

ManageEngine Training



MSP Platform

ManageEngine OpManager MSP Training

- Course Objectives
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Course Objectives

This course aims at enabling you with the required skills to effectively monitor distributed customer networks as a service using OpManager MSP. At the end of this course you will be able to use OpManager MSP to:

- Discover and Monitor Remote network resources of your customers
- Provide integrated helpdesk and asset management
- Provide Patch management, Security and Vulnerability management

Who Should Attend

If you are an MSP, MSSP, VAR, a Network Administrator, System Administrator, or an Operator, and have deployed OpManager MSP for monitoring remote networks, this training helps you optimize the application's remote monitoring capabilities.

Course Agenda

- Understanding the business benefits
 - Monitoring Servers, Routers, Switches, Domain controllers, Firewalls across remote networks
 - Alerting when there is an impending potential failure of a network resource
 - Integrated help desk facilitating automatic trouble-ticketing
 - Inventory Management
 - Vulnerability Assessment
 - Patch Management
 - Reporting
 - Remote Control
- Architecture
 - Need for Distribution
 - Advantages of Agent-less Distributed Architecture
 - Central Server Architecture
 - Probe Architecture
 - Central and Probe Communication
- Installing and Configuring
 - Installing Central
 - Adding Customers

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- Adding Probes and Registering with Central
 - Concept of Shared Probes and Dedicated Probes
 - Installing Probe
 - Mail and SMS Server Configuration
 - Configuring Discovery
 - Monitoring Performance
 - System Resource Monitoring (SNMP, CLI, WMI)
 - Monitoring Traffic
 - Monitoring URLs
 - Monitoring Windows Services
 - TCP Services Monitoring
 - Vendor Specific Monitors
 - Applications Monitoring (Exchange, Active Directory, Lotus Domino, Oracle)
 - Alerting Faults
 - Events and Alarm Correlation
 - Different Types of Alerts
 - Working with Alarms
 - Notifying Alerts through Email, SMS etc
 - Alarm Escalation
 - HelpDesk Management
 - Customer case tracking
 - Self Service portal
 - Knowledge base
 - SLA Management
 - Account & Contact Management
 - Reporting
 - Inventory Management
 - Scan settings
 - Hardware and Software Assets
 - Security Management
 - Scan Settings
 - Vulnerability assessment
 - Windows Patch Management
 - Remote Control
 - Configuration
 - Types of viewers
 - Reporting
 - Monitoring Reports
 - Audit Reports
 - Security Report
 - Scheduled reports

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- User Management
 - Tools
 - Quick Configuration Wizard
 - Down Time scheduler
 - MIB Browser
 - Rebranding

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About ZOHO Corporation

ZOHO Corporation provides affordable software for management and provisioning of complex networks, systems and IT applications. With a broad product portfolio and an active customer base ranging from enterprises, equipment vendors and service providers, ZOHO Corp. has emerged as a very affordable and high-quality alternative to expensive software that is common in this industry. ZOHO Corp. is headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan. It has a well-trained partner base around the globe and thousands of customers world-wide.

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