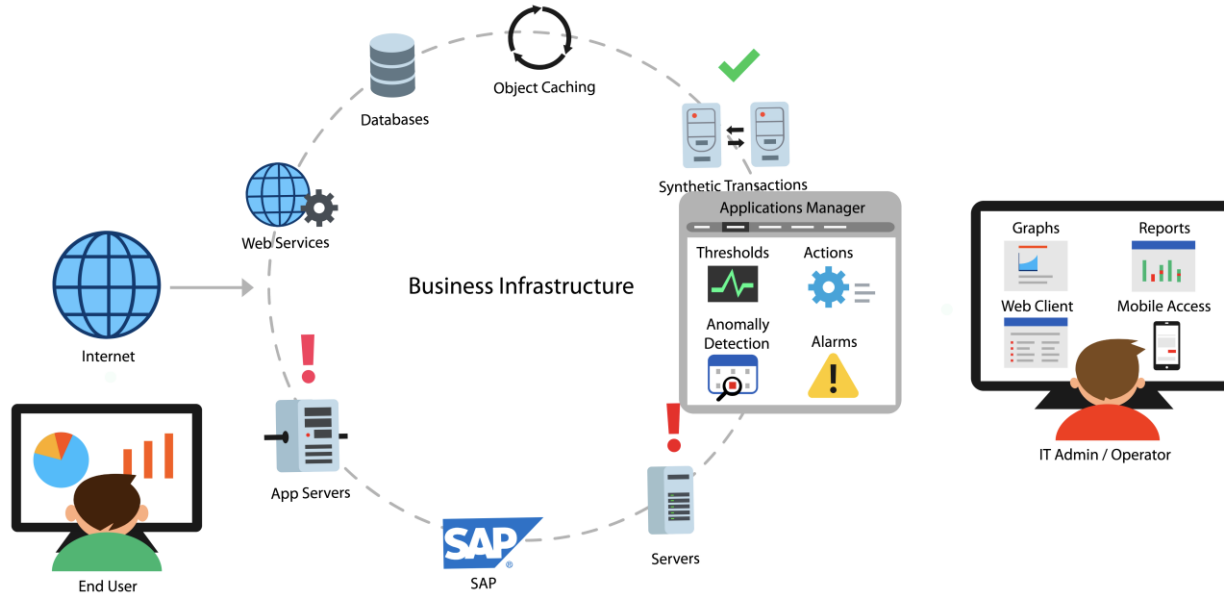


Applications Manager Overview

Applications Manager



Apps + infrastructure + user experience monitoring: all from a single console



Who uses Applications Manager

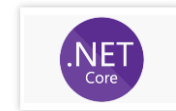
- IT Operations
- DevOps Engineers
- Site Reliability Engineers
- DBAs
- Production Support
- CloudOps
- Architects
- Anyone who is responsible for application performance

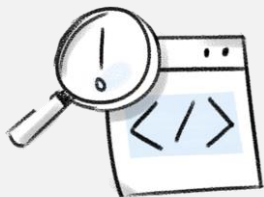
Application Performance Monitoring

Find and fix performance issues across your entire application stack



APM





Get complete
insight into



Transactions



Traces

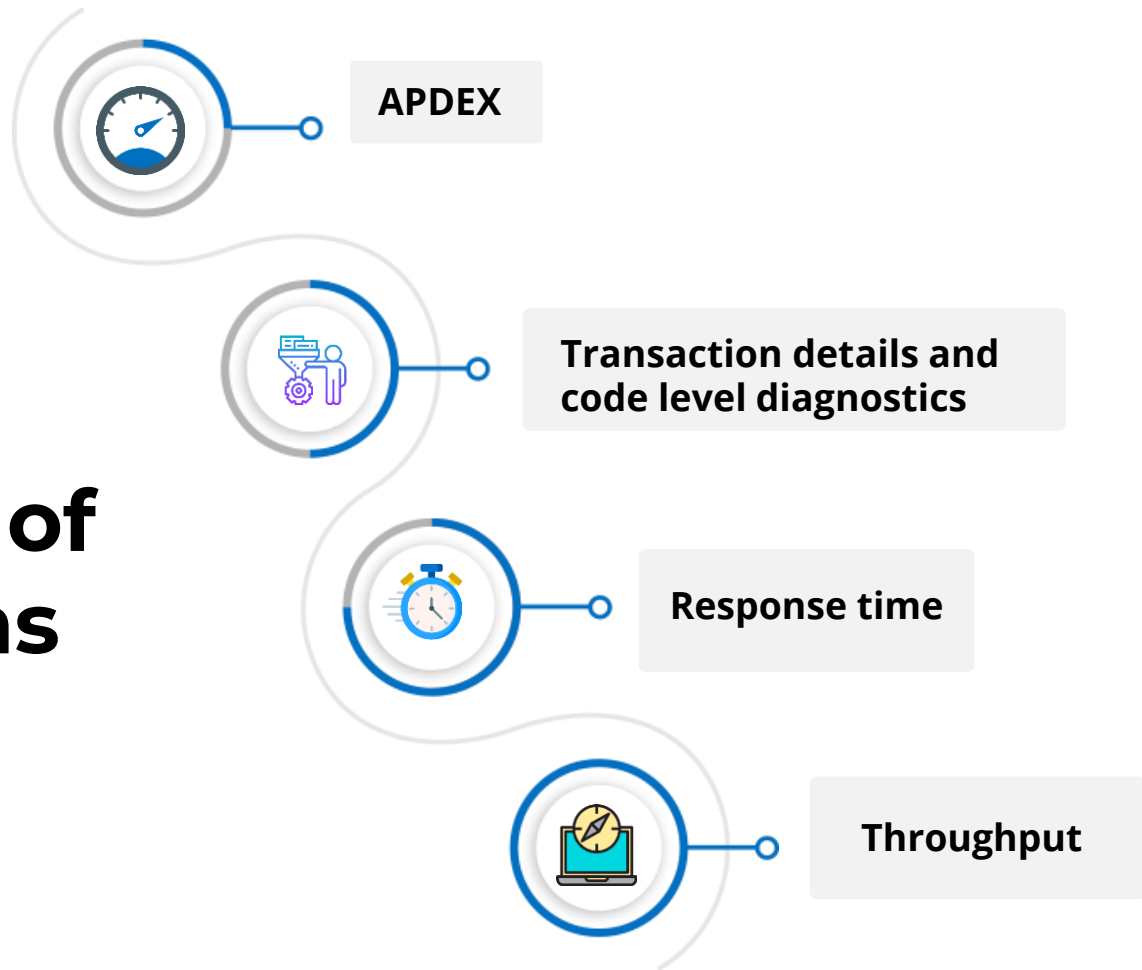


Database Calls



Exceptions

Track KPIs of applications

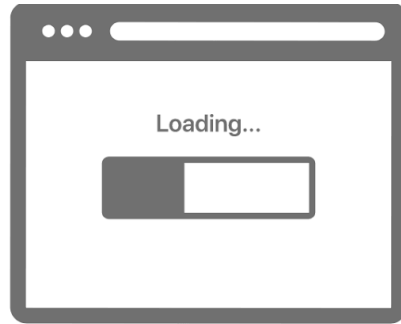


Identify problems such as

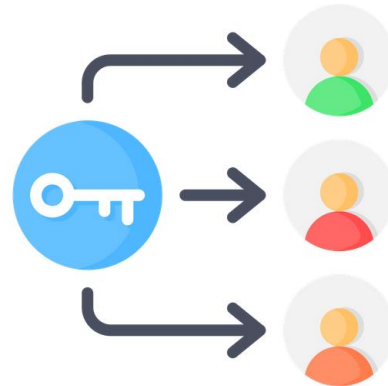
USER SESSION



WAITS



LOCKS



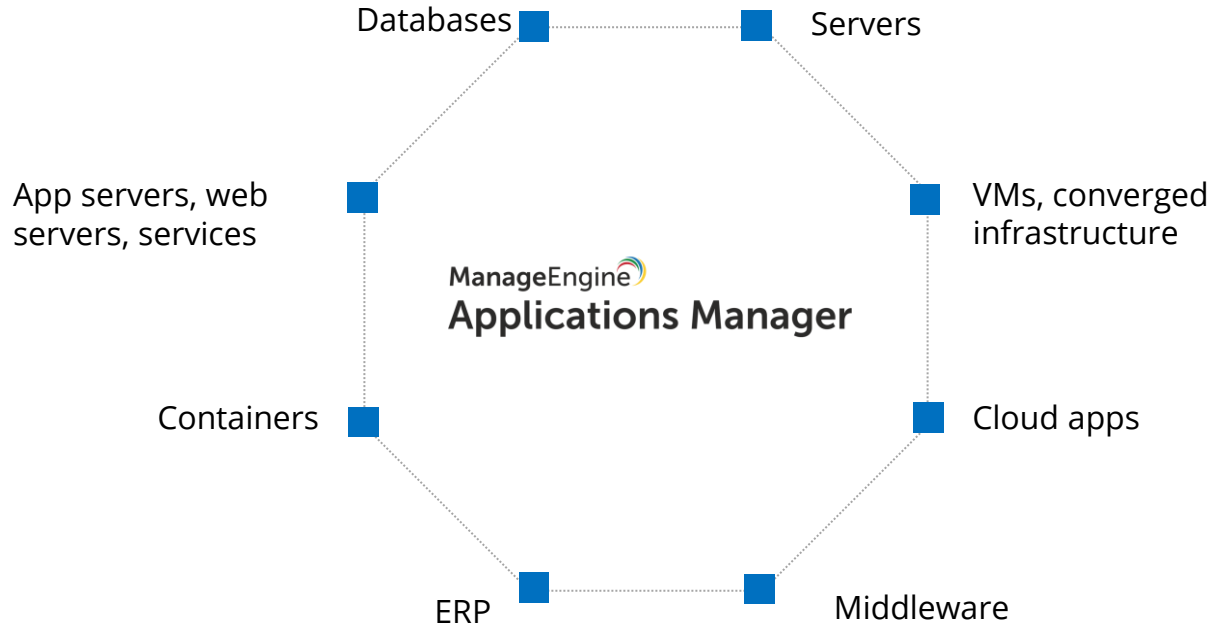
BLOCKED QUERIES



Infrastructure monitoring

Monitor the IT infrastructure that powers your applications

Out-of-the box support for 150+ applications





More on infrastructure monitoring

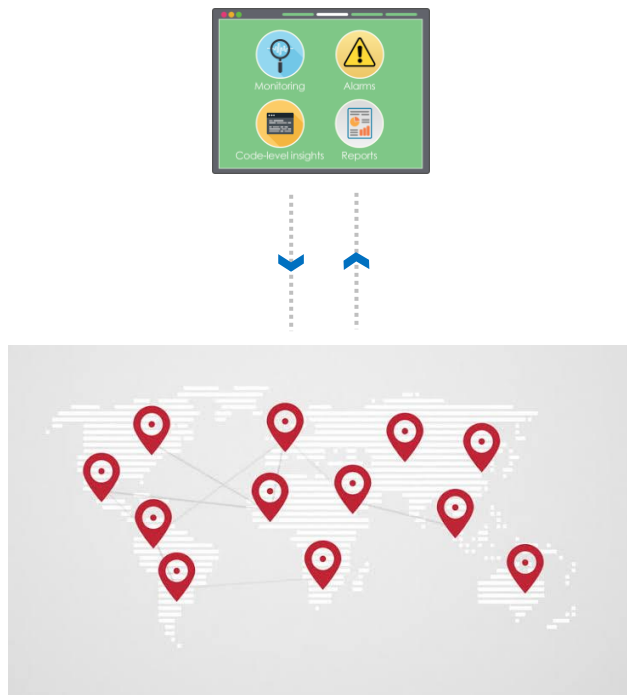
- Monitor IT infrastructure metrics alongside APM and distributed traces in a single, integrated platform - without having to switch between multiple tools.
- Supports monitoring of both on premise and cloud infrastructure
- Agentless monitoring
- Supports both modern apps such as Kubernetes and legacy servers such as AS/400
- Vendor agnostic: Supports popular commercial vendors such as Microsoft, Oracle, SAP, IBM, AWS, and VMware as well as open source such as Apache and Red Hat.

End User Monitoring



Real Browser Monitoring

- Run *synthetic transactions* to simulate user experience with your site
- Test applications/ features before launch
- Collect information across geographies

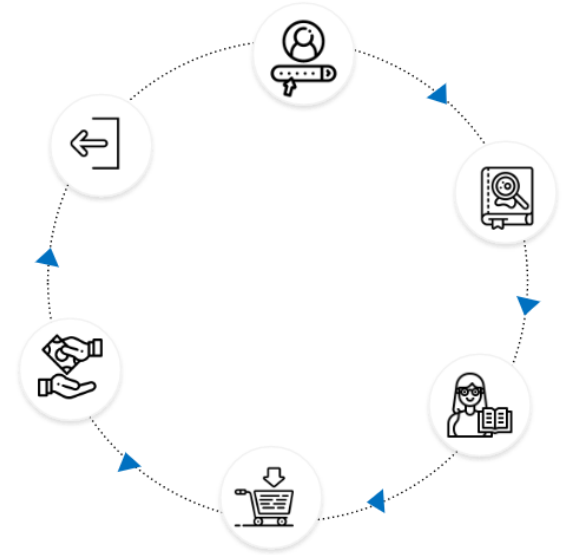


Monitor availability and response time of your REST API endpoints

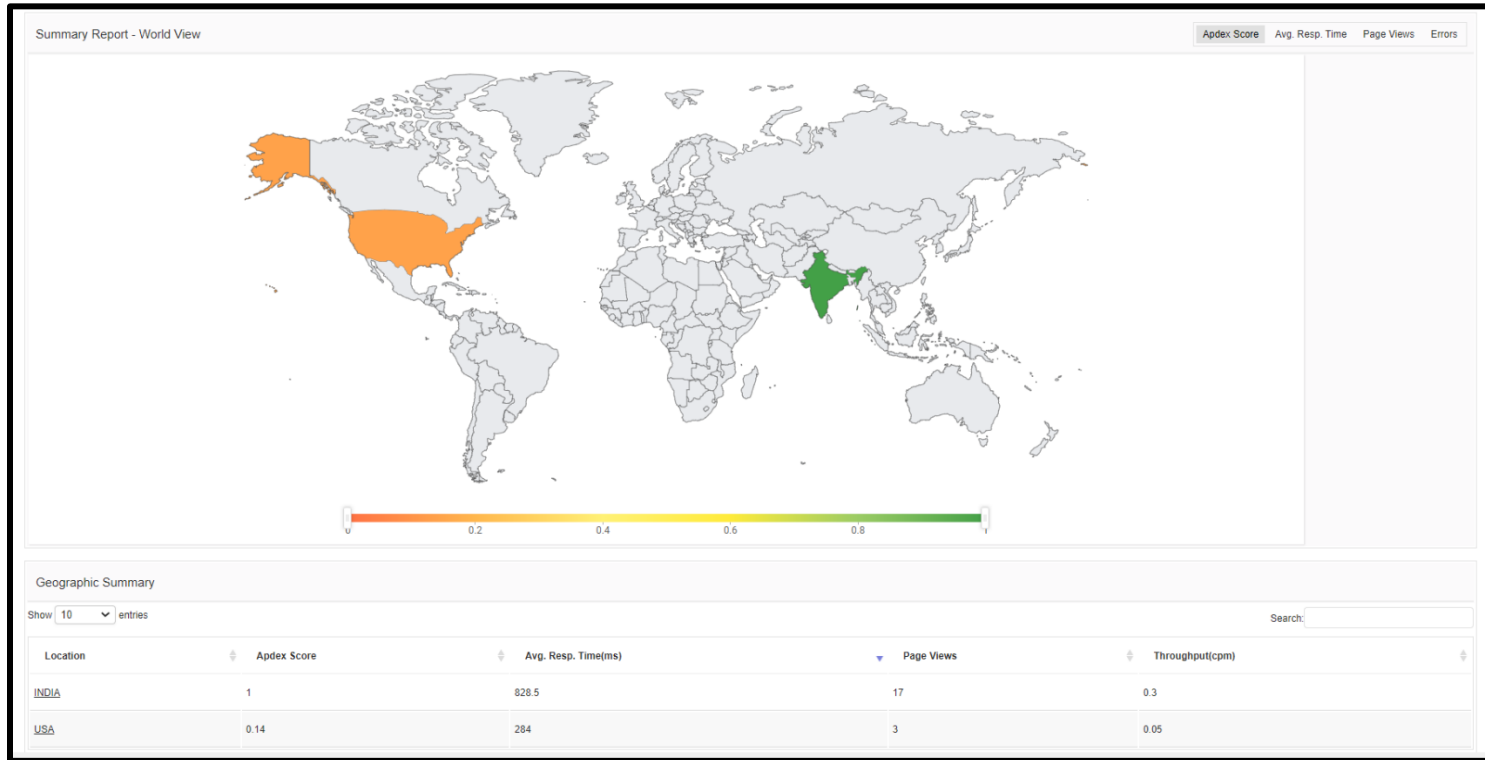


Real User Monitoring

- Capture user's transaction with a website in real time.
- Analyze front end performance across geographies.
- Manage service quality delivered to clients.

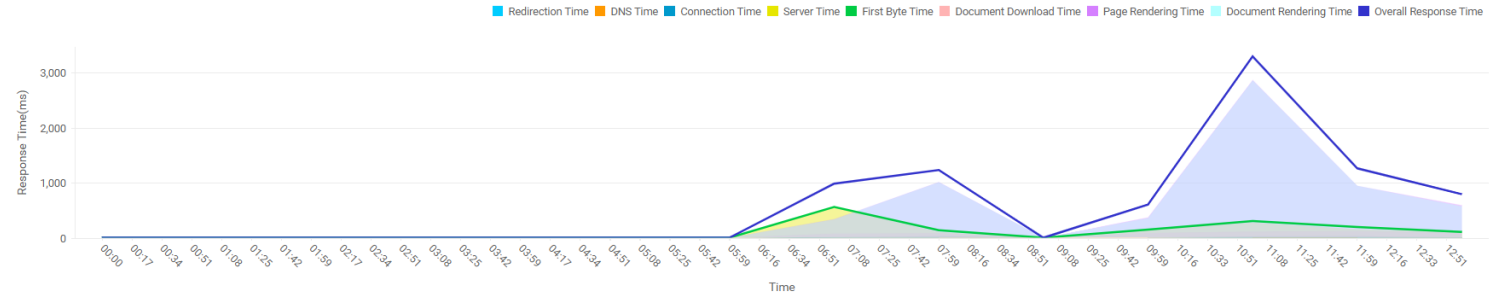


Real User Monitoring

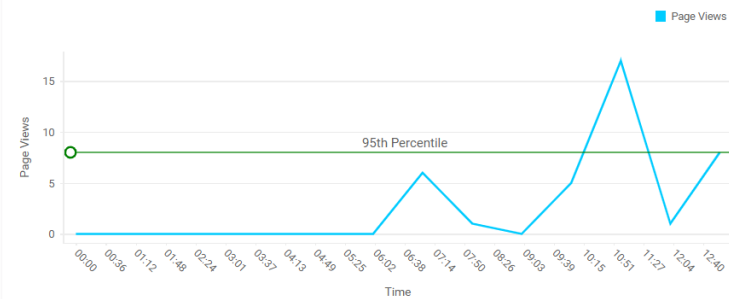


Real User Monitoring

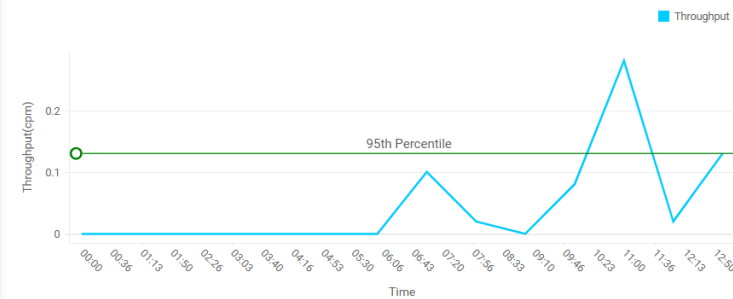
Response Time



Page Views



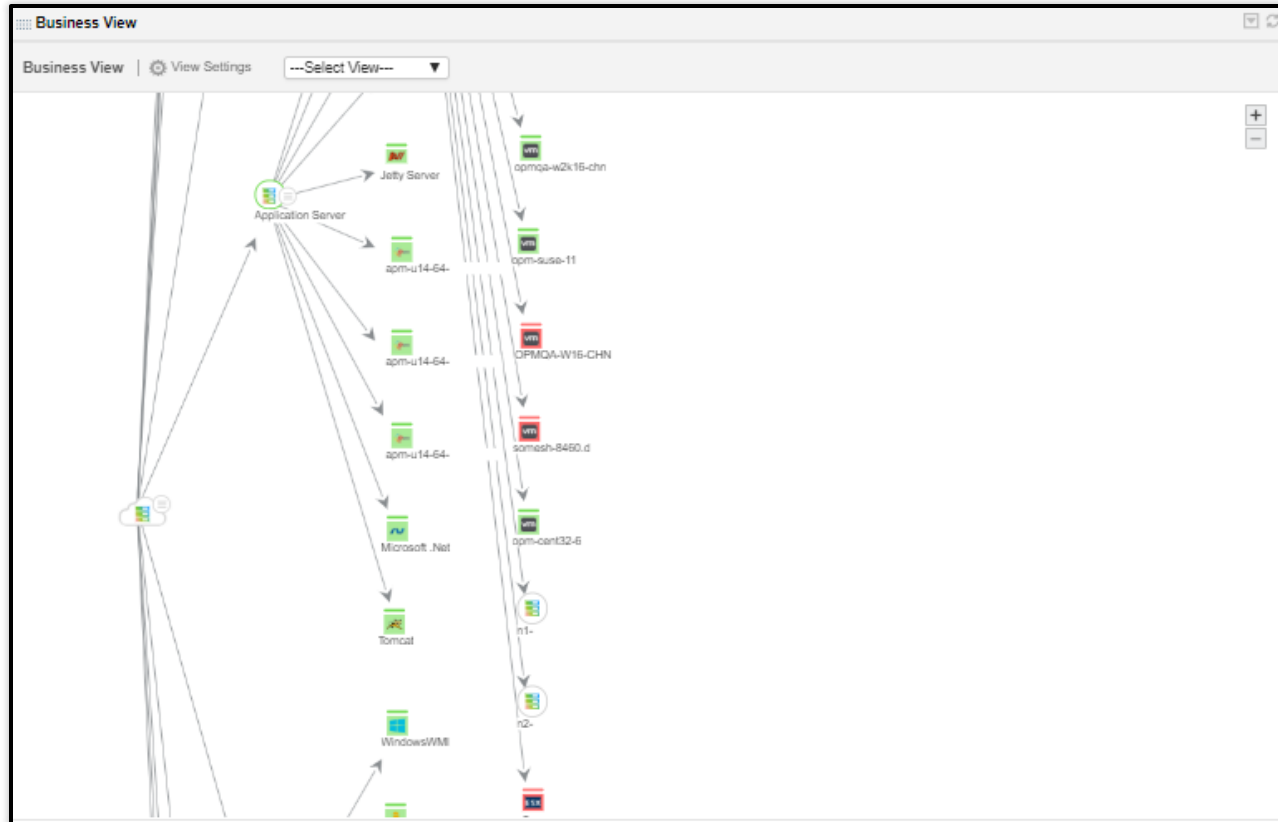
Throughput



Other features



Automatic Discovery and Dependency Mapping



Business Service Management

Action: Select Action Filter By: All Monitors Show All Managed UnManaged Critical/Warning

Name ↑	Type	Availability	Health
<input type="checkbox"/> APM-W7-32-4	Virtual Machine	●	●
<input type="checkbox"/> APM-u18-1	Virtual Machine	●	●
<input type="checkbox"/> APM-2K12R2-AIONode02_server1	WebSphere	●	●
<input type="checkbox"/> APM-2K12R2-AIONode01_server1	WebSphere	●	●
<input type="checkbox"/> APM Instance	EC2 Instance	●	●
<input type="checkbox"/> APM	DynamoDB	●	●
<input type="checkbox"/> APACHE SERVER	Apache	●	●
<input type="checkbox"/> AIX	AIX	●	●
<input type="checkbox"/> Active Directory	Active Directory	●	●
<input type="checkbox"/> 192.168.194.59_host2_Server23	JBoss	●	●
<input type="checkbox"/> 192.168.194.59_host2_Server22	JBoss	●	●
<input type="checkbox"/> 192.168.194.59_host2_Server21	JBoss	●	●
<input type="checkbox"/> 192.168.194.59_host1_Server12	JBoss	●	●
<input type="checkbox"/> 192.168.194.59_host1_Server11	JBoss	●	●
<input type="checkbox"/> 192.168.194.59_host0-master_Server02	JBoss	●	●
<input type="checkbox"/> 192.168.194.59_host0-master_Server01	JBoss	●	●
<input type="checkbox"/> 192.168.194.59	Unknown	●	●
<input type="checkbox"/> 192.168.113.42	Unknown	●	●
<input type="checkbox"/> 172.21.174.110_Tomcat-server	Tomcat	●	●
<input type="checkbox"/> 172.21.174.110_PGSQL	PostgreSQL	●	●
<input type="checkbox"/> 172.20.9.183_7199	Cassandra	●	●
<input type="checkbox"/> 172.20.35.179_6379	Redis	●	●
<input type="checkbox"/> 172.20.23.246_7199	Cassandra	●	●
<input type="checkbox"/> 172.20.18.171_7199	Cassandra	●	●
<input type="checkbox"/> 172.20.17.10_7199	Cassandra	●	●

Real-time Notifications

Configure Alarms [Go back to Details Page](#)

Health

• Action : Configure an action. The action will be executed when an alarm is generated. Refer [Actions / Alarm Settings](#) for more help

[Configure Health](#) [Actions](#) ✓

Availability

• Action : Configure an action. The action will be executed when an alarm is generated. Refer [Actions / Alarm Settings](#) for more help

• Dependent Device: Monitor's Availability status will depend on the Device Availability.

[Configure Availability](#) [Actions](#) ✓ [Dependent Device](#) ✓

Configure Alarms for Attributes

Attribute Name	Threshold
Blocked Process	Associate
CPU Utilization(%)	Associate
I/O Wait Time(%)	Associate
Idle Time(%)	Associate
Interrupts/sec	Associate
Jobs in 15 Minutes	Associate
Jobs in 5 Minutes	Associate
Jobs in Minute	Associate
Physical Memory Utilization(%)	Associate
Response Time(ms)	Associate
Run Queue	Associate

Alarm Configuration - Associate Threshold Profiles, Actions and Dependencies

https://demo.appmanager.com/jsp/ThresholdActionConfiguration.jsp?resourceid=10000452&attribut...

Threshold Details **Anomaly Details**

Configure Alarms

Monitor Name Sun Solaris

Attribute Total Disk Space (MB)

Associate Threshold -- New Threshold Profile --

Threshold Name

Critical Alarm If [More](#)

Show Advanced Options

Warning Alarm If [More](#)

Clear Alarm If [More](#)

Configure actions at Attribute level

[Close](#)

Root Cause Analysis

The screenshot displays a monitoring dashboard with a 'Root Cause Analyser' window open. The dashboard includes tabs for 'Overview', 'CPU', 'Disk', and 'Configuration'. The 'Monitor Information' section shows details for a server at IP 172.21.157.194, including its name, system health (critical), type (Server), host name, OS (Sun Solaris), and last polled time. The 'Root Cause Analyser' window provides a detailed breakdown of the health issue, showing a dependency chain from 'Health of 172.21.157.194' to 'Availability of 172.21.157.194', which is further caused by 'CPU Utilization of 172.21.157.194' and 'Jobs in Minute of 172.21.157.194'. A 'Root Cause Message' section offers troubleshooting advice, and a 'Breakup of CPU/Memory Utilization in this Server' link is provided at the bottom.

Monitor Information

Name	172.21.157.194
System Health	● Resource 172.21.157.194 Health is critical as of Apr 4, 2019 5:55 PM
Type	Server
Host Name	ctl-solaris11.cse...
Host OS	Sun Solaris
Last Polled at	Apr 4, 2019 5:50 PM
Next Poll at	Apr 4, 2019 5:55 PM

Root Cause Analyser

Root Cause Analysis

Name : 172.21.157.194 Status since : Mar 18, 2019 11:01 AM

Attribute : Health Dependency Rule : Depends on any 1 child attribute

- Health of 172.21.157.194
 - Availability of 172.21.157.194
 - ⚠ CPU Utilization of 172.21.157.194
 - ⚠ Jobs in Minute of 172.21.157.194

Root Cause Message : Use the [Anomaly Dashboard](#) to troubleshoot.

CPU Utilization - Critical.
CPU Utilization of 172.21.157.194 is critical because its value 1 > 0 %.
[Threshold Details : Critical if value > 0, Warning if value = 0, Clear if value < 0]

[Breakup of CPU/Memory Utilization in this Server](#)

Dynamic baselining

Threshold Profile Anomaly Profile

Anomaly Profile

Anomaly Profile Name*

Detect Anomaly Based On* Baseline Values Custom Expression

Set Baseline Date Range* Fixed baseline value based on of Report data
 Moving baseline value based on "Previous Week " Report data

Anomaly When* Specify values as % of baseline

Upper Limit Crosses	<input type="text" value="10"/>	%	<input type="text" value="Generate"/>	<input type="text" value="Critical"/> Alarm
Lower Limit Crosses	<input type="text" value="10"/>	%	<input type="text" value="Generate"/>	<input type="text" value="Warning"/> Alarm

The generated Alarm will be cleared if the value falls in the baseline range (checked for every hour).

Automate corrective actions

The screenshot shows the 'Configure Alarms' page in the ManageEngine Applications Manager. The page is divided into sections for Health, Availability, and Configure Alarms for Attributes. A modal dialog box titled 'Execute Program Action' is open, allowing the user to configure an action to be executed when an alarm is triggered. The dialog includes fields for 'Display Name', 'Script Location' (Local Server or Remote Server), 'Program To Execute', 'Directory to execute Program', and 'Abort After' (10 seconds). A 'Help Card' on the right provides instructions on how to execute a script or batch file.

Configure Alarms [Steps to configure](#)

Configure By Monitors / Monitor Groups Monitor Monitor Group Monitor Type

MonitorType: Sun Solaris

Monitor: Sun Solaris

Health

- Action: Configure an action. The action will be executed when an alarm is generated. Refer [Actions / Alarm Settings](#) for more help.

Configure Health Actions

Availability

- Action: Configure an action. The action will be executed when an alarm is generated. Refer [Actions / Alarm Settings](#).
- Dependent Device: Monitor's Availability status will depend on the Device Availability.

Configure Availability Actions Dep

Configure Alarms for Attributes

Attribute Name	Threshold
Blocked Process	Associate
CPU Utilization(%)	Associate
I/O Wait Time(%)	Associate
Idle Time(%)	Associate

Execute Program Action

Select Action Type: Execute Program

Create Action : Execute Program

Display Name *

Script Location Local Server Remote Server

Program To Execute *

Directory to execute Program *: E:\Demo-14020\AppManager14\working

Abort After: 10 seconds

Create Action & Return to Configuration Page Restore Defaults Cancel

Help Card

On the occurrence of an alarm, a specific program can be executed. You can execute a batch file (Windows-based OS) that is present locally where Applications Manager is running (Remote Windows not supported) and a script (Unix-based OS) in the local machine or that is reachable through Telnet or SSH.

To execute a script/batch file that is not already present in Applications Manager Server, Use the Admin > [File Upload](#) form to upload the same to Applications Manager. If the script is present in any other directory other than Applications Manager/working, we have to mention the absolute path in this field also in addition to the "Directory to

Automate anomaly detection

Threshold Details Anomaly Details

Configure Alarms

Monitor Name AppManager Home Page

Attribute Response Time (ms)

Associate Threshold Threshold Profile Machine Learning

Configure actions at Attribute level

Associate Actions

	Available Actions		Associated Actions	Actions
For Critical Severity <input checked="" type="checkbox"/>	ScriptAction	> >> < <<		
For Clear Severity <input checked="" type="checkbox"/>	ScriptAction	> >> <		

Log a ticket in ServiceNow

Advanced Settings

Enable Ticketing

Ticket Settings:

When an alarm is raised for the closed ticket. Perform the following:

- Re-open the ticket always.
- ReOpen the ticket within. days from the closed time.Else create as a new ticket.
- Create as a new ticket.

When an alarm is cleared for the ticket.Perform the following:

- Close the ticket.
- Update the notes.

Add notes for the ticket whenever an annotation is made for the alarm? Yes No

Enable on demand ticket generation using raise a ticket action? Yes No

Enable on demand ticket generation using the request form? Yes No

Access ticket details from Applications Manager? Yes No

Launch Read only ticket? Yes No

Update the ticket only if there is a status change in the alarm? Yes No

[Click here](#)

Trend Analysis Report



Forecast Report

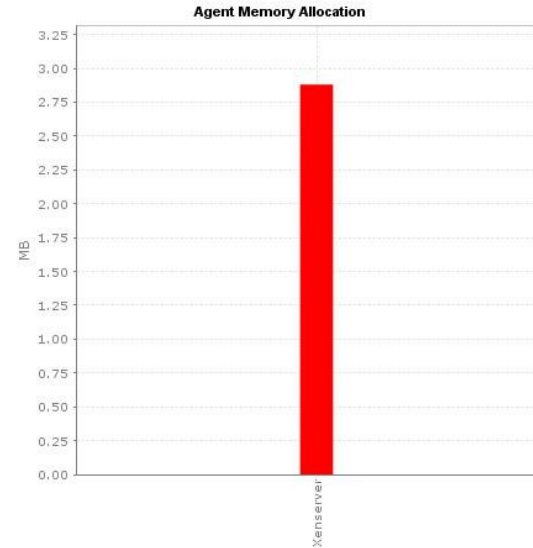
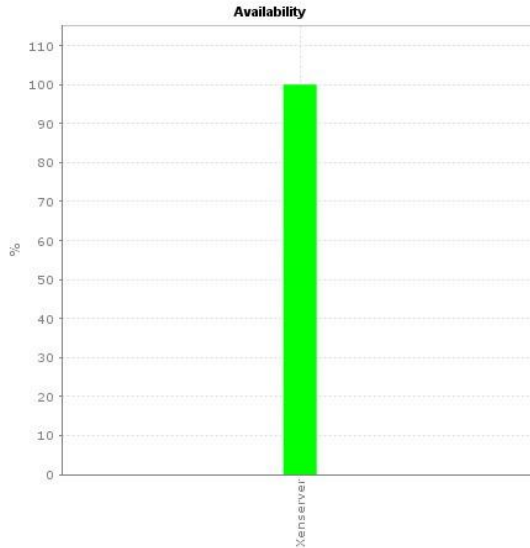


Capacity Planning Report

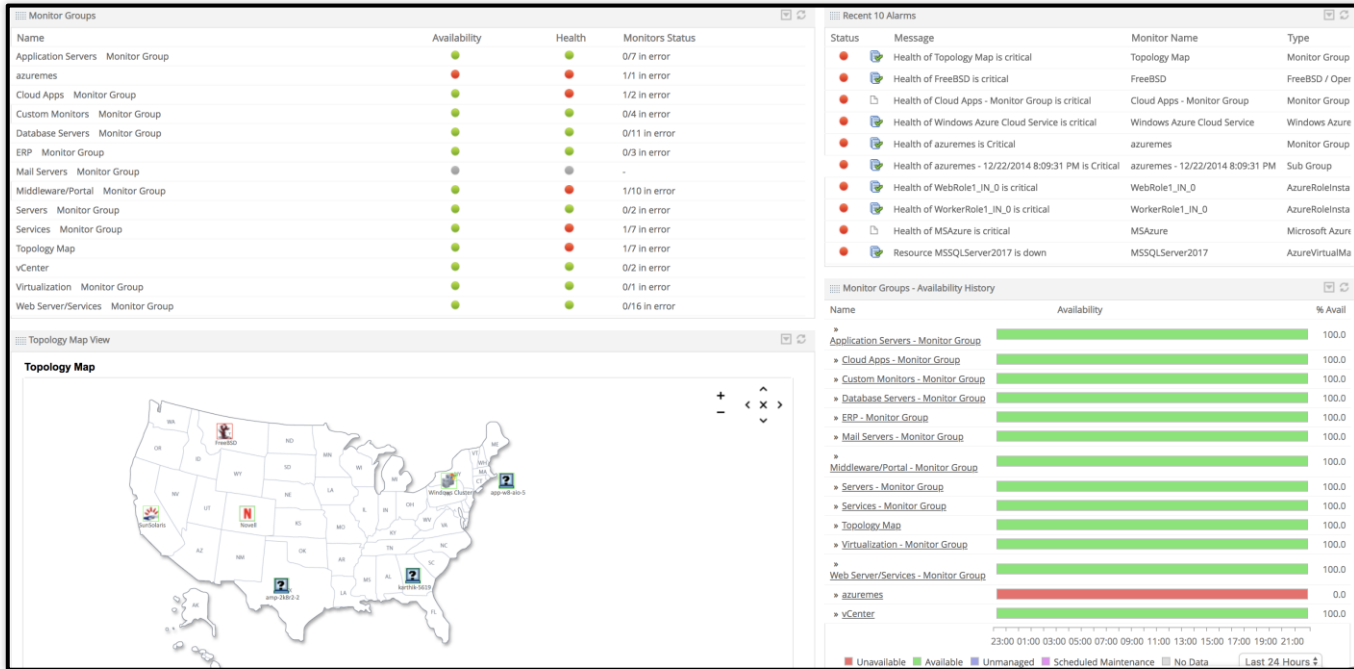
At a Glance Report - 172.24.128.71 - This Quarter

This Quarter ▼

Monitor Name : 172.24.128.71 | Generated at : Feb 12, 2020 11:17:49 AM | Period : This Quarter



Customizable Dashboards





Other highlights

- No need to integrate multiple products or community generated scripts
- Easy to use and deploy.
- Native mobile apps - iOS and Android
- Provides REST APIs to integrate with portals
- Flexible deployment options - on premise, AWS & Azure marketplace

Why Applications Manager



Quick time-to-value



High scalability



Enterprise-grade security



Low TCO



Friendly support



Transparent pricing & licensing



Available in 2 editions

Professional

- Ideal for small to medium businesses
- Monitor up to 500 applications based on load

Enterprise

- Ideal for medium to large enterprises
- Distributed monitoring architecture
- Failover support

Over **75** educational institutions
Over **100** government organizations



Leading brands across banking, finance, energy, airline,
automobile, software, healthcare, hospitality and tourism
industries
trust Applications Manager!

What our customers say

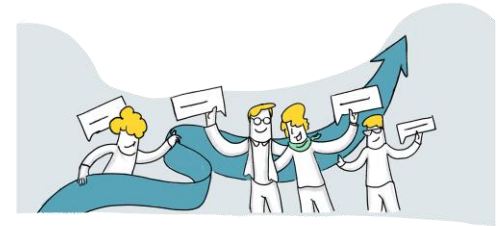


"Applications Manager helped me discover and resolve previously unknown, intricate issues faster"

- Atlantic Health System

"I like Applications Manager because it helps us to detect issues present in our servers and SQL databases"

-Lexmark



Recognized by Industry Analysts



Featured 9 times in the Gartner MQ for
Application Performance Monitoring Suites



Gartner Peer Insights Customers' Choice 2020
for **IT Infrastructure Monitoring Tools**



Gartner Peer Insights Customers' Choice 2020
for **Application Performance Monitoring Suites**



Thank you

ManageEngine

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