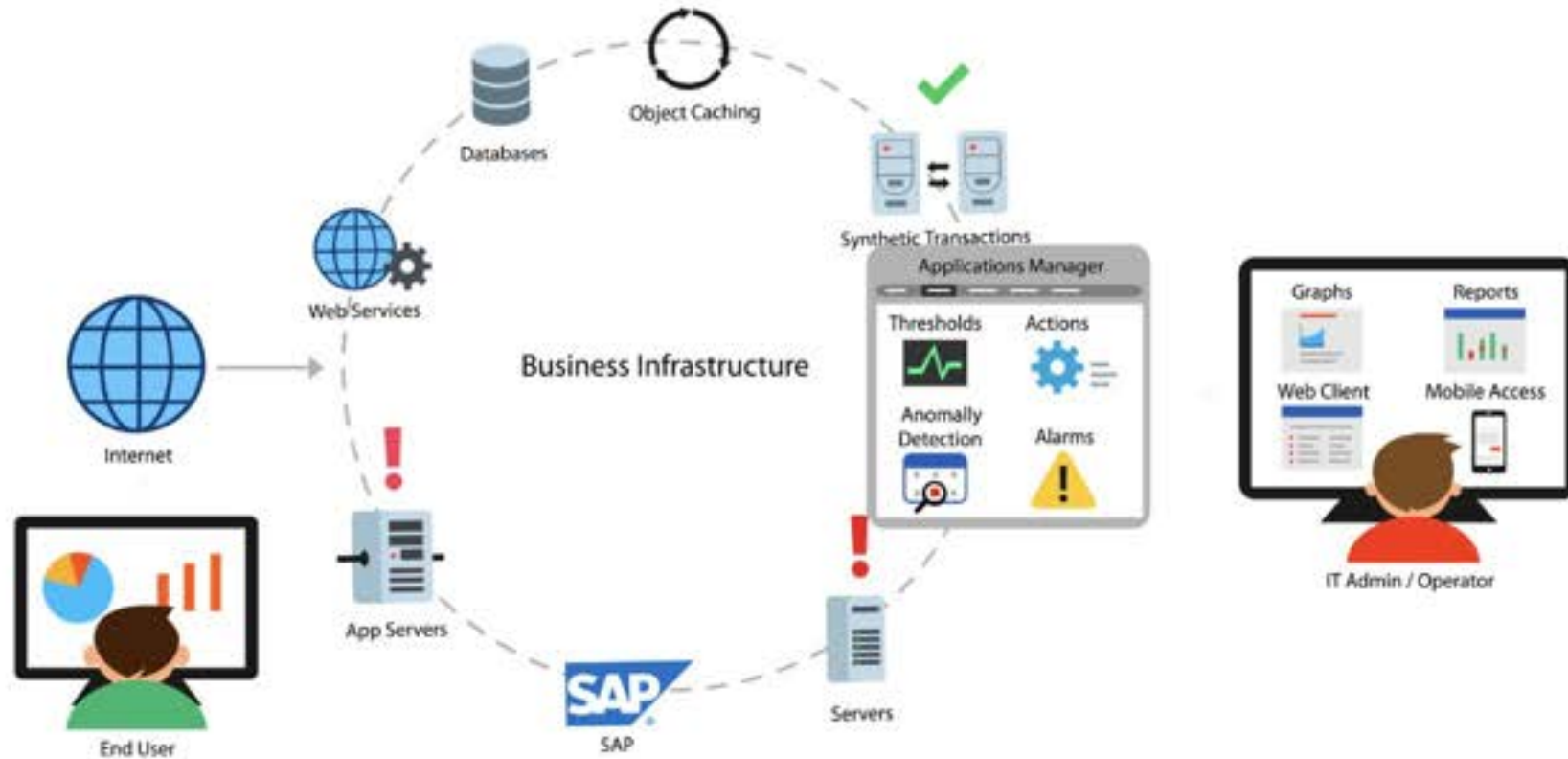


ManageEngine

Applications Manager

Full-stack application performance monitoring & observability solution for DevOps, ITOps, and SREs.

Applications Manager



Applications + infrastructure + end user experience monitoring - all from a single console



Who uses Applications Manager

- IT Operations
- DevOps Engineers
- Site Reliability Engineers (SREs)
- Database administrators (DBAs)
- Production Support
- CloudOps
- Architects
- Anyone who is responsible for application performance








Applications Manager supports a diverse business infrastructure

Add New Monitor





Category View | Alphabetical View | Search...

- APM Insight
- Application Servers
- Cloud Apps
- Converged Infrastructure
- Custom Monitors
- Database Servers
- ERP
- EUM Monitors
- Mail Servers
- Middleware/Portal
- Servers
- Services
- Virtualization
- Web Server/Services

Application Performance Monitoring

 .NET	 .NET Core	 Java	 Node.js
 PHP Linux	 PHP Windows	 Ruby	

Application Servers

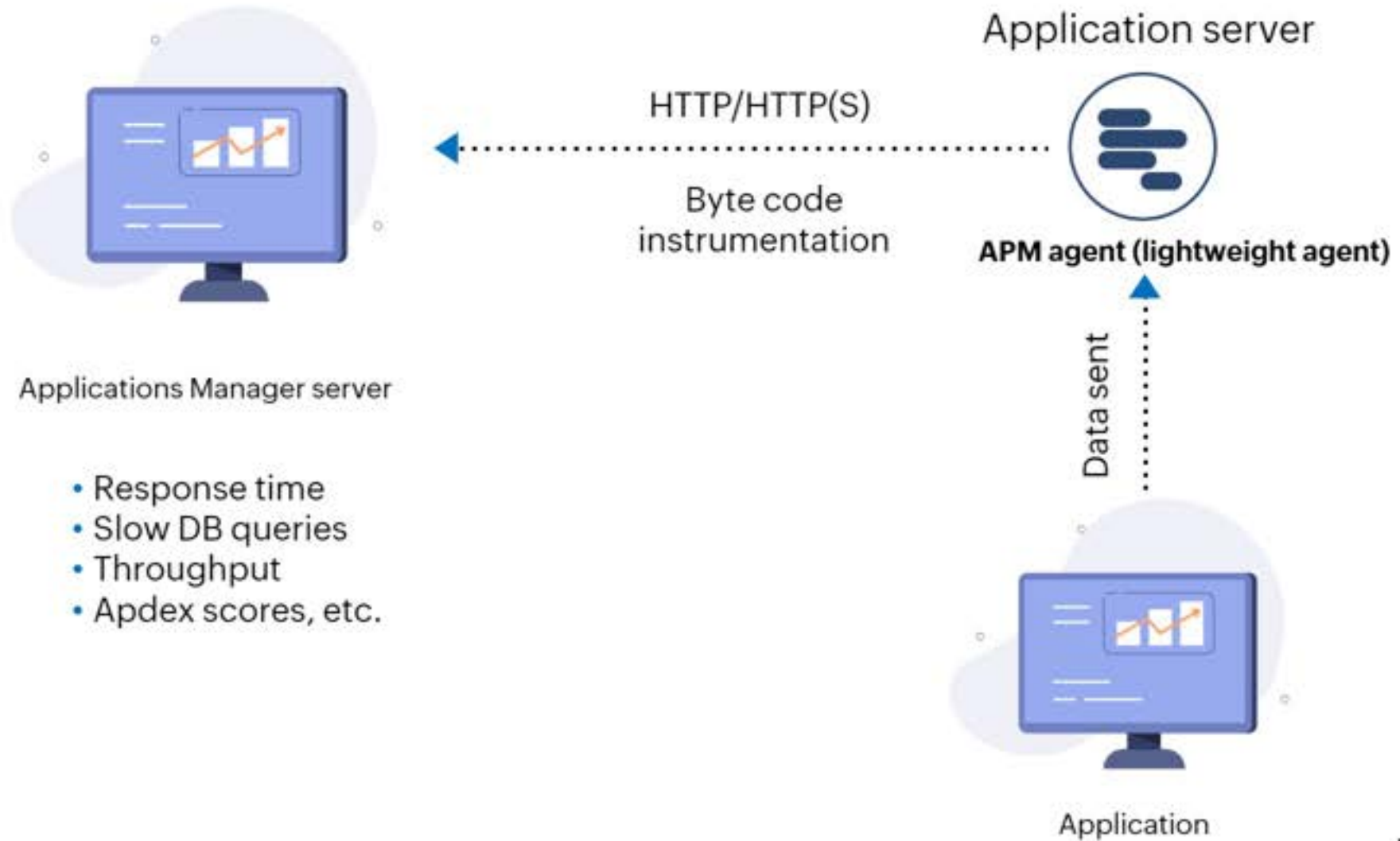
 Apache Geronimo Server	 GlassFish	 Java Runtime	 JBoss Server
---	--	---	---

Application Performance Monitoring

Find and fix performance issues across your entire application stack



Deep APM with byte-code instrumentation





Get complete insight
into



Transactions



Traces



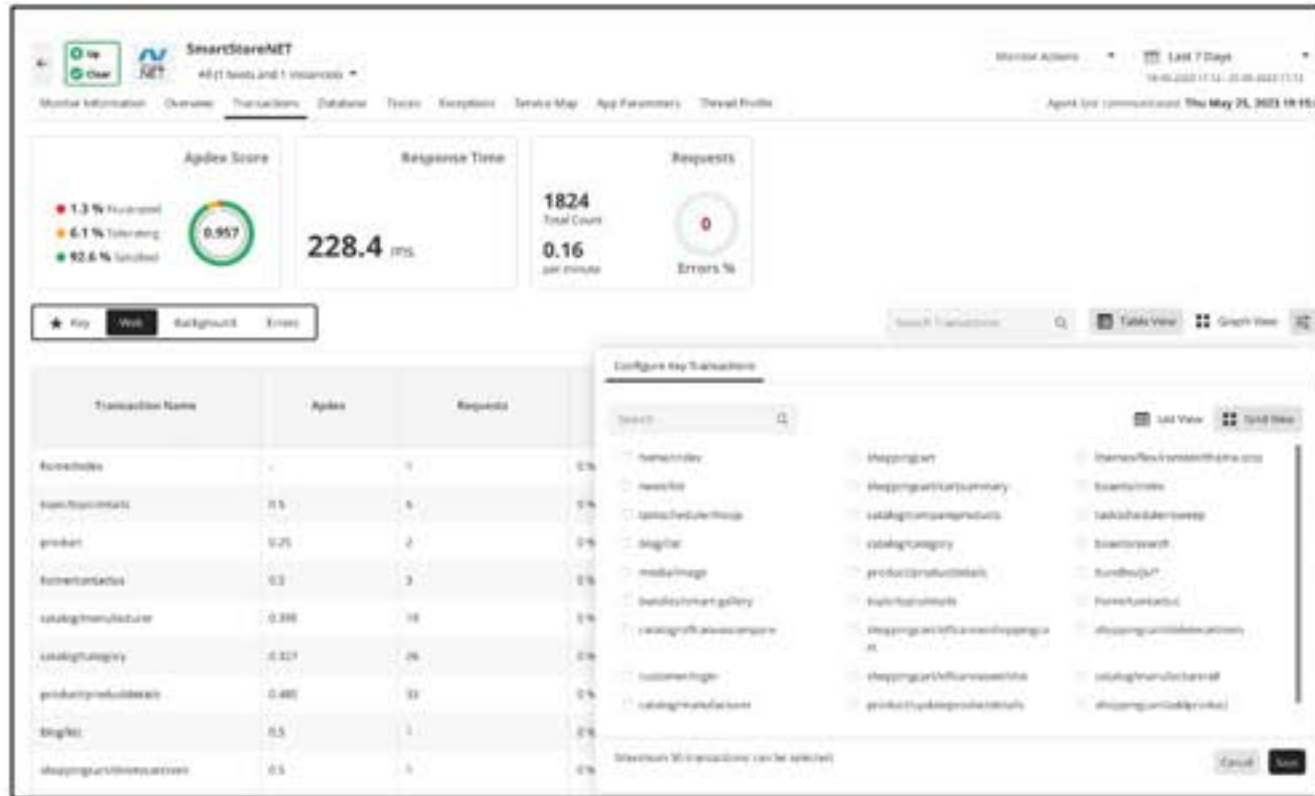
Database Calls



Exceptions/Errors

and works in dev, QA, and production environments.

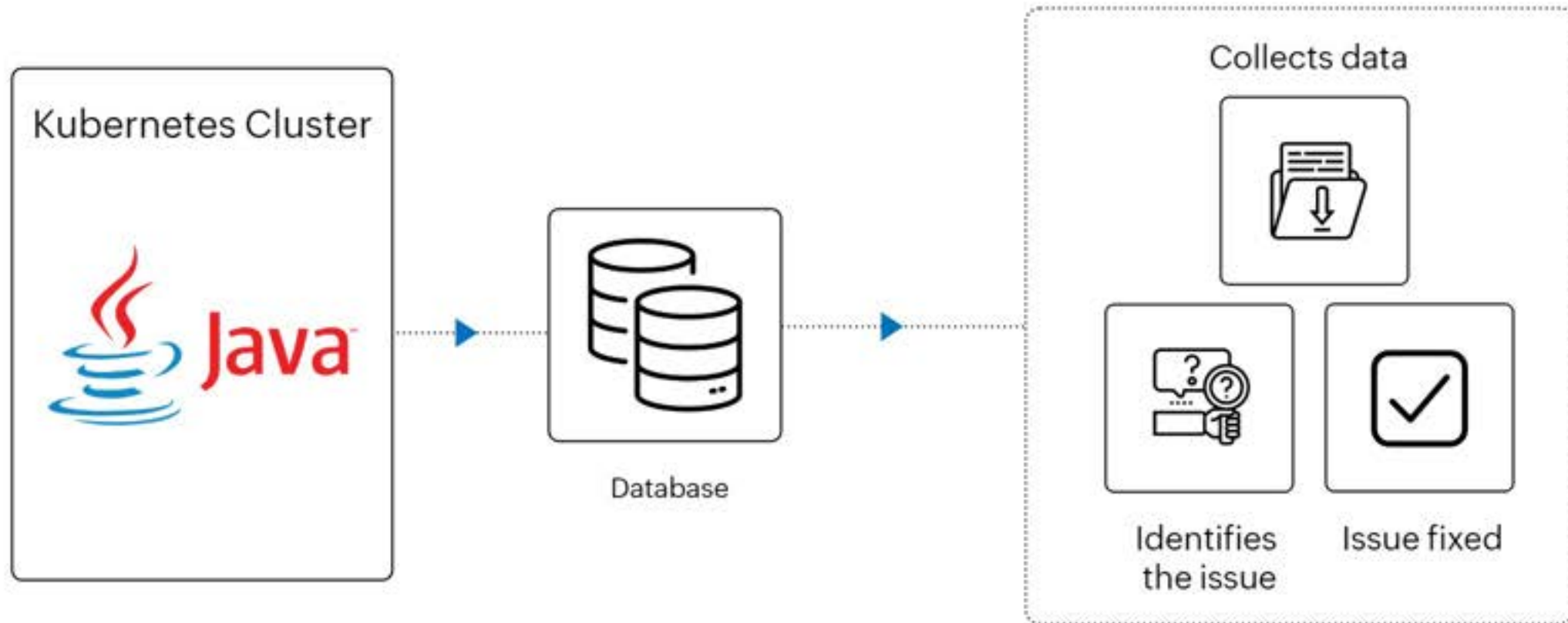
Refine business transactions



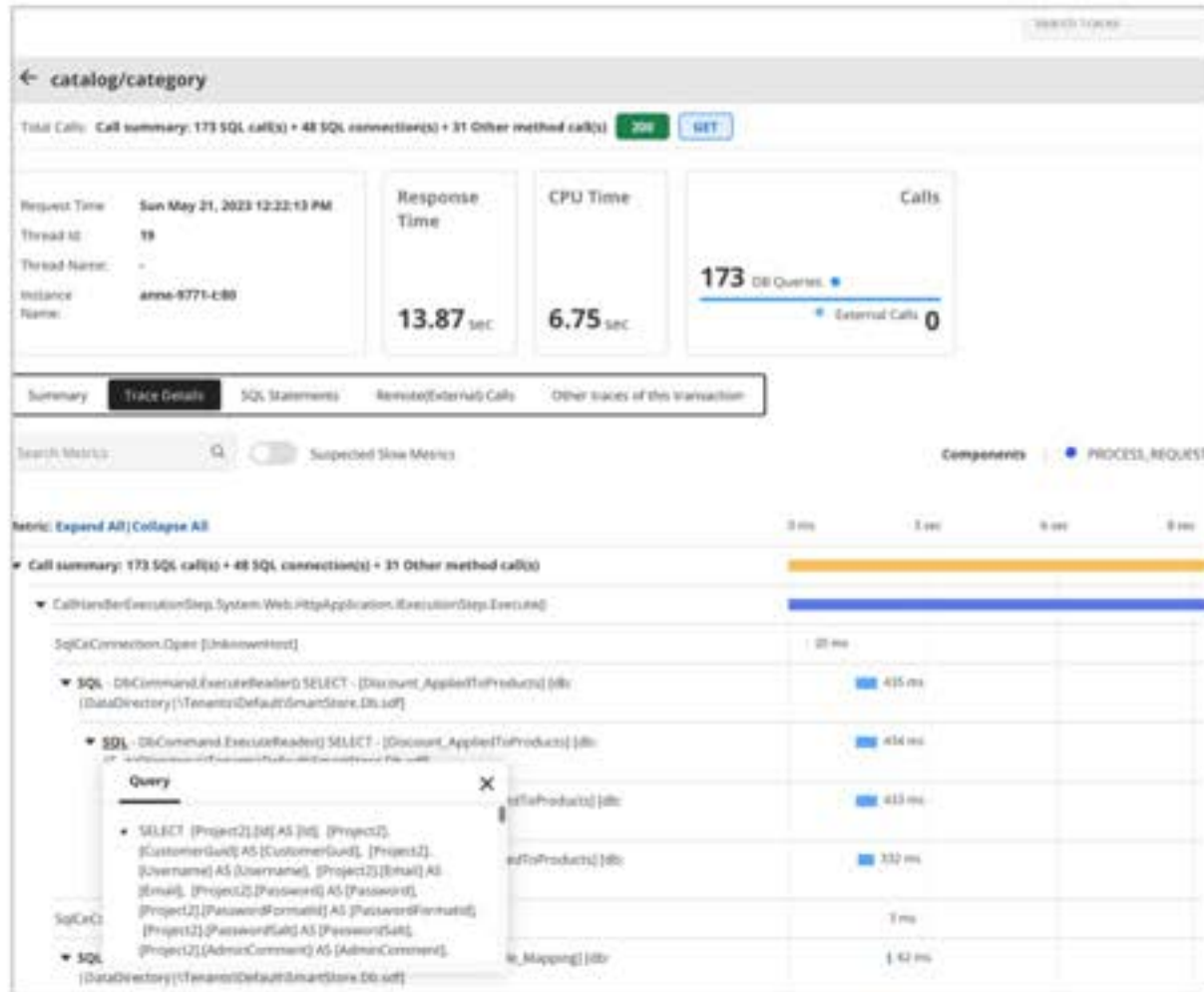
- Identify the key business operations in your application and measure their performance.
- Understand the customer experience.

Leverage distributed tracing

- Track transactions made from one application to another.
- Also called as cross-application tracing.
- Useful when application is built on microservices architecture.



Eliminate issues with problematic code

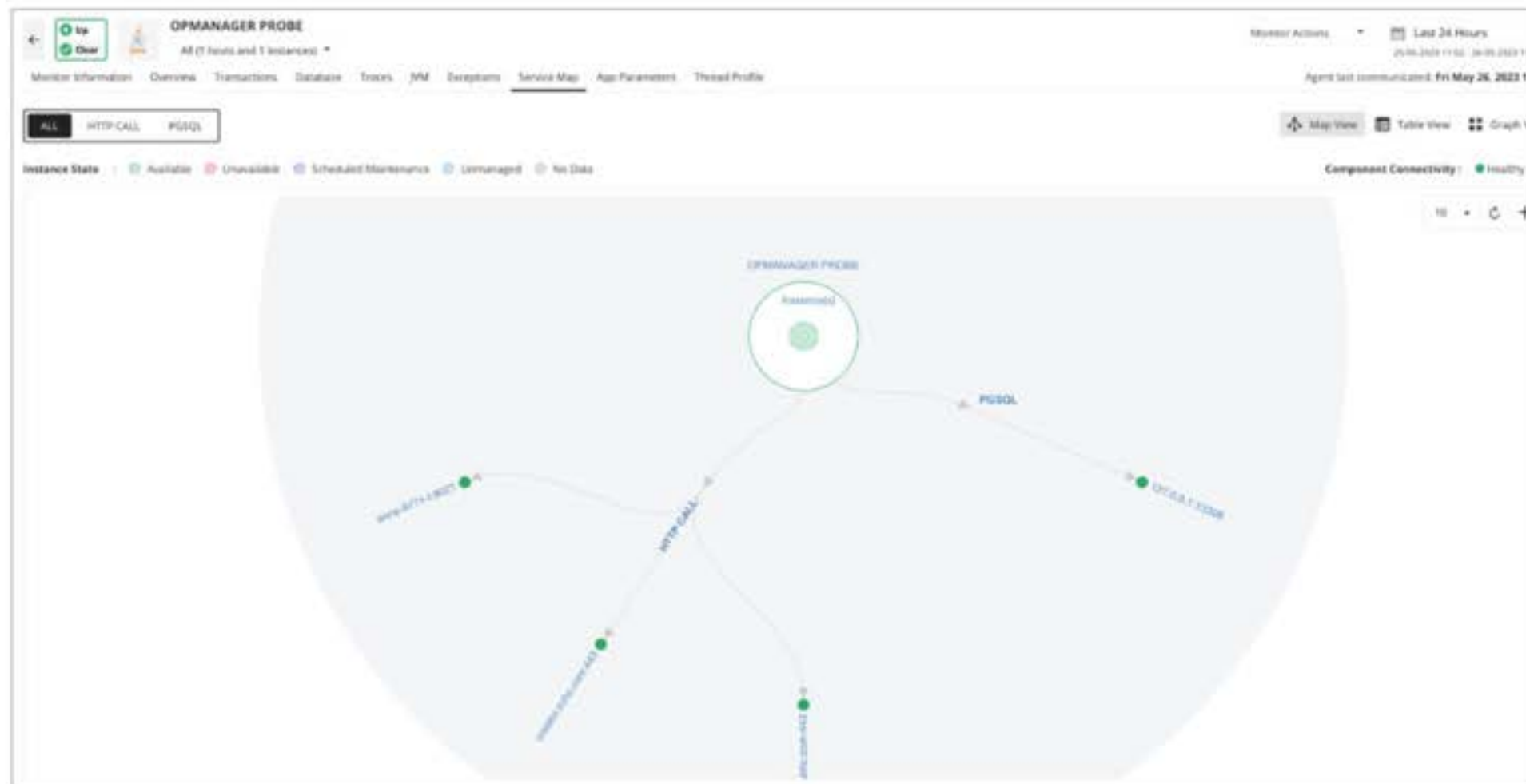


Stack trace:

When a Java application throws an exception during the execution of program, a stack trace gets logged with it.

Helps engineers figure out where the problem lies and resolve issues faster.

Automated service maps

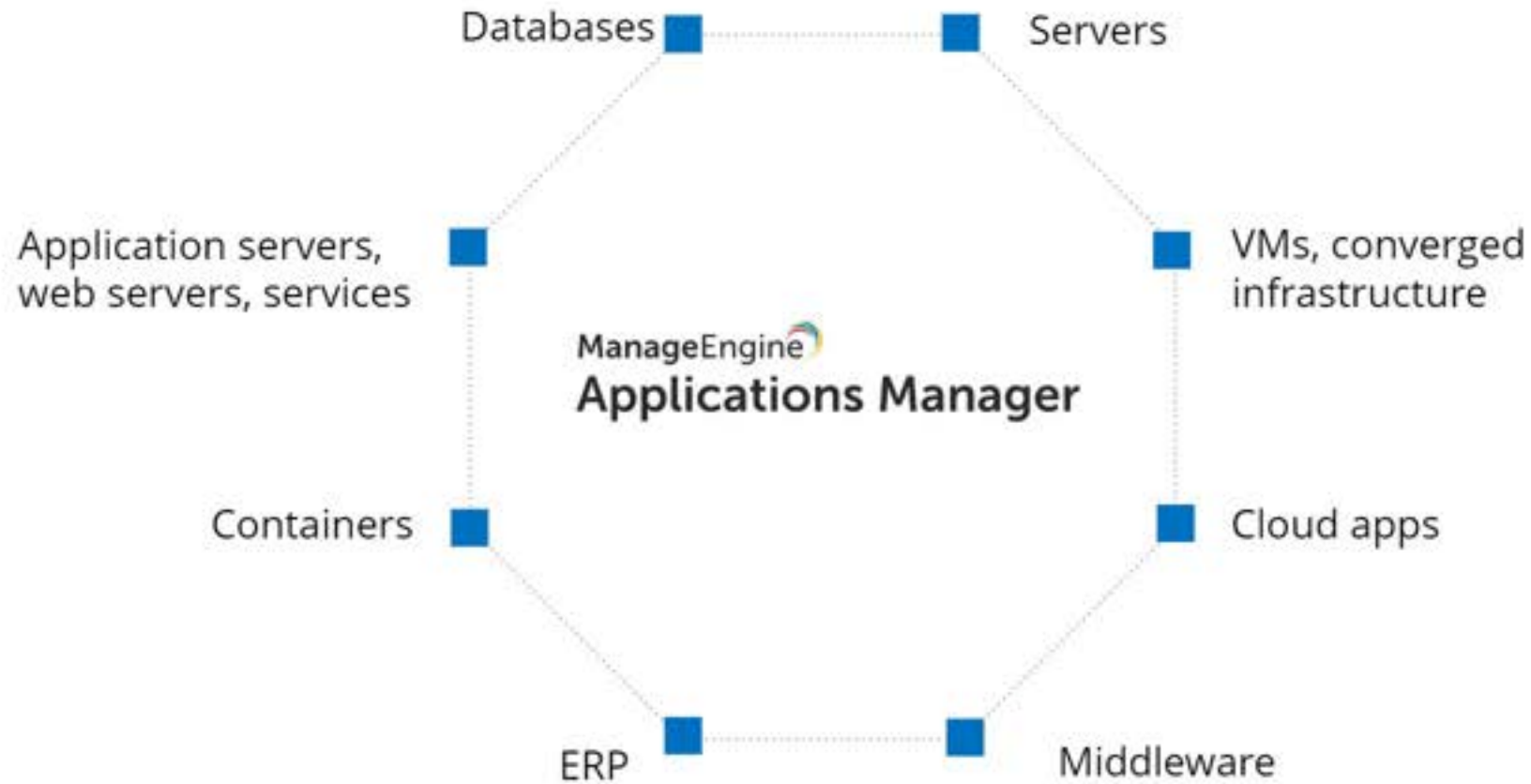


Infrastructure monitoring

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 tool.
- 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.

Hybrid cloud monitoring

- Support for major cloud vendors like AWS, Azure, Google cloud, OpenStack, and Oracle Cloud.
- Migrate your workloads to the cloud with ease while keeping track of the performance of critical applications.
- Stay up to date on your cloud spending on AWS and Azure.

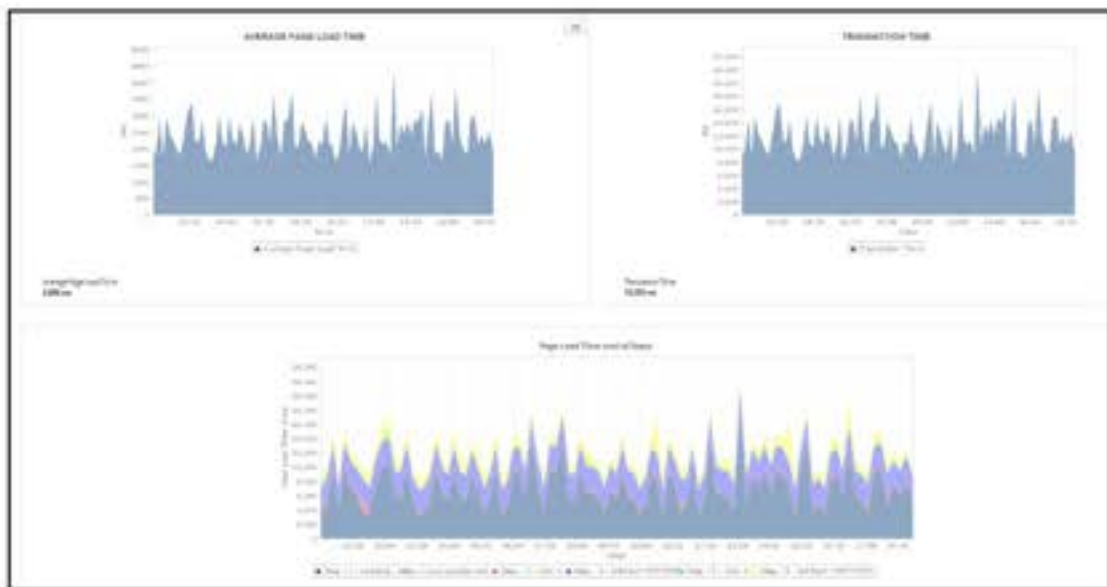


Digital Experience Monitoring

Deliver flawless end user experiences

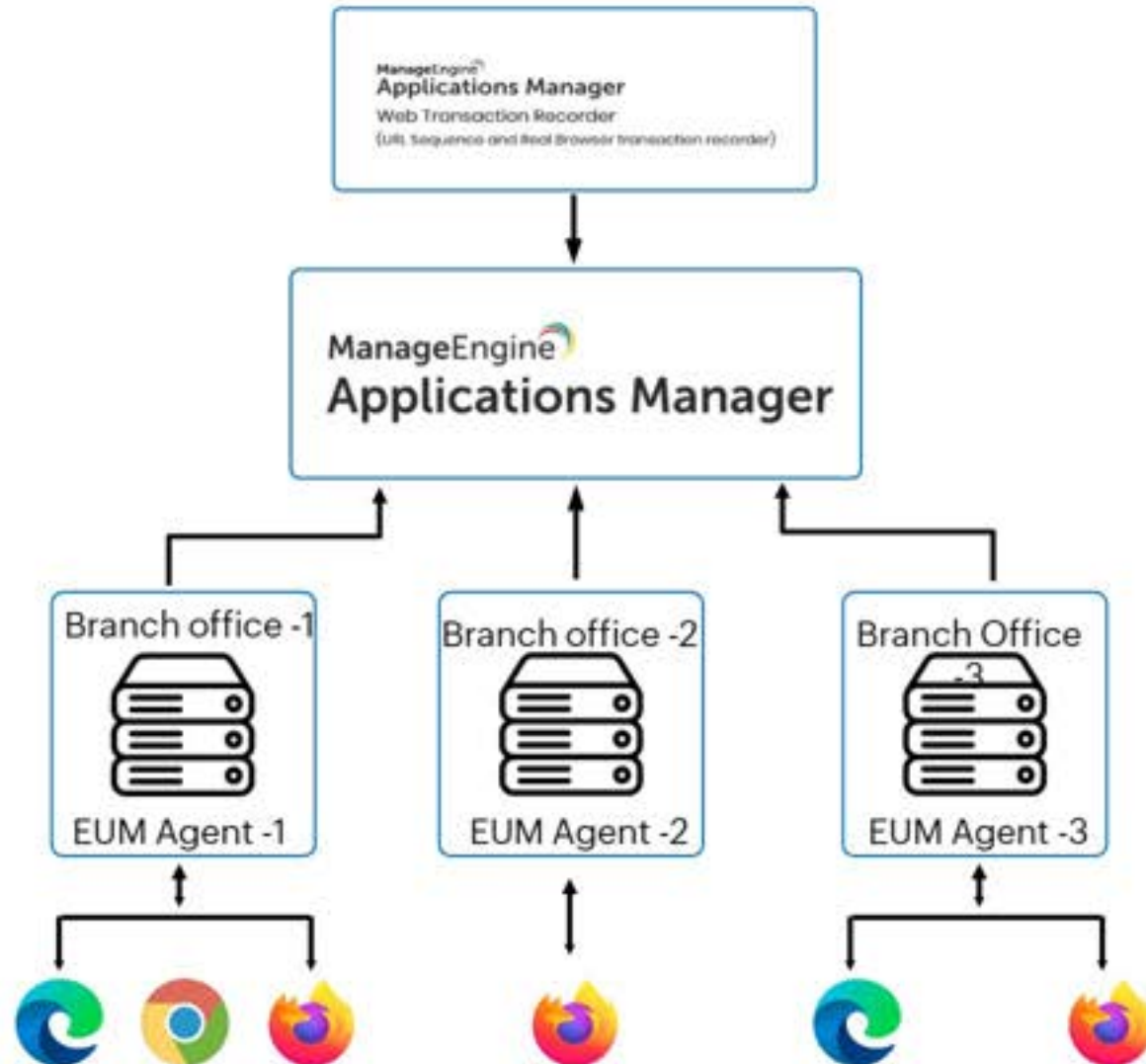


Real browser monitoring (Synthetic) with Applications Manager



- Simulate business-critical processes via selenium based scripting of tests.
- Run checks from real browsers such as Chrome or Firefox.
- Take screenshots for reference when there are errors.
- Test from multiple locations - enterprise branch offices or actual customer locations.

Real browser monitoring with Applications Manager

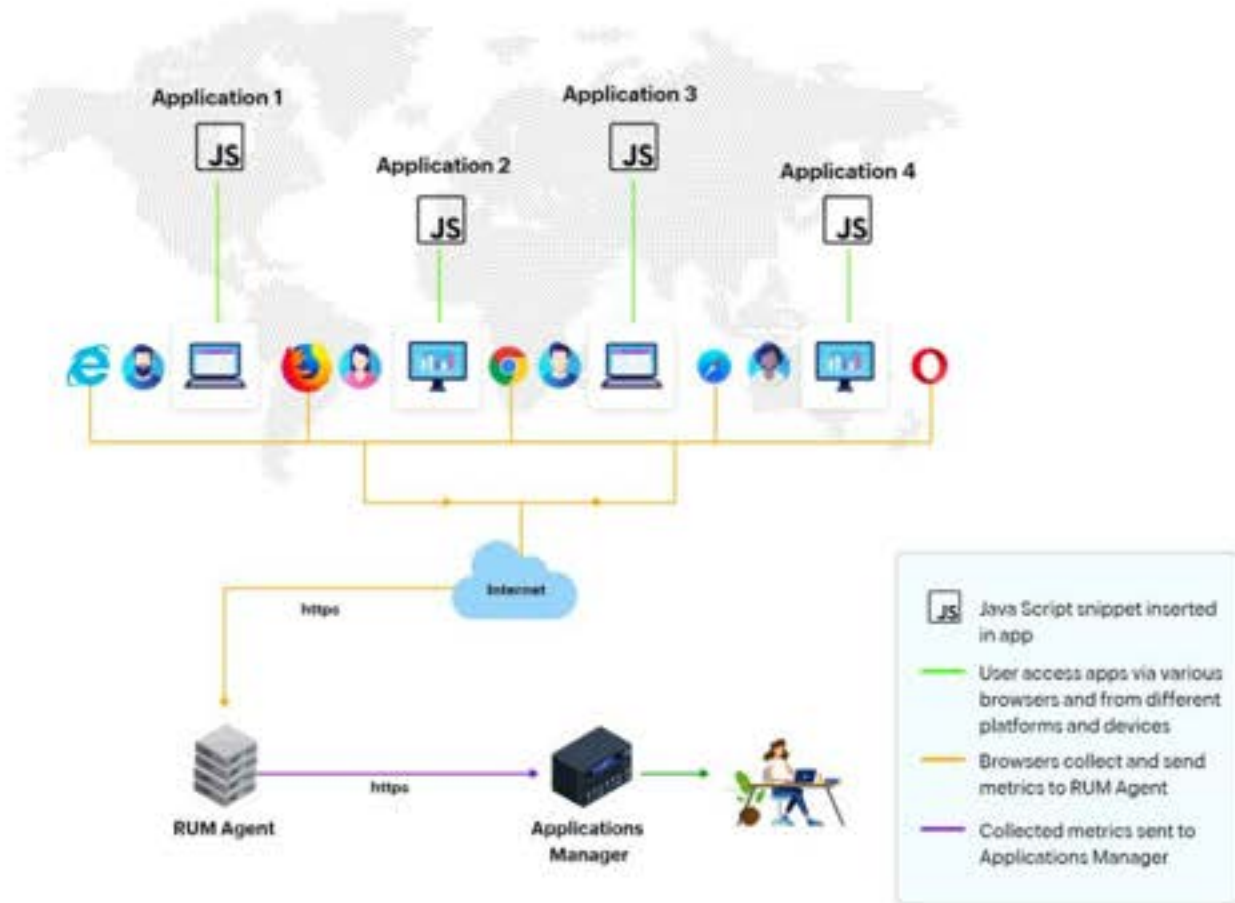


Real User Monitoring (RUM)



- Real User Monitoring is a type of End-User Experience monitoring that captures and analyzes each transaction by users of a website or application.
- Determine actual service quality and record all user interactions in a website.

How does RUM work?

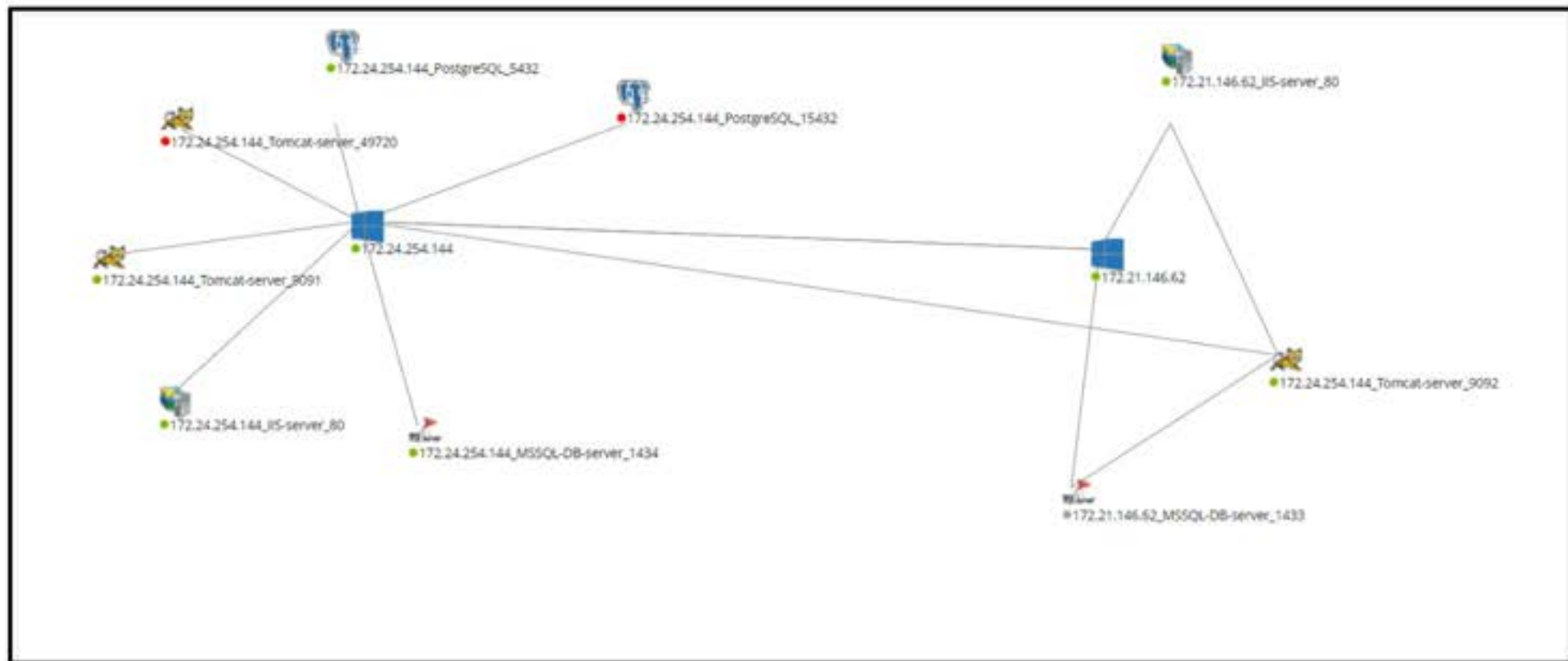


- Download and install RUM agent.
- Generate a small JavaScript snippet from the Applications Manager console.
- Insert it in the header or footer of the HTML code of the webpage you want to monitor.
- If you want to monitor a web application, insert the code in a common/index page of the web application that needs to be monitored.

Other features



Automatic discovery and dependency mapping



Business service management

New Monitor * New Monitor Group * Threshold Profile * Actions * Configure Alarms Configure Monitors Advanced Analytics AlarmsOne

E-mail Action(s)										
<input type="checkbox"/>	Name 1	Subject	Used By	Running Always	Edit	Execute				
<input type="checkbox"/>	Email with Custom Fields	Alarm from the Applications Manager	0	✓	/	▶				
<input type="checkbox"/>	Email with Attribute Value tag	Alarm from the Applications Manager	0	✓	/	▶				
<input type="checkbox"/>	Email Short Message tag	Alarm from the Applications Manager	0	✓	/	▶				
<input type="checkbox"/>	Email RCA Message tag	Alarm from the Applications Manager	0	✓	/	▶				
<input type="checkbox"/>	Email	Alarm from the Applications Manager	1	✓	/	▶				

SMS Action(s)										
<input type="checkbox"/>	Name 1	Message	Used By	Running Always	Edit	Execute				
<input type="checkbox"/>	SMS_Tag	This information has been generated by the Applications Manager \$CUSTOM_Filepath - \$CUSTOM_Available	0	✓	/	▶				

Execute Program Action(s)										
<input type="checkbox"/>	Name 1	Program	Directory to execute	Target Hosts	E-mail Action (for success)	E-mail Action (for failure)	Abort after (second(s))	Used By	Running Always	Execute
<input type="checkbox"/>	ExecuteProgram Action	CreateFile "\$CUSTOM_Filepath"	D:\Demo_16310\AppManager10\working\userUploads	localhost	Email	Email	10	0	✓	▶

SNMP Trap Action(s)										
<input type="checkbox"/>	Name 1	SNMP version	Destination Address	Destination Port	Used By	Running Always	Edit	Execute		
<input type="checkbox"/>	TrapAction	v1	localhost	162	0	✓	/	▶		

Real-time notifications

Configure Alarms [?](#) [Steps to configure](#)

- 1 Select Monitor**
Selected Source: AIX | AIX
- 2 Configure Health and Availability**
- 3 Associate thresholds for Attributes**

Attribute Name	Threshold ?	Actions	Anomaly ?
↳ Health	Associate	-	Associate
↳ Availability	Associate	-	Associate
↳ Blocked Process	Associate	-	Associate
↳ CPU Utilization (%)	Associate	-	Associate
↳ I/O Wait Time (%)	Associate	-	Associate
↳ Idle Time (%)	Associate	-	Associate

AI-powered root cause analysis

Monitors > WebLogic Server > Cis2Managed1_Weblogic

Monitor Information

Name: Cis2Managed1_Weblogic

Health: ● Health of Cis2Managed1_Weblogic (WEBLOGIC-server) is critical.
Root Cause :
1. Cis2Managed1_Weblogic (WEBLOGIC-server) is down

Type: WebLogic Server

Host Name: acm-2k12r2-ajp.cseaz.zohocorp.in (172.21.185.188)

Host OS: Unknown

Last Polled at: Mar 7, 2023 11:55 PM


Next Poll at: Mar 8, 2023 4:24 PM

[Alarm History](#)

[Custom Fields](#)

Today's Availability

100.00%



■ Downtime: 18 Hrs 25 Mins 12 Secs

Current Status: ● [Configure Alarms](#)

Dynamic baselining

Threshold Profile **Adaptive Profile** Anomaly Profile

Create New Threshold Profile For Numeric values

Threshold Name*

Based on* Baseline Values Custom Expression

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

Check to specify Baseline as %.

Critical Severity : Monitored value is > than the Threshold Limit 5 [More](#)

Show Advanced Options

Create Threshold Profile Reset Cancel

Automate corrective actions

2 Configure Health and Availability

Health ?

Actions

Action : An action is a task to be performed (usually to notify a user/manage a resource) when user-defined thresholds are violated.

Critical : Not Configured
Warning : Not Configured
Clear : Not Configured

Availability ?

Actions Dependent Device

Action : An action is a task to be performed (usually to notify a user/manage a resource) when user-defined thresholds are violated.

Down : Not Configured
Up : Not Configured

Select Action Type:

Create Action : Execute Program

Display Name*

Script Location Local Server Remote Server

Program To Execute* * Select the replaceable tags to add in Program To Execute field : [More Help](#)

Directory to execute Program*

Success notification

Failure notification

Abort After* second(s)

Execute Action based on Business Hours

Anomaly detection

Threshold Profile Adaptive 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

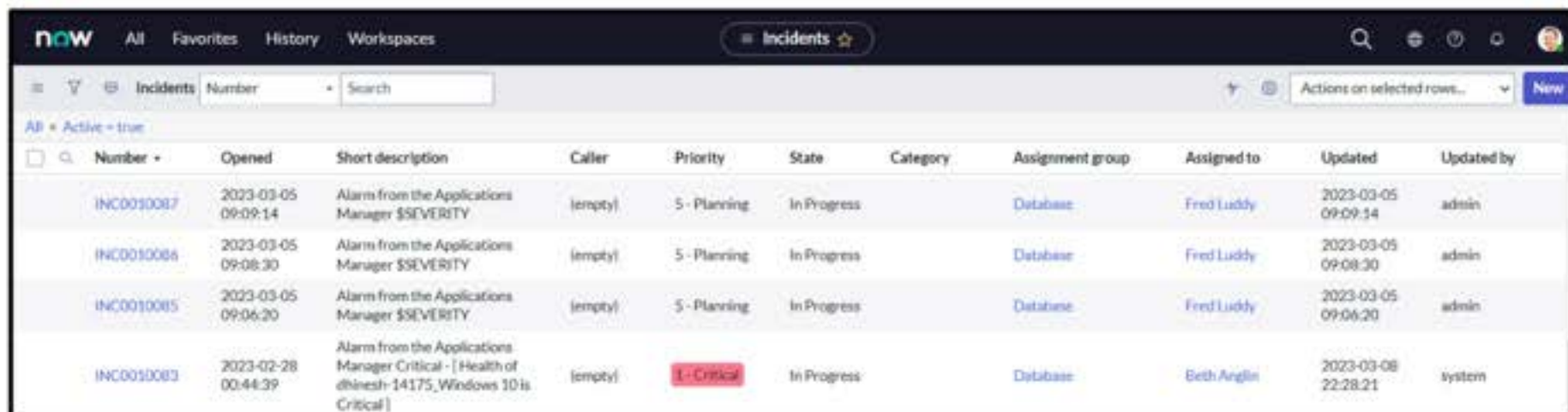
Anomaly When* Specify values as % of baseline

Upper Limit Crosses % Alarm

Lower Limit Crosses % Alarm

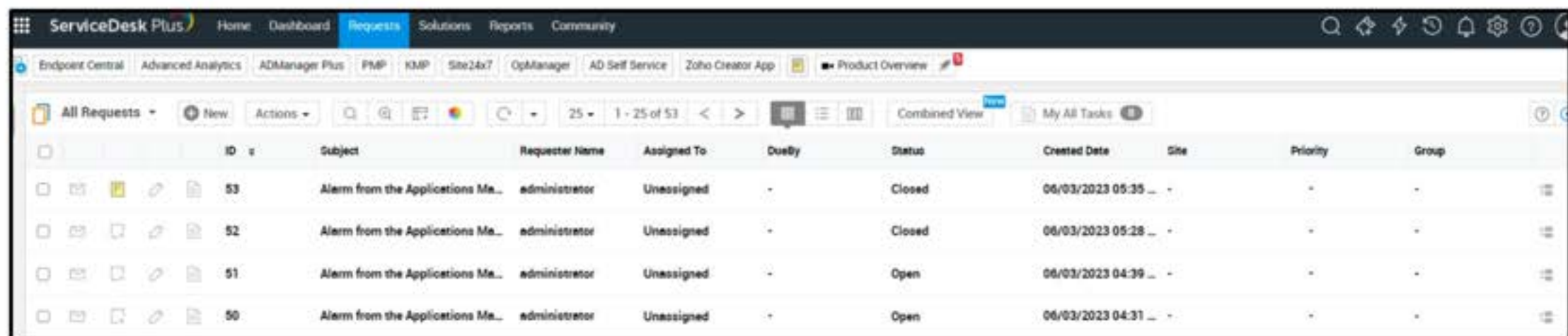
The generated Alarm will be cleared if the value falls in the baseline range (checked for every hour).

Log a ticket in ServiceNow/ServiceDesk Plus



The screenshot shows the ServiceNow 'Incidents' list. The interface includes a search bar, a filter for 'Active = true', and a table of incident records. The table columns are: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010087	2023-03-05 09:09:14	Alarm from the Applications Manager \$SEVERITY	(empty)	5 - Planning	In Progress	Database	Database	Fred Luddy	2023-03-05 09:09:14	admin
INC0010086	2023-03-05 09:08:30	Alarm from the Applications Manager \$SEVERITY	(empty)	5 - Planning	In Progress	Database	Database	Fred Luddy	2023-03-05 09:08:30	admin
INC0010085	2023-03-05 09:06:20	Alarm from the Applications Manager \$SEVERITY	(empty)	5 - Planning	In Progress	Database	Database	Fred Luddy	2023-03-05 09:06:20	admin
INC0010083	2023-02-28 00:44:39	Alarm from the Applications Manager Critical - [Health of dhinesh-14175_Windows 10 is Critical]	(empty)	1 - Critical	In Progress	Database	Database	Beth Anglin	2023-03-08 22:28:21	system



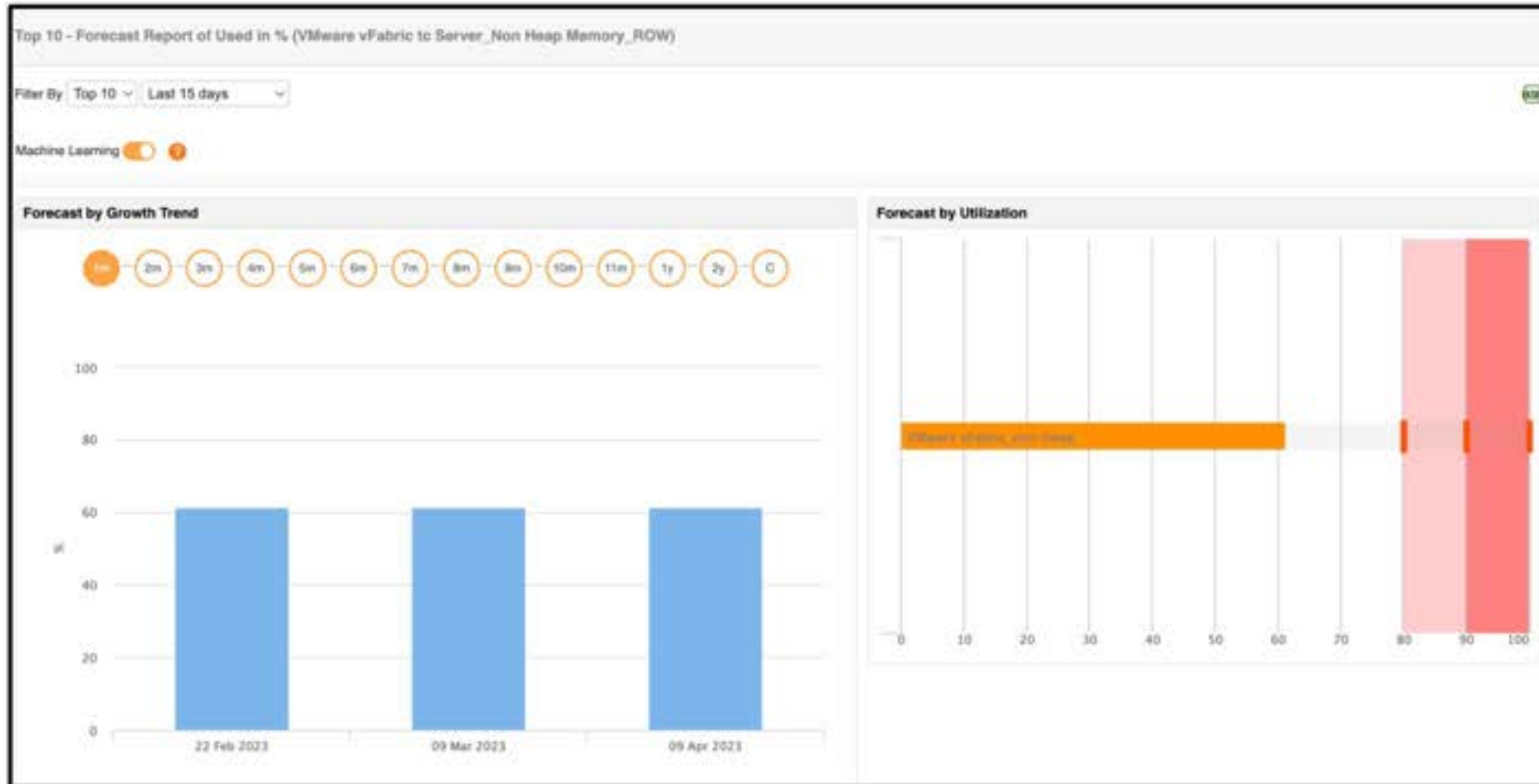
The screenshot shows the ServiceDesk Plus 'Requests' list. The interface includes a search bar, a filter for 'All Requests', and a table of request records. The table columns are: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, Site, Priority, and Group.

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	Priority	Group
53	Alarm from the Applications Me...	administr@r	Unassigned	-	Closed	06/03/2023 05:35 ...	-	-	-
52	Alarm from the Applications Me...	administr@r	Unassigned	-	Closed	06/03/2023 05:28 ...	-	-	-
51	Alarm from the Applications Me...	administr@r	Unassigned	-	Open	06/03/2023 04:39 ...	-	-	-
50	Alarm from the Applications Me...	administr@r	Unassigned	-	Open	06/03/2023 04:31 ...	-	-	-

Trend analysis reports



ML-powered forecast reports



Capacity planning reports

Disk Partition Report

Filter By **Top 10** **This Week**

Monitor Name: Linux SSH | Generated at: Mar 9, 2023 5:11:44 PM | Period: This Week

Treat Disk as Oversized if the following condition is satisfied

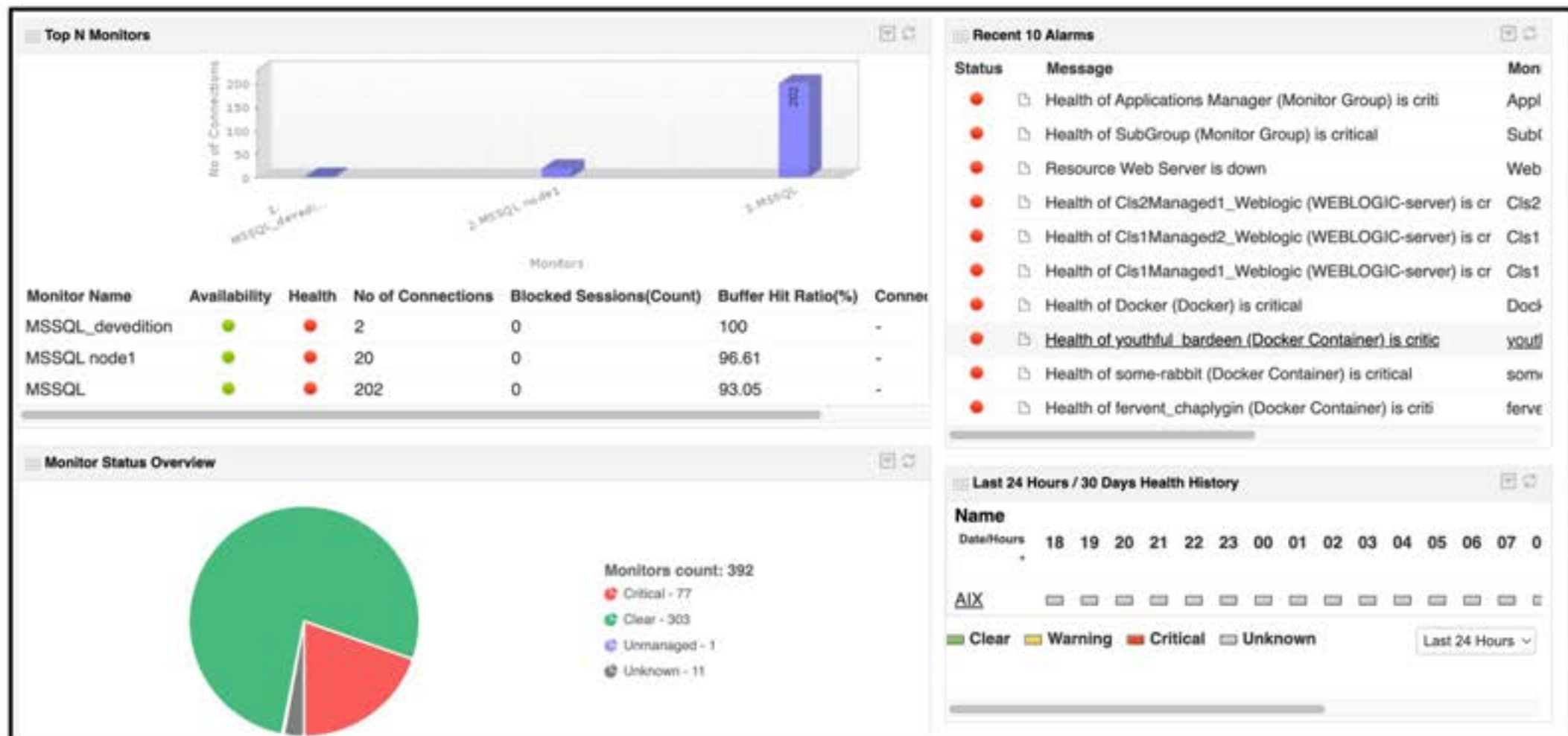
Disk Utilization <50.0%

Servers are Oversized if Percentage of Time > 50%

Capacity Planning For Individual Disks

Disk	Oversized	Disk Utilization
172.21.109.251:DiskUtilization-run/user	Yes	100% of Time Disk Utilization < 50.0 Total Disk Size 101 MB
172.21.109.251:DiskUtilization-run/lock	Yes	100% of Time Disk Utilization < 50.0 Total Disk Size 5 MB
172.21.109.251:DiskUtilization-itev	Yes	100% of Time Disk Utilization < 50.0 Total Disk Size 3,981 MB
172.21.109.251:DiskUtilization-ibome	Yes	100% of Time Disk Utilization < 50.0 Total Disk Size 226,666 MB

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 - scales up to 10,000 applications or more based on load

What our customers say



We have been using ManageEngine Applications Manager for over three years now, and the product has been efficient and effective enough to handle our evolving and dynamic demands.

- Jesus Venegas, Server Administrator,
Samsung SDS.



With Applications Manager, we are able to gain visibility across our entire IT stack and pinpoint issues effectively. This has reduced the number of customer complaints we receive significantly.

- Meshal Ahmed Alsaiari, IT operations
specialist, GACA



Recognized by Industry analysts



Featured in the 2023
Gartner Magic Quadrant for
Application Performance
Monitoring Suites



Gartner Peer Insights
Customers' Choice 2022 for
'Voice of Customer' :
Application Performance
Monitoring



Enterprise IT World CIO
Select Awards 2022 for Best
Application Performance
Monitoring Brand



Software Reviews Champion
2023 for **Application**
Performance Management -
Enterprise

Our customers



HITACHI



Thank you

ManageEngine

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