OpManager v9.2
Monitoring your Network Out-of-the-Box

Software Sources Ltd.
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ManageEngine Product Manager

The Network Monitoring Software from ManageEngine
Agenda

• OpManager Introduction
  – Discovery & Mapping
  – Performance Monitoring & Management
  – Fault Management
  – Reporting
  – Enterprise Edition
  – Integration

• What’s New in v9.2
• Market Positioning – Info-Tech Report
• Customer Base
ManageEngine is the only IT Management vendor focused on bringing a complete IT Management portfolio to the mid-size enterprise.
OpManager – General Key features

- **Quick Setup** & **Instant Monitoring** – Web Based, Agentless.
- **Visualize & Map** your IT Infrastructure
- **Out-of-the-Box** multi-vendor support
- **In-depth Performance Monitoring**
- **Resolve faults** on-the-fly quickly
- **Intuitive Reports & Dashboards**
- **Seamless Integration** – Add-ons, Plug-ins, REST API.
- **Scalability** – Enterprise Edition monitors up to 50,000 interfaces.
Network Discovery and Mapping
Automatic Network discovery
Discover using SNMP v1, v2, v3, WMI, CLI (Telnet/ SSH), VMware credential)
Automatic Device and Interface Mapping with out-of-the-box support for wide range of devices & interfaces monitoring.

Supports custom Device Templates and Infrastructure groups too…
Associates monitors right after the device discovery, monitoring starts right away.
Maps views

To see your devices by Infrastructure groups, Business service or custom groups, Google maps, Subnet-wise groups or even through our Automatic layer 2 topology map.
Network Discovery and Mapping

Automatic Layer 2/3 Network Maps and Business Views (Custom Maps)
OpManager Product Features

Network Monitoring and Management
Availability Monitoring
Up or Down monitoring for routers, switches, firewalls, access points, servers, WAN links, interfaces, etc...
Device Health Monitoring
Viz. CPU, Memory, Disk Utilization (for Servers), Buffer Monitors (For Routers), Temperature, Active Connection Count (For Firewalls) etc..
Essential Applications Monitoring
Includes Service monitoring, Windows services monitoring, Process monitoring, Script monitoring, Website/ URL monitoring, File/ Folder monitoring
Network Monitoring & Management

Bandwidth and Interface Health Monitoring
Viz. Received and Transmitted Traffic, Errors, Discards, Byte Transferred, Packets Per Second, etc...
Get granular visibility into your traffic with Netflow Analyzer Plug-in

Know which user or application or protocol is occupying bandwidth. Qualify the set QOS policies on your routers. Supports NetFlow, sFlow, J-Flow, IPFIX & more...
Microsoft Applications Monitoring

Exclusive dashboards, Out-of-the-box monitors, pre-configured thresholds for Exchange, SQL, Active Directory
ESX VMware Monitoring
Leverages VMware APIs to bring you exclusive dashboards with over 70 performance monitors and support automatically mapping for VMotion
Network Monitoring & Management

Hyper-V Monitoring
Monitors over 40 deep metrics on the availability and performance of Hyper-V hosts and guests. With support to map “Live Migration”.

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<th>Host Details</th>
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<td>VMM</td>
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<td>Host Name</td>
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<td>Memory Usage</td>
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<td>Last login Time</td>
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<td>Next Boot Time</td>
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<th>Snapshot - OMSANV1.NODE1</th>
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<tr>
<td><strong>Availability</strong></td>
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<td>Disk I/O Usage</td>
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<td>CPU Utilization</td>
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<th>Inventory Details</th>
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<td>Virtual Machines</td>
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<td>Status</td>
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<th>History Reports</th>
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<td>CPU Utilization per core</td>
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<td>Time (Sec)</td>
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<th>Network Usage</th>
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<td>Disk I/O Usage</td>
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Network Monitoring & Management

In-depth WAN RTT monitoring
Uses Cisco IP SLA. Know exactly which hop had high latency or where the outage happened
VoIP performance monitoring
Uses Cisco IP SLA. Know MOS, jitter, packet loss, latency, Round Trip Time and availability for VoIP call paths
Network Change and Configuration Mgmt – NCM Plug-in

Automate configuration backups, detect changes in real-time, rollback to trusted version in a click & more... for router, switches, firewalls, access points etc...
Other Infrastructure devices Monitoring
Monitors load balancers, UPS, sensors, printers and any SNMP enabled device
Network Fault Management
Network Fault Management

Event Log Monitoring, Syslog Monitoring and SNMP TRAP Processing
Network Fault Management

Exclusive Alarms View
Acknowledge alarms, Add event notes, Troubleshooting tools & more...
Customizable Dashboards and Plasma TV view
Over 90 widgets to choose from
Network Fault Management

- Email
- SMS
- RSS
- Smart Phone UI
- IT Workflow Automation
- Remote device connection
- Run Script or Remediation Patch
- Log a ticket with ServiceDesk Plus

OpManager

ManageEngine
Network Fault Management

IT Workflow Automation
Intuitive drag and drop GUI for creating IT workflow with out-of-the-box actions and checks & Screen showing options to trigger workflow on a scheduled basis or on the network faults.
## Network Fault Management

**Alerts/ Automate Fault Remediation**

Notification Alert Profiles for Email, SMS, Web Alarms, Log a Ticket, Run a Program and System Command

### Email Profiles
- **Profile Name**
- **Edit**
- **Delete**

### Email based SMS Profiles
- **Profile Name**
- **Edit**
- **Delete**

### Modem based SMS Profiles
- **Profile Name**
- **Edit**
- **Delete**

### Run System Command
- **Profile Name**
- **Edit**
- **Delete**

### Run Program
- **Profile Name**
- **Edit**
- **Delete**

### Log a Ticket
- **Profile Name**
- **Edit**
- **Delete**

### Web Alarm
- **Profile Name**
- **Edit**
- **Delete**
Network Fault Management

Networking Tools
Real-Time Graphs, Switch Port Mapper, SNMP MIB Browser, Remote Session Tools (RDP, Web Console, Telnet/SSH session) & more...
Network Reporting
Network Reporting

Service Level Management Dashboards
Group devices based on the business service/ location and measure availability across devices at a glance
Over 100+ Network Reports
Take a print out, instantly email reports, convert to PDF/ XLS format, schedule reports and add to favorites
Large Enterprise Network Monitoring

Manage over 50,000 interfaces from a single console

OpManager Enterprise Edition
Scalable, Reliable and Secure network monitoring
Large Enterprise Network Monitoring

OpManager Enterprise Edition Architecture

Diagram showing the architecture with a central server connected to two probe servers through Internet/VPN using XML/HTTPS.
Major highlights of Enterprise Edition

- Highly scalable engine that supports monitoring 50,000 interfaces or 5000 devices
- High availability engine using hot-standby/fail–over mechanism
- A centralized console to visualize performance hiccups across the complete IT infrastructure and also for a specific remote site
- A secure and robust communication between the central and the remote probe servers through XML over HTTPS/HTTP connection
- Ability to scale the network monitoring needs as the company grows by switching a stand–alone instance of OpManager to a remote probe on–the–fly
- Reduced application maintenance cost with intelligent probe upgrades from the central server
Integration with ManageEngine products
Integrated Management of:
- Apps: SAP, Oracle Apps, etc...
- App Server: Weblogic/Websphere ...
- DBs: Oracle, DB2, etc...

 Integrates with Service Desk Plus, Applications Manager & Firewall Analyzer
Third-party Integration

REST API
Integrate OpManager with third party help desk or network management solution by invoking OpManager’s REST API.
What’s New?
What’s New in v9.2

Discovery Rule Engine – 10x faster deployment
What’s New in v9.2
Agent-based Log File Monitoring

Windows

Threshold details

- File Contains
- Search String
- If condition is matched
- Then create alert with severity
- Alarm Message Format
- File Existence
- File Size
- File Age
- File Modification

ManageEngine
What’s New in v9.2

Tab Customization
What’s New in v9.2

IPAM & SPM (OpUtils) Plug-in
What’s New in v9.2

• **5x Faster Discovery Engine** - Discover over 5,000 interfaces per minute!

• **Trigger Syslog & SNMP Traps** – Integrate with other NMS platforms.

• **Multiple Thresholds for Performance Monitors.**

ManageEngine OpManager scores over Big 4!
A report from
INFO~Tech Research Group
About the Research done

Info-Tech Research group evaluated the products of major IT systems management software vendors in the market,

Targeted at enterprises looking for a comprehensive & centralized IT systems mgmt. software

Products are compared for features, usability & affordability
Products of 13 vendors were evaluated
OpManager’s Comprehensive Feature Set

- Load balancer, UPS, Printers, Racks & other Devices
- Routers / Switches
- Firewalls / WAN Accelerators
- Microsoft Exchange, Active Directory, MS SQL
- Virtual Servers - VMware, Hyper-V
- Physical Servers - Windows, Linux, Unix, HP UX, IBM AIX, Solaris
- WAN / VoIP connections
- Wireless Access Points

ManageEngine

50
Comparison chart taken from the Report

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<thead>
<tr>
<th>Vendor</th>
<th>Overall</th>
<th>Features</th>
<th>Usability</th>
<th>Affordability</th>
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Legend:
- = Exemplary
○ = Good
⊙ = Adequate
□ = Inadequate
○ = Poor

* Vendor declined to provide pricing information
“ManageEngine offers the best bang for your buck”
The Elite International Customer List

And thousands more...
OpManager

OpManager
- Verint Systems Ltd.
- Zomet Information
- Kanes International Organizers of Congresses Ltd.
- Tama Plastic Industry
- Matrix I.T. Ltd
- Partner Communications Company Ltd.
- Shlomo Sixt
- Redwood International Asset
- Medimop Ltd.
- IXI Mobile (R&D) Ltd.
- CloudShare Ltd.
- UN
- HP Direct
- Medingo Ltd.
- TeleMessage
- Ministry of Tourism
- Ministry of the Environment
- Keren Kayemeth Le’Israel - Jewish National Fund
- Kulicke & Soffa Inc
- Investsoft LTD
- Jerusalem District Electricity Company
- Total Media
- D.M. Engineering Ltd. – Israeli Railways
- Leverate Technological Trading Ltd.
- Scope Metals Group Ltd.
- DavidShield International Medical Insurance Ltd.
- Aeronautics Defense Systems
- Protalix
- Prime Minister’s Office.
- And More…
Netflow Analyzer

- Taldor
- Blue Square Israel
- Motorola Israel Ltd
- Amadeus Israel
- Adgar Investments and Development Ltd.
- Israel National Fund
- Hazera Genetics Ltd
- Ministry of Defense – Lotem
- Ministry of Defense - Malam
- One Up
- Jerusalem District Electricity Company
- TV Sales Channel
- EDS Tnuva Ltd.

- EXPAND
- Cassava Enterprises Ltd.
- Cellcom Israel Ltd.
- DSP Group Ltd.
- KIT Finance Technical Center
- Keren Kayemeth Lelsrael - Jewish National Fund
- Jawwal – Palestinian Cellular Communications
- MediaMind Technologies Ltd.
Other Network Tools

**Firewall Analyzer**
- GlobalLogic
- NewAge Tech Ltd.
- Israel Prime Minister Office
- Clarizen Ltd
- iMDsoft Ltd.
- Digital Trowel
- Alcatel-Lucent Israel Ltd
- E4X Research and Development
- Contigon Technologies Ltd.

**EventLog Analyzer**
- E4X Research and Development
- Matrix I.T. Ltd
- Payoneer R&D Israel Ltd
- InterFax Ltd.

**DeviceExpert**
- IBM Labs
- Wataniya Mobile

**VQManager**
- Bezeq International
- Bezeq Ltd.
- Intel Israel

**Password Manager Pro**
- InSightec Ltd.
- Valor Computerized Systems
- Safe Charge Ltd.
- Strauss Group Ltd.
- Spiral solutions
- Earnix Ltd.
- Pageonce

**OpUtils Pro**
- Matrix I.T. Ltd
OpManager - Powerful Network Monitoring and Management, made easy and affordable
OpManager Overview

Live Online Demo
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