

ManageEngine® Applications Manager 9

Product Features

Applications Manager

Monitors your entire IT infrastructure including applications, servers, databases, operating systems, network services, etc. across physical, virtual and cloud environments.

Primary Positioning: Enterprises, IDCs

Direct Users: IT Administrator, Operators, Managers

Monitoring

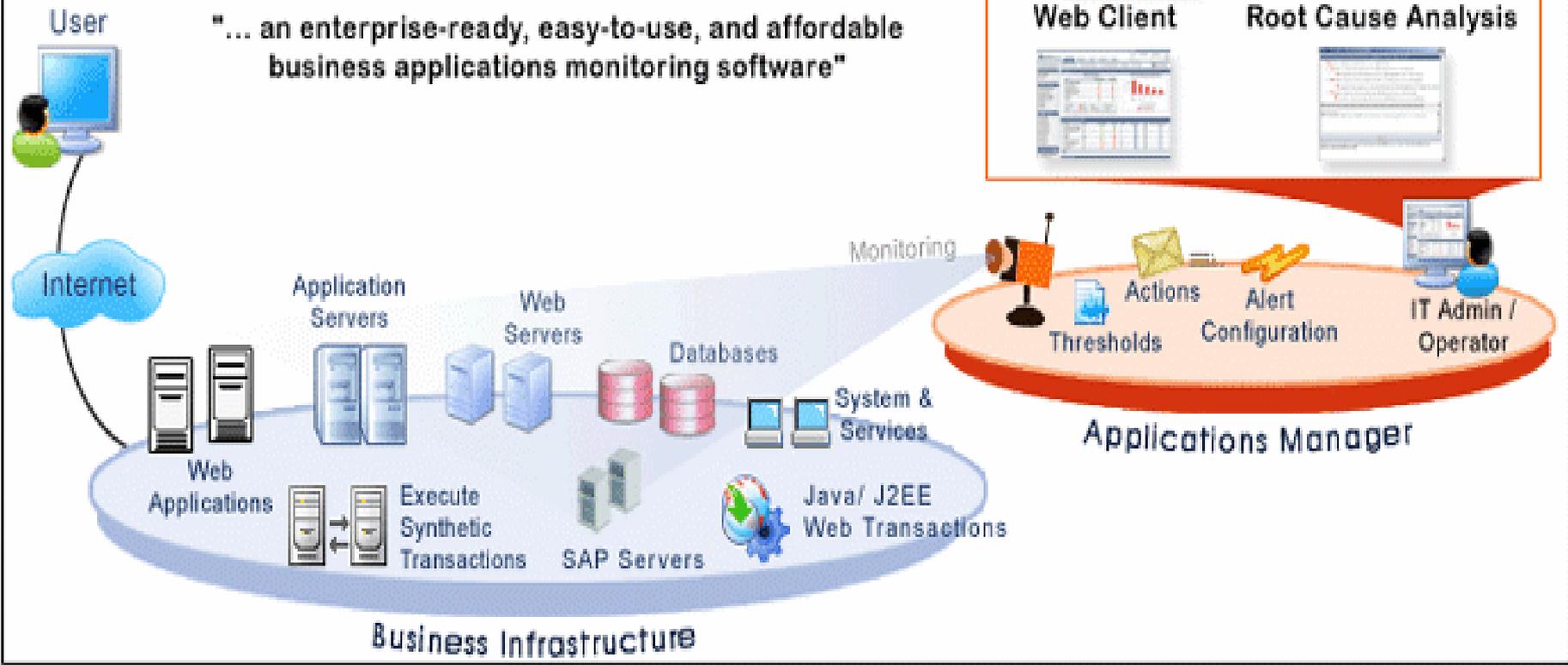
Alerting

Reporting

SLA Management

ManageEngine® Applications Manager

"... an enterprise-ready, easy-to-use, and affordable business applications monitoring software"



MONITORING

Primary Functions > Monitoring

- Get unified view of business infrastructure
- Monitor diverse applications and servers
 - Application Servers
 - Databases
 - Systems and Services
 - ERP – SAP, Oracle EBS
 - Middleware/Portal
 - Custom Applications
 - Website Monitoring
 - Script Monitoring

ManageEngine Applications Manager 9

Help | Get Quote | Licensing | Personalize | Talk Back | About | Logout [admin]

Intro Home Monitors Alarms Reports Support Admin Search...

New Monitor Group | New Monitor | New Threshold | View Thresholds | New Action | View Actions | Configure Alarms | Configure Monitors

Business Dashboards
SLA Management
Business View

Monitor Type
Application Servers
Java/Transactions
ERP
Database Servers
Servers
Mail Servers
Web Services
Services
Custom Monitors
Middleware/Portal

Network Views
All Networks
127.0.0.0
192.168.111.0

Quick Note
A Monitor Group is a logical group of one or more Monitors.
This page lists the available Monitor Types. Monitor Groups currently configured and Recent 5 Alarms of all the Monitor Groups.
More Help

Summary Business View Availability Performance

Dashboard

Monitors Snapshot

Type	Availability	Health
Application Servers	▶●	●
Java/Transactions	▶●	●
ERP	▶●	●
Database Servers	▶●	●
Servers	▶●	●
Mail Servers	▶●	●
Web Services	▶●	●
Services	▶●	●
Middleware/Portal	▶●	●
Custom Monitors	▶●	●

Most Critical Monitor Groups

There are no critical Monitor Groups

Click the Availability and Health icons to view the Root Cause Analysis.

Recent 5 Alarms

Monitor Name	Type	Status	Message	Time	Technician
test URL seq	Url Sequence	●	Health is critical	Jun 24, 2009 1:49 AM	None

Monitor Groups

Name	Availability	Health	Monitors Status	Today's Availability
Applications Manager	▶●	●	0/6 in error	Uptime - 100.0%

Server responded in 935 milliseconds

Server System Time : Jun 25, 2009 10:54:41 AM

Home Monitors Alarms Reports Support Admin Sitemap

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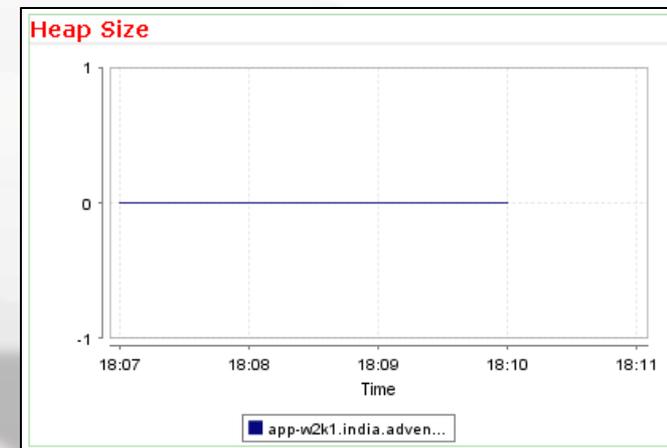
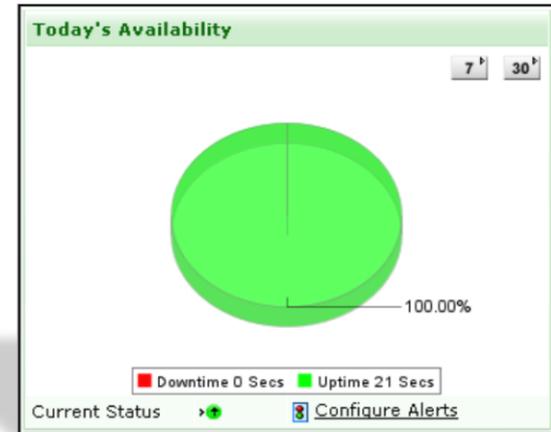
Application Servers

- Microsoft .NET
- BEA WebLogic
- SliverStream Server
- GlassFish Server
- IBM WebSphere
- JBoss
- Tomcat
- Oracle AS

Application Servers

Microsoft .NET

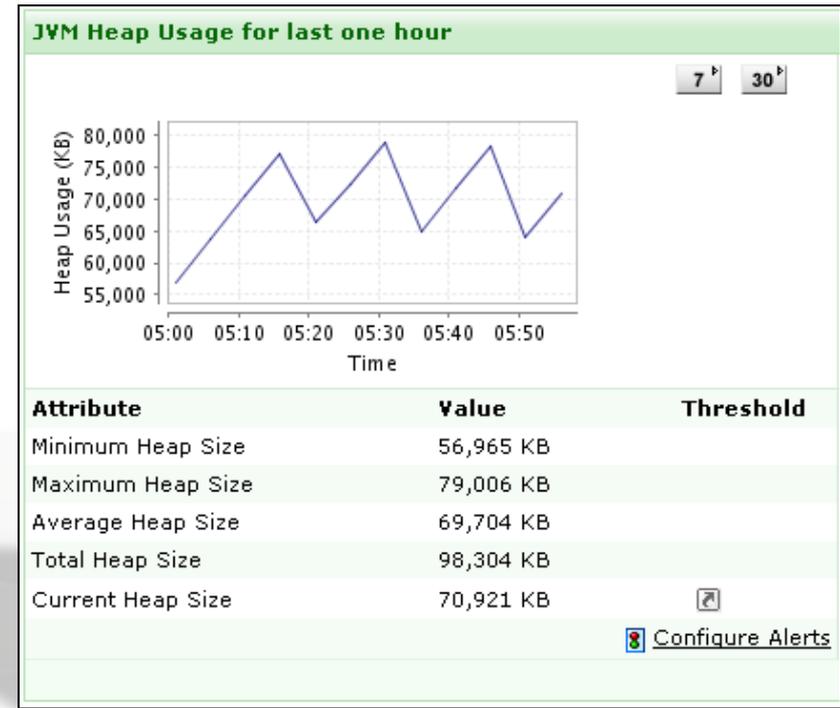
- Health & Availability
- User Requests, Active Sessions
- Network Traffic
- Abandoned, pending Transactions
- Memory Usage : Heap
- Thread Pools



Application Servers

BEA WebLogic

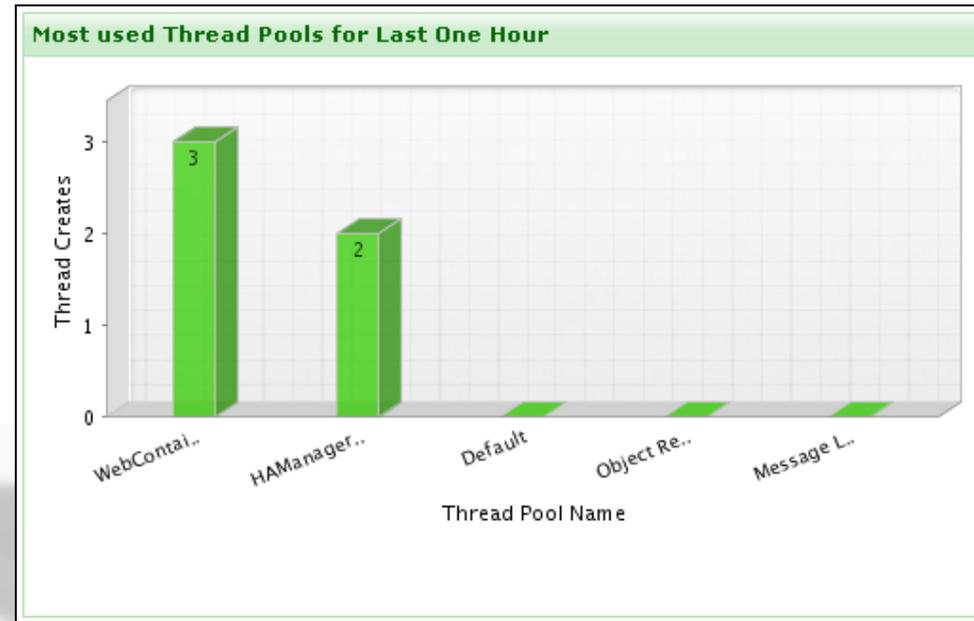
- Health & Availability
- Gain Visibility how Application Server Performs
- JVM Statistics
- Web Applications Stats: Sessions
- Execution count, time for EJBs, Servlets, JSPs
- Thread Pools
- Database Connection Pools: active, leaked



Application Servers

IBM WebSphere

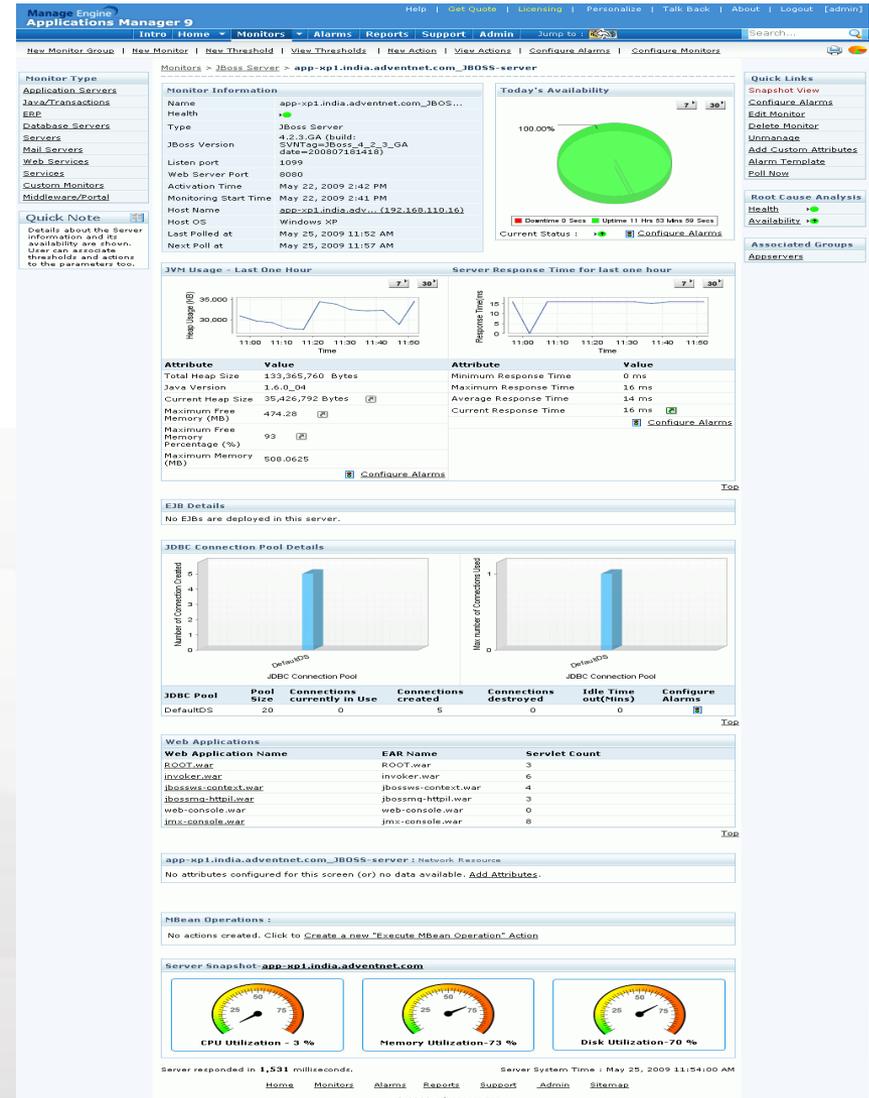
- Health & Availability
- Response Times
- JVM memory, CPU
- Web Applications: User Sessions
- EJB Stats: activation, passivation times
- Servlets, JSPs
- Thread Pools & Database Connection Pools



Primary Functions > Monitoring

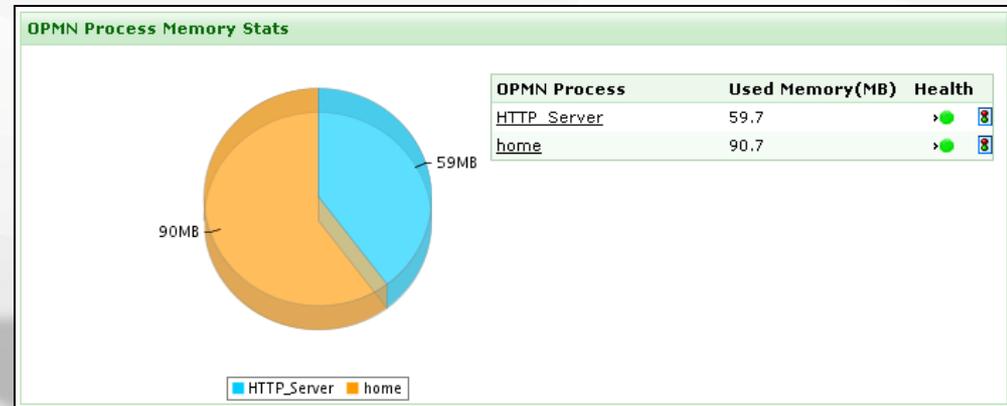
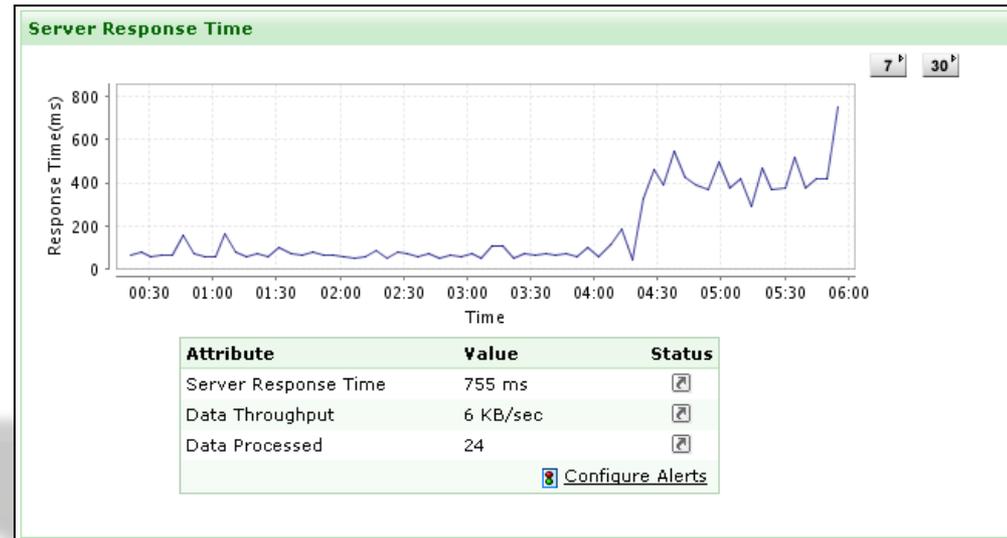
Application Servers JBoss Server

- Response time, Health & Availability
- JVM Statistics
- Web Applications
- EJBs, Servlets, JSPs
- Thread Pools & Database Connection Pools



Application Servers Oracle Server

- Oracle AS 10g
- Response time
- Health & Availability
- OPMN Process Memory
- JVM Statistics
- Request Throughput
- Web Applications: Sessions, Throughput
- JMS: Message Queues etc



Application Servers Tomcat

- Response time, Health & Availability
- JVM Statistics
- Web Applications: Sessions
- Servlets, JSPs
- Response Summary
- Threads Availability

The screenshot displays the ManageEngine Applications Manager 9 interface for monitoring a Tomcat server. The main dashboard includes several key sections:

- Monitor Information:** Shows details for the monitor 'app-ubuntu.india.adventnet.com_Tomcat-server_9095', including its name, health status (green), type (Tomcat Server), and various version and vendor details.
- Today's Availability:** A circular gauge showing 100.00% availability, with a legend indicating 0 seconds of downtime and 21 minutes 51 seconds of uptime.
- Performance - Last One Hour:** A line graph showing Average Response Time in ms, fluctuating between approximately 450 and 550 ms.
- Memory Usage - Last One Hour:** A line graph showing Total Memory and Used Memory in KB, with Total Memory around 85,564 KB and Used Memory around 41,037 KB.
- Response Summary:** A pie chart and table showing the distribution of HTTP response codes. The table data is as follows:

Attribute	Value	Status
1XX Responses	0	[OK]
2XX Responses	427	[OK]
3XX Responses	10	[OK]
4XX Responses	0	[OK]
5XX Responses	0	[OK]
- Application Summary:** A table listing application names (admin, common, /) and their health and configuration alarm statuses.
- Server Snapshot:** Three gauges showing CPU Utilization at 100%, Memory Utilization at 18%, and Disk Utilization at 26%.

At the bottom, it indicates the server responded in 2,052 milliseconds and shows the system time as May 22, 2009 10:51:23 AM.

Application Servers

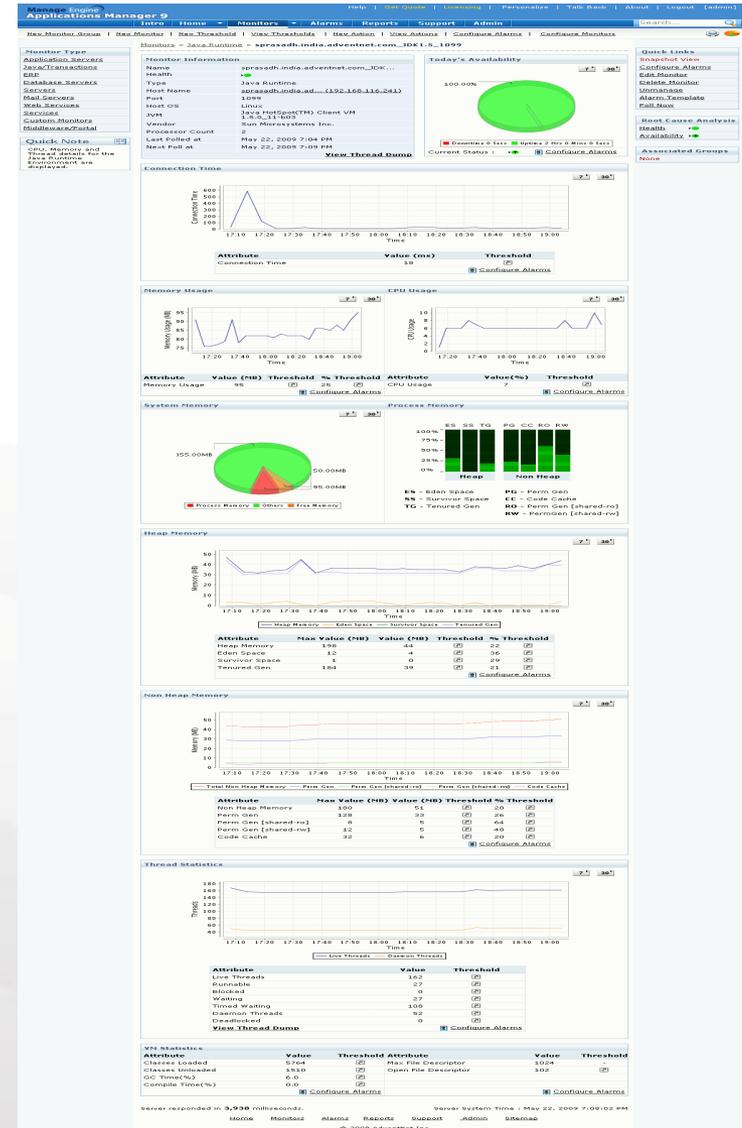
J2EE Web Transactions **Add On!**

- End – to – End transactions starting from URL to SQL
- Performance metrics of WEB components, EJB, Java and SQL statements
- View Trace that will chart the sequence of the internal invocations (methods) of the URL.

Primary Functions > Monitoring

Application Servers Java Runtime Monitor

- Out-of-the-box remote Monitoring & Mgmt on Java platform and of applications that run on it
- Process Memory Parameters
- Thread Parameters
- Virtual Memory Parameters



Databases

- Oracle
- MySQL
- MS SQL Server
- IBM DB2
- Sybase
- PostgreSQL
- Memcached

Databases Oracle

- Oracle 8.x, 9i, 10g
- Performance, health, and availability
- Table Space, SGA, and Data file details
- Uses JDBC calls to collect data

The screenshot displays the Oracle monitoring interface in ManageEngine Applications Manager 9. The main content area is divided into several sections:

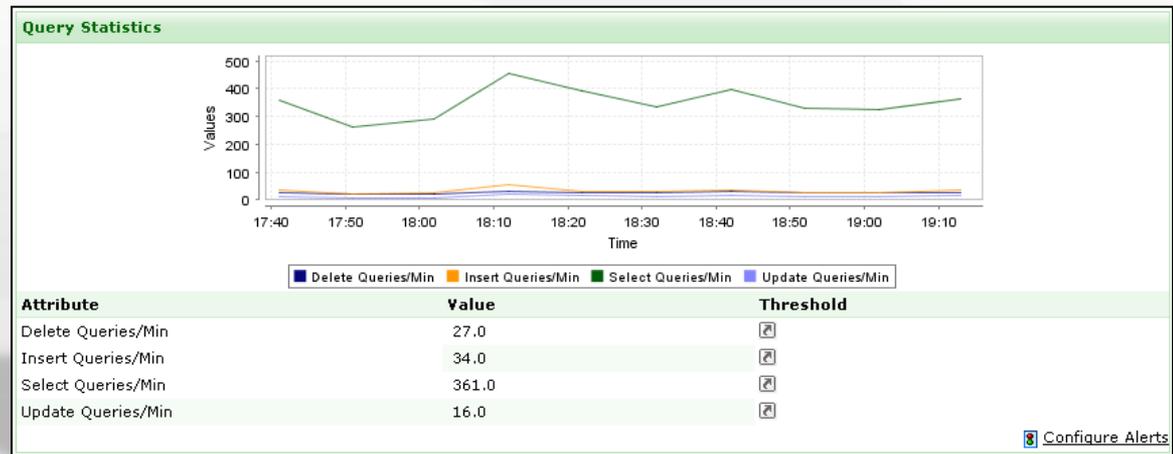
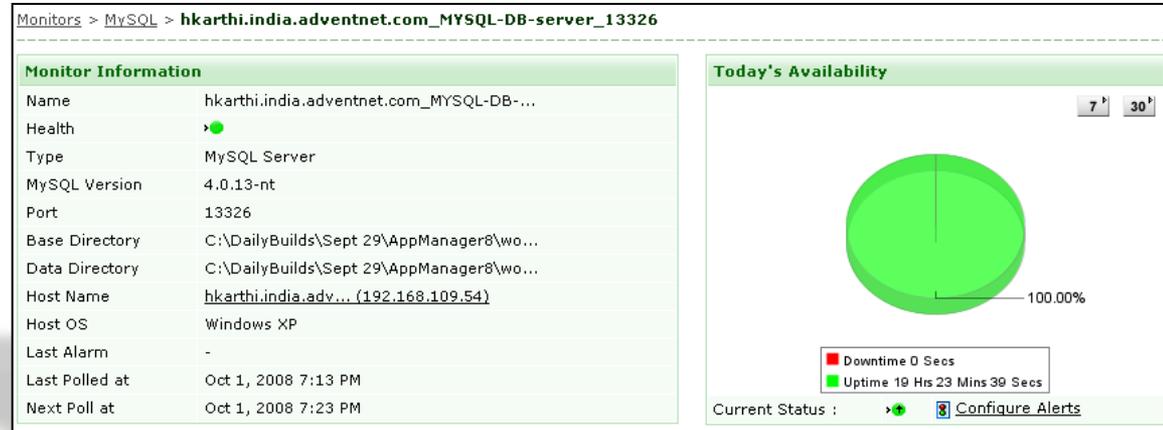
- Monitor Information:** Shows details for the monitor 'app-xp3.india.adventnet.com_ORACLE-DB-server', including its name, type (Oracle Server), version (11.1.0.6.0), and host information.
- Today's Availability:** A circular gauge showing 100.00% availability, with a legend for Downtime (0 Secs) and Uptime (11 Hrs 50 Mins 7 Secs).
- Connection Time Graph - Last One Hour:** A line graph showing connection time in milliseconds over the last hour, with a peak around 11:40.
- User Activity - Last One Hour:** A line graph showing the number of users over the last hour, with a value of 1.
- Table spaces with least Free Bytes:** A table listing table spaces and their free bytes and percentage of free bytes.
- Database Details:** A table showing database attributes like 'Database Created Time', 'Open Mode', and 'Log Mode'.
- Database Status:** A table showing database status attributes like 'Database Size', 'Average Executions', 'Reads', 'Writes', and 'Block Size'.
- Hit Ratio:** Three bar charts showing hit ratios for Buffer (99%), Data Dictionary (97%), and Library (98%).
- Sharing of SGA:** A pie chart showing the distribution of SGA components: Buffer cache size (268MB), Shared pool size (5MB), Redo log buffer size (0MB), Library cache size (74MB), Data dictionary cache size (1MB), and Fixed area size (1MB).
- Server Snapshot:** Three gauges showing CPU Utilization (60%), Memory Utilization (94%), and Disk Utilization (51%).

At the bottom, it shows 'Server responded in 1,531 milliseconds' and 'Server System Time: May 25, 2009 11:00:09 AM'. The footer includes '© 2009 AdventNet Inc.' and navigation links.

Databases

MySQL

- MySQL 3.x, 4.x, 5.x
- Response time, health, and availability
- Request Statistics
- Server Tuning metrics
- Database Tuning metrics



Primary Functions > Monitoring

Databases

MS SQL

- MS SQL Server 2000, 2005
- Response time, health, and availability
- Request Statistics
- Server Tuning metrics
- Database Tuning metrics

ManageEngine Applications Manager 9

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Intro Home **Monitors** Alarms Reports Support Admin Search...

New Monitor Group | New Monitor | New Threshold | View Thresholds | New Action | View Actions | Configure Alarms | Configure Monitors

Monitors > MS_SQL > app-w2k1.india.adventnet.com_MSSQL-DB-server : Snapshot View

Monitor Type

- Application Servers
- Java/Transactions
- ERP
- Database Servers**
- Servers
- Mail Servers
- Web Services
- Services
- Custom Monitors
- Middleware/Portal

Quick Note

Provide details for the MySQL server to be monitored.

Monitor Information

Name	app-w2k1.india.adventnet.co...
Health	●
Type	MS SQL Server
Version	Microsoft SQL Server Yukon - 9.00.1399
Port	1433
ODBC Driver Version	9.00.1399
Host Name	app-w2k1.india.adventnet.com (192.168.105.149)
Host OS	Windows 2000
Last Alarm	-
Last Polled at	Sep 11, 2007 4:00 PM
Next Poll at	Sep 11, 2007 4:10 PM

Today's Availability

Memory Usage

Buffer Manager Statistics

Attribute	Value	Threshold	Attribute	Value	Threshold
Total Memory	45824 KB	[icon]	Buffer Hit Ratio	99.869	[icon]
SQL Cache Memory	264 KB	[icon]	Page Lookups/Min	2378.3	[icon]
Lock Memory	352 KB	[icon]	Page Reads/Min	0.0	[icon]
Optimizer Memory	272 KB	[icon]	Page Writes/Min	0.0	[icon]
Connection Memory	192 KB	[icon]	Total Pages	5728	[icon]
Generated WorkSpace Memory	9432 KB	[icon]	Database Pages	2894	[icon]
Memory Grants Pending	0	[icon]	Free Pages	494	[icon]
Memory Grant Success	1	[icon]			[icon]

[icon] Configure Alerts

MS SQL Server

- MS SQL Server
- Configure Alerts
- Edit Monitor
- Delete Monitor
- Associate/Remove Scripts
- Unmanage
- Alert Template

Databases

- ReportServer
- model
- mssqlsystemresource
- tempdb
- master
- Total
- msdb
- ReportServerTempDB

Root Cause Analysis

- Health ●
- Availability ●

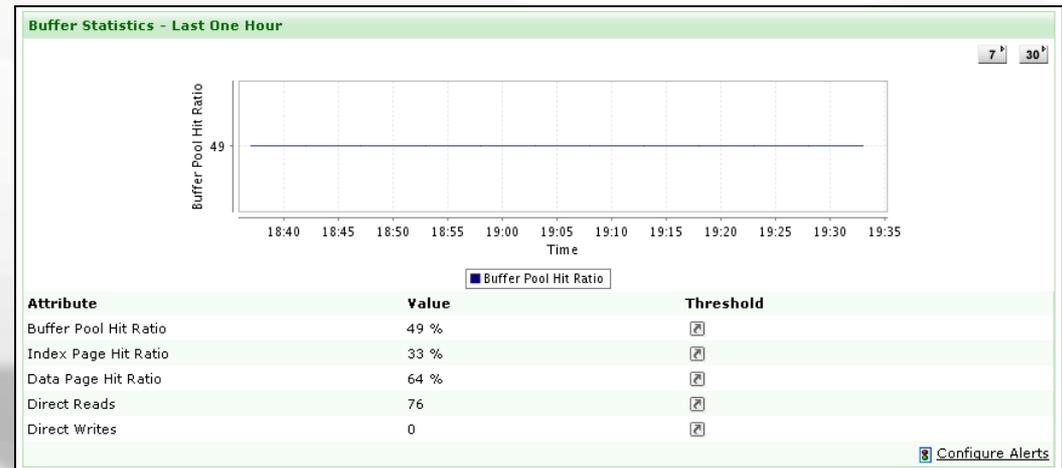
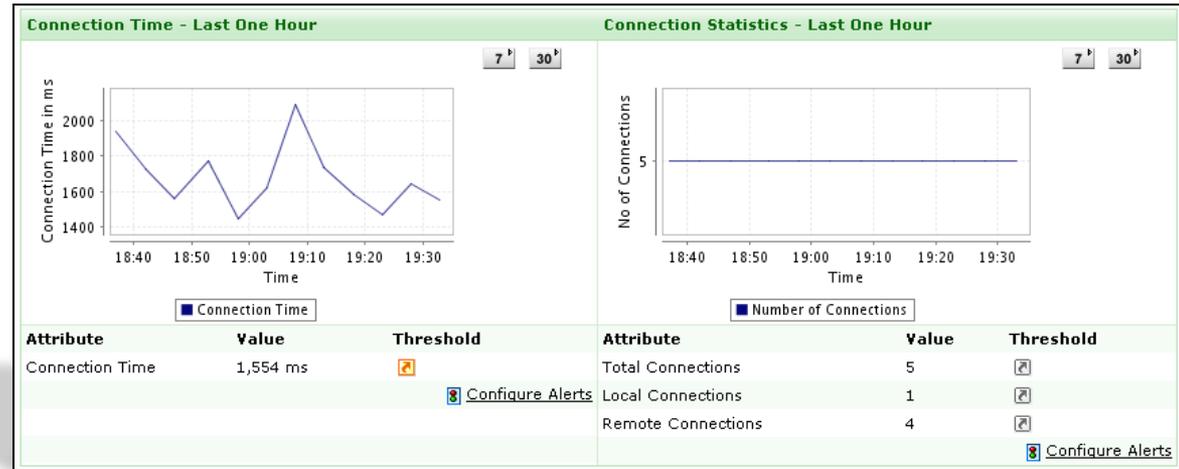
Associated Groups

- All Monitors

Databases

IBM DB2

- IBM DB2 8.x
- Response time, health, and availability
- Connection Statistics
- Transaction Statistics
- Database Tuning metrics



Primary Functions > Monitoring

Databases Sybase

- Response time, health, and availability
- Current Process
- Current Transactions
- Connection Statistics

Monitor Information

Name: app-sp3.india.adventnet.com...
 Health: OK
 Type: Sybase Server
 Sybase Version: 12.5.0
 Port: 5000
 Host Name: app-sp3.india.adventnet.com (192.168.110.104)
 Host OS: Windows XP
 Last Alarm: May 25, 2009 12:02 PM
 Last Picked at: May 25, 2009 12:07 PM
 Next Fall at: May 25, 2009 12:07 PM

Today's Availability

100.00%

Current Status: OK

Memory Usage

Attribute	Value	Threshold
Total Memory (KB)	23.0	(0)
Used Memory (KB)	26.0	(0)
Free Memory (KB)	4.0	(0)
Used Memory Percentage	97.57 %	(0)

Connection Time

Attribute	Value	Threshold
Connection Time	10 ms	(0)

Database Details

Name	Total Size MB	Used Size MB	Used Size %	Creator	Health	Configure	Alarm
epssystemprocs	220	14	62	sa	OK	[icon]	[icon]
master	48	44	92	sa	OK	[icon]	[icon]
App_sybase_database	16	0	56	sa	OK	[icon]	[icon]
ApplicationManager	16	0	56	sa	OK	[icon]	[icon]
YESU	16	0	56	sa	OK	[icon]	[icon]
model	16	0	56	sa	OK	[icon]	[icon]
SybaseManager_8402	16	0	56	sa	OK	[icon]	[icon]
sybsystemdb	28	0	56	sa	OK	[icon]	[icon]
text_sybase_application	16	0	56	sa	OK	[icon]	[icon]
sydatabaeapplication	16	0	56	sa	OK	[icon]	[icon]
tempdb	16	0	56	sa	OK	[icon]	[icon]
test03	16	0	56	sa	OK	[icon]	[icon]
text_app_sybase_003	16	16	100	sa	OK	[icon]	[icon]

Current Process

Process Name	Host / IP	Username	DB Name	Command	Status	Physical_IO	MemUsage	Time	Blocked	Secs
SQLS	669-WC11 / 192.168.110.107	sa	master	SELECT	running	0	6	0		

Current Transactions

Type	Coordinator State	Connections	DB Name	Process Name	Transaction Name	Start Time
No Current transaction to display.						

Server Snapshot

CPU Utilization: 69 %
 Memory Utilization: 94 %
 Disk Utilization: 51 %

Server responded in 1,562 milliseconds. Server System Time: May 25, 2009 12:03:49 PM

Primary Functions > Monitoring

Databases

PostgreSQL

- Response time, health, and availability
- Buffer, Connection, Lock Stats
- Transaction Details
- Index Scan Details



Databases Memcached

- Availability, health, CPU
- Cache hit ratio, memory usage, Transactions
- Network Traffic
- Connections
- Cached items, request metrics, etc.



Server and Services

- Windows, Linux, Solaris, IBM AIX, IBM AS400 / iSeries, HP Unix, Tru 64 Unix, FreeBSD, Mac OS, Novell
- Exchange & other mail Servers
- Web Servers – Apache, IIS
- PHP Server
- Any TCP Port
- JMX – AdventNet & MX4J
- SNMP-enabled Software



ERP > SAP Server **Add On!**

- Availability & Performance of SAP Server
- Background Processing
- Buffer
- Dialog
- Enqueue
- Operating System
- Spool

The screenshot displays the ManageEngine Applications Manager 9 interface for monitoring an SAP Server. The main window shows the following components:

- Monitor Information:** Name: app-xp1.india.adventnet.com_SAP_00, Health: ●, Type: SAP, Host Name: app-xp1.india.adventnet... (192.168.110.16), Host OS: Unknown, Last Polled at: May 22, 2009 6:59 PM, Next Poll at: May 22, 2009 7:04 PM.
- Today's Availability:** A circular gauge showing 100.00% availability. Legend: Downtime 0 Secs, Uptime 30 Mins 5 Secs. Current Status: ●.
- System Information:** CPU (1%), Memory (77%), Disk (0%).
- Spool Utilization:** Gauge showing 100% utilization.
- Background Utilization:** Gauge showing 0% utilization.
- Program Buffer Utilization:** Hit Ratio (100%), Space (41%), Directory (4%).
- Frontend Response Time:** Line graph showing response time in ms over time (18:35 to 18:55).
- Paging Rate:** Line graph showing Pages per second over time (18:35 to 18:55).
- Syslog Frequency:** Line graph showing Logs per minute over time (18:35 to 18:55).

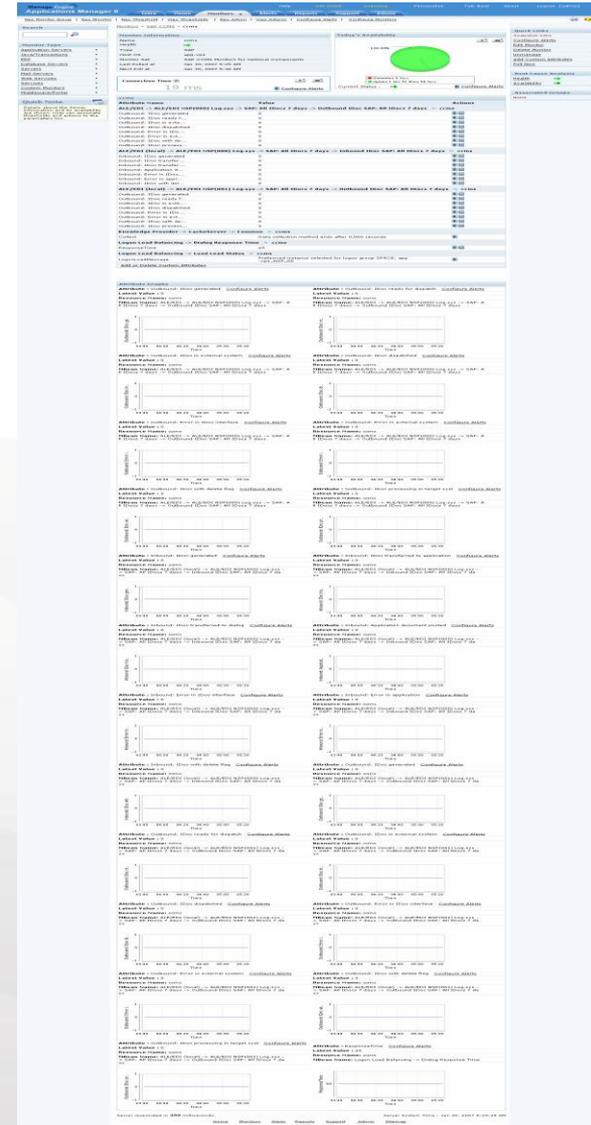
At the bottom, it states: "Server responded in 2,413 milliseconds." and "Server System Time : May 22, 2009 7:04:22 PM".

ERP > SAP CCMS ^{Add On!}

- Availability & Performance of SAP Business Components such as
- Business Intelligence (BI)
- Customer Relation Manager (CRM)
- Supply Chain Management (SCM)

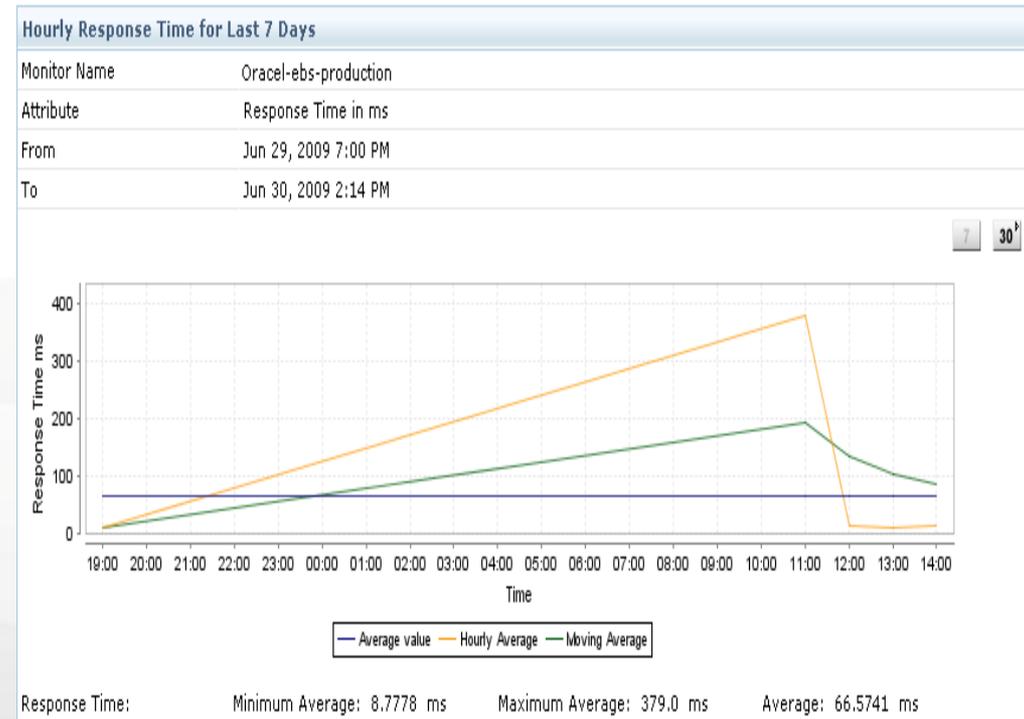
In addition you can also monitor,

- Connection time
- Performance attributes (all numeric attributes)
- Status and Log attributes



ERP > Oracle E-Business Suite **Add On!**

- **Availability & Performance Oracle E-Business Suite Setup**
- **Performance Metrics like Request Stats, Response Time,**
- **Process Heap Size**



Middleware / Portal

- MS SharePoint **Add On!**
- IBM WebSphere MQ **Add On!**
- BEA WebLogic Integration **Add On!**
- Microsoft Message Queue (MSMQ)

Middleware / Portal

MS Office SharePoint ^{Add On!}

- **Availability & Performance**
- **Comprehensive Fault Management**
- **Pro-Active Alert notifications**
- **Active Server Pages**
- **Memory Stats**
- **Share Point Server Services**

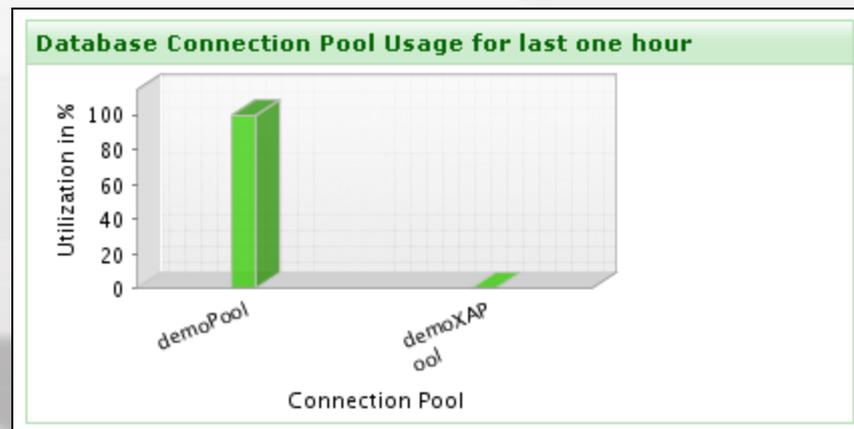
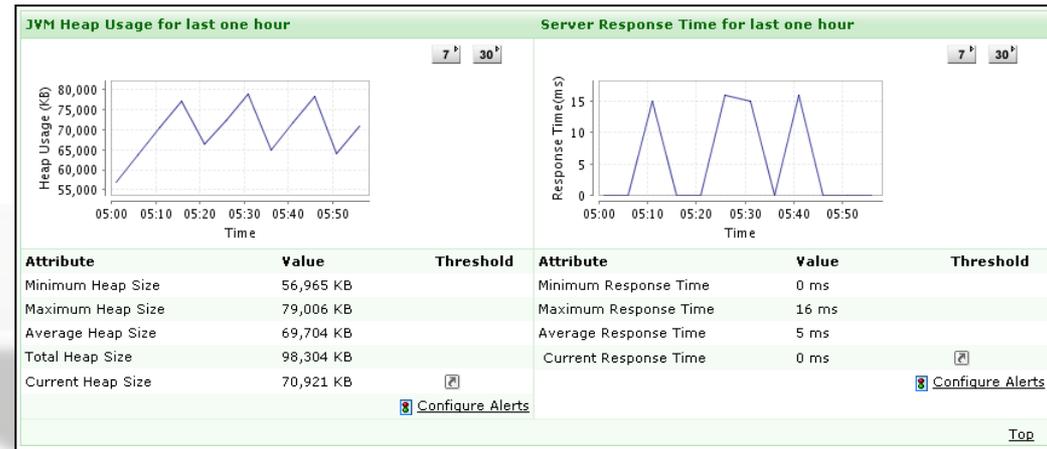
Middleware / Portal

IBM WebSphere MQ ^{Add On!}

- Health, Availability & Performance
- Channel (Bytes-sent/Received, Buffers-sent/Received)
- Listener Stats
- Queue Stats

Middleware / Portal BEA WebLogic Integration **Add On!**

- Health & Availability
- Business Process Details
- Application Integration Details
- Track SLA
- Service and Event Counts
- Response Times
- Message Broker Details



Primary Functions > Monitoring

Middleware / Portal

Microsoft Message Queue (MSMQ)

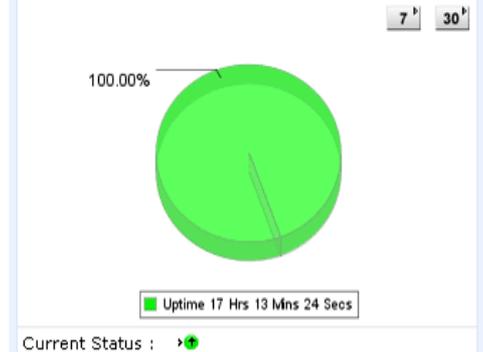
- Health & Availability
- Message Queue Services
- Session Stats
- Microsoft Message Queue Stats

Monitors > Microsoft MQ (MSMQ) > msmq1

Monitor Information

Name	msmq1
Type	Microsoft MQ (MSMQ)
Managed Server Name	myesuraj_9099
Health	<p>● Health of msmq1 is warning.</p> <p>Root Cause :</p> <p>1. Incoming Messages/sec 0 = 0 (threshold).</p>
Last Polled at	Feb 10, 2011 5:11 PM
Next Poll at	Feb 10, 2011 5:14 PM

Today's Availability

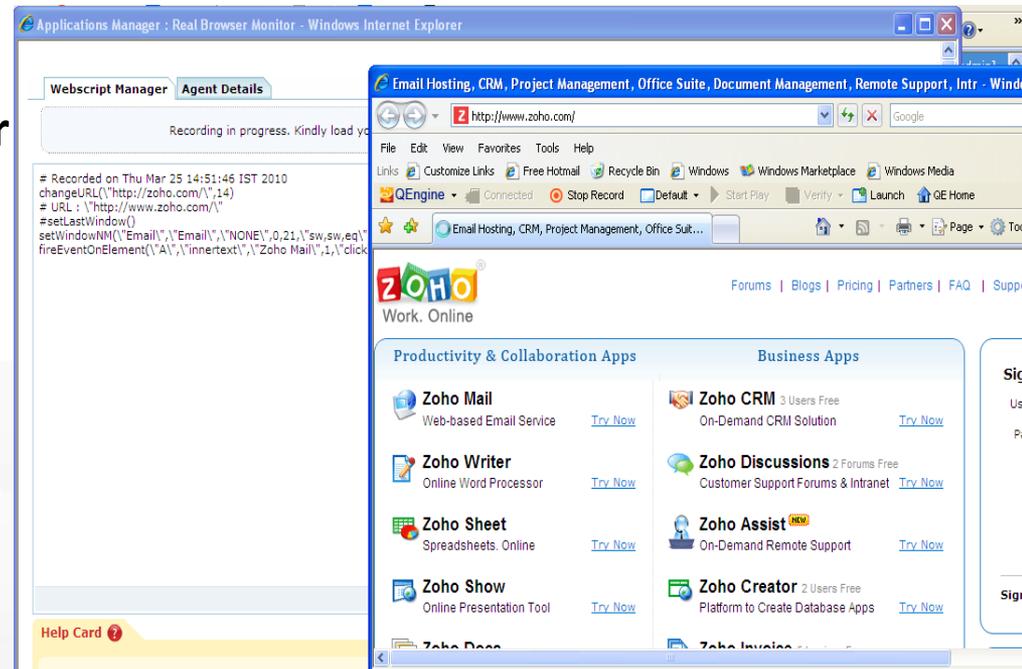


Microsoft Message Queue Services

<input type="checkbox"/>	Service Name	Status	Availability	Health
<input type="checkbox"/>	Message Queuing Triggers	Running	>+	>+
<input type="checkbox"/>	Message Queuing	Running	>+	>+

Real Browser Monitor

- Records transactions with IE toolbar
- Stores user actions as web scripts
- Play back web scripts from multiple locations



Value:

- High visibility into Synthetic web transactions
- Improves customer experience
- Easy troubleshooting

Primary Functions > Monitoring

VMware Monitoring **Add On!**

- Monitor ESX/ESXi servers & guest VMs
- In-depth performance metrics
- Find out which VMs are consuming resources
- Automatically start/stop/restart VMs

Value:

- Gain insight into VMware performance
- Manage physical and virtual infrastructure
- Easy troubleshooting



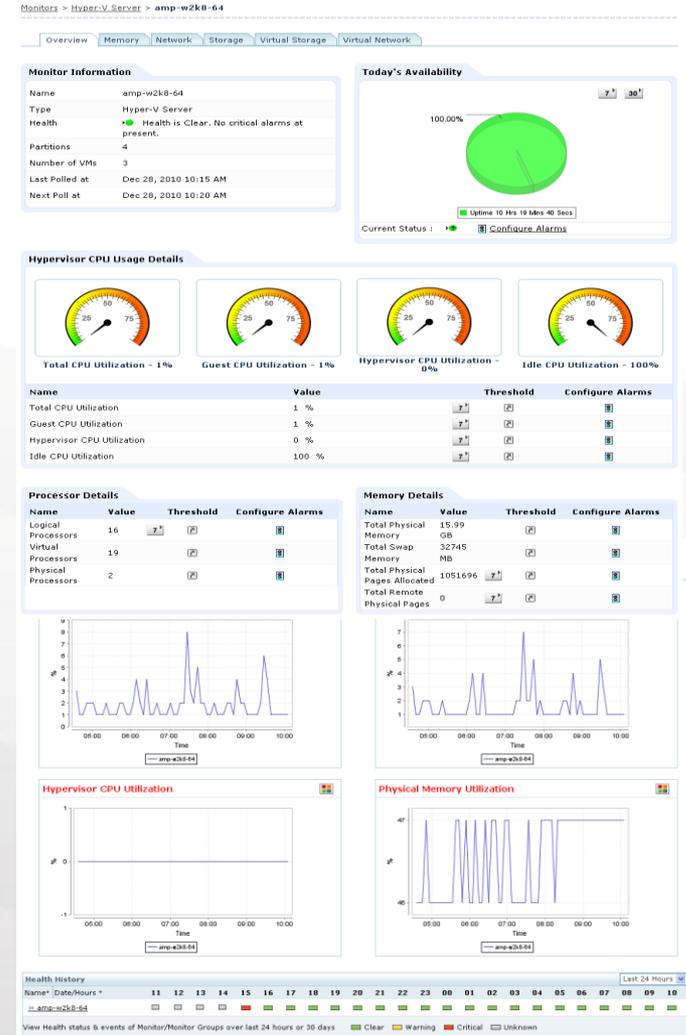
Primary Functions > Monitoring

Microsoft Hyper-V Monitoring **Add On!**

- Monitor Hyper-V servers & guest VMs
- In-depth performance metrics
- Find out which VMs are consuming resources
- Automatically start/stop/restart VMs

Value:

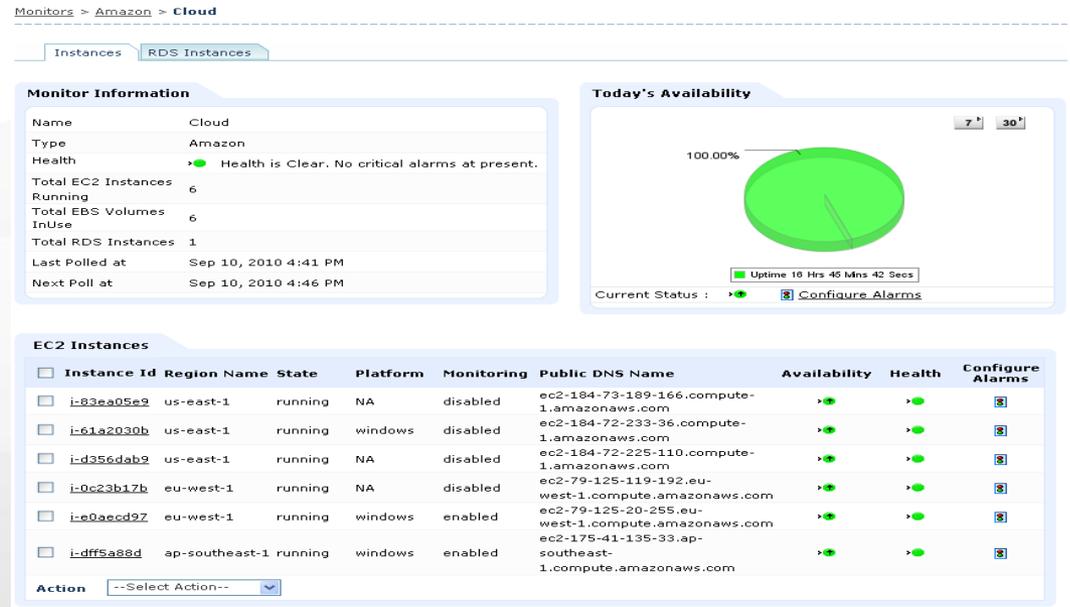
- Gain insight into Hyper-V performance
- Effective Capacity Planning
- Easy troubleshooting



Cloud Monitoring – Amazon AWS **Add On!**

Monitor Amazon EC2, RDS instances & attached EBS volumes

- ▶ CPU Utilization
- ▶ Network Traffic
- ▶ Disk I/O
- ▶ Volume Traffic, Latency
- ▶ Bandwidth
- ▶ Throughput



Value:

Gain insight into performance of EC2, RDS instances & EBS volumes

Custom Application Management

- Build Custom Screens for Management Bean (MBeans)
- Monitor custom applications that provides management information via JMX 1.2 (JDK1.5 or MX4J) & SNMP
- Consoles for JMX Agents
- Monitor any SNMP Agent
- Trap Listener

The screenshot displays the ManageEngine Applications Manager 9 interface. The top navigation bar includes links for Help, Get Quote, Licensing, Personalize, Talk Back, About, Logout, and Admin. The main menu has options for Intro, Home, Monitors, Alarms, Reports, Support, and Admin. The current view is 'Monitors > JMX/SNMP Dashboard > vtiger CRM'.

On the left, there is a 'Monitor Type' sidebar with categories like Application Servers, Java/Transactions, ERP, Database Servers, Servers, Mail Servers, Web Services, Services, Custom Monitors, and Middleware/Portal. A 'Quick Note' box explains that the page displays attributes monitored from various resources as configured during design time.

The main content area shows monitoring details for 'vtiger CRM : CRM Application'. It lists two MBeans with their attributes and values:

Attribute Name	Value	Data Collection Time	Actions
jboss.jdbc:datasource=DefaultDS,service=metadata → app-xp1.india.adventnet.com_JBOSS-server_0800			
Name	DataSourceMetaData	Jun 5, 2009 5:03 PM	[Icons]
TypeMappingMetaData	- Data Not Serializable -	Jun 5, 2009 5:03 PM	[Icons]
StateString	Started	Jun 5, 2009 5:03 PM	[Icons]
State	3	Jun 5, 2009 5:03 PM	[Icons]
TypeMapping	Hypersonic SQL	Jun 5, 2009 5:03 PM	[Icons]
MetadatalLibrary	jboss.jdbc:service=metadata	Jun 5, 2009 5:03 PM	[Icons]
jboss.jdbc:service=metadata → app-xp1.india.adventnet.com_JBOSS-server_0800			
Name	MetadatalLibrary	Jun 5, 2009 5:03 PM	[Icons]
StateString	Started	Jun 5, 2009 5:03 PM	[Icons]
State	3	Jun 5, 2009 5:03 PM	[Icons]
TypeMappingNames	- Data Not Serializable -	Jun 5, 2009 5:03 PM	[Icons]

Below the table, there are 'Attribute Graphs' for the 'State' attribute of both MBeans. Each graph shows a horizontal line at the value '3' over a time period from 12:00 to 17:00. The graphs include zoom controls (7x, 30x) and a 'Configure Alarms' link.

At the bottom, it indicates 'Server responded in 1,469 milliseconds.' and 'Server System Time : Jun 5, 2009 5:03:21 PM'. The footer contains navigation links (Home, Monitors, Alarms, Reports, Support, Admin, Sitemap) and the copyright notice '© 2009 ZOHQ Corp.'.

Primary Functions > Monitoring

Website / Web Application Monitoring

- URL [HTML, PHP, JSP, ASP .NET Availability
- URL Sequence Monitor
- URL Content Monitor

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Help | Get Quote | Licensing | Personalize | Talk Back | About | Logout [admin]

Intro Home **Monitors** Alarms Reports Support Admin Search...

New Monitor Group | New Monitor | New Threshold | View Thresholds | New Action | View Actions | Configure Alarms | Configure Monitors

Monitors > HTTP(s) URL > app-linux1-APM

Monitor Type

- Application Servers
- Java/Transactions
- ERP
- Database Servers
- Servers
- Mail Servers
- Web Services
- Services
- Custom Monitors
- Middleware/Portal

Quick Note

This page displays the details of the availability and response time of the URL Monitor.

Monitor Information

Name: app-linux1-APM
Health: ●
Type: URL Monitor
URL Address: http://app-linux1:9090
Match Content:
Request Method: Get
Polling Interval: 5 minute(s)
Last Polled at: May 25, 2009 6:12 PM
Next Poll at: May 25, 2009 6:17 PM

Today's Availability

90.69%
9.31%

Downtime: 20 Mins 0 Secs
Uptime: 3 Hrs 14 Mins 47 Secs
Current Status: ● [Configure Alarms](#)

Performance - Last One Hour

Attribute	Value	Threshold
Average Response Time	5 ms	
Current Response Time	4 ms	<input type="checkbox"/>

[Configure Alarms](#)

Page Size - Last One Hour

Attribute	Value	Threshold
Current Page Size	310 bytes	<input type="checkbox"/>
% Change in Page Size	0 %	<input type="checkbox"/>
Previous Page Size	310 bytes	

[Configure Alarms](#)

Server responded in **290** milliseconds. Server System Time : May 25, 2009 6:15:22 PM

[Home](#) [Monitors](#) [Alarms](#) [Reports](#) [Support](#) [Admin](#) [Sitemap](#)

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URL Monitor

[Snapshot View](#)

[Configure Alarms](#)

[Edit Monitor](#)

[Delete Monitor](#)

[Unmanage](#)

[Alarm Template](#)

[Poll Now](#)

Root Cause Analysis

Health: ●

Availability: ●

Associated Groups

None

Active Directory Monitoring

- **Monitors performance statistics such as availability and response time.**

Active Directory Services					
<input type="checkbox"/>	Service Name	Availability	Status	Health	Configure Alerts
<input type="checkbox"/>	Kerberos Key Distribution Center Service	▶●	Running	▶●	
<input type="checkbox"/>	Server Service	▶●	Running	▶●	
<input type="checkbox"/>	Net Logon Service	▶●	Running	▶●	
<input type="checkbox"/>	Workstation Service	▶●	Running	▶●	
<input type="checkbox"/>	Remote Procedure Call (RPC) Service	▶●	Running	▶●	
<input type="checkbox"/>	Security Accounts Manager Service	▶●	Running	▶●	
<input type="checkbox"/>	File Replication Service	▶●	Running	▶●	
<input type="checkbox"/>	DNS Client Service	▶●	Running	▶●	
<input type="checkbox"/>	Intersite Messaging Service	▶●	Running	▶●	
<input type="checkbox"/>	Windows Time service	▶●	Running	▶●	

Delete | Top

- **System and Performance Counter Monitor are also monitored in Active Directory monitor.**
- **Active Directory monitor allows user to monitor NTLM authentications, and Replication Traffic In/Out in Bytes.**

DNS Monitoring

- Monitors availability and performance monitoring of DNS (Domain Name System)
- Monitors performance statistics such as response time. These performance statistics are available as performance graphs and reports which are available instantly. These reports can be grouped and displayed based on availability and health.



LDAP Monitoring

- Monitors availability and performance monitoring of LDAP server
- Using LDAP monitor, you can monitor the amount of time taken for a user to log into a domain. By monitoring these login time, response time and availability, it allows you to ensure whether the LDAP server is up and running. When a certain threshold is breached, you are informed quickly via email/SMS and thus helping you to troubleshoot issues quickly.

Monitor Information

Name	LDAP
Type	LDAP Server
Health	●
Last Polled at	May 26, 2009 5:51 PM
Next Poll at	May 26, 2009 5:56 PM

Today's Availability

100.00%

Current Status : ● [Configure Alarms](#)

Login Details

Name	Value	Threshold	Configure Alarms
Login Time	0 (ms)	0	[C] [S]

Search Details

Name	Value	Threshold	Configure Alarms
Time taken for Search	0 (ms)	0	[C] [S]
Total Response Time	0 (ms)	0	[C] [S]

Search Results Details

Name	Value	Threshold	Configure Alarms
Search Result Row Count	0	0	[C] [S]
Search Result Matching	Failed - LDAP Server does not have any matching value	0	[C] [S]

Server responded in 1,141 milliseconds. Server System Time : May 26, 2009 5:52:14 PM

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FTP/sFTP Monitoring

- Monitors availability and performance monitoring of FTP, SFTP services. As many organizations utilize FTP, SFTP functions to upload and download files from and to server, it becomes critical that these services are up and running all the time. Any downtime in these services could result in corrupted file being uploaded/download which can affect customer end-user performance.

Monitor Information

Name	ftp
Type	FTP/SFTP Monitor
Health	Up
Last Polled at	May 25, 2009 5:51 PM
Next Poll at	May 25, 2009 5:52 PM

Today's Availability

100.00%

Current Status: Up

Connect Time

Name	Value	Threshold	Configure Alarms
Connection Time	78 (ms)		
Login Time	6 (ms)		

File Transfer

Name	Value	Threshold	Configure Alarms
File Download (mgmt) Time	-		
File Upload (input) Time	-		
File Download (mgmt) Size	-		
File Upload (input) Size	-		

File Transfer Speed

Name	Value	Threshold	Configure Alarms
File Download (mgmt) Speed	-		
File Upload (input) Speed	-		

Full Transaction

Name	Value	Threshold	Configure Alarms
Full Transaction Time - Download	-		
Full Transaction Time - Upload	-		

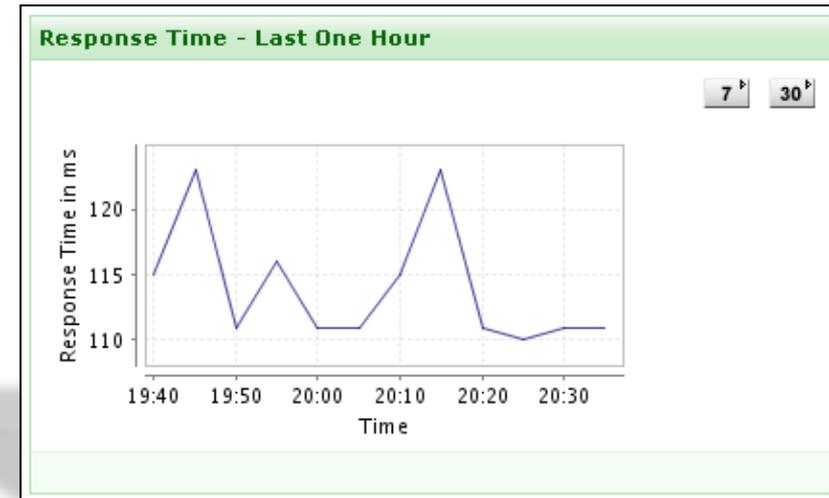
Files & Directories - Home Directory

Name	Value	Threshold	Configure Alarms
No. of Files	15 (File(s))		
No. of Directories	14 (Dir(s))		

Server responded in 726 milliseconds. Server System Time | May 25, 2009 5:52:00 PM

Script Monitoring

- Execute custom Windows/Linux scripts
- Monitor the output of the scripts
- Generate alerts and actions according to thresholds configured



process							Delete Table
<input type="checkbox"/>	CMD	UID	PID	PPID	Health	Configure Alerts	
<input type="checkbox"/>	init	root	1	0	●		
<input type="checkbox"/>	[migration/0]	root	2	1	●		
<input type="checkbox"/>	[ksoftirqd/0]	root	3	1	●		
<input type="checkbox"/>	[migration/1]	root	4	1	●		
<input type="checkbox"/>	[ksoftirqd/1]	root	5	1	●		
<input type="checkbox"/>	[events/0]	root	6	1	●		
<input type="checkbox"/>	[events/1]	root	7	1	●		
<input type="checkbox"/>	[khelper]	root	8	1	●		
<input type="checkbox"/>	[kthread]	root	9	1	●		
<input type="checkbox"/>	[kblockd/0]	root	12	9	●		
<input type="checkbox"/>	[kblockd/1]	root	13	9	●		
<input type="checkbox"/>	[kacpid]	root	14	9	●		
<input type="checkbox"/>	[kseriod]	root	152	9	●		
<input type="checkbox"/>	[kswapd0]	root	198	1	●		
<input type="checkbox"/>	[aio/0]	root	199	9	●		
<input type="checkbox"/>	[aio/1]	root	200	9	●		
<input type="checkbox"/>	[kpsmoused]	root	849	9	●		

Database Query Monitoring

- Monitors Business Metrics using custom SQL queries
- Monitors additional performance metrics from time to time to ensure full time availability of a particular database
- Monitors performance of SQL Query

am_managedobject				Primary Keys
<input type="checkbox"/> RESOURCEID	RESOURCENAME	TYPE	DISPLAYNAME	
<input type="checkbox"/> 10000001	Mail Servers	MS	Mail Servers	
<input type="checkbox"/> 10000002	Transaction Monitors	TM	Transaction Monitors	
<input type="checkbox"/> 10000003	ERP Application	ERP	ERP Application	
<input type="checkbox"/> 10000004	MOM	MOM	Middleware/Portal	
<input type="checkbox"/> 10000005	WEBLOGIC-TEMPLATE	WEBLOGIC-TEMPLATE_6	TEMPLATE	
<input type="checkbox"/> 10000006	MYSQL-TEMPLATE	MYSQL-TEMPLATE	MYSQL-TEMPLATE	
<input type="checkbox"/> 10000007	MYSQL-TEMPLATE	MYSQL-TEMPLATE	MYSQL-TEMPLATE	
<input type="checkbox"/> 10000008	ORACLE-TEMPLATE	ORACLE-TEMPLATE	ORACLE-TEMPLATE	
<input type="checkbox"/> 10000009	MSSQL-TEMPLATE	MSSQL-TEMPLATE	MSSQL-TEMPLATE	
<input type="checkbox"/> 10000010	TOMCAT-TEMPLATE	TOMCAT-TEMPLATE	TOMCAT-TEMPLATE	
<input type="checkbox"/> 10000011	DB2-TEMPLATE	DB2-TEMPLATE	DB2-TEMPLATE	
<input type="checkbox"/> 10000012	Script	Script Monitors	Script Monitoring	
<input type="checkbox"/> 10000013	ActiveDirectory-TEMPLATE	ActiveDirectory-TEMPLATE	ActiveDirectory-TEMPLATE	
<input type="checkbox"/> 10000014	GlassFish-TEMPLATE	GlassFish-TEMPLATE	GlassFish-TEMPLATE	
<input type="checkbox"/> 10000015	WebSphereMQ-TEMPLATE	WebSphereMQ-TEMPLATE	WebSphereMQ-TEMPLATE	
<input type="checkbox"/> 10000016	QueryMonitor-TEMPLATE	QueryMonitor-TEMPLATE	QueryMonitor-TEMPLATE	
<input type="checkbox"/> 10000017	OfficeSharePointServer-TEMPLATE	OfficeSharePointServer-TEMPLATE	OfficeSharePointServer-TEMPLATE	
<input type="checkbox"/> 10000018	SilverStream-TEMPLATE	SilverStream-TEMPLATE	SilverStream-TEMPLATE	

Delete | Compare | RESOURCEID

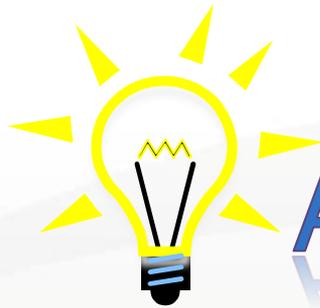
User Defined Monitor Types

- Create your own monitor types
- Script Monitor is the underlying Engine
- Siebel Monitoring, Business Intelligence Dashboard

The screenshot displays the ManageEngine Applications Manager 8 web interface. The top navigation bar includes links for Help, Get Quote, Personalize, Talk Back, About, and Logout [admin]. The main navigation menu has tabs for Intro, Home, Monitors, Alerts, Reports, Support, and Admin. Below the navigation, there are links for New Monitor Group, New Monitor, New Threshold, View Thresholds, New Action, View Actions, and Configure Alerts. The main content area is titled 'User Created Monitor Types' and contains a table with the following data:

Name	Number of Monitors	Add New	Edit	Enable/Disable Reports	Delete
Siebel	1	+			
AquaLogic	1	+			

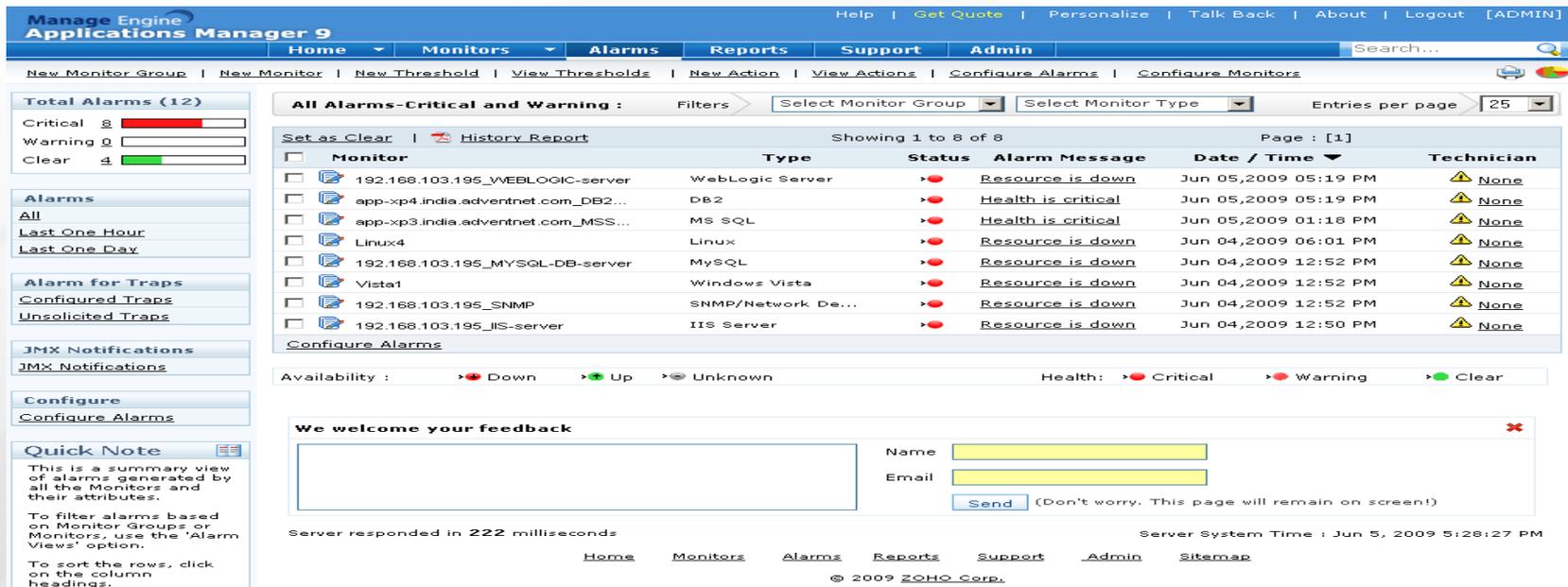
Below the table is a link for [Create New Monitor Type](#). The page also shows 'Server responded in 53 milliseconds' and 'Server System Time : Nov 16, 2007 7:55:12 PM'. The footer includes navigation links for Home, Monitors, Alerts, Reports, Support, Admin, and Sitemap, along with the copyright notice '© 2007 AdventNet Inc'.



ALERTING

Primary Functions > Alerting

- Intelligent alarm correlation, colour coded alarms
- Get notified through standard means (e-mail, SMS, Etc.,)
- Automate Corrective Actions
- In-depth root cause analysis of critical alerts
- Schedule Maintenance Window
- Bulk alert configuration



The screenshot shows the 'Alarms' section of the ManageEngine Applications Manager 9 interface. The page title is 'All Alarms-Critical and Warning'. It displays a table of 8 critical alarms, all with a status of 'Down' and a message of 'Resource is down'. The table columns are Monitor, Type, Status, Alarm Message, Date / Time, and Technician. Below the table, there are filters for availability and health, and a feedback form.

Monitor	Type	Status	Alarm Message	Date / Time	Technician
192.168.103.195_WEBLOGIC-server	WebLogic Server	Down	Resource is down	Jun 05,2009 05:19 PM	None
app-xp4.india.adventnet.com_DB2...	DB2	Down	Health is critical	Jun 05,2009 05:19 PM	None
app-xp3.india.adventnet.com_MSS...	MS SQL	Down	Health is critical	Jun 05,2009 01:18 PM	None
Linux4	Linux	Down	Resource is down	Jun 04,2009 06:01 PM	None
192.168.103.195_MYSQL-DB-server	MySQL	Down	Resource is down	Jun 04,2009 12:52 PM	None
Vista1	Windows Vista	Down	Resource is down	Jun 04,2009 12:52 PM	None
192.168.103.195_SNMP	SNMP/Network De...	Down	Resource is down	Jun 04,2009 12:52 PM	None
192.168.103.195_IIS-server	IIS Server	Down	Resource is down	Jun 04,2009 12:50 PM	None

- Forward SNMP traps to third-party consoles such as HP OV and CA Unicenter

Primary Functions > Alerting

Alert View

The screenshot displays the ManageEngine Applications Manager 9 interface. The top navigation bar includes links for Home, Monitors, Alarms, Reports, Support, and Admin. The main content area is titled "All Alarms-Critical and Warning" and shows a list of monitors. The "Root Cause Analysis" section is expanded, showing a tree view of dependencies for the "Health of Services" attribute. The "Root Cause Message" section lists the specific critical attributes that triggered the alarm.

Root Cause Analysis

Name : Services **Status since** : Sep 11, 2007 7:33 PM
 Attribute : Health **Dependency Rule** : Depends on any 1 child attribute

- Health of Services
 - Health of app-w2k1.india.adventnet.com SNMP
 - Health of hpuxtest.india.adventnet.com SNMP
 - Health of app-linux1.india.adventnet.com SNMP
 - Health of app-linux2.india.adventnet.com SNMP
 - Health of sbaskar.india.adventnet.com SNMP

Root Cause Message

Health is critical.
 Root Cause :
 1. Health of app-w2k1.india.adventnet.com SNMP is critical
 2. Health of hpuxtest.india.adventnet.com SNMP is critical
 3. Health of app-linux1.india.adventnet.com SNMP is critical
 4. Health of app-linux2.india.adventnet.com SNMP is critical
 5. Health of sbaskar.india.adventnet.com SNMP is critical
 6. Health of sprasadh.india.adventnet.com_JMX1.2-MX4J-RMI_2099 is critical
 7. Health of app-linux4.india.adventnet.com_TELNET_7001 is critical

* The Root Cause Analysis (RCA) tree captures the dependencies of the attribute. It is to be read as "<Parent Node attribute in tree> depends on <Child node attribute(s) in tree>"

Root Cause Analysis



REPORTING

- In-built management reports
- Out-of-the-box Current, Historical (weekly, monthly, early), and Custom reports
- Graphs for trend analysis and planning Top 'N', Min, Max, Average
- Grouping of reports
- Scheduling of reports
- Trend analysis and planning for long term infrastructure changes made easy



SLA Management

- Integrated High-level view of Business Infrastructure
- Support for ITIL Service Delivery processes
- Define Business Services
- Track Service Level Agreements (SLA's)
- Integrate Google Maps to empower business views

ManageEngine Applications Manager 9

Help | Get Quote | Personalize | Talk Back | About | Logout [admin]

SLA Server SLA Events Settings

Admin View | New SLA | Change Password

Business Applications with least Availability for Today

Period: Today

Custom Time Period

Start Time:

End Time:

Show Report

SLA Name	Meets SLA	Total Downtime	Availability%	MTTR	MTBF	Events
Server	?	6 Mins 13 Secs	99.4	1 Mins 14 Secs	3 Hrs 26 Mins 24 Secs	0
OpManager_Devic..	?	16 Hrs 47 Mins 33 Secs	2.96	8 Hrs 23 Mins 46 Secs	15 Mins 20 Secs	0
My App4	?	0 Secs	100.0	0 Secs	17 Hrs 18 Mins 13 Secs	0
Applications Manager	✓	0 Secs	100.0	0 Secs	17 Hrs 18 Mins 13 Secs	0

SLA Statistics

Server responded in 2,172 milliseconds.

Server System Time : Jun 5, 2009 5:18:15 PM

Home Monitors Alarms Reports Support Admin Sitemap

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Multi-user Environment

- User, Operator and Administrator access.



Web Client

- Support for all popular browsers
- Administrator and Operator activities
- Client Personalization
- Responsive GUI, Refresh mechanism for instant data



Security

- Passwords encrypted
- Use authenticated mechanisms
- Separate Admin and Operator/User roles
- Reuse existing security mechanisms

More Info



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

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

Forums: <http://forums.manageengine.com/appmanager>

Product Editions:

- **Free Edition:** 5 Monitors: Applications, Servers, etc. Never Expires
- **Professional Edition:** 7-day trial period. No restrictions on Monitor Instances
- **Enterprise Edition:** Distributed set up for scalability
- Available in Chinese, Japanese, European Spanish, Korean, Hungarian, German, French & Vietnamese versions

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