

ManageEngine® Applications Manager

Product Overview

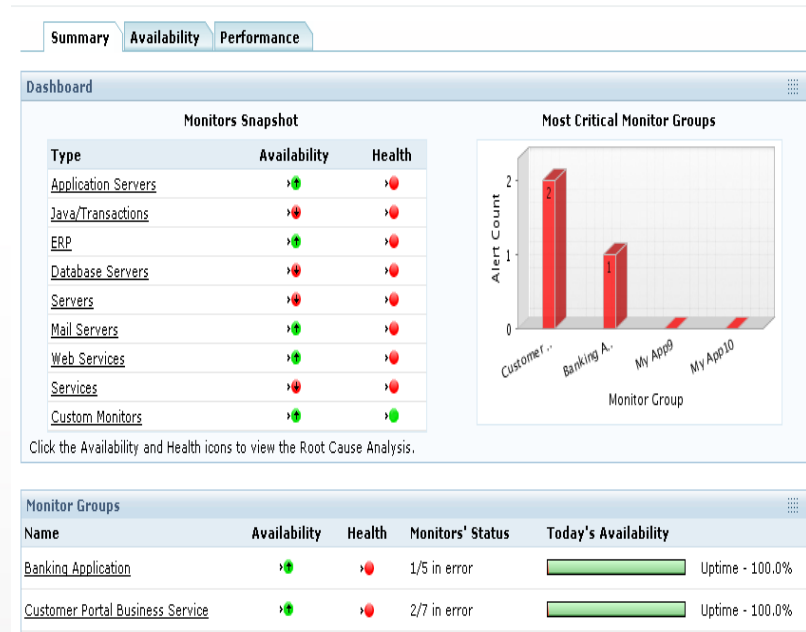
- Applications Manager - Introduction
- Solution
- Technical Overview
- Benefits
- Key Differentiators
- Customers
- Summary

- Application Performance Management
 - Application Servers
 - Databases
 - Servers
 - Middleware/Portal Monitoring
 - Custom Apps & Web Apps
- Fault Management
- Reporting
- SLA Management

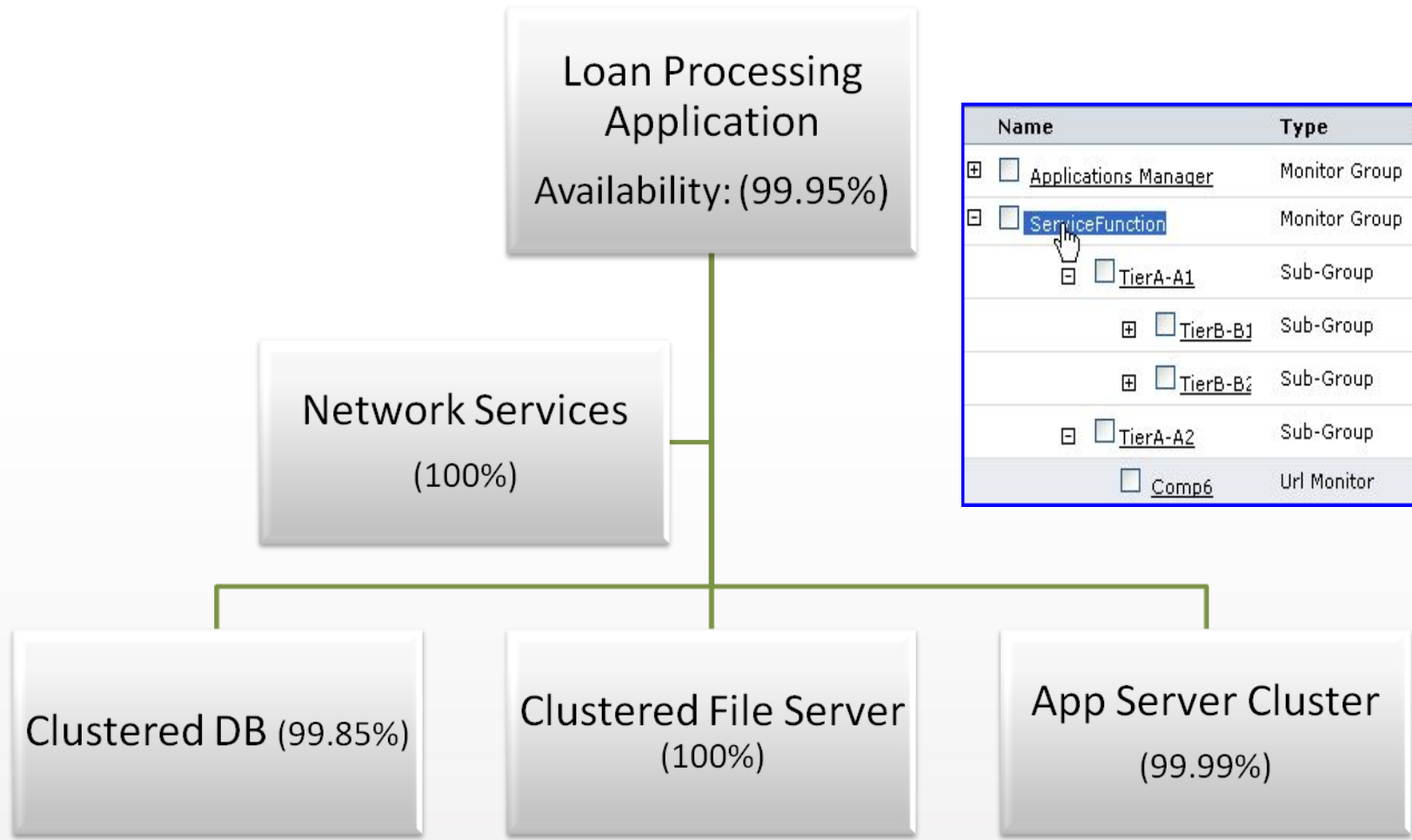
Business Centric View to Monitoring IT Resources

Value :

- Prioritize Application Issues
- Know which Business Process is Affected



Business Centric View (contd..)



Name	Type	Availability	Health
Applications Manager	Monitor Group	>+	>●
ServiceFunction	Monitor Group	>●	>●
TierA-A1	Sub-Group	>+	>●
TierB-B1	Sub-Group	>+	>●
TierB-B2	Sub-Group	>+	>●
TierA-A2	Sub-Group	>●	>●
Comp6	Url Monitor	>●	>●

Business Services Management

URL Sequence to sample End Web page Response Times

Loan Processing Application
(Uptime : 99.982%)

This business App has app servers, DBs, web servers . These resources are load balanced or clustered. The resources are added to "Sub Monitor Groups" in App Manager

URL-1

URL-2



Web- App-URL Sequence (99.99%)

Sub Group in App Manager

Clustered Oracle

(99.99% Uptime)



Database Cluster Sub Group

Clustered Servers

(99.99% Uptime)



Linux Cluster

Appsvr-1

Appsvr-2

Appsvr-3

(99.95% Uptime)

AppServer Cluster Group



Ping switch

router



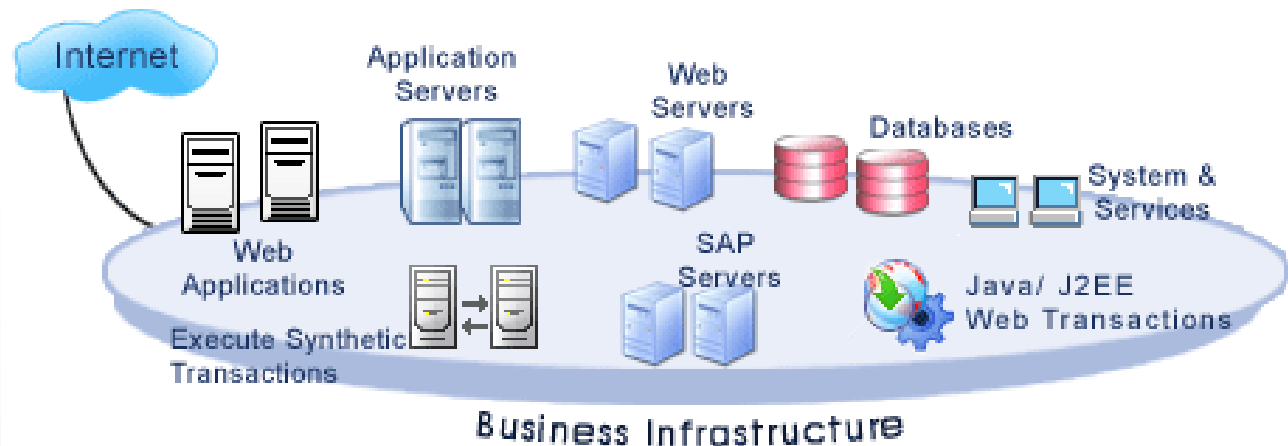
Network Devices

Clustered Oracle Setup is put in a Sub Group with the dependencies configured for the monitor group.

If any one App Server is up, my service is still running

Monitor a Heterogeneous IT Environment

Single Console for App Servers, Databases, Servers, Web Services & Web Transactions



Value :

- Lesser Point Tools to Manage
- Troubleshoot Performance Issues faster and Effectively

Performance Management: Single Dashboard

Application Server

- WebLogic Server, WebSphere, Oracle AS, JBoss, Microsoft .NET, Tomcat, Sliverstream, Glassfish

ERP

- SAP, SAP CCMS

Databases

- Oracle, Sybase, MS SQL, DB2, MySQL

Servers

- Windows, Linux, AIX, AS/400, iSeries, HP UX, Mac, Solaris

Performance Management (contd.)

Web Transactions

- HTTP(s) Synthetic Transactions

J2EE Transactions

- URL to SQL Response Time Breakup

SOA Web Services

- Monitor Performance & Availability of SOAP Web Services

Custom Applications

- JMX, SNMP, WMI, Scripts, Java Runtimes

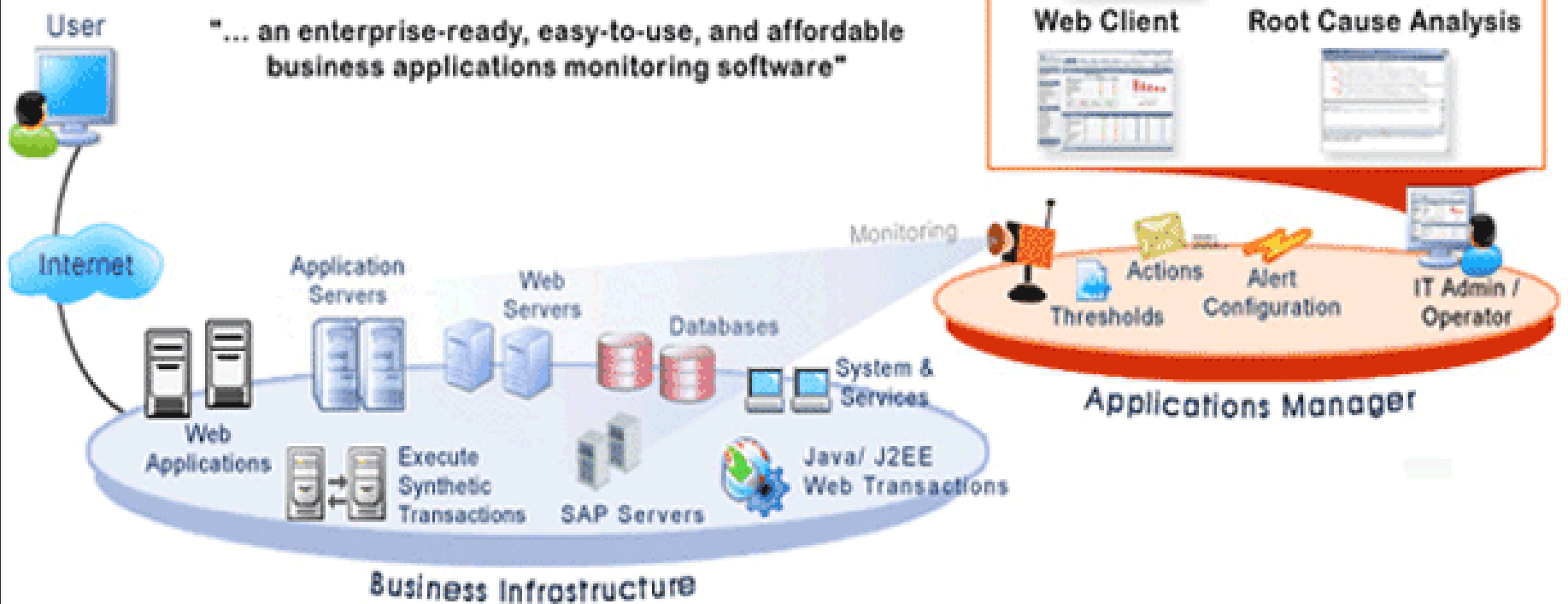
How Applications Manager Works ?



Agentless Monitoring of a Heterogeneous Infrastructure

ManageEngine® Applications Manager

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



Performance Metrics – Servers

- CPU, Memory, Disk
- Process Monitoring
- Network Interface Stats
- Disk I/O
- Services on the Server
- AS400 server status, Number of jobs and Admin console



Performance Metrics – Application Servers

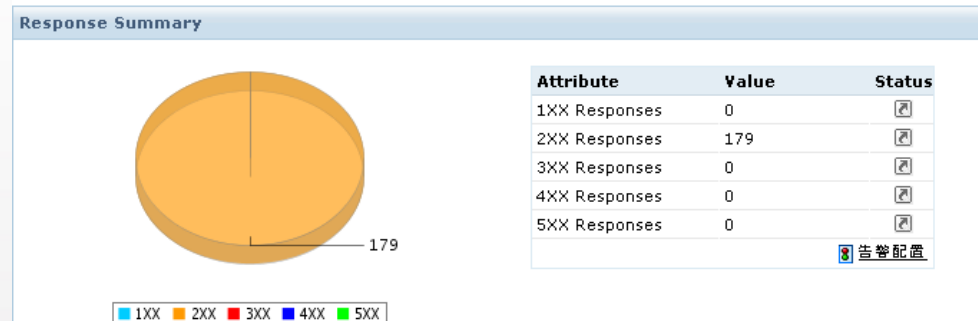
- Sessions, Hits Per Second
- JVM Memory, Thread Pools
- Transaction Stats
- JMS, Queues
- Traffic Metrics
- Usage Patterns etc

Web Applications									
Name	Health	EAR Name	Process	Servlets	Throughput (Request/min)	Process Request(ms)	Active Requests	Active Sessions	Session Time(min)
dms	▶	default	home	2	11	4	2	3	37
webapp	▶	BC4J	home	1	0	125	0	3	30

EJB Statistics							
Name	EAR Name	Process	Type	Create Count	Active Count	Passive Count	Pooled Count
BC4JManager	ADFBCManager	home	SL	0	0	NA	0

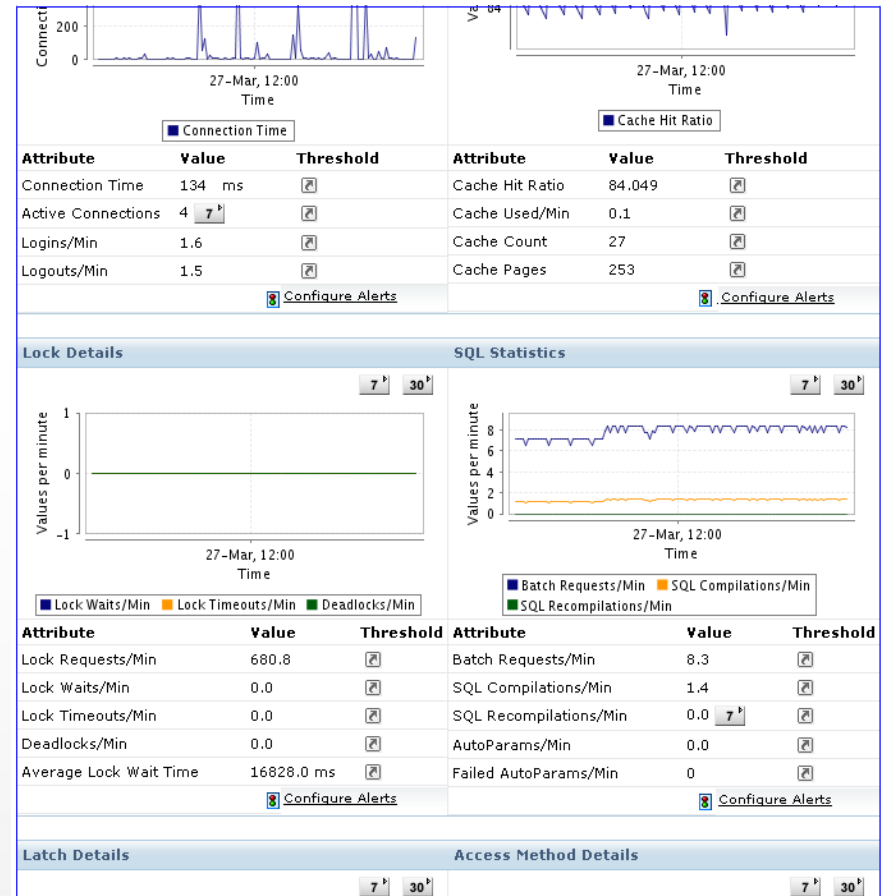
E - Entity bean SL - Stateless bean SF - Stateful bean M - Message driven bean [Top](#)

JMS Statistics									
Name	Process	Type	Message Count	Message Enqueued	Pending Messages	Enqueue Avg(ms)	Dequeue Avg(ms)	Store Size(KB)	
Demo Topic	home	topic	0	0	0	0	0	0.0	
jms/OracleUddiRep...	home	queue	0	0	0	0	0	0.0	
Demo Queue	home	queue	0	0	0	0	0	0.0	
jms/OracleWebClip...	home	queue	0	0	0	0	0	0.0	
jms/Oc4jJmsExcept...	home	queue	0	0	0	0	0	0.0	



Performance Metrics - Databases

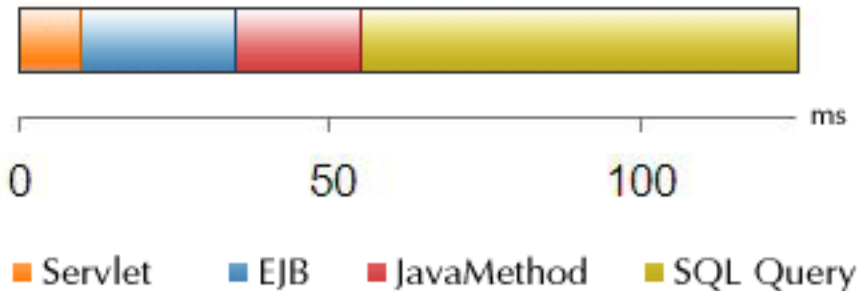
- Monitor Connection Times, Log Files,
- Monitor Tablespace, database size
- Buffer hit ratios
- Reads, Writes, I/O
- SQL Statistics, Locks etc



J2EE Web Transactions

Breakup of Web Application Response Time

http://mystore/ShoppingCart/Checkout
(130 ms)

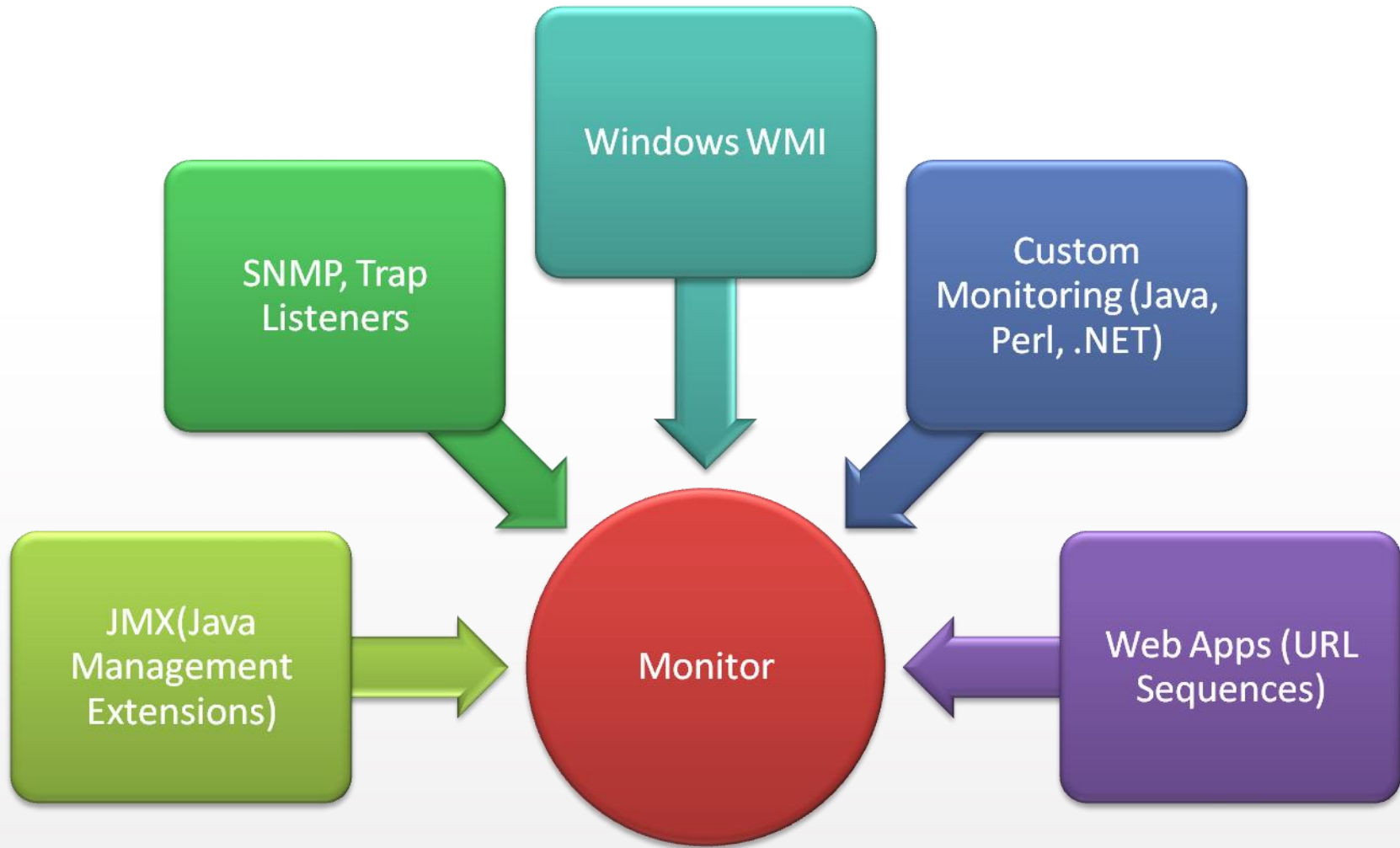


Execution details for http://app-xp2:18080/MyBank/jsp/account_services.jsp

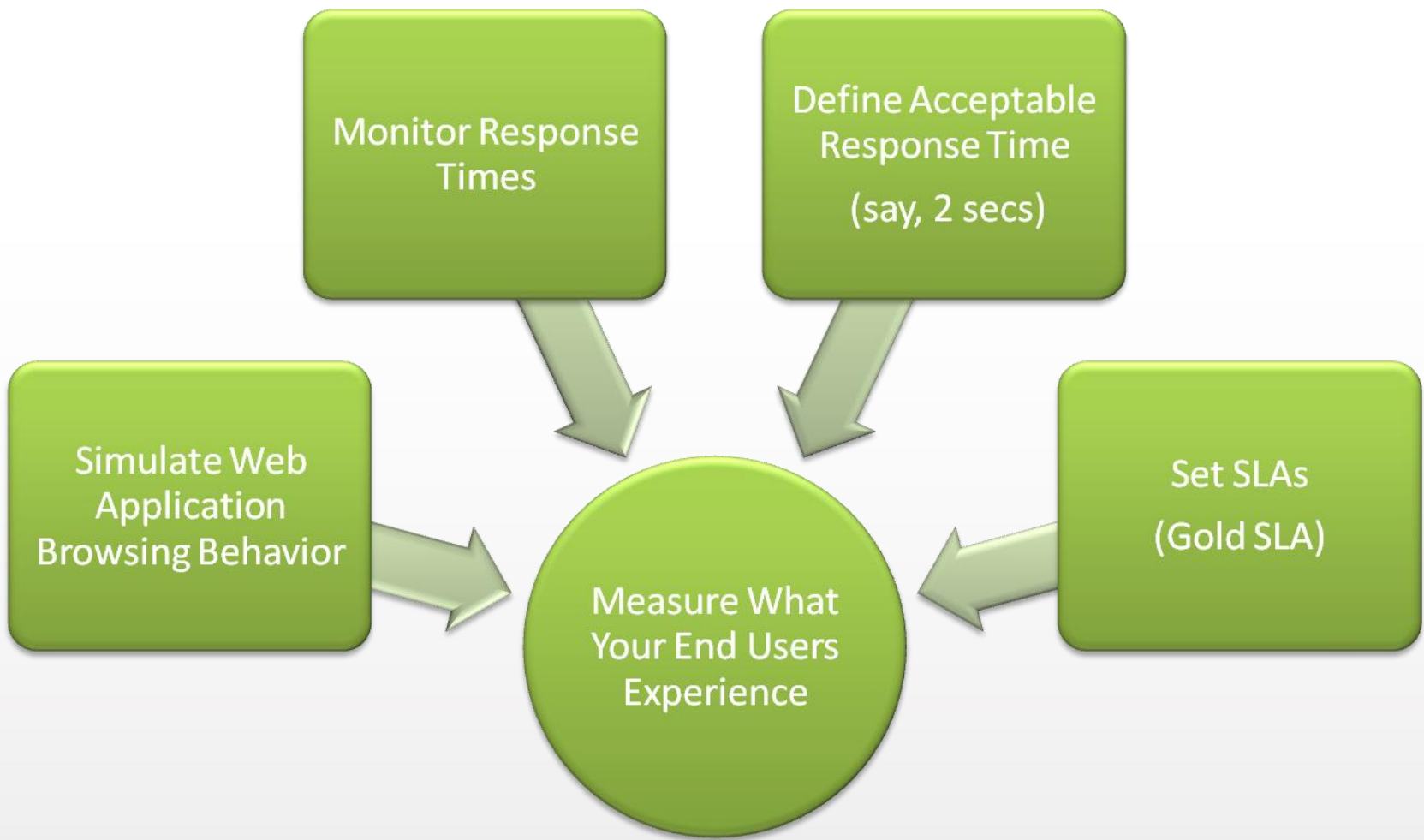
Tree (3) Web (1) SQL(2)

Method Name	Type	Status	Time(ms)	SQL
100% http://app-xp2:18080/MyBank/jsp/account_services.jsp	JSP	GOOD	63	
└─ 100% account_005fservices_jsp._jspService	JSP	GOOD	63	
└─ 29% Connection.prepareStatement	JDBC	GOOD	32	select account_id from bankapp
└─ 13% PreparedStatement.executeQuery	JDBC	GOOD	15	

Monitor Custom Applications



End User Experience Measurement



SLA Management

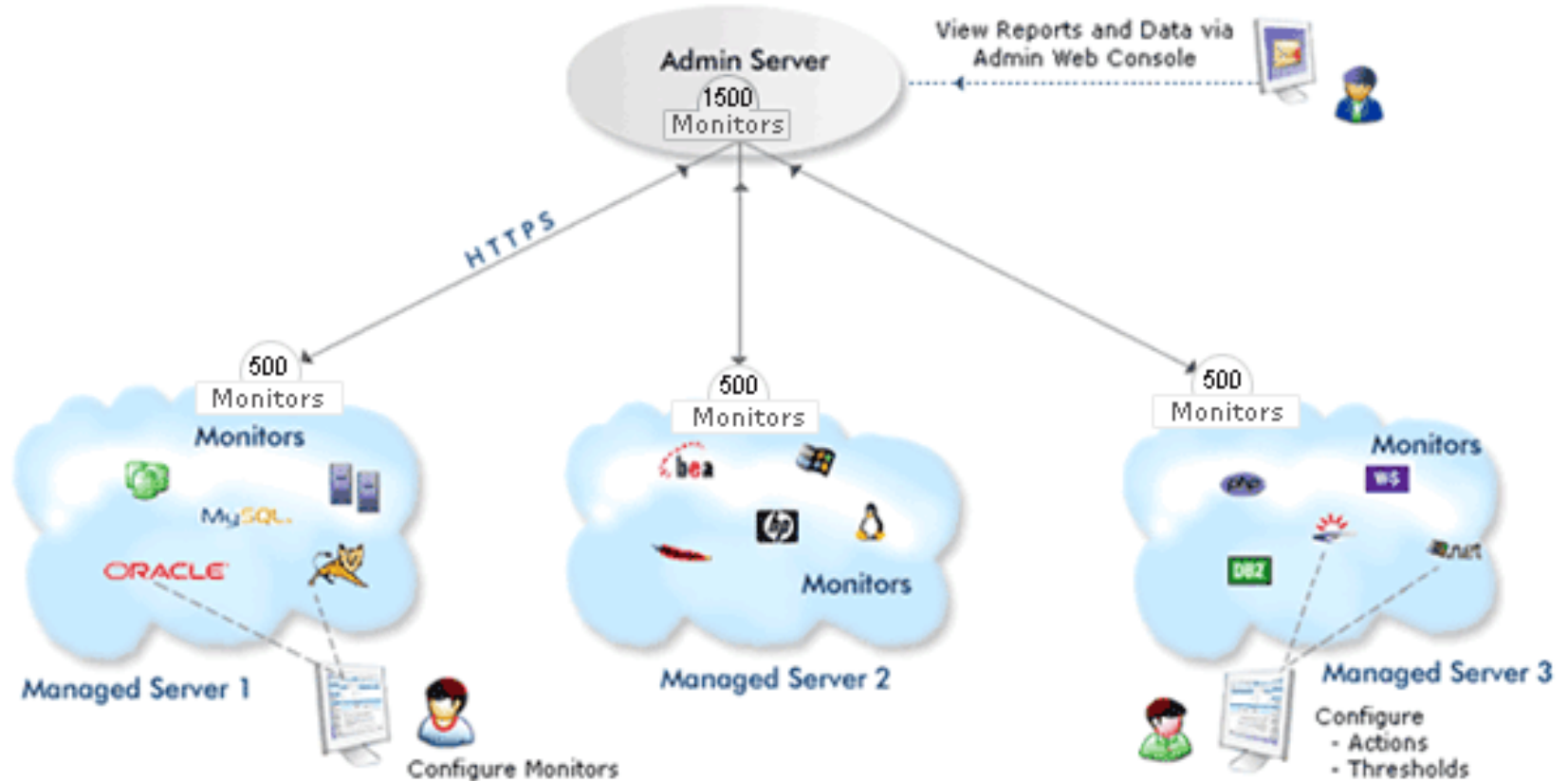
- Define Service Level Objectives
- Escalate SLA Violation via EMail
- View SLA Metrics



Applications Manager Enterprise Edition

Scalable Monitoring Architecture

Applications Manager Enterprise Edition - Architecture



Alert View

The screenshot shows the 'Alerts for Applications Manager - Graph' section with a bar chart. The Y-axis is 'Alert Count' (0 to 3) and the X-axis is 'Severity' (Critical, Warning, Clear). The bars show 1 Critical, 0 Warning, and 3 Clear alerts.

Below the graph is a table of alerts:

Monitor	Type	Status	Alert Message	Date / Time	Technician
<input type="checkbox"/> sprasadh.india.adventnet.com_To...	Tomcat Server	● Health is clear		Sep 11, 2007 11:30 AM	None
<input type="checkbox"/> sprasadh.india.adventnet.com_Ap...	Apache Server	● Health is clear		Sep 11, 2007 11:28 AM	None
<input type="checkbox"/> app-w2k1.india.adventnet.com	Windows 2000	● Health is clear		Sep 10, 2007 8:02 PM	None
<input type="checkbox"/> sprasadh.india.adventnet.com_MY...	MySQL	● Resource is down		Sep 7, 2007 3:28 PM	None

Root Cause Analysis

The screenshot shows the 'Root Cause Analysis' tree for the attribute 'Health of Database Servers'. The tree structure is as follows:

- Health of Database Servers
 - Health of app-linux1.india.adventnet.com_MYSQL-DB-server
 - Connection Time of app-linux1.india.adventnet.com_MYSQL-DB-server
 - Health of app-w2k1.india.adventnet.com_ORACLE-DB-server
 - Connection Time of app-w2k1.india.adventnet.com_ORACLE-DB-server
 - Health of app-w2k1.india.adventnet.com_MSSQL-DB-server

Root Cause Message:

Health is critical.
Root Cause :
1. Health of app-linux1.india.adventnet.com_MYSQL-DB-server is critical
2. Health of app-w2k1.india.adventnet.com_ORACLE-DB-server is critical
3. Health of app-w2k1.india.adventnet.com_MSSQL-DB-server 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>".

Customer Usage Scenario

- Monitors Servers, databases, Log Files and Application Servers
- Uses APM for Troubleshooting and Availability Monitoring
- Integrates Views with the Internal Portal
- IT Operations Uses APM to Identify Bottlenecks in Infrastructure
- Generates SLA Reports for Business Applications and Gives to Head of Operations on a Quarterly Basis

Benefits

- Makes your IT Team more Productive
- Brings a Business Centric View to IT Resources
- Support for Heterogeneous Applications and Servers
- Helps you Troubleshoot Faster
- Generate Reports and Empower Decision Making
- Support for Industry Best Practices
- Complement Existing Investments in 3rd Party NSM
- Low total ownership cost (TCO) & High return on investments (ROI)

Key Differentiators

In-depth Application Performance Management

Agentless Monitoring

(Ensures Low Cost of Maintenance)

Single Tool for Multiple Technology Components

Setup in Hours not Weeks or Months

(No Professional Services & Consultants)

- AC Nielson
- American Honda
- Continental Airlines
- Cummins
- Dupont
- Deutsche Bank
- EDS
- GE Finance
- GSK Europe
- Vodafone
- MetLife
- Pfizer
- Seagate
- SDAC Harvard
- Walgreens
- Yamaha Motor Corporation

"We managed to save tens of thousands of dollars by switching from CA's Wily Introscope"
- **Bill Bohlen, Hallmark Channel.**

- Business Centric View to Monitoring IT helps Prioritize and Make Effective Use of Resources
- Monitoring all Tiers of the Application Stack helps Troubleshooting Performance Issues Fast

For free trial edition as well as
more information and support
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