔔
ESX ESX		+	+	🔔
ESX esx-2.csez.zohocorpin.com		+	+	🔔
vm karthikatest2		+	+	🔔
vm muthukumar1		+	+	🔔
vm muthukumar2		+	+	🔔
vm New Virtual Machine		+	+	🔔
vm Nexus1000V-4.2.1.SV1.4a		+	+	🔔

VMware Virtual Infrastructure Groups



- ▶ Data Centers
- ▶ Clusters
- ▶ ESX/ESXi hosts
- ▶ Virtual Machines

Value:

Effective configuration management

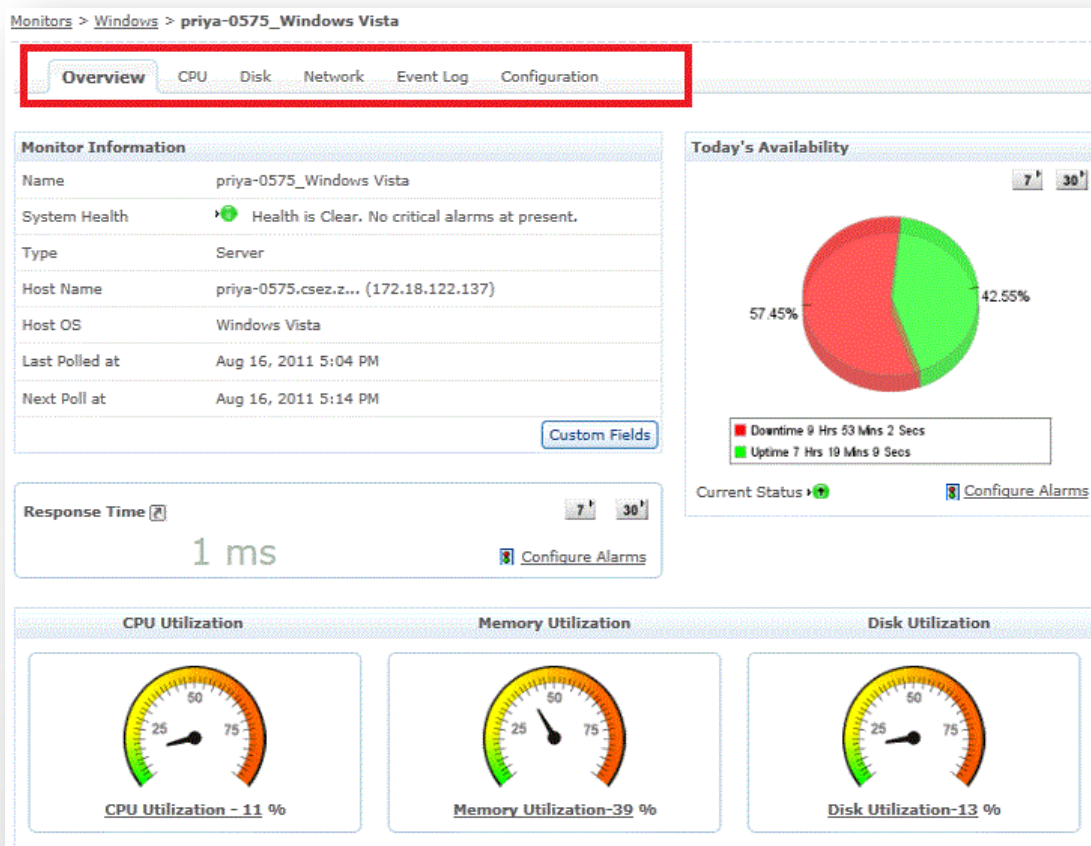
#3

Server Monitoring Enhancements

Server Monitoring

Performance metrics organized into tabs

- ▶ Windows & Linux
- ▶ CPU
- ▶ Disk
- ▶ Network
- ▶ Event Log
- ▶ Configuration



Server Monitoring

Split up of CPU utilization by cores



Server Monitoring

View server configuration parameters

Monitors > Windows > priya-0575_Windows Vista

Overview CPU Disk Network Event Log **Configuration**

System Information

Host Name	PRIYA-0575
Manufacturer	Dell Inc.
Model	Latitude E6420
Domain	csez.zohocorpin.com
BIOS Version	DELL - 6222004

OS Information

OS Name	Microsoft Windows 7 Professional
OS Version	6.1.7600 Build 7600
Manufacturer	Microsoft Corporation
OS Installed Date	5/12/2011 1:15:03 PM
Registered User	Admin
Windows Directory	C:\Windows
OS Language	English (United States)

Memory Information

Total Physical Memory (MB)	8,148
Total Virtual Memory (MB)	16,295

Processor Information

Id	Model	Implementation	Manufacturer	Speed (MHz)	Cache (KB)
CPU_0	Intel(R) Core(TM) i5-2520M CPU @ 2.50GHz	Intel64 Family 6 Model 42 Stepping 7	GenuineIntel	2,501	256

Network Interface Settings

Name	IP Address	Type	Mac Address	Manufacturer	Status
Intel(R) 82579LM Gigabit Network Connection	172.18.122.137	Ethernet 802.3	5C:26:0A:54:75:4E	Intel	Connected

#4

Web Client Enhancements

Custom Fields

Monitors > Tomcat Server > gopal-0541_Tomcat Server_9090

Monitor Information	
Name	gopal-0541_Tomcat Server_9090
Health	Health is Clear. No critical alarms at present.
Type	Tomcat Server
Tomcat Version	Apache Tomcat/5.5.20
JVM Version	1.5.0_11
JVM Vendor	Sun Microsystems Inc.
Host Name	gopal-0541.csez.z... (192.168.25.210)
Host OS	Unknown
Last Alarm	-
Last Polled at	Aug 17, 2011 2:26 PM
Next Poll at	Aug 17, 2011 2:36 PM

[Custom Fields](#)

Today's Availability 7^h 30^m

100.00%

Uptime 14 Hrs 28 Mns 31 Secs

Current Status : [Configure Alarms](#)

Custom Fields User / Owner Location [Close \[X\]](#)

Label : Master DB, Slave DB **Configuration Item Id** : tomcat0001

Department : Tomcat Server **Description** : Description about this se....

* Values for Custom fields are inherited from the Parent Monitor Group. Click here to [Add/Remove CustomFields](#)

- ▶ Additional field types
- ▶ Monitors
- ▶ Monitor groups
- ▶ Default values inherited from monitor groups
- ▶ Search monitors based on custom fields
- ▶ Professional & Enterprise

Customize Tabs

Get Quote Purchase

Applications Manager - Mozilla Firefox
http://smrithil:9090/skinSelection.do?tab=customizetab&consoletype=admin

Personalize - Choose Skin or Layout , Update Auto-refresh time interval and Customize Tabs to change order of tabs

Skin Web Client **Customize Tabs**

Order of Tabs	Tab
Tab - 1	Home
Tab - 2	Monitors
Tab - 3	EUM
Tab - 4	Alarms
Tab - 5	Reports
Tab - 6	Support
Tab - 7	Admin
Tab - 8	----Not Selected----

Save Close

Help Card ?

You can customize the tabs present in the Applications Manager web client as per your requirement. The default tabs available are Home, Monitors ,EUM , Alarms, Reports,Support and Admin in that order. You can change the order of the tabs or select a new tab from the options listed.

Tab Edit Options: To modify a tab, just select the appropriate tab from the drop-down list box and click Save.

Not Selected Option: You can leave the tab unassigned if you select this option. This option is available from 4th tab onwards.

#5

Others

Amazon S3 Support

Monitors > Amazon > Amazon

Instances RDS Instances **S3 Buckets**

S3 Buckets

<input type="checkbox"/>	Bucket Name	Bucket Size MB	Bucket Location	Creation Time	Virtual Folders	Number of Objects	Health	Configure Alarms
<input type="checkbox"/>	appmangerbucket <u>111</u>		EU	Mon Jul 11 14:53:56 GMT+05:30 2011	<u>2</u>	<u>2</u>		

Compare Reports --Select Metric--

- ▶ Track performance of S3 storage buckets
- ▶ Administrative actions – Enable, Disable, Delete
- ▶ Compare reports
- ▶ Improvements to Cloud Monitoring capabilities

Other Changes in 10.0

- ▶ Anomaly Detection ~~add-on~~
- ▶ IPv6 support for most monitor types
- ▶ 64-bit versions for Windows & Linux

Other Changes in 10.0

- ▶ Specify roles in Exchange server 2007/2010
- ▶ Mail server monitor - SSL support for SMTP & POP

Pricing Changes

- ▶ End User Monitoring (EUM) add-on no more agent-based, flat-fee model with unlimited agents
- ▶ Professional: **\$995**
- ▶ Enterprise: **\$1,995**

Live Demo: <http://demo.appmanager.com>

Website: <http://www.manageengine.com/apm>



Product Editions:

- Professional Trial Edition : 30 day evaluation without restrictions
- Enterprise Edition : Distributed set up for scalability

End User Monitoring (EUM)

vCenter Support

Server Monitoring, IPV6, 64-bit

Q & A

Thanks!

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