

an-end-to-end application performance monitoring tool

Businesses today rely on complex applications working together with heterogeneous, interconnected IT infrastructure elements to deliver business services to their customers. These applications and supporting infrastructure could be in the cloud, within the data center (on premise), or in a hybrid environment. As the business evolves, the complexities involved in monitoring various applications also increases. These business applications require comprehensive monitoring and alerting for an uninterrupted upkeep of services. **Applications Manager** is designed to help collect critical performance metrics, alert in case of down times or application slowdowns, and pinpoint the root cause of application issues across all layers of the IT stack.

Highlights of Applications Manager

Deep application performance monitoring with code-level insights

- Get deep end-to-end performance visibility from the URL down to the SQL level for web applications written in Java, .NET, Ruby, PHP and Node.js languages. Identify dodgy lines in the code, detect slow and erroneous transactions, and rapidly reduce MTTR.
- Measure end-user satisfaction levels with the help of Apdex scores.
- Monitor any app within minutes - including production apps, with minimal overhead and configuration changes.

End user experience monitoring

Simulate business-critical, multi-page workflows via a real browser or by importing Selenium test cases, and monitor them from various locations around the world. View step-by-step breakdown of response times for the elements in your web page and detect components that slow down your web page. Ensure consistent performance of your applications by tracking key end user performance metrics like time taken to perform check out transactions, LDAP search requests, download files, etc.

Supports 150+ applications out of the box - both cloud and on premise

Get out-of-the-box support for 150+ technologies without the need to install agents on the target application. Supports both on-premise technologies (servers, VMs, databases, application servers, web servers, web services, Exchange, etc.) as well as cloud (private, public cloud platforms like AWS and Azure, and hybrid clouds).



Vendor agnostic

Supports technologies from popular commercial enterprise vendors like Microsoft, IBM, SAP, Oracle, VMware, Citrix, AWS, Google, etc. as well as open source vendors like Apache.

Support for modern and legacy apps in the same console

Supports modern, dynamic apps built for today's application architectures such as Kubernetes, Docker, AWS, etc. as well as legacy systems such as IBM AS/400 - without the need for integrating plugins.

Automatic discovery and dependency mapping

Automatically discover all applications and servers in your network and easily categorize them based on their type (apps, servers, databases, VMs, etc.). Get comprehensive insight into your business infrastructure, drill down to IT application relationships, map them effortlessly and understand how applications interact with each other with the help of these dependency maps.



Real time notifications

Get AIOps assisted smart alerts. Facilitate faster identification of application performance issues with the help of our instant email and SMS alerts.



Root cause analysis

Identify issues faster, get to the root cause of issues and troubleshoot them quickly. Set thresholds for key metrics and get notified via alarms when thresholds are violated. Supports both static and adaptive thresholds.



Automate corrective actions

Reduce MTTR by automating corrective actions like executing corrective scripts/MBean operations, trigger heap dump, thread dump or garbage collection, start/stop/restart VMs, Amazon EC2 instances, Docker instances, SQL jobs, etc.



Anomaly detection by comparing to baselines

Monitor gradual performance degradation by defining anomaly profiles on performance metrics. Get notified when the resulting values don't conform to the user defined set of baseline values.



500+ pre-built reports

With our comprehensive reporting functionality, identify and analyze under and over utilized servers, understand application performance trends, predict future trends based on historical data and plan resource allocation and infrastructure updates. View the forecast on growth trend up to 3 years in the future with our machine learning enabled forecast reports. You can also generate reports based on resource type: business application report, application server

report, database server report, service report, server report, and custom application report. Our other types of reports include capacity planning, trend analysis, availability and health reports, inventory reports, downtime and summary reports, 7/30 reports, and much more.

Custom, interactive dashboards

Get deep insight into critical application statistics like critical alerts, busy servers, etc. with our customized dashboards. Easily pin any chart from Applications Manager to your dashboards with the help of our out-of-the-box widgets like performance, availability and health, alarms, monitor groups, utility, etc. Also, with Applications Manager's template library, you can add multiple processes across all your applications.

Rest APIs

Extend and customize various aspects of your Applications Manager platform to better fit your specific business cases. Create customized queries on monitors, metrics, and alerts, retrieve data from Applications Manager, and programmatically integrate them in your own portals.

SLA Management

Ensure high availability of business critical applications with Information Technology Infrastructure Library (ITIL) processes. With Applications Manager's extended support for ITIL service delivery, meet Service Level Agreements (SLA's) for all your business applications.

User management

Ease management of user accounts by creating different user roles such as users, operators, administrators, managers, delegated admins, etc. and collaborate with multiple teams efficiently.

Native mobile apps

Track health and availability of your applications on the go with native mobile apps on iOS and Android devices. The mobile app supports Applications Manager version 11500 or above.

Easy installation and setup

Get Applications Manager running in under two minutes. Applications Manager is an agentless monitoring tool and requires no complex installation procedures.

Supported technologies in Applications Manager (along with versions supported):

Servers

- Windows
- Windows cluster
- IBM AS400 - Up to i6.1 and above
- AIX
- HP Unix/ Tru64 Unix
- Hardware
- Linux
- Solaris
- Free BSD
- Mac OS
- Novell
- Istio

Virtualization

- VMware ESX/ESXi - ESX 3.5 and above, ESXi 3 and above
- Hyper-V - Hyper-V server 2008 and above
- Citrix Hypervisor - 5.6 and 6.2
- Citrix Virtual apps - 7.6 and 6.5
- VMware Horizon view - 3 and above
- RHEV
- KVM
- Oracle VM

Agent based code level monitoring for technologies built on



Cloud

- Amazon Web Services (EC2, EBS, Elastic Beanstalk, RDS, SNS, Aurora, DynamoDB, ELB, NLB, Billing, and SQS)
- Microsoft Azure (Azure VMs, storage account, service bus and SQL database)
- Office 365
- Oracle Cloud Infrastructure (Storage, Compute and Autonomous Database)
- Google cloud Platform (Compute, Storage, Filestore and Kubernetes Engine)
- OpenStack

Application server monitoring

- JBoss - 3.2.x and above
- Oracle WebLogic - 6.1 and above
- IBM WebSphere - 5.x and above
- Apache Tomcat - 3.x and above
- Microsoft .NET - 3.0 and above
- Oracle Application server - 10.1.2 and above
- SilverStream - 3.5.x and above
- GlassFish - 1.0 and above
- WildFly - Up to 16
- Resin - 3.x and above
- VMware vFabric tc server - 2.6 to 2.9
- Jetty - 3.1 and above
- Apache Geronimo - 2.1.3 and above



Database monitoring

- Oracle - 8.x and above
- MySQL - 3.23.x and above and all versions of MariaDB
- MS SQL - MS SQL 2000, 2005, 2008, 2008 R2, 2012, 2014, 2016 and 2017 versions.
- Sybase - ASE 12.5.3 and above
- IBM DB2 - 8.x and above
- IBM DB2 for I - 7.1 to 7.3
- IBM Informix - 10.x and above
- PostgreSQL - 8.1 and above
- SAP MaxDB - 7.8 to 7.9.09
- Neo4j - Upto latest version
- SAP SQL Anywhere - Upto latest version
- Database Query Monitor
- Oracle Multitenant



NoSQL

- MongoDB - Upto 3.6
- Cassandra - 2.0.9 and onwards
- Redis - 2.4 and above
- Couchbase - 3,3.1 and 4
- Oracle NoSQL - Upto 4
- SAP HANA - All versions
- Apache HBase - 1.x
- Memcached - V1.2 and above



Middleware/Messaging

- IBM WebSphere MQ - 6.x
- IIB - Up to 10
- MS Exchange - 2016,2013,2010,2007,2003
- MS SharePoint - R/3
- MSMQ
- WebLogic Integration server - 8.x
- Microsoft Lync - Up to 2013
- Microsoft BizTalk - 2013 and below and 2016
- Oracle Tuxedo - 6.5 and above
- Azure service Bus
- vFabric RabbitMQ - Up to 3.x
- Apache Kafka - 0.7.0 to 0.11.0.2
- Apache ActiveMQ - All versions



Mail servers

- Exchange server : 2016, 2013, 2010, 2007, 2003, and older versions.



Web services/ SOA

- Apache - 2.2.3 and above
- IIS - 5.x and above
- Nginx - 1.x and above
- PHP - 5.x and above
- Web server monitoring
- Website monitoring
- REST API monitoring
- Elasticsearch - 5.0 and above
- HAProxy - up to 1.8
- Website content monitor
- Webpage Analyzer
- Nginx Plus - Latest version

Services

- Hadoop
- Oracle Coherence
- Apache Solr - Up to 7.6.0
- Ceph Storage
- JMX
- SNMP
- LDAP
- DNS
- FTP
- Apache Zookeeper - All versions
- Apache Spark
- Active Directory
- Microsoft NPS (Radius server)
- Hazelcast

ERP

- SAP - R/3 and SAP CCMS - R/3
- SAP Business One
- Microsoft Dynamics CRM - 2011 and 2013
- Oracle EBS - R11i, R12.0 and R12.2.0
- Siebel CRM - 8.0 and above
- Microsoft Dynamics AX - 2012, 2012R2, 2012R3

Container

- Docker
- Kubernetes
- RedHat OpenShift

HCI Infrastructure

- Nutanix
- Cisco UCS

Add Ons Available

- APM Insight for Java Web Transaction Monitoring
- APM Insight .NET and .NET Corev
- End User Monitoring (EUM)
- Iseries/AS 400
- Microsoft Office SharePoint Monitor
- APM Insight Node.js Agent
- Oracle EBS
- SAP Monitor
- WebSphere MQ Monitor
- Siebel Monitor
- Application Discovery and Dependency Mapping
- APM Insight PHP Agent

Integrations:

- **Integration with ManageEngine OpManager** : Monitor the availability and performance of both network devices and the entire application tier from a single web console. Proactively detect untimely network failures and prevent application downtime.
- **Integration with ManageEngine ServiceDesk Plus** : Fasten the process of categorizing, prioritizing, and assigning tickets to technicians by automatically logging Applications Manager alarms as tickets in ServiceDesk Plus. Make sure application performance issues are automatically logged and no ticket goes unnoticed. Integrate with the CMDB of ServiceDesk Plus - automatically discover the IT components in the CMDB of ServiceDesk Plus and then create dependencies amongst them in Applications Manager.

- **Integration with ServiceNow** : Create actionable incidents directly from application or server errors. Automatically create, update and close tickets in ServiceNow based on performance monitoring. Make sure every incident has a clear owner and track the progress of the ticket until it's resolved.
- **Integration with ManageEngine Analytics Plus:** Analytics Plus provides advanced analytics on top of the reports offered by Applications Manager. It pulls in data from Applications Manager, makes use of 100+ KPIs to analyze data, and represents the findings using rich and interactive dashboards and reports.
- **Site24x7 integration** : Automatically sync groups of URL(s) configured in Site24x7 with Applications Manager. Get a real time insight into the performance of your application metrics - both from within your corporate LAN and from multiple locations outside your data center.
- **Integration with ManageEngine Alarms One** : Consolidate all the alerts and group them based on the applications. Subsequent actions will be automatically triggered based on the nature of the alarm.
- **Slack Integration** : Push Applications Manager notifications to Slack channels in real time. Respond to service failures and requests as quickly as possible.

Applications Manager installation prerequisites:

Hardware requirements (Windows, Linux)

Processor type	Dual core and above
Processor speed	2.4 GHz and above
Memory	4 GB RAM
HD space	60 GB

The above configuration is for 250 monitors. Higher configuration of hardware will help you manage more monitors.

*While going to production, 8GB is recommended.

Software requirements

OS	Version
Windows	7 and above Server 2003 and above
Linux	Red Hat 8.0 and above Enterprise Linux 2.1 and above Debian/ Ubuntu/SuSe/ Mandriva/CentOS/Fedora core

Web browsers: Firefox, Google Chrome, Internet Explorer and others.

Supported Database Back-ends

Applications Manager supports PostgreSQL and MS SQL(2008 and above, standard/enterprise edition) database backends for storing all the configuration information and data collected.

SQL Server Collation: Any case-insensitive collation. For Chinese Installation use Chinese_PRC_CI_AS

Editions and pricing

Once downloaded, users can use Applications Manager free for 30 days with all its functionalities. Post expiration of this trial period, users can choose to purchase the product based on any of the license models depending on business needs.

1. **Free:** Free edition supports up to 5 apps or servers.
2. **Professional:** Experience integrated performance monitoring for a heterogeneous set of applications. Pricing starts at \$395 for 10 monitors.
3. **Enterprise:** Suitable for large deployments with its distributed monitoring capability. The enterprise edition provides high scalability, backup and failover support. It also provides a consolidated view to all data and reports from various distributed data collectors. Pricing starts at \$9,595 for 250 monitors.

Licensing:

Applications Manager comes in two licensing models: **Subscription and Perpetual.**

Product references :

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