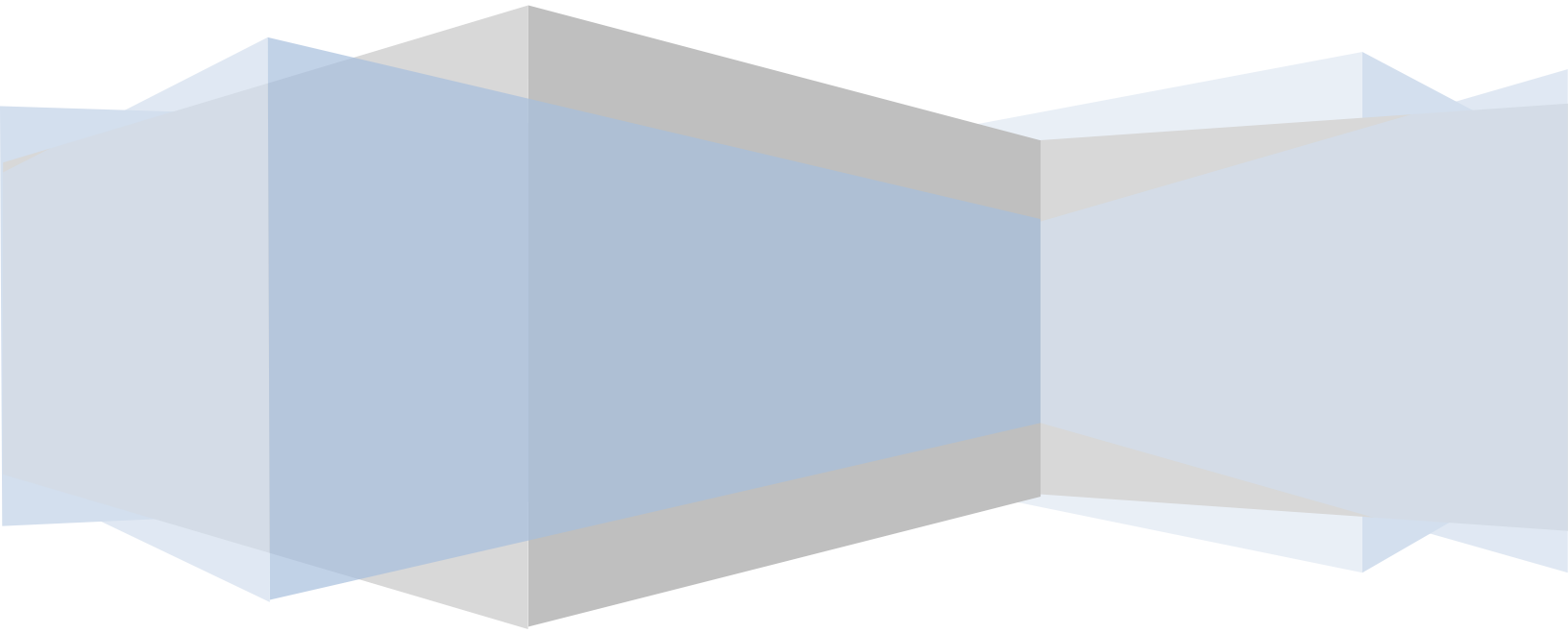
# ManageEngine IT360

## Getting Started Guide



# ManageEngine IT360 Getting Started Guide

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# 1. Introduction

Before proceeding with this guide, ensure that you have installed the latest version of ManageEngine IT360. If you are still in BETA, we strongly recommend you to uninstall BETA and re-install the latest version of IT360. Ensure that you meet the minimum system requirements before proceeding to install ManageEngine IT360.

Now that you have successfully installed ManageEngine IT360, now let us proceed on how to configure ManageEngine IT360 and learn how you can fully leverage its components to monitor your business critical IT resources. The following chapters will enable you to configure and start monitoring your IT infrastructure in no time.

**Note:** If you have trouble installing the product, consult our installation guide on how to install ManageEngine IT360.

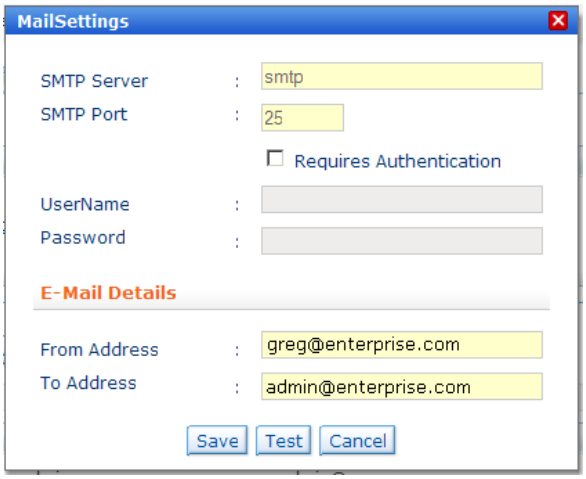
# 2. Pre-Requisites for ManageEngine IT360

Before we go ahead and start monitoring your business applications and servers, lets us make sure that you have covered pre-requisites for ManageEngine IT360. These pre-requisites enable you to monitor your business applications and network infrastructure.

- Configure your Mail Server
- Configure your Proxy Server
- Configure Users and Roles
- Configure Action for Thresholds
- Configure Global Alerts
- Configure Servicedesk

### *Configure Mail Server*

Configuring your mail server forms the first task in ManageEngine IT360. As soon as you login to the server, you will notice a yellow band on the top prompting you to configure your mail server. Click on **'Configure'** link which will allow you to enter the settings of your SMTP server, its port and if authentication is required then click on the check box **'Require Authentication'** and provide the correct username and password.

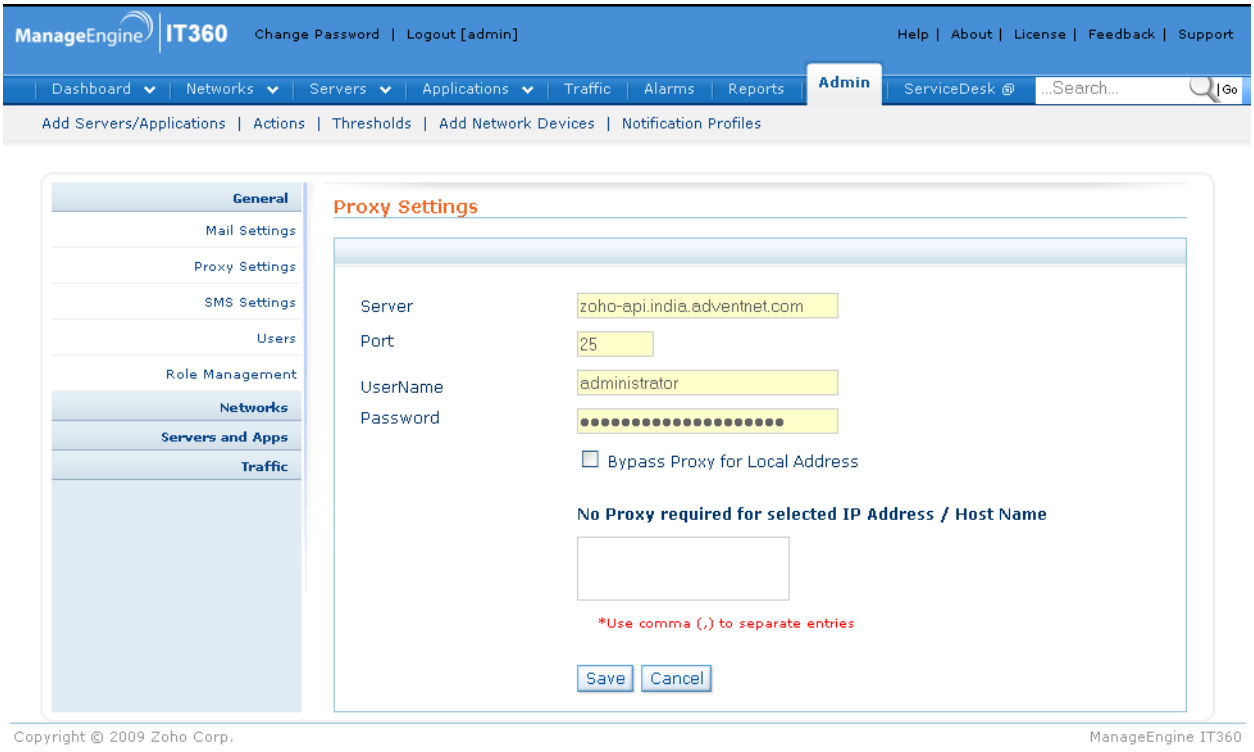



Next, provide the **'E-mail Details'**. The email provided here would be used for alerting and reporting about various business services configured in ManageEngine IT360.

**Note:** *The pre-requisite configuration of Mail Server, Proxy Server, User and Roles has to be done separately for Central Server and Probe Server respectively.*

## *Configure Proxy Server*

If the system is behind a proxy server, those settings need to be provided for ManageEngine IT360. This setting is important so as to ensure URL and URL sequence monitoring. Click on **'General'** settings under **'Admin'** tab. Click on **'Proxy Settings'**. Provide the server, port, username and password and then click on **'Save'** to save the settings.




## *Configure User and Roles*

ManageEngine IT360 creates, by default, eight users and 10 roles for the server. Each of these users and roles constitute different privileges. These roles are provided in order to facilitate ease of use at the beginning and each user and role should be properly configured with correct email ID.

These 8 users include:

- Admin, Guest, NWAdmin, NWOperator, Sysadmin, Sysoperator, ITAdmin and OperatorUser

| | |
|---|---|
| Admin | Admin has the highest privileges in ManageEngine IT360. This account will be able to add, edit, and delete users and roles. In addition, a user can login as Admin and perform various tasks ranging from discovering new IT resources to monitor to assigning tasks to various technicians. |
| Guest | As the username implies, the user will be able to only view various business services and will not be able to execute any action. |
| NWAdmin | NWAdmin or Network Admin allows access only to add, edit and delete network devices for monitoring. This user login is provided to troubleshoot any performance related issues to network and its devices. The user will also have admin privileges for bandwidth monitoring as well. |
| NWOperator | NWOperator or Network Operator allows user to restricted access to various network devices added. The user will not have admin privileges vis-à-vis NWAdmin. |
| Sysadmin | Sysadmin or System Admin is similar to Admin user. However, critical difference is that with Sysadmin you will be able to add, edit and delete various servers and application servers with your IT infrastructure. He/She will also have access to NWAdmin operations; however he/she will have no access to bandwidth monitoring. |
| Sysoperator | Sysoperator or System Operator will have restricted view of various IT resources monitored through ManageEngine IT360. He/she will have no admin privileges to server or network operations. |
| ITAdmin | ITAdmin or IT Administrator is similar to Admin. He/she will have entire access to various IT resources. The user will also have the ability to add, edit and delete these resources and assign issues to appropriate support staff. |
| OperatorUser | Being OperatorUser, the user can only those business services, applications, servers, networks or traffic for which he/she has been assigned to. In addition, the user does not have admin privileges |

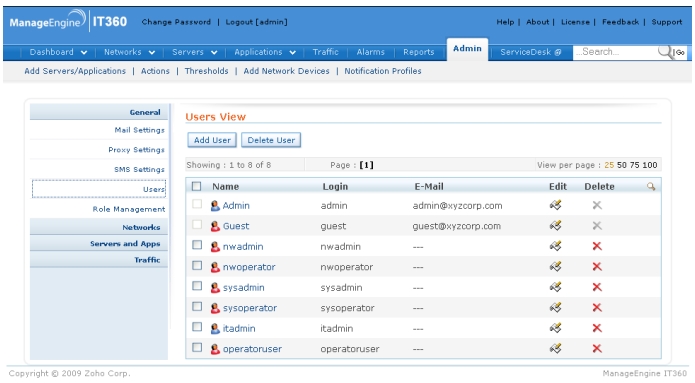
| | |
|---|---|
| | and hence can only be used for viewing various business services or IT resources assigned to them. |

And the 10 roles include:

- User Administrator, Network Administrator, Network Operator, System Administrator, System Operator, IT Administrator, Read Only Access, Operator Only, Servicedesk Technician, Servicedesk Requestor

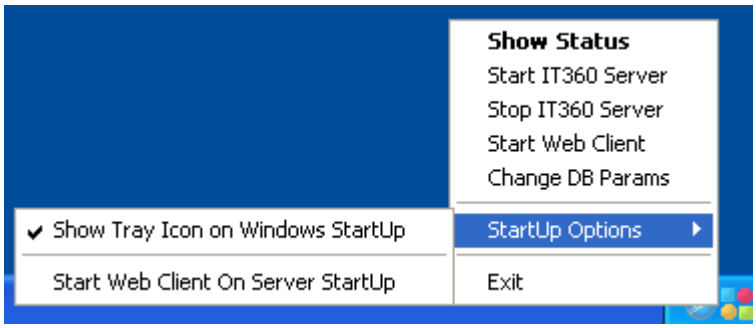
| | |
|---|---|
| Read Only Access | Once a particular user has this setting, then the user will be able to only view the IT resources configured inside ManageEngine IT360. He/she will not be able to edit any values pertaining to the IT resource. |
| Operator Only | Operator Only, as the name implies, will allow user to only view IT resources configured |

You can either retain the list of users and roles automatically generated by ManageEngine IT360 or delete the above mentioned users and edit them as per your requirements. However, kindly ensure that you have configured the correct email address for **Admin/Sysadmin** user settings. To do that, click on **'General settings'** under **'Admin'** tab and click on **'Users'**. Click on the **'Edit'** button across the Admin user and provide the correct email address. You can also create or delete the rest of users/roles, depending on the requirement.



# 3. Starting and Shutting down ManageEngine IT360

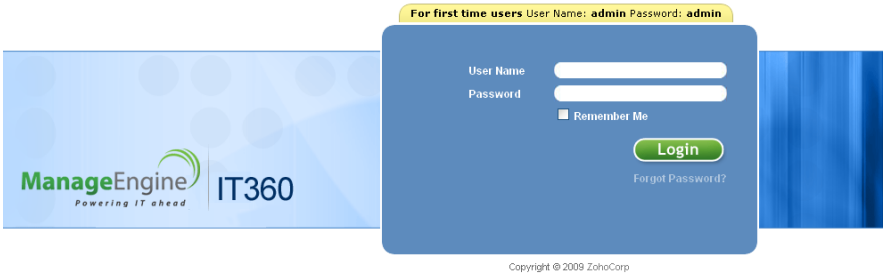
During installation, ManageEngine IT360 is installed as Windows service. You can then start ManageEngine IT360 server by right-clicking on the system tray icon and selecting on the various options provided.




From these **'Startup Options',** you can select **"Show Tray Icon on Windows StartUp"** and or **"Start Web Client On Server StartUp"**. Once the first option is selected, ManageEngine IT360 icon loads automatically into your system tray after Windows reboots. By selecting the second option, ManageEngine IT360 server will open web client as soon as it starts. In case, you did not select the second option, then you can manually open the web client by typing the following address in your browser:

***http://localhost:8080/*** or ***http://<system-name>:8080/***

Once the server starts, you will notice that the system tray icon starts blinking and the web console opens up in your default browser.



# 4. Discovering Business IT Resources (Applications, Servers and Network Devices)

Once the preliminary settings and pre-requisites are provided, you can now go ahead and start adding your business critical IT resources into ManageEngine IT360. First you need to discover your network devices and servers running your IT infrastructure. Once this is done, you can then move on discovering or adding individual applications, application servers, databases, web servers and services. And then finally you can then configure your routers and switches to ensure monitoring of your bandwidth utilization.

- Login to ManageEngine IT360 using appropriate administrator privileges, so as to add and edit IT resources which are critical to your business.
- Go to **'Admin'** tab and click on **'Networks'** tab.
- Click on **'Credentials'** setting. Since ManageEngine IT360 accesses these remote devices using the protocols SNMP, CLI, or WMI, these credentials like the password/SNMP community, port etc, may differ from device to device. Pre-configuring these set of credentials allows you to apply them to multiple set of devices simultaneously, saving a lot of manual effort.
- You will find that ManageEngine has a pre-configured credential setting called **'Public'** which you can use.
- Now you can either discover network devices by specifying a range or the entire network. This also saves you a lot of manual effort. ManageEngine IT360 uses ICMP/NMAP to discover devices on network and configure the same under Networks module.
- Click on **'Discover Devices'** setting.
- Select either **'Use IP range'** or **'Use CIDR'**. If you select Use IP Range, then enter the **'Start IP'** and **'End IP'** settings. Provide correct **'Netmask'** IP. Select the credential you would like to apply for this range. Click on Advanced SNMP settings to increase SNMP timeout or retries.
- Click **'Discover'**. ManageEngine IT360 starts automatically discovering various devices which falls within provided range and groups them according to their categories.
- If you had selected Use CIDR, then enter the network IP to discover the entire network.

- Select the correct credential and provide correct SNMP setting. Click **'Discover'** and ManageEngine IT360 starts detecting and sort's device based on the category automatically.

- In case if you have added more devices to your network after discovery is done, then you would have to discover these devices separately. Click on **'Networks'** tab and click on **'Add Device'** setting.

- Provide the **'Device Name'** or **'IP setting'** of the particular device and click on **'Add Device'**. ManageEngine IT360 will automatically detect the device and sort it based on its category.

Once your network devices have been configured and added, you now need to discover the various servers and applications running your business critical services. However, before you proceed to discover the various servers and application servers running in your infrastructure, kindly ensure that you have met the pre-requisites for these settings also. In order to monitor those resources, follow the steps given below.

- Click on **'Availability Setting'**. Set the desired configuration for ManageEngine IT360, and click on **'Save'** to update the settings.

- Similar to discovering a host of network devices present in your IT infrastructure quickly, you can also perform a similar function to identify and add various IT resources quickly without having to add them individually.

- Click on **'Discover'** setting. Provide the correct IP address of your network and the **'Sub Net Mask'** setting and click on **'Start Discovery'**. You can also decide whether or not to add various services that may run in your network by clicking on 'Services'.

- ManageEngine IT360 will start automatically discovering various applications, application servers, web servers, services, databases and servers running in your IT infrastructure. It will also automatically categorize them based on the type.

You can also configure your bandwidth utilization accordingly by following the steps given here.

Now, ManageEngine IT360 has begun to start monitoring various IT resources you have added and will display them under each category. You can now create business services and group your IT resources which play a vital role for those mission-critical business services.

# 5. Creating Business Services

Business services are a logical group of one or more Monitors (Network devices, Servers and Applications) that provides a holistic view of your business environment. The health of an online Web application depends on various factors, such as the health of the application server hosting the Web application, the availability of the Web server for accessing the Web applications, the database server for storing or getting the required information, etc.

A Business Service helps to group resources like servers, databases and application servers that work together, to meet the needs of a business process. It can be also used to group monitors by location or geography. These can be monitored as a single group. This can also be assigned to selective users thereby restricting the user's scope to view/monitor a set of devices and increasing the security of the network.

### *Create a Business Service*

In order to create a business service, you need to ensure that all the network devices, servers and applications have been successfully configured and are add to ManageEngine for monitoring. Once that is done, you need to follow the steps below to create a business service.

- Go to the **'Dashboard'** page. Click on the **'Add Business Service'** link on the right side of the screen.
- A business service wizard will appear which will guide you through to create the business service and help you to organize your critical business components you have added.
- Provide a proper name for the business service, description and select the users for whom you would like to provide access for.
- Under Advanced Options, Select the **'Owner'** from the list of users created. Refer Manage Users and Roles in IT360 topic for more information on the different roles of users.

  **Note:**

  - *Admin, IT Admin, Sys Admin* - user is a super user and will be able to see and have access to all Business Services.
  - *Operatoruser, Sys Operator* - if associated as an owner will have Read Only Access to that particular Business Service alone.
  - *Guest* - if associated, will be able to view this Business Service in Manager Console. Using this option, Restricted Business Service alone can be shown in Manager Console. By default, if the Guest is not explicitly associated to a Business Service, the Guest will be able to view all the Business Service in the Manager Console.

- Select the **'location'** for associating the business service to a particular geographical location. You can also provide location if your location is not listed in the drop-down menu. Click on **'Add Location'** and Google map will open up. Here you can select custom locations.

- If this business service is overseas, then provide location details by clicking on **'Add Location'**.

- Click **'Next'** to create the Business Service, proceeding to add resources.

- In the next step, all the network devices are listed. The user can use the drop-down menu to filter out any specific devices which you may need to monitor and then click on the check box against that particular device. For example, let's say the user needs to monitor a router which has 10 interfaces. He/she can either select the router displayed in the wizard in which case, all 10 interfaces are also selected to monitor or he/she can select the individual interface in the router for monitoring.

- The user can also add specific devices if they do not appear within the list by clicking on **'Add Devices'** link. By selecting this option, a small pop-up window appears where in the user can then specify which type of device he/she needs monitoring, provide the right IP addresses and netmask details, choose the right credentials and click **'Add'** to add the device for monitoring.

- Note that if you proceed by clicking **'Finish'**, the business service wizard will be terminated and will be taken to the final screen wherein it allows you to view the details of the business service you just created or allows you to create another business service. However, by clicking on **'Quit Wizard'** it will simply create the business service without adding any of the devices you have selected for monitoring and exit.

- After associating all the critical network devices for monitoring, the wizard will then allow the user to associate critical applications and servers to this business service. Similarly, the wizard will allow the user to select specific server/application/database to be selected or select the entire server as it is.
- Once you have added the required monitors into the business service, click on **'Finish'** to complete the business wizard process. You will be then automatically re-directed to the Summary of the business service.

# 6. Creating Sub Groups

You can also create **'Sub-Groups'** within a business service. These Sub-Groups allow you to group a list of IT resources. Sub-Groups help better organization of your resources. With Sub-Groups, you can capture advanced dependencies in your infrastructure. You can group clustered databases or servers and create complex groups. For e.g., A huge banking application Business Service may contain 100 monitors (application servers, systems, databases, URLs, etc.). All the database monitors can be grouped under a Sub-Group for effective monitoring.
To create such a Sub-Group,

- Inside the Business Service Summary page, click on **'Add Sub Group'** link. This will invoke the business service wizard. Creating a Sub-group is a similar task as creating a business service.
- Provide a **'Name'** and **'Description'** for the sub-group.
- Assign individual users to have access to this sub-group by clicking on **'Add Users'**.
- Select the geographical location for the sub-group from the **'Location'** pull-down menu. Click on **'Next'** to add monitors (network devices, applications, servers, databases etc).
- Add relevant monitors to this sub-group similar to adding monitors in business service.
- Once you have added relevant monitors, click **'Finish'** to end the wizard. You will then be automatically re-directed to the **'Summary'** page of the sub-group.
- Alternatively, you can also add monitors (at a later stage) to the sub-group by clicking **'Finish'** after providing name and description.
- In the Summary page of the sub-group, click on **'Associate Monitor'** link to associate relevant monitors to this sub-group.

# 7. Associating Resources to Business Services and Sub Groups

Once the Business Services and its Sub-Groups are created, you can now proceed to add the various IT resources you have discovered and add them to these business services. However, in order to gain a better understanding on the performance of your critical business services, make sure that you add relevant resources pertaining to particular business service in order to identify any performance related issue and help you troubleshoot issues quickly. In order to add these resources to your business services,

- Click on **'Associate Monitors'** link to add various resources available in your IT infrastructure.
- You can also disassociate a particular resource or a group of resources within a business service. When these services no longer play a crucial role in a particular business service, you may want to remove those resources for that business service. By clicking on **'Associate Monitors'** you will be able to remove such resources.
- You can also associate particular resources to these Sub-Groups created within a Business Service.

Once business services and IT resources have been, monitoring of these resources begins automatically. However, the threshold of each of these resources differ and hence, it is prudent to set appropriate thresholds for each of these resource types. In addition, in case there is a performance issue with one web server, an action has to be generated to inform you (the user) of such a performance issue and allow you to take proper action to quickly troubleshoot the issue. The following section explains you how to configure action for thresholds and global alerts.

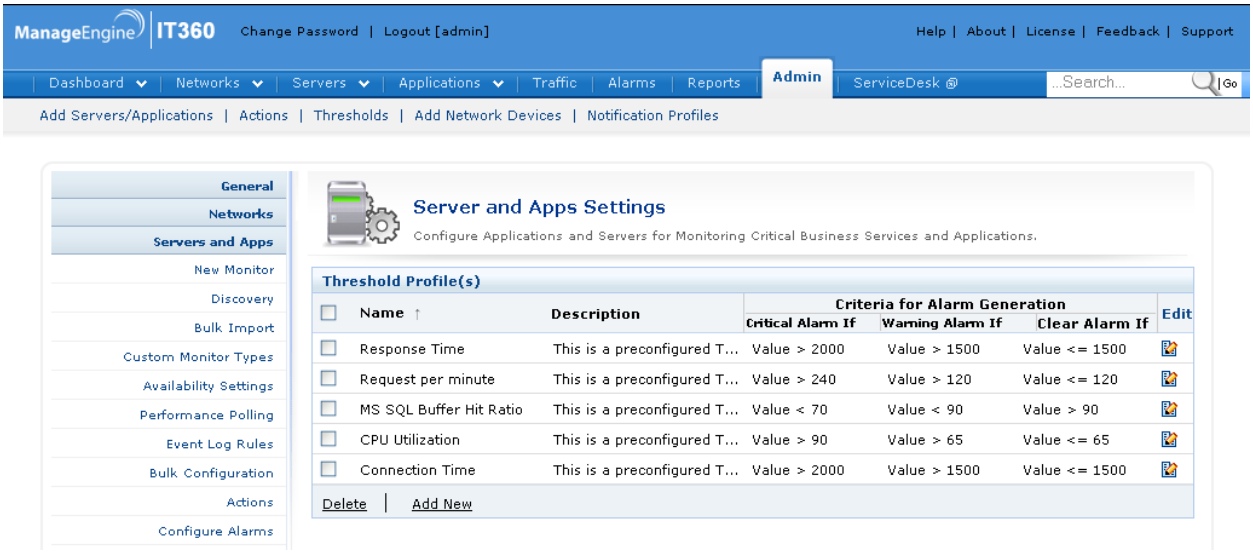
For every performance metric of applications and servers, ManageEngine IT360 allows you to set various thresholds which allow you to monitor their performance constantly. Whenever, these thresholds are breached, an action is executed in the form of sending email, SMS or triggering an execution of a script or an application. Some of these thresholds are pre-configured for certain performance metrics. However, you can either edit/create new thresholds for the various resources you are monitoring through ManageEngine IT360. However, for network devices the ability to set thresholds and actions is enabled within each snapshot of the device. Click on the particular network device and click on Performance Monitors under Monitors tab. Click on Edit function across each performance metric. You can also add other monitors for the particular network device by clicking on **'Add Monitors'**.

### *Configure Thresholds for Servers and Apps*

To configure a threshold,

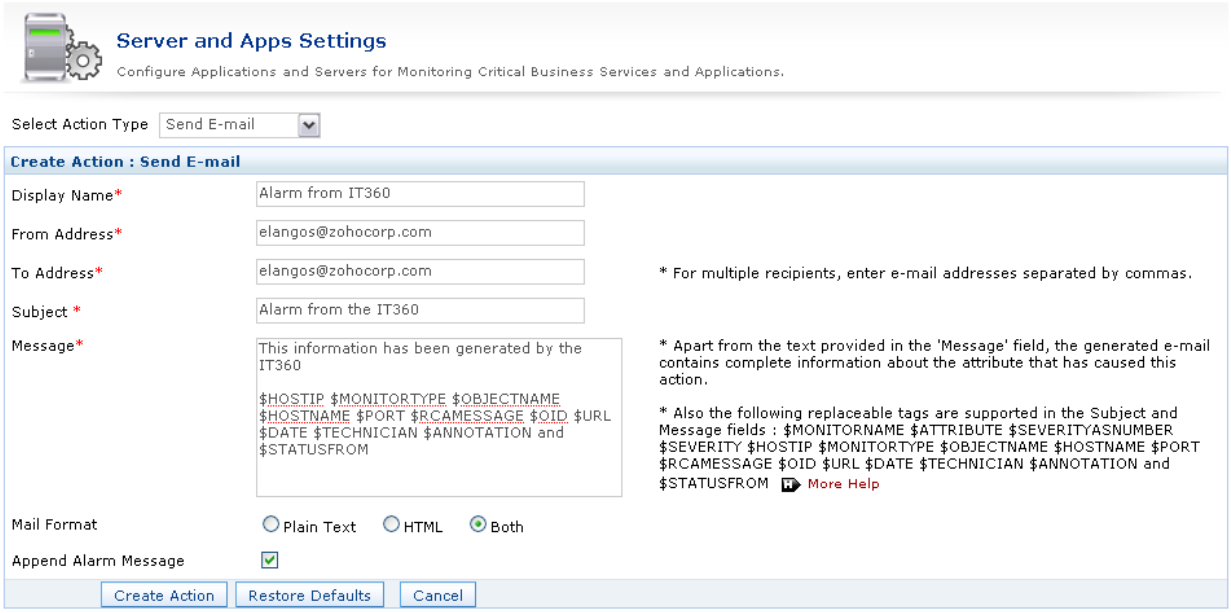
- Click on **'Admin'** tab setting.
- Click on **'Thresholds'** link.
- Click on **'Add New'** link. Select if you would like threshold with numeric values or string values.
- Provide a Threshold name. Click on **'Show Advanced Option'** setting to set threshold values for various levels of severities.
- Click on **'Threshold Profile'**.

Once this is set, you can configure this particular threshold profile for any of the resource's performance metric.



## *Configure Actions and Alerts for Thresholds*

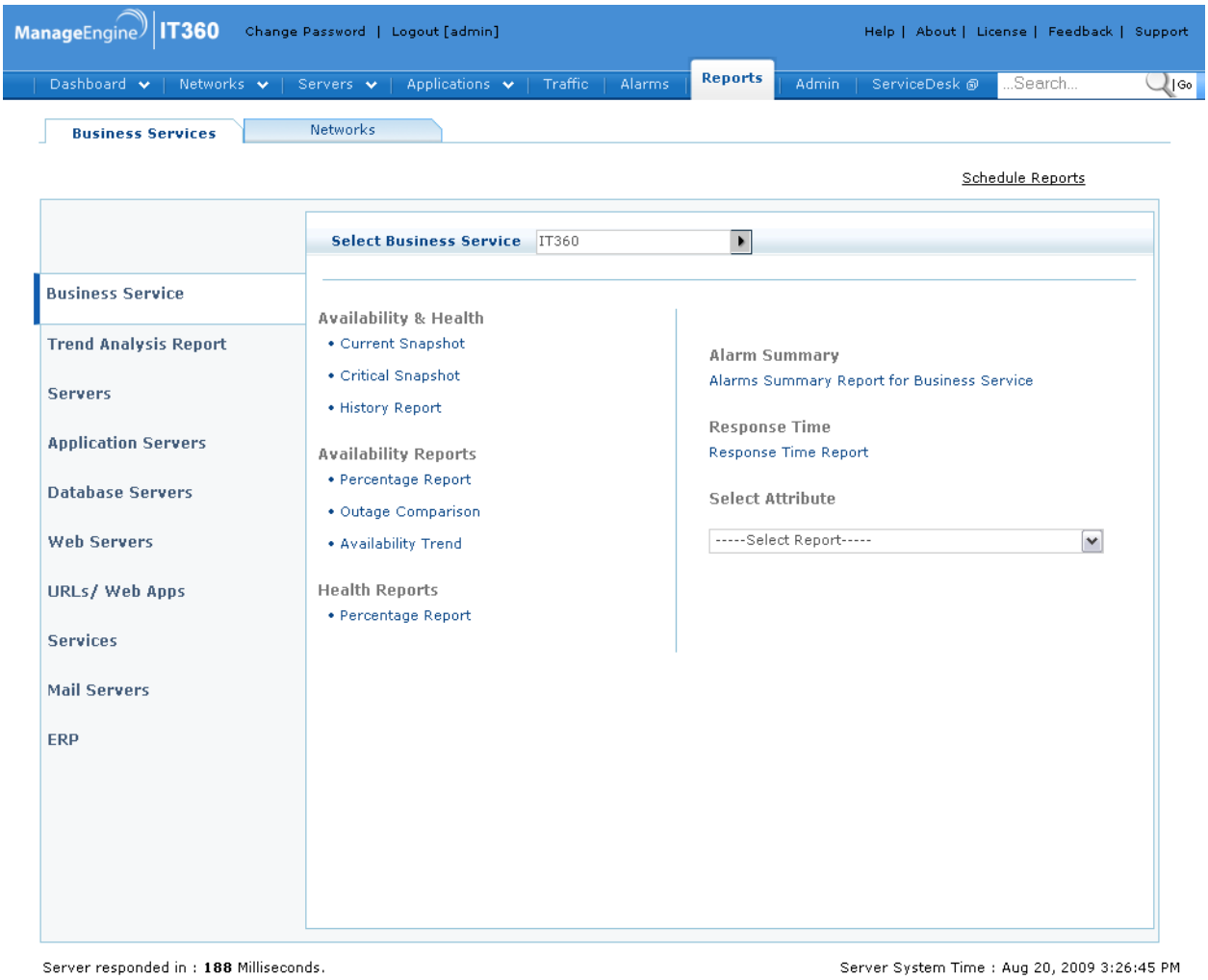
Once the threshold is set, appropriate action has to be set for each threshold. This action, as mentioned before, could be anything from sending an email alert, SMS or executing an in-house script. Most commonly used function is that of sending email. Once this action is configured, you (the user) will be alerted automatically about the kind performance issue that has risen, which business service has been affected and how long as soon as the threshold is breached.



# 8. Generating Alerts and Reports

In any enterprise framework, an important aspect of all management tasks is that you can analyze the trend over time and evaluate the performance. This analysis is also useful in making calculated predictions and taking corrective actions as and when necessary. These calculated predictions allow you to plan for any future impact on performance for various resources. To view these reports follow the given steps below:

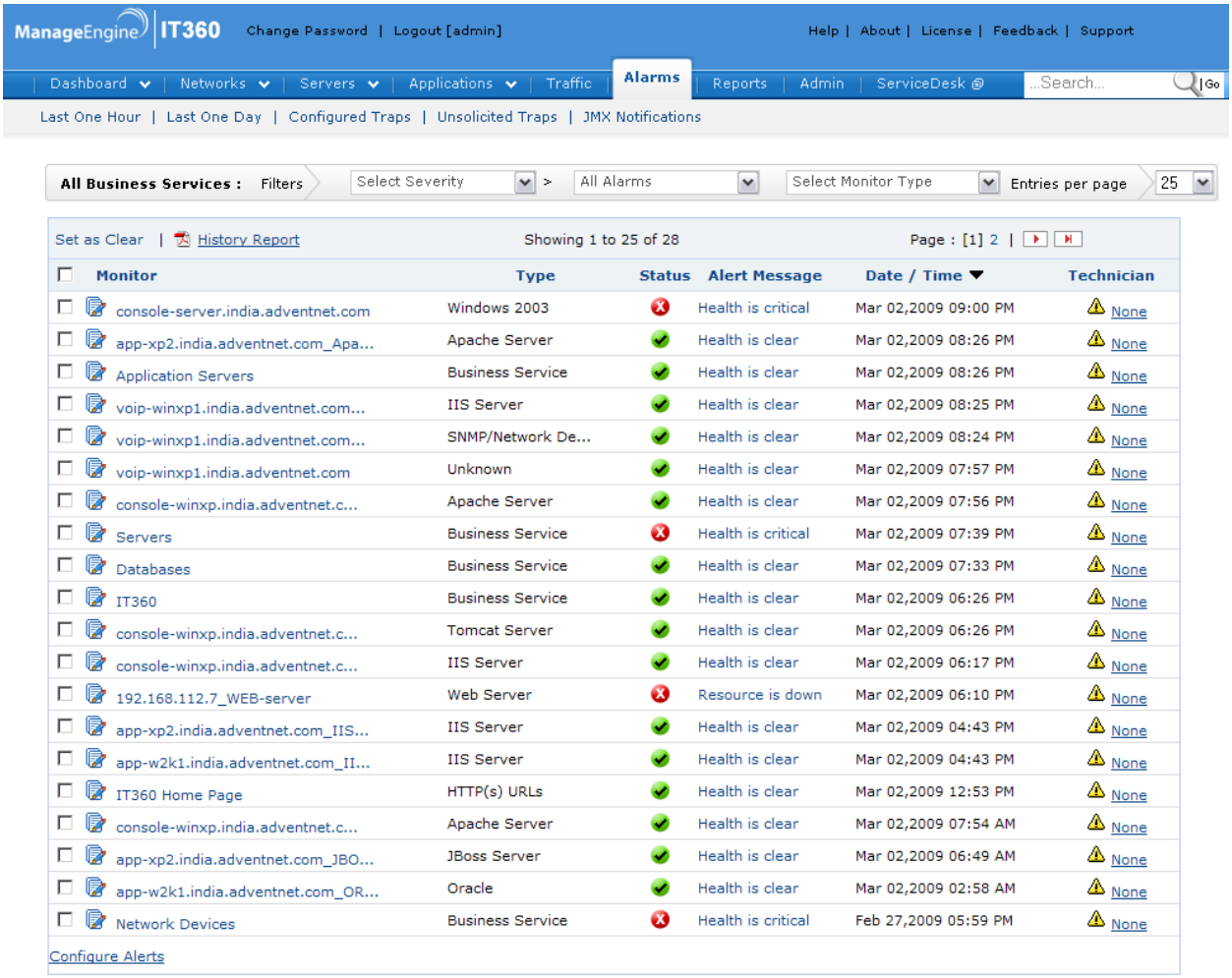
Click the **'Reports'** module tab. This opens the index page that lists all the reports generated dynamically by ManageEngine IT360 for both business services and networks.




Click on **'Alarms'** tab to view recently generated alerts for the various business services configured in ManageEngine IT360.

These alerts can be viewed for each business service or by monitor type. You can also generate 'History Report' for these resources. You can also assign technician for every alert message

generated. You can also perform bulk operations such as clearing alerts generated by ManageEngine IT360.



# 9. Logging Tickets with ServiceDesk

Logging tickets with ServiceDesk is automated with ManageEngine IT360. Whenever an alert arises for network devices or application servers, the alert will be automatically logged into the ServiceDesk as **'Ticket'**. The contents of the ticket follow the templates. Once the ticket is generated, it is up to the administrator to assign the ticket to suitable technician.

- To generate ticket for applications and servers, click here.
- To generate ticket for network devices, click here.

# 10. Reference for ManageEngine IT360

You can also refer to the online help document available in .zip format. You can download it, unzip to a location and use it to configure and utilize ManageEngine IT360. Some helpful references for using ManageEngine IT360 are given below:

- ManageEngine IT360 Features
- ManageEngine IT360 Product Overview (PDF)
- Install Guide (PDF)
- Online Help Document (zip format)
- Request Technical Support
- Request Personalized Demo for ManageEngine IT360
- Keep Track of Latest Updates through IT360 Blog
- Follow us on Twitter

### *System Requirements:*

***Recommended** – 2GHz Quad Core Processor, 16GB RAM, 250 GB (SAS/SSD) HDD, 32-bit 2003/2008 Windows Server Enterprise Edition; Backend Database: MS SQL 2005/2008 Standard or Enterprise Editions Only; Web Client: IE 7.0 & above – Firefox 3.0 & above.*

***Minimum** – 2GHz Quad Core Processor, 8GB RAM, 250 GB (SAS/SSD) HDD, 32-bit 2003/2008 Windows Server Enterprise Edition; Backend Database: MS SQL 2005/2008 Standard or Enterprise Editions Only; Web Client: IE 7.0 & above – Firefox 3.0 & above.*