Introduction

ManageEngine IT360 is a full-fledged Enterprise level Integrated IT Management solution for multi-site, time-sensitive and mission-critical business critical services. It comes with an integrated design that includes network, application & server performance management for enterprises, providing you with in-depth visibility into your business IT infrastructure. ManageEngine IT360 covers a wide range of services such as application performance management, in-depth monitoring performance and availability of network devices, bandwidth utilization and storage management that provide you with real-time network behavior and its impact on your business services. Its ITIL based service desk offers best practices to make sure that your IT Service has high uptime.

This document covers the various applications, servers, network devices, storage devices and the various ITIL processes, supported by ManageEngine IT360, along with the system requirements required to run ManageEngine IT360 efficiently.

IT360 Architecture and Market

- Standalone architecture for Enterprises
- Distributed architecture for MSPs and Large Enterprises
- Agentless

Business Features

- Business Services Grouping
- High availability configuration
- · Reporting and Dashboard
- Role based access
- Distributed architecture for scalability
- Customer Site segmentation for MSPs
- Storage management
- Enterprise Search
- SLA for MSPs

Network Devices

- Routers
- Switches
- Firewalls
- Load Balancer
- WAN Accelerator
- Wireless
- UPS
- Printers

Web Server / Services

- Apache Server
- IIS Server
- PHP
- Real Browser Monitor (RBM)
- SSL Certificate monitoring
- HTTP(s) URLs
- HTTP(s)-URL Sequence
- Web Server
- Web Services



Applications

- JBoss 3.2.x, 4.0.x, 4.2.2 GA
- Tomcat 3.x, 4.x, 5.x and above
- VMware vFabric tc Servers
- WebLogic 6.1, 7.x, 8.x, 9.x, 10.x (11g), 12c
- Glassfish Server
- Java Runtime
- Sliverstream
- WebLogic Integration 8.x
- WebSphere 5.x, 6.x
- Oracle 10g
- J2EE Web Transactions

Databases

- Cassandra
- Oracle 8.x, 9i, and 10g
- PostgreSQL
- Sybase
- MySQL 3.23.x, 4.x, 5.x
- Microsoft SQL Server 2000, 2005
- IBM DB2
- Memcached server
- MongoDB

Enterprise Resource Planning

- SAP
- SAP CCMS
- Oracle E-Business Suite

Custom Applications

- Custom MBean in WebSphere,
 WebLogic JBoss or any JMX-enabled
 Server
- Custom applications that consists of JMX MBean and SNMP OID data sources

Middleware / Portal Monitoring

- Microsoft Message Queue [MSMQ]
- IBM Websphere MQ
- RabbitMQ Server
- MS Office Sharepoint server
- Weblogic Integration Monitor

Custom Monitoring

- JMX / SNMP Dashboard
- File Directory Monitor
- Windows Performance Counters
- Script Monitors
- Database Query Monitor



Servers

- Windows 2000, NT, XP, Vista, 2003, 2008
- Linux
- Sun Solaris
- IBM AIX
- IBM AS400 / iSeries
- HP-Unix / Tru64 Unix
- FreeBSD
- Mac OS
- Novell

Web Server / Services Monitoring

- Apache Server
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Mail Server

- Exchange Server
- Mail Server

Virtual Monitoring

- Hyper-V Server
- VCenter
- VMware ESX/ESXi

Cloud Monitoring

- Amazon
- Windows Azure

Supported Protocols

- HTTP / HTTPS
- LDAP
- FTP/SFTP
- Telnet
- DNS
- SSH
- SOAP
- Windows
- Linux OS
- Scripts
- Ping
- SNMP

- TCP
- ICMP
- JMX (Java, JBoss,
 - WebLogic)
- RMI
- WMI
- DatabaseQuery / JDBC
- SAP / SAP
 - CCMS
- AS400



Supported Vendors

•	Cisco	•	Comtec
•	3Com		Systems
•	Adtran	•	Dell-Force10
•	Riverbed		Networks
•	Enterasys	•	D-Link
•	Extreme	•	Fortigate
	Networks	•	Hewlett-
•	Maipu		Packard
•	MikroTik	•	Hitachi
•	Brocade	•	Juniper
	(Foundry		Networks
	Networks)	•	NEC
•	Barracuda	•	NetGear
•	Huawei	•	Nortel
•	НЗС	•	Palo Alto
•	Ruijie	•	Sonicwall
•	Allied Telesis	•	Vyatta

Others

- Service Monitor
- Ping Monitor
- End User Management
- End User Monitoring from Remote locations
- APM Insight
- Anomaly Detection
- REST API
- World Map
- Windows Eventlog Monitoring
- Syslog monitoring
- Diagnostics
- Oracle JRockit JVM in Java Runtime Monitor

ManageEngine IT360 leverages on NetFlow®, sFlow®, cflowd®, J-Flow®, IPFIX®, NetStream® and Cisco NBAR® information exported from routing & switching devices to provide you in-depth visibility into the top talkers and applications on your network. The table below lists the **set of devices from various vendors and the type of flow** they export.

Vendor	Supported Flows	Device List
	Traditional NetFlow	ASR 1000, Cisco ISR G1 and ISR G2 models (800,
Cisco	(NetFlow v5)	1800, 1900, 2800, 2900, 3800, 3900), 1700,
Cisco		3660, Catalyst 4500, Catalyst 6500 with Sup 32
		and Sup 720, Cisco 7500, 7600, 10000, 12000,
		Cisco ASA (IOS version 8.2 onwards)
	Flexible NetFlow	ASR 1000, ASR 9000, Cisco ISR G1 and ISR G2
	(NetFlow v9)	models (800, 1800, 1900, 2800, 2900, 3800,
		3900), CRS-1, C3KX-SM-10G, Catalyst 4500 and
		4500X with Sup 7, Catalyst 6500 with SUP2T,
		XR12000 / 12000 Series Routers, Cisco 7200,
		7300, Nexus 1000V, Nexus 7000



		Nexus 3000 series(supports sFlow)
Adtran	NetFlow	NetVanta 3200, 3305, 4305, 5305, 1524, 1624, 3430, 3448, 3130, 340, and 344
AlaxalA Networks	sFlow	AX7800R , AX7800S , AX7700R , AX5400S Refer <u>AlaxalA Networks</u> website
Alcatel	sFlow	OmniSwitch 6850 , OmniSwitch 9000
Allied Telesis	sFlow	SwitchBlade 7800R series , SwitchBlade 7800S series , SwitchBlade 5400S series
Brocade (Formerly Foundry Networks)	NetFlow, sFlow	BigIron series, FastIron series, IronPoint series, NetIron series, SecureIron series, ServerIron series
Barracuda	IPFIX	Barracuda NG Firewall(firmware 5.2.3 and above)
Comtec Systems	sFlow	!-Rex 16Gi & 24Gi & 24Gi-Combo
Dell - Force 10 Networks	sFlow	PowerConnect 6200 series, PowerConnect 8200 series, <u>E series</u>
D-Link	sFlow	DGS-3600 series
Enterasys	NetFlow	Refer Enterasys website
Extreme Networks	NetFlow	Alpine 3800 series, BlackDiamond 6800 series, BlackDiamond 8800 series, BlackDiamond 10808, BlackDiamond 12804C, BlackDiamond 12804R, Summit X450 Series, Summit i series
Fortigate	sFlow	FortiSwitch series, FortiGate series
Huawei	NetStream	Refer Huawei website
НЗС	sflow	Refer H3C website



Ruijie	IPFIX	Refer Ruijie website
Hewlett-Packard	sFlow	ProCurve 2610 series, ProCurve 2800 series,
		ProCurve 2900 series, ProCurve 2910al series,
		ProCurve 3400cl series , ProCurve 3500yl series
		, ProCurve 4200vl series , ProCurve 5300xl
		series , ProCurve 5400zl series , ProCurve
		6200yl series , ProCurve 6400cl series ,
		ProCurve 6600 series, ProCurve 8212zl,
		ProCurve Wireless Edge Services xl Module,
		ProCurve Wireless Edge Services zl Module,
		ProCurve Access Point 530ProCurve 9300m
		series , ProCurve Routing Switch 9408sl
		(http://www.sflow.org/products/network.php)
Hitachi	sFlow	GR4000, GS4000, GS3000
Juniper Networks	NetFlow, J-Flow	Refer Juniper Networks website
Maipu	sFlow	S3300 Series, S3400 Series, S3900 Series
MikroTik	NetFlow	Refer <u>Website</u>
NetGear	sFlow	GSM7352S-200, GSM7328S-200
Nortel	IPFIX	5500 & 8600 Series
NEC	sFlow	IP8800/R400 series , IP8800/S400
		series , IP8800/S300 series
Palo Alto	NetFlow	Firmware version 4.1
Riverbed	NetFlow	Riverbed and NetFlow Analyzer Joint
		Solution <u>brief</u> [PDF] <u>Refer</u> Riverbed <u>website</u>
Sonicwall	NetFlow/IPFIX	SonicWall NSA E5500(SonicOS Enhanced
		5.6.4.0-36o and above)
Vyatta	sFlow	Vyatta 514, Vyatta 2500 series, <u>Vyatta Virtual</u>
		Router, Firewall, VPN



The following charts include information on the various vendors and devices supporting NetFlow version 5 or 7 or 9 data export. Use these charts to determine if your devices are compatible with ManageEngine IT360.

11.1CA, 11.1CC Cisco 7200 and 7500 series, RSP 7200 series 12.0 Cisco 1720, 2600, 3600, 4500, 4700, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series 12.0T, 12.0S Cisco 1720, 2600, 3600, 4500, 4700, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series, MGX8800RPM series, and BPx8600 series 12.0(3)T, 12.0(3)S Cisco 1720, 2600, 3600, 4500, 4700, AS5300, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series uBR 7200 and 7500 series RSM series, MGX8800RPM series, and BPx8650 series 12.0(4)T Cisco 1400, 1600, 1720, 2500, 2600, 3600, 4500, 4700, AS5300, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series, MGX8800RPM series, and BPx8650 series 12.0(4)XE Cisco 7100 series 12.0(6)S	Cisco IOS Software Release Version	Supported Cisco Hardware Platforms
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12.0(4)XE Cisco 7100 series		RSM series, MGX8800RPM series, and
		BPx8650 series
12.0(6)S Cisco 12000 series	12.0(4)XE	Cisco 7100 series
	12.0(6)S	Cisco 12000 series



Integrated Helpdesk

- IT Project Management
- iPhone App
- Self-Service Portal
- Knowledge Base
- Service Level Agreements
- Flash Reports
- Multi-site Support
- Custom Request Form
- Scheduler
- Help Desk Reports
- Automated Password Reset Tool
- Business Rules
- Help Desk Notifications
- Automatic Ticket Dispatch
- Help Desk API
- Email Commands
- Data Archiving
- Remote Control

Integrated Asset Management

- IT Asset & Inventory Management
- Asset scanning
- Asset discovery
- Software asset management
- Asset Tracking
- Software License tracking
- Inventory Catalog
- Purchase Order tracking
- Contract Management
- Inventory Reports



Integration with other tools

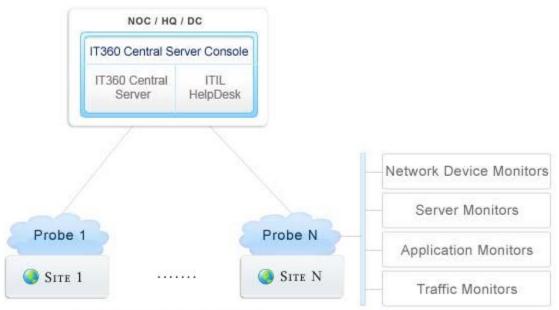
- Desktop Central
 Integration Tool
- Storage Management Tool
- Site24x7 Integration Tool
- OpUtils (IPAM & Switch Port Mapper) Plug-in

ITIL Ready

- Service Catalog
- Incident Management
- Problem Management
- Change Management
- Configuration
 Management Database
 (CMDB)

Distributed Architecture

In addition to a standalone model, IT360 also supports a Distributed Architecture, with a Central Server – Probe model where the Central Server is installed in your NOC/HQ/DC while the Probes are installed in multi-site instances. The Probes monitor the LANs and the Central Server fetches the data from the probe, periodically. The central Server has the capability to create LAN based views, Business views, and Dashboards along with an excellent reporting module.



IT360 Enterprise Edition Architecture

The Central Server can be installed in a remote location – a NOC / HQ / Data Center, while the probes would be installed in the LANs. The Central Server also has an integrated ITIL Help desk module for Incident Management, Problem Management, Change Management, CMDB, Asset Inventory Management, etc. The alert notifications from various probes reach the central server and get ticketed, as appropriate. Also, data from all the probes are viewable in the single central console.



The data related to monitoring and Help desk modules of the Central Server are viewable from a single GUI – the Central Server Console. Also, each probe installation has its own GUI that allows you to view its collected data.

The probes can be installed in various ways:

- o one probe per LAN
- o many probes per LAN
- o one probe per many LANs

In addition, you also have the option to install the probe[s] in your HQ / NOC / DC and monitor the LAN[s] remotely. The exact usage of the probes is dependent on scalability considerations and also on your specific needs. The Central Server and each of the probes require a database; Microsoft SQL Server is supported at the probes level and also at the Central Server level.

System Requirements

Before you traverse through the IT360 Scalability metrics, refer this <u>document</u> for the complete specifications on the System Requirements of IT360, edition-wise.

Product References

User Forums	http://forums.manageengine.com/ManageEngine-IT360	
Troubleshooting	http://www.manageengine.com/it360/help/meitms/troubleshoot.html	
Online Help	http://www.manageengine.com/it360/help/index.html	
Blogs	http://blogs.manageengine.com/it360	
Follow us on Twitter	http://www.twitter.com/it360	
Screenshot Tour	http://www.manageengine.com/it360/screenshots.html	
Support	http://www.manageengine.com/it360/support.html	

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