

ManageEngine

OpManager Plus

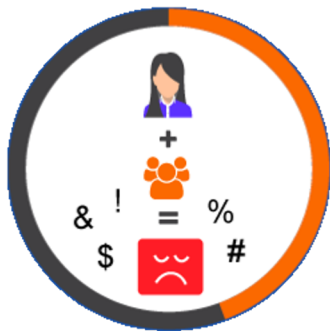
全方位基礎架構監控管理

“慢”就代表服務中斷的時代已經來臨



79%

的使用者，瀏覽網站的速度不佳時，就不再回來



44%

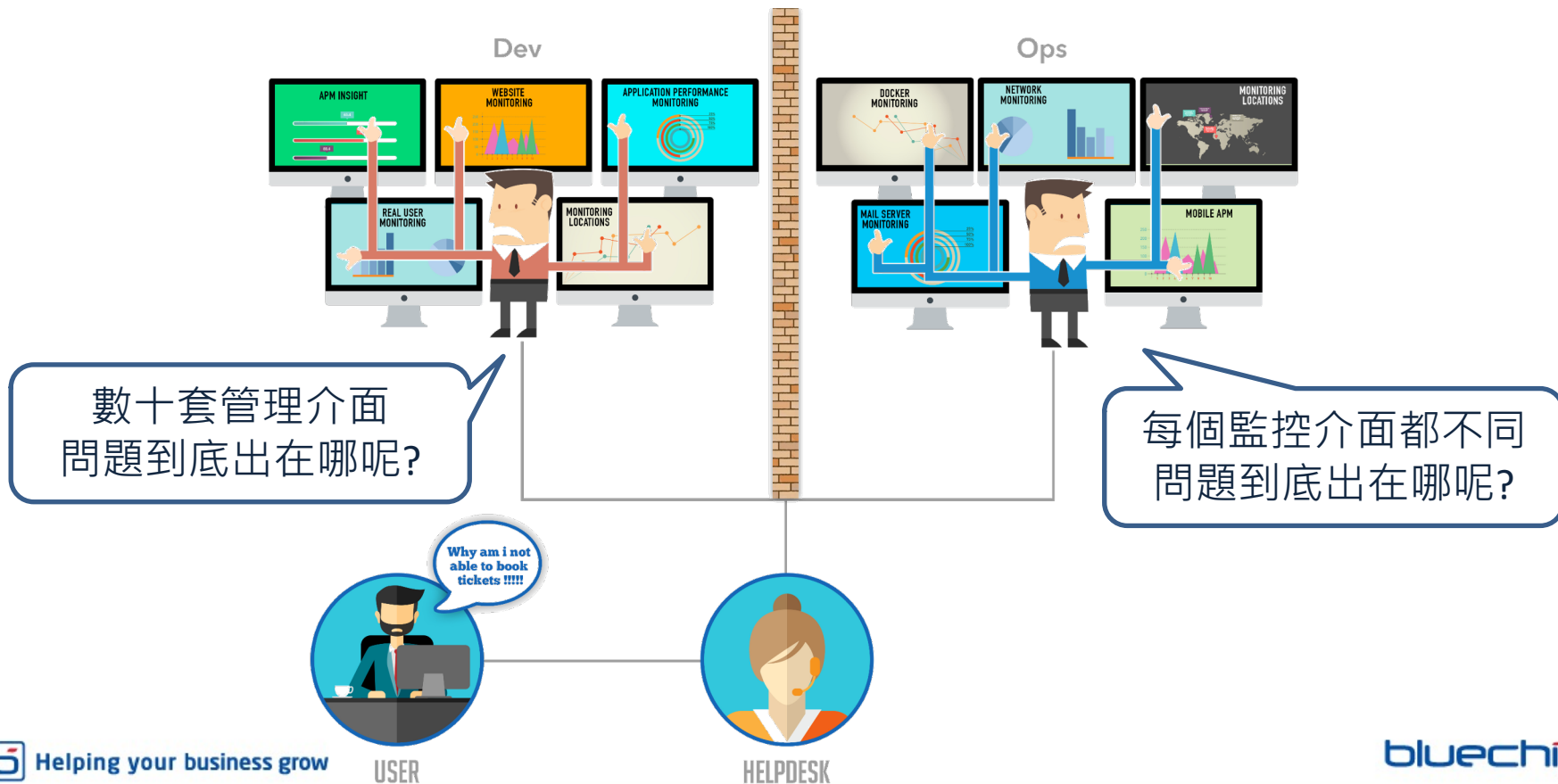
的使用者，會把糟糕的瀏覽經驗告訴親朋好友



57%

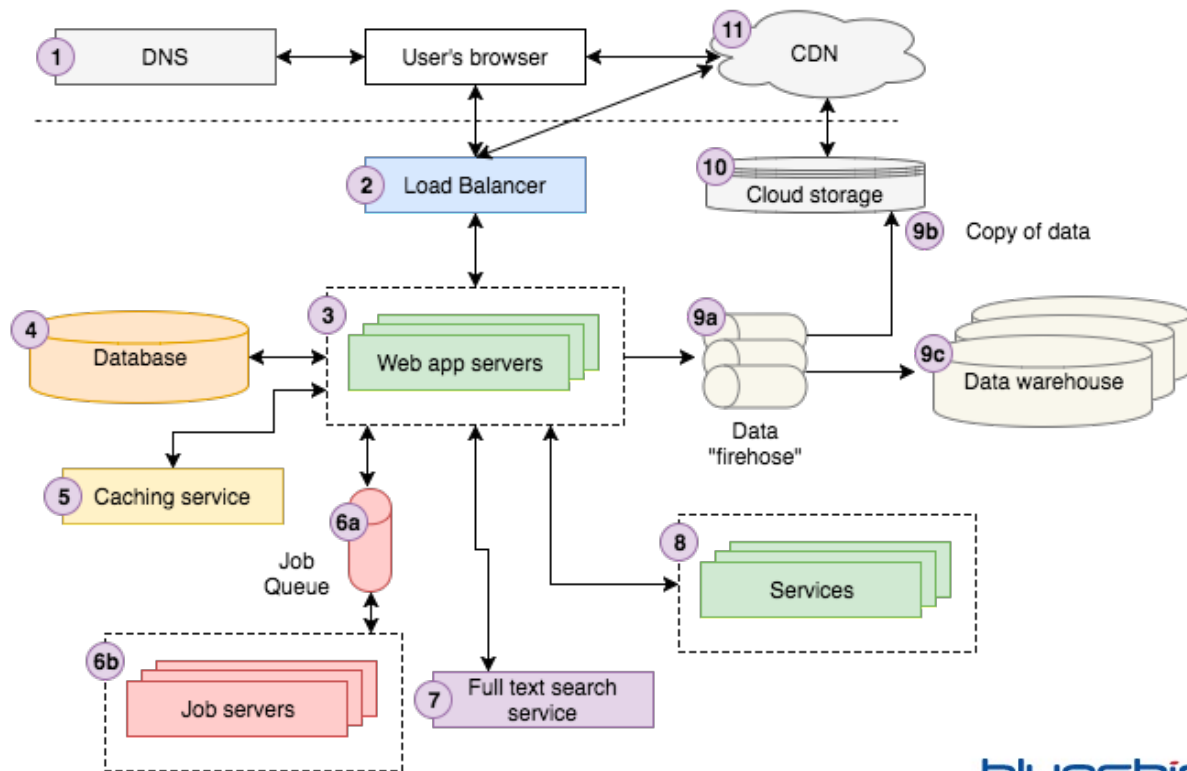
的使用者，會把糟糕的瀏覽經驗告訴親朋好友

當用戶反映，卻不知道問題出在哪裡



您需要的是零死角監控，對症下藥

- 確保網站在各地運作正常
- 進而協助網站最佳化



何謂全方位?

All-in-one Monitoring

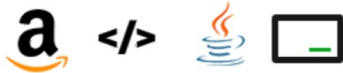
OpManager Plus - 全方位基礎架構監控管理

資安層管理

檢視與稽核防火牆規則與政策後，依特定角色層級推動與執行，以確保配置變更有合乎資安標準規範。

應用層管理

無論是雲端或者地端，都能針對其所在的應用程式，進行基礎架構效能監控，細緻到代碼層級的診斷，有效掌握交易系統、網站平台，甚至是AWS/Azure/O365上的應用效能。



伺服器/儲存裝置層管理

針對您虛實整合的系統，提供100+種效能指標，呈現系統運行狀況/ 可用性/ CPU/ RAM等各種資訊。
支援 Dell, Cisco, VMware, Nutanix, Hyper-V 等常見系統。
也支援監控RAID與磁帶系統，協助您規劃有效的儲存資源。



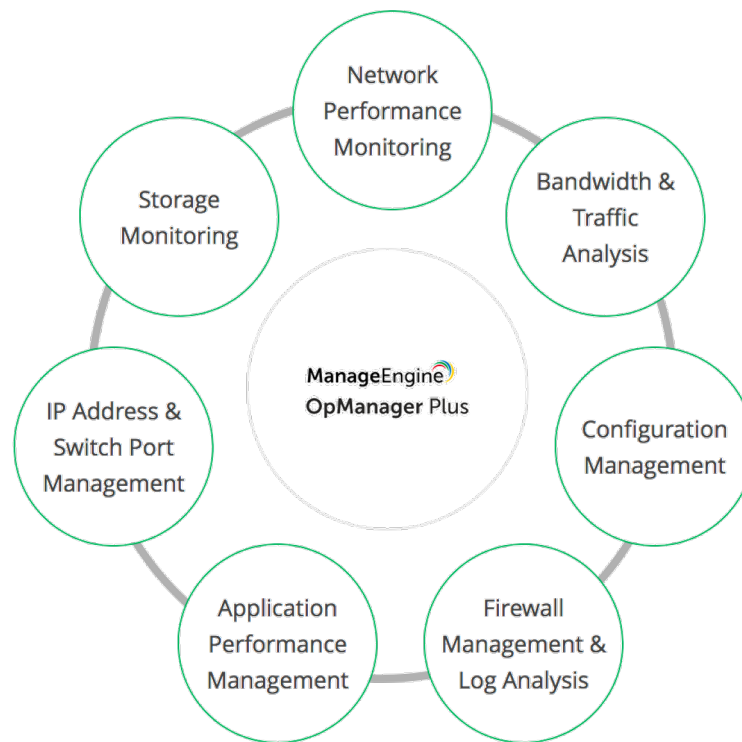
網路設備層管理

透過1000+樣效能指標，幫您監控路由器/交換器/防火牆/負載平衡器等相關網路設備，協助您了解頻寬用量，分析並最佳化網路流量，以及輕鬆管理埠口與IP。



OpManager Plus - 功能介紹

- 網路/伺服器監控
- 頻寬管理
- 網路設定管理
- 防火牆Log分析
- IP與Switch Port管理
- 應用程式管理(Add-on)



OpManager Plus - 系統需求

- Intel Xeon 3.5 GHz 4 cores/ 8 threads or higher.
- 16 GB or higher
- 40 GB minimum
- Windows or Linux
- 內建 PostgreSQL / 支援MSSQL

只要三個步驟，管理輕鬆寫意



權限授與



掃描設備



監控管理

A person in a light blue shirt is shown from the side, leaning over a white desk and working on a laptop. The scene is dimly lit, with the person's face and hands on the keyboard being the primary light sources. The text '配置階段' is overlaid in the center of the image.














配置階段

Configuration

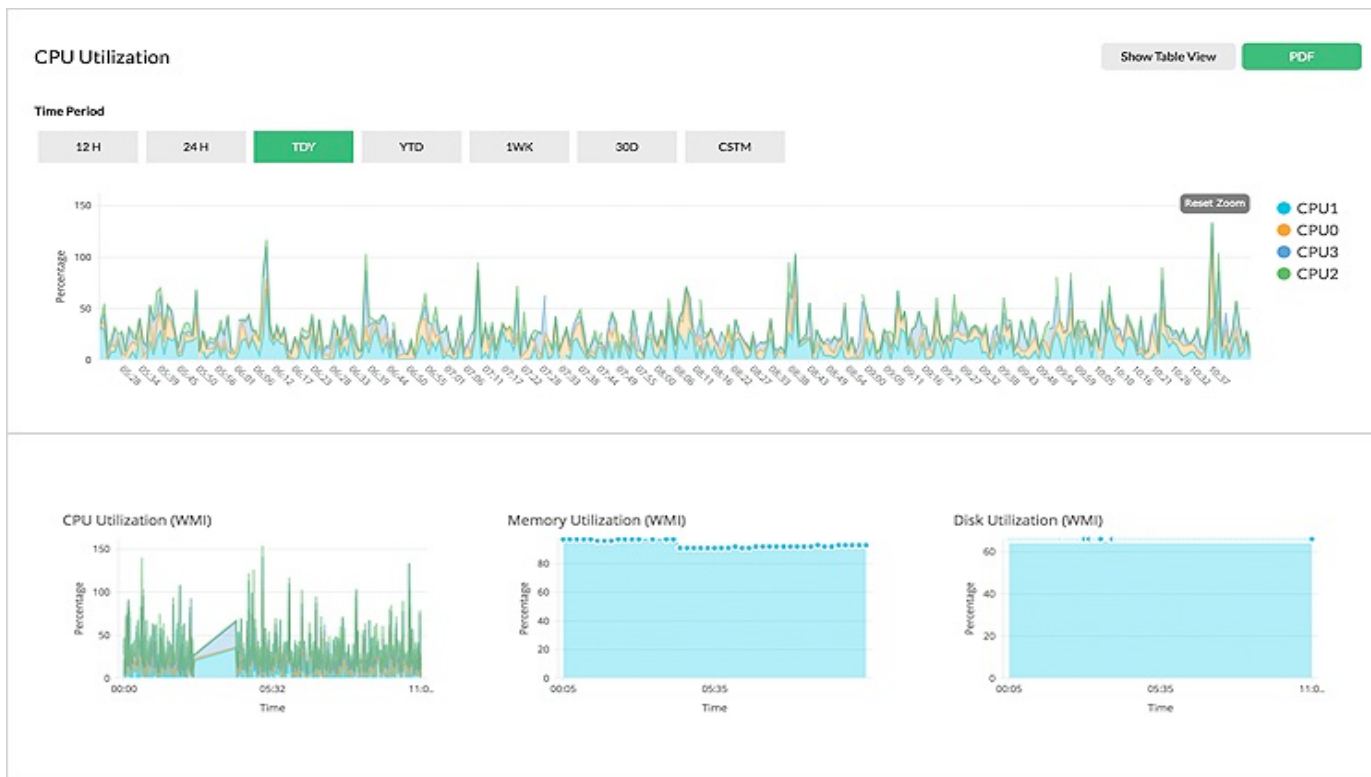
網路/伺服器監控 - 設定小幫手來協助您

Quick Configuration Wizard

Use the quick configuration wizard (QCW) to perform advanced configuration changes across multiple devices effortlessly.

 Device Templates	 Notification Profiles	 Service Monitors	 Threshold Settings
 Event log rules	 Device Dependencies	 Credentials	 Delete devices
 Manage / Unmanage devices	 Alarm Suppression	 Monitoring Intervals	 Update Device Display Name
 Discover Add-On Devices			

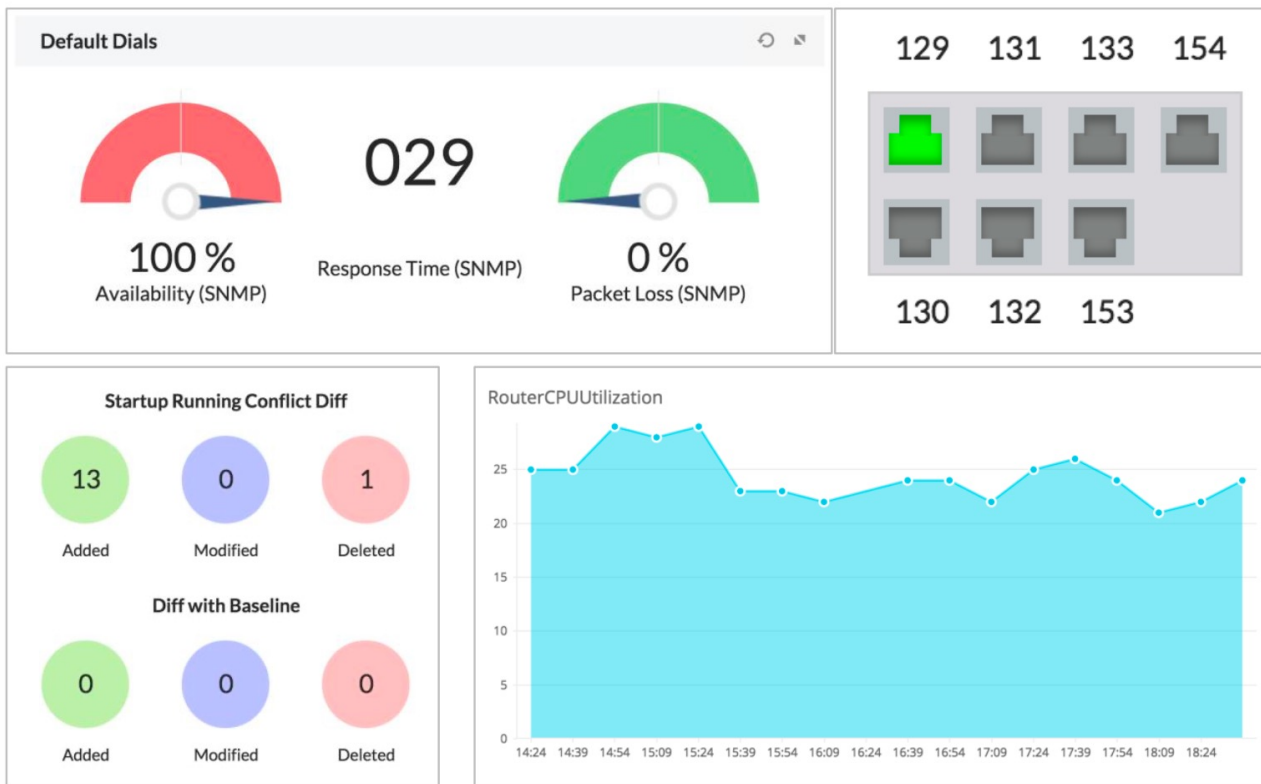
網路/伺服器監控 - 透過SNMP與WMI持續監控



網路/伺服器監控 - 實現不中斷網路

- 透過主動和被動網路監視技術，即時監視網路的健康狀況、可用性和效能。
- 關鍵指標，包括：
 - 封包遺失/錯誤/摒棄
 - 回應時間
 - CPU、記憶體和磁碟空間使用率
 - SNMP網路流量

網路/伺服器監控 - 實現不中斷網路

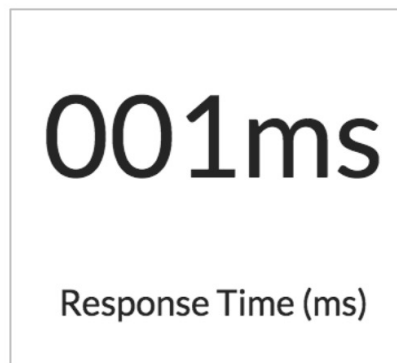
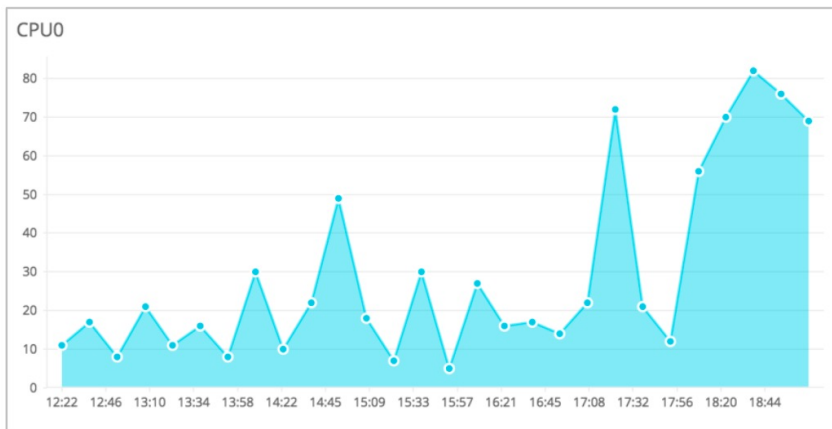
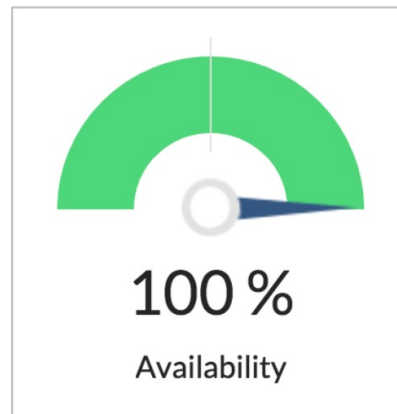
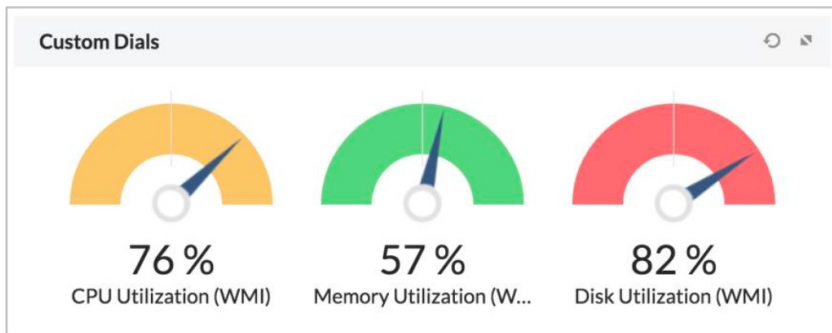


網路/伺服器監控 - 內建網路檢測工具

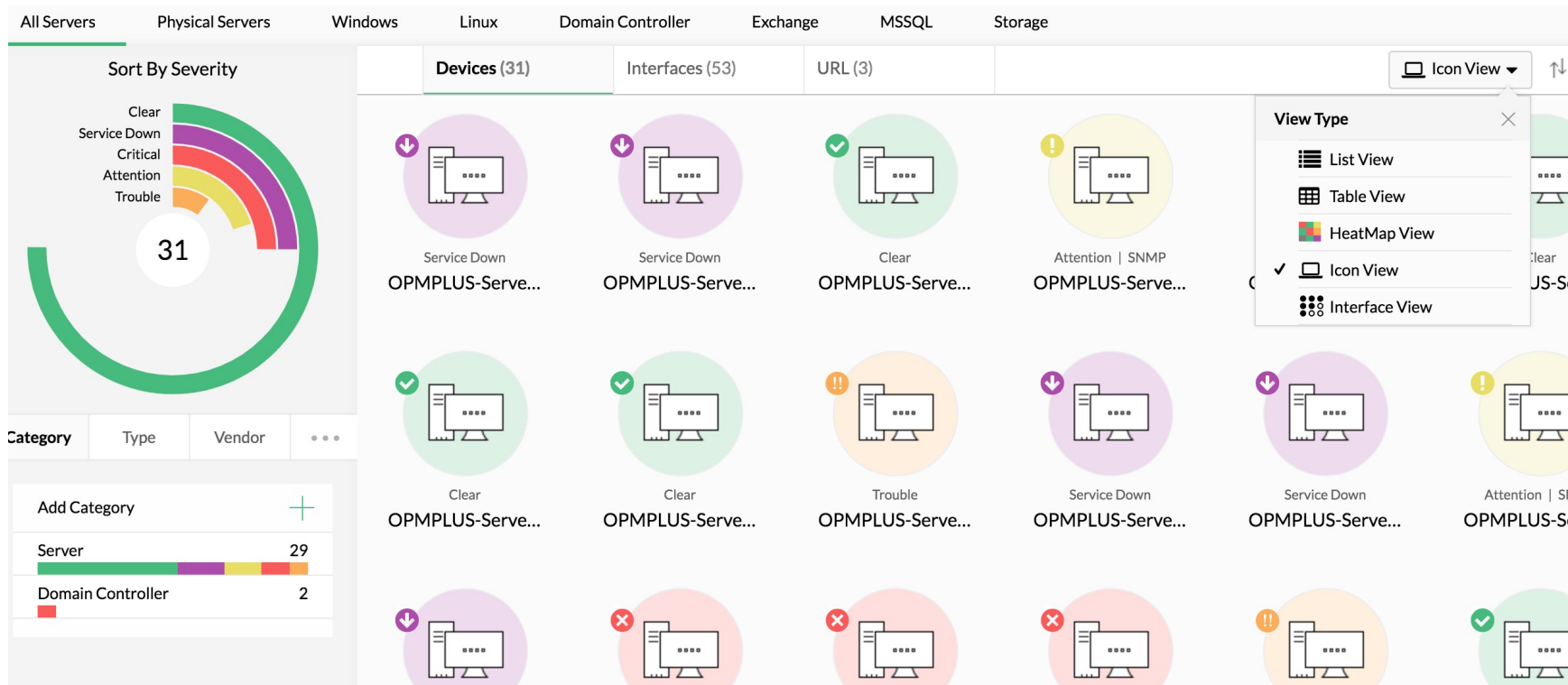
- ICMP Ping
- Traceroute
- Telnet/SSH
- Switch Port Mapper
- SNMP MIB Browser
- 還有更多

The screenshot displays the OpManager Plus web interface. The top navigation bar includes 'OpManager Plus' and a contact number '(+1) 888 720 9500'. Below this is a main menu with categories: Dashboard, Inventory, Network, Servers, Virtualization, Alarms, Maps, Apps, and Workflow. A secondary menu lists specific tools: General Settings, Discovery, Configuration, Monitoring, Notifications, Tools (highlighted), NetFlow, NCM, and Firewall. On the left, a 'Tools' sidebar lists various utilities, with 'Ping Tools' selected. The main content area is titled 'Ping Tools' and features four buttons: 'Ping', 'SNMP Ping', 'Proxy Ping', and 'Trace Route'. The 'Ping' button is active. Below the buttons is a text input field for 'IP Address/Host Name'. A green 'Ping' button is positioned to the right of the input field. The 'Ping Status' section shows a green checkmark icon and the text 'System up and running'. At the bottom, there is a 'Ping Response' section.

網路/伺服器監控 - 伺服器效能監控



網路/伺服器監控 - 整合伺服器監控

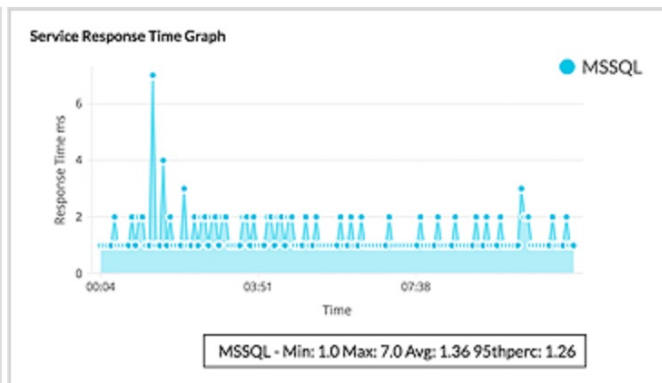


網路/伺服器監控 - Service與Process監控

- 透過下列資訊，輕鬆管理與設定多個伺服器的閾值：
 - Process ID、名稱、路徑與參數。
- 監視系統級別服務
 - 如 HTTP、LDAP 和 SMTP
- Windows 服務
 - 如 Alerter、FTP、Net Logon、DHCP Server、IAS 和 Print Spooler。
- 讓 OpManager Plus 可在失敗時自動重新啟動伺服器或 Windows 服務。

網路/伺服器監控 - Service與Process監控

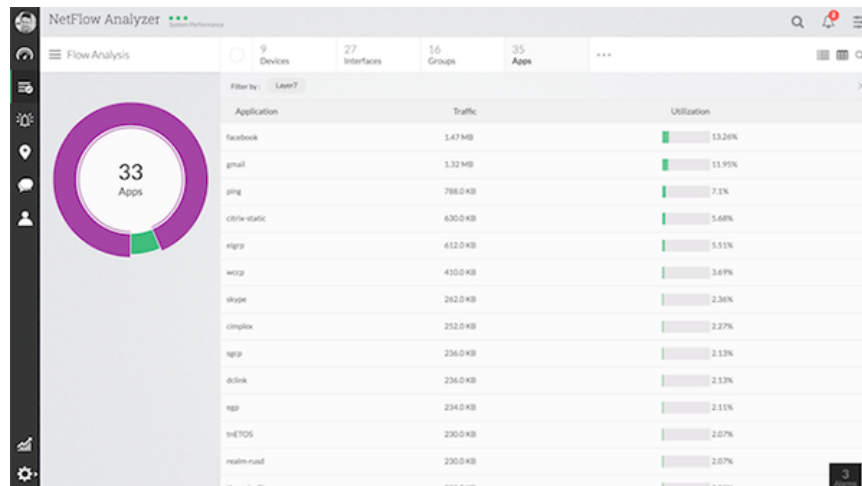
Windows Service Monitors (23/50)	Script Monitors (0/0)	Performance Monitors (0/37)	URL Monitors (0/1)	EventLog Monitors (0/50)	Folder Monitors (0/0)	Service Monitors (13/16)	More ▾
Monitors ▾		Port	Status	Threshold	Response Time (ms)	Actions	
LDAP	389	✘	Not Enabled			🗑️ 📄	
NNTP	119	✘	Not Enabled			🗑️ 📄	
MSSQL	1433	✔	Not Enabled	1		🗑️ 📄	
Oracle	1521	✘	Not Enabled			🗑️ 📄	
POP	110	✘	Not Enabled			🗑️ 📄	
Telnet	23	✔	Not Enabled	2		🗑️ 📄	
SMTP	25	✘	Not Enabled			🗑️ 📄	
HTTPS	443	✘	Not Enabled			🗑️ 📄	



頻寬管理 - 應用程式與通訊協定監控

- 檢視網路中

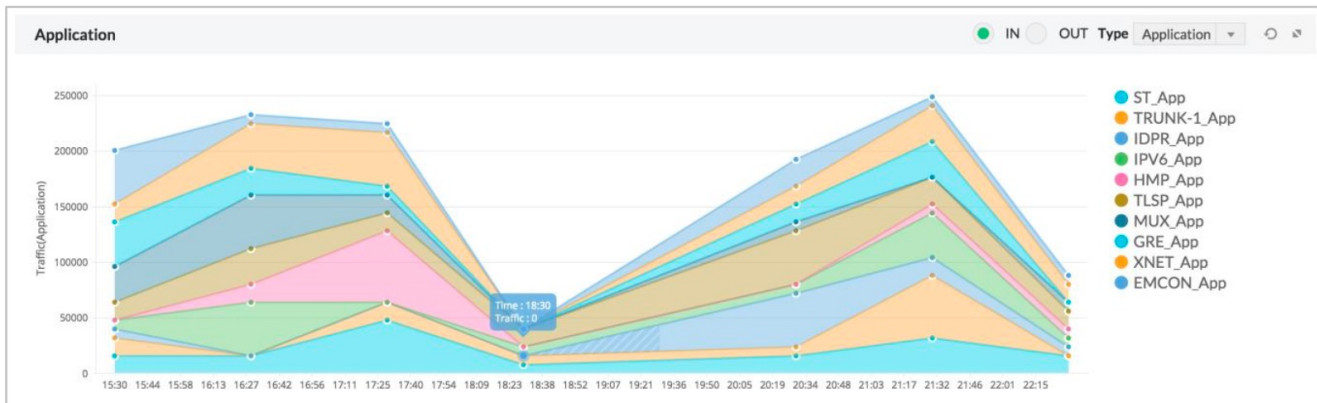
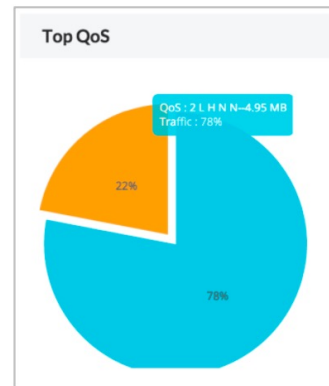
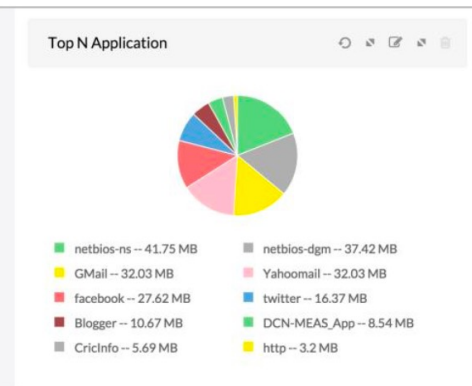
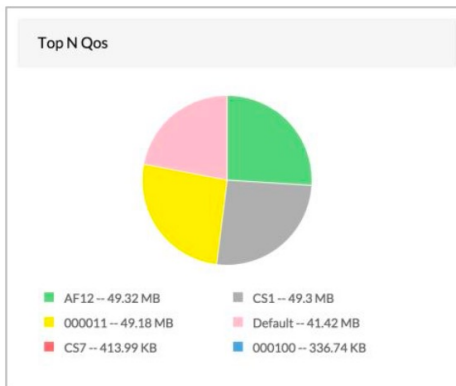
- 正在使用的應用程式。
- 每個應用程式耗用的頻寬量。
- 可根據需求，分組應用程式。
- 輕鬆檢視通訊協定的分佈。
- 根據連接埠、通訊協定和 IP 位址或網段來對應應用程式。



頻寬管理 - 流量報表

- 追蹤網路中的使用狀況和排行。
- 比較不同時間的頻寬使用情況。
- 視覺化的呈現頻寬使用情況。
- 深入瞭解有問題的應用程式或造成網路慢速的原因。

頻寬管理 - 流量報表



網路設定管理 - 自動化排程備份設定

- 透過從裝置接收到的 syslog 訊息來偵測變更。
- 可安排多達 250 個不同的裝置裝置。
- 設定備份安排可以每小時，每天，每週，每月一次，也可以單次。

網路設定管理 - 自動化排程備份設定

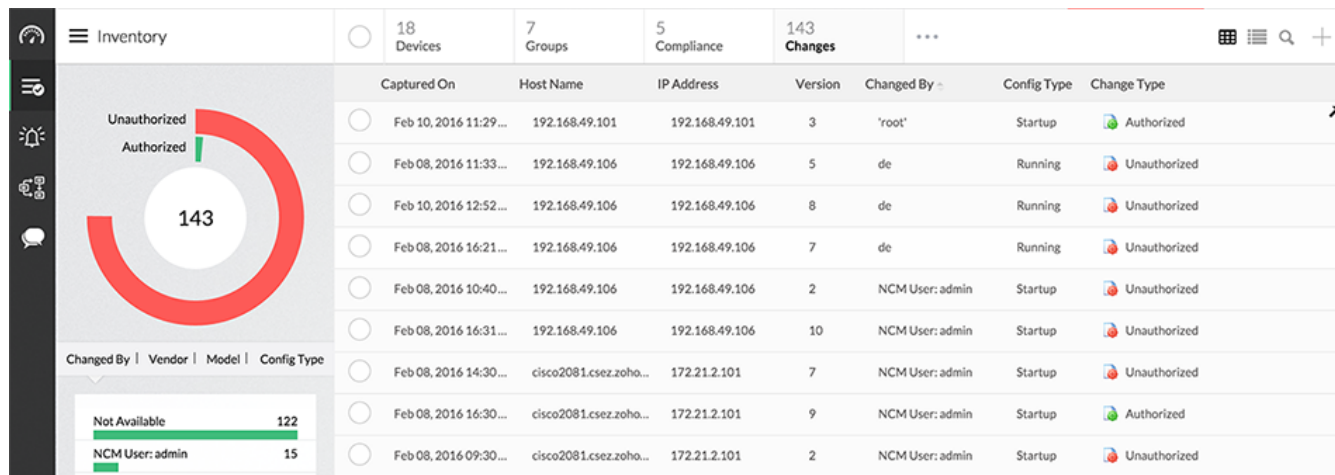
The screenshot displays the Bluechip network management interface. On the left, a sidebar contains navigation icons for Dashboard, Inventory, Alarms, Workflow, and Group Chat. The main area is titled 'Inventory' and shows a summary of 33 devices. A donut chart indicates backup status: Backup Failed (red), Not Backedup (orange), and Backup Success (green). Below the chart is a table of device types and counts:

类型	凭证状态	供应商	...
Cisco IOS Switch			21
Cisco IOS Router			3
Foundry Switch			2
FortiGate Firewall - version 4.0 and 5.0			2
HP Procurve Switch			1
3Com 4200G Series Switch			1
Cisco 300 Series Switch			1
Juniper EX4200 Switch			1

The central table lists individual devices with columns for '主机名称' (Host Name) and '设备类型' (Device Type). Two devices are selected with checkmarks: 10.142.1.100 (CiscoSBSwitch) and 192.168.0.1 (FortiGateFirew...). An 'Add Schedule' dialog box is open on the right, showing a list of available devices and selected devices (192.168.0.1 and 10.142.1.100). The dialog also includes a 'Send Email Notification' field with the email address hema@zoho.com and a scheduling section with options for frequency (Hourly, Daily, Weekly, Monthly, Once) and execution time (Execute On: 12-10-2017, Execute At: 19 Hours 33 Minutes, After Every: 1 Hours).

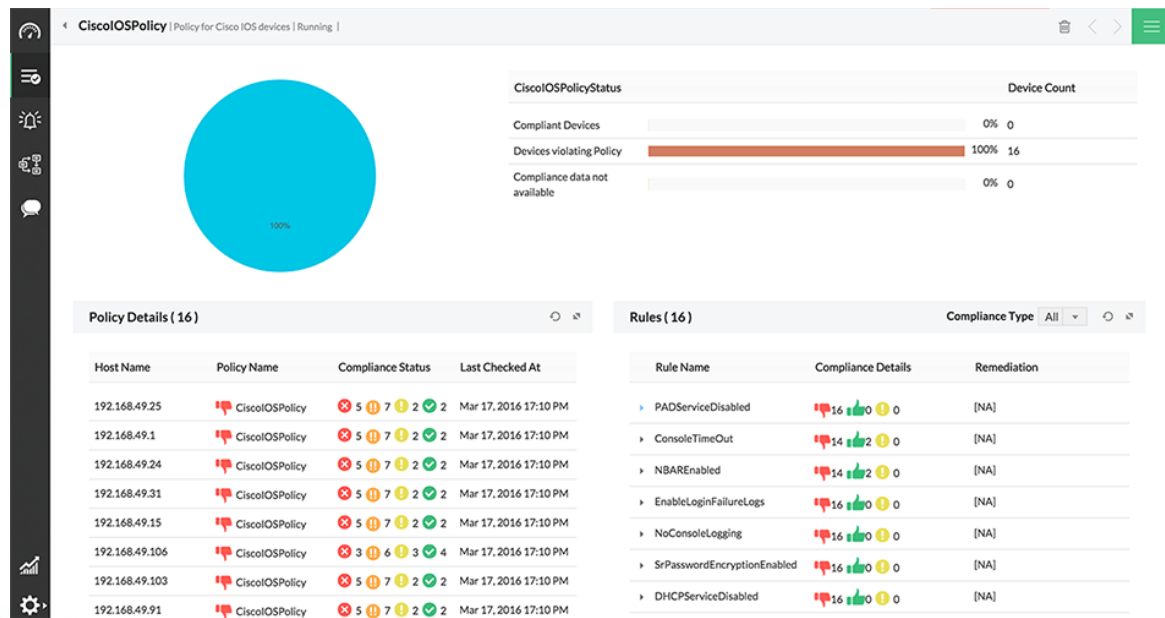
網路設定管理 - 設定變更追蹤

- 可以即時持續追蹤進行中的變更並偵測未經授權的變更。
- 發生變更時擷取組態，並即時通知
- 發現變更執行者以及變更執行地（IP 位址）等相關資訊



網路設定管理 - 合規監控

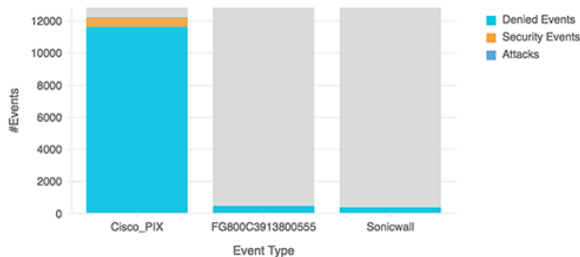
- 可幫助管理員定義和執行標準。確保某些字串，命令或值的存在與否，確保網路設定變更合乎規定。



防火牆Log分析

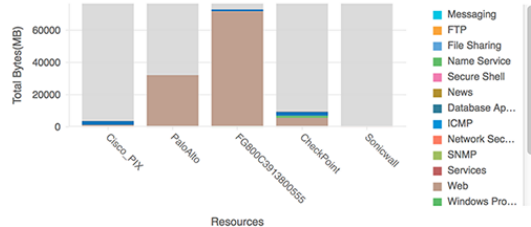
- 深入了解安全威脅和流量行為。提供有關嘗試安全違規和病毒、木馬病毒、阻斷攻擊等的重要網路情報。

Firewall Security Statistics



Device Name	Attacks	Virus	Failed Log Ons	Security Events	Denied Events	Config Changes
Cisco_PIX	21	-	-	582	11649	-
FG800C3913800555	-	-	-	-	486	-
Sonicwall	-	-	-	-	399	-

Firewall Traffic Statistics



Device Name	Sent	Received	Total
Cisco_PIX	3.65 GB	28.07 MB	3.67 GB
PaloAlto	31.44 GB	0 MB	31.44 GB
FG800C3913800555	4.98 GB	66.18 GB	71.16 GB
CheckPoint	0 MB	9.32 GB	9.32 GB
Sonicwall	16.52 MB	20.15 MB	36.67 MB

防火牆合規管理

- 透過監控網路流量的相關指標，標記合規性要求的狀態。
 - 防火牆規則
 - objects
 - 介面
 - ACL
 - 轉址
 - 和其他設定

Rule Management Cisco_PIX

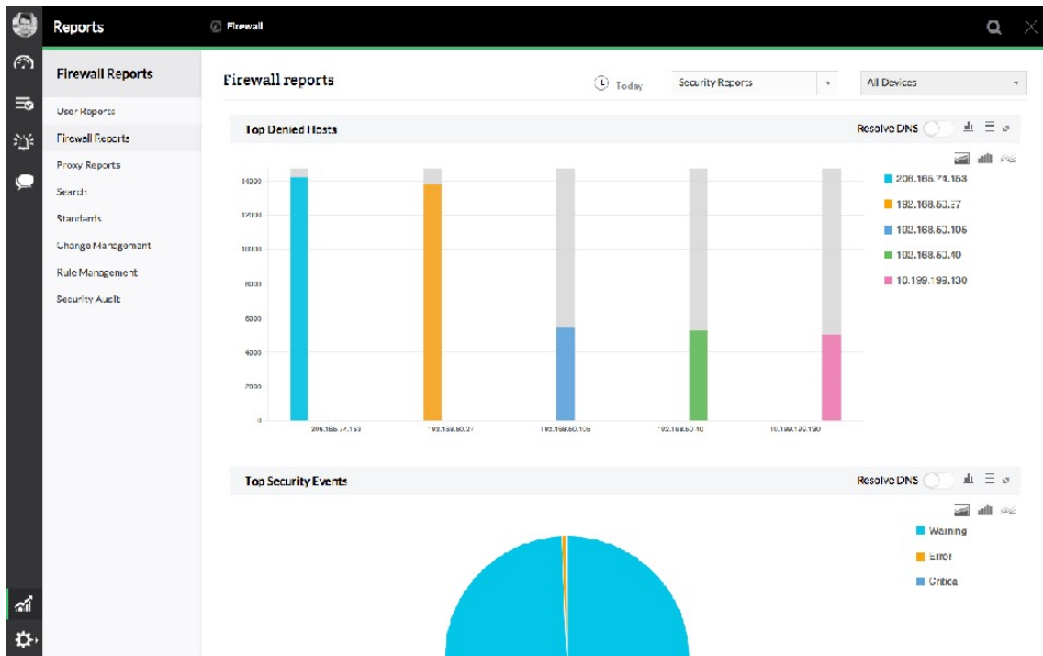
Policy Overview Policy Optimization Unused Rule Reorder

Statistics Total Rules Select Policy All Policy

Name	Source	Destination	Source Interface	Destination Interface	Service
1	ExternalNetwork1	TeamOPM	ASR-END	Inside	TCP
2	ProjectCelloServers	TeamCello	ASR-END	Inside	MP
3	Any	Any	ASR-END	Any	Any
4	Any	Any	ASR-END	Any	Any
5	172.16.200.51	100.1.1.7	ASR-END	Inside	Any
6	172.16.0.10	100.1.1.20	ASR-END	Inside	UDF
7	Any	100.3.21.95	ASR-END	Inside	UDF
8	172.16.200.0/255.255.255.0	Any	ASR-END	Any	Any
9	Any	Any	ASR-END	Any	UDF
10	Any	172.16.200.50	ASR-END	Inside	Any

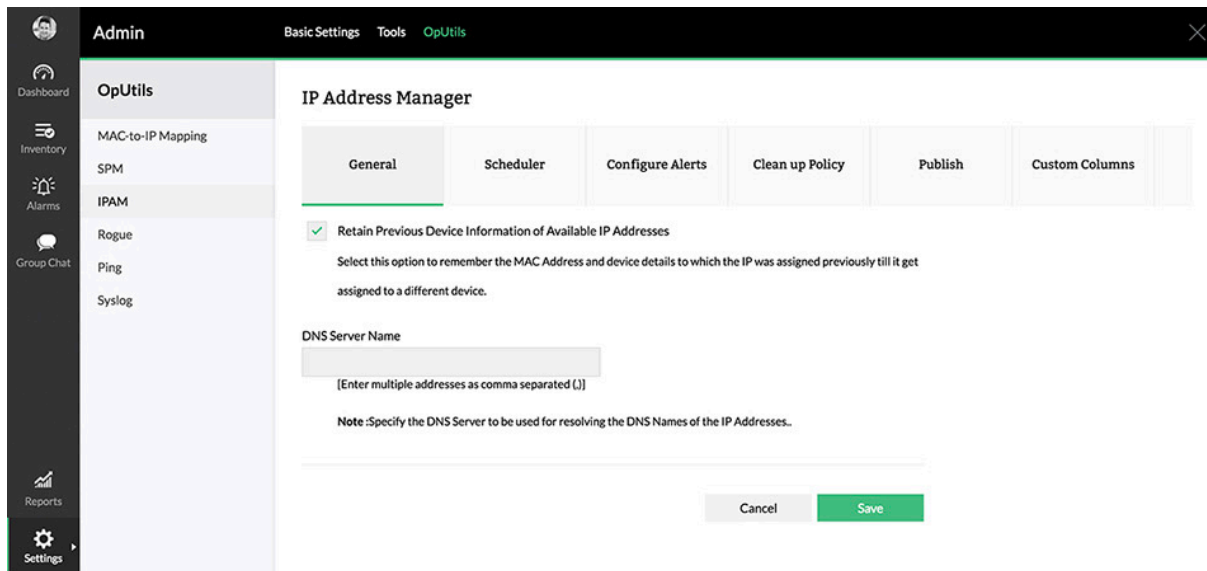
防火牆安全性報表

- 透過監控網路流量的相關指標，標記合規性要求的狀態。
 - 防火牆規則
 - objects
 - 介面
 - ACL
 - 轉址
 - 和其他設定



IP與Switch Port 管理 - IP管理

- 管理 IPv4 和 IPv6 位址，定期掃描子網路以識別當前是否有可用 IP 位址與狀態。



The screenshot shows the 'Admin' interface with the 'OpUtils' section selected. The 'IP Address Manager' configuration page is displayed, featuring a sidebar menu with options like Dashboard, Inventory, Alarms, Group Chat, Reports, and Settings. The main content area has tabs for General, Scheduler, Configure Alerts, Clean up Policy, Publish, and Custom Columns. The 'General' tab is active, showing a checked option for 'Retain Previous Device Information of Available IP Addresses' and a text input field for 'DNS Server Name'.

Admin Basic Settings Tools OpUtils

OpUtils

MAC-to-IP Mapping

SPM

IPAM

Rogue

Ping

Syslog

IP Address Manager

General Scheduler Configure Alerts Clean up Policy Publish Custom Columns

Retain Previous Device Information of Available IP Addresses

Select this option to remember the MAC Address and device details to which the IP was assigned previously till it get assigned to a different device.

DNS Server Name

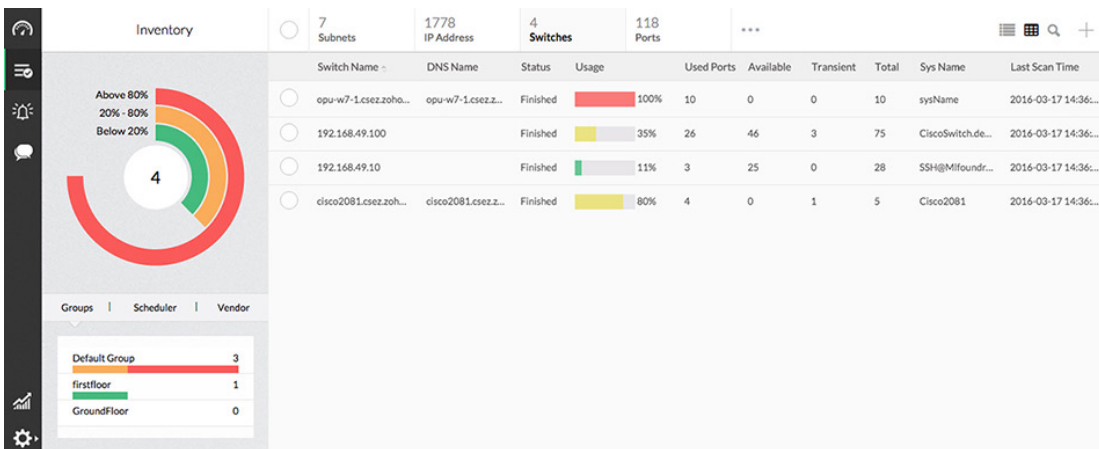
[Enter multiple addresses as comma separated (,)]

Note :Specify the DNS Server to be used for resolving the DNS Names of the IP Addresses..

Cancel Save

IP與Switch Port 管理 - Port管理

- 即時探索Port上的 IP、MAC、狀態、速度和可用性。提供：
 - 點對點配對
 - 角色權限管理
 - 強大搜尋
 - 分組掃描
 - 告警通知
 - 報表
 - 網路檢測工具
 - Switch port 歷史和稽核



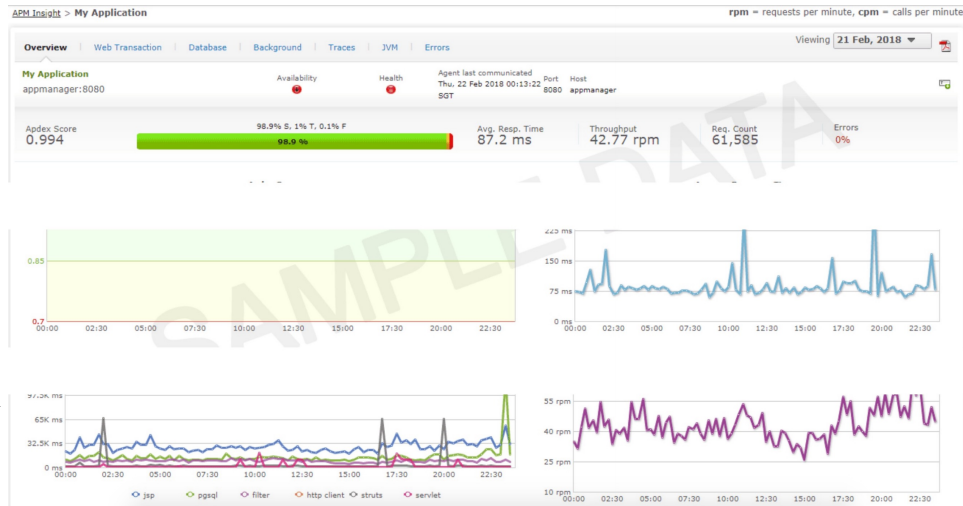
IP與Switch Port 管理 - 惡意裝置偵測


- 定期掃描路由器和子網路，以偵測任何新系統或裝置
 - 可將偵測到的系統或裝置標記為受信任、訪客或惡意。
 - 當偵測到新裝置或客戶驗證到期時接收警示。
 - 可封鎖該 port 以防止未經授權的存取。

MAC Address	IP Address	DNS Name	Discovered At	Type	Connected Switch	Connected Switch Port
68:05:CA:1D:7B...			18 Mar 16, 04:57 ...	Intel Corporation	192.168.49.100	140
4C:72:B9:A3:49:CD			18 Mar 16, 04:57 ...	Pegatron Corporation		
00:0C:DB:CC:57:...			18 Mar 16, 04:57 ...	Foundry Networks		
4C:72:B9:31:93:3E			18 Mar 16, 04:57 ...	Pegatron Corporation		
00:12:F2:ED:E8:40			18 Mar 16, 04:57 ...	Foundry Networks		
E0:69:95:72:FF:96			18 Mar 16, 04:57 ...	PEGATRON CORPORATION	192.168.49.100	139
00:1E:67:3B:A1:40			18 Mar 16, 04:57 ...	Intel Corporate	192.168.49.100	138
00:30:BF:07:ED:...			18 Mar 16, 04:47 ...	MOTOTECH Inc	opu-w7-1.csez.zohocorp.in	1
00:14:1B:CD:EB:...			18 Mar 16, 04:46 ...	Cisco Systems		

應用程式管理(Add-on)

- 效能監視
- 異常偵測
- 強大的報表功能
- 應用程式探索與相依性對應
- 使用根因分析來管理錯誤



A person in a light blue shirt is sitting at a white desk, working on a laptop. The person is leaning forward, looking at the screen. The background is a blurred office environment with a whiteboard. The overall image has a dark, muted color palette.

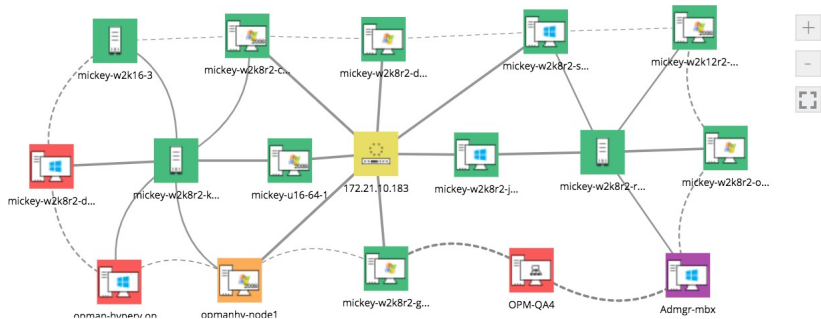
日常維運管理

Operation Management

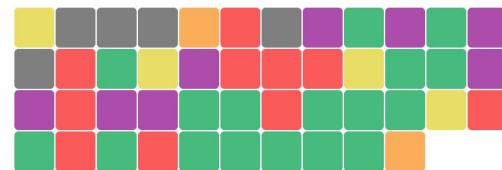
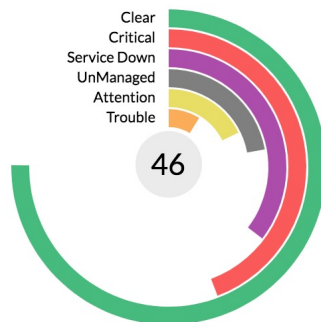
一目瞭然的可自定義管理介面

Business View

Server BV (17)



HeatMap



Infrastructure Snapshot

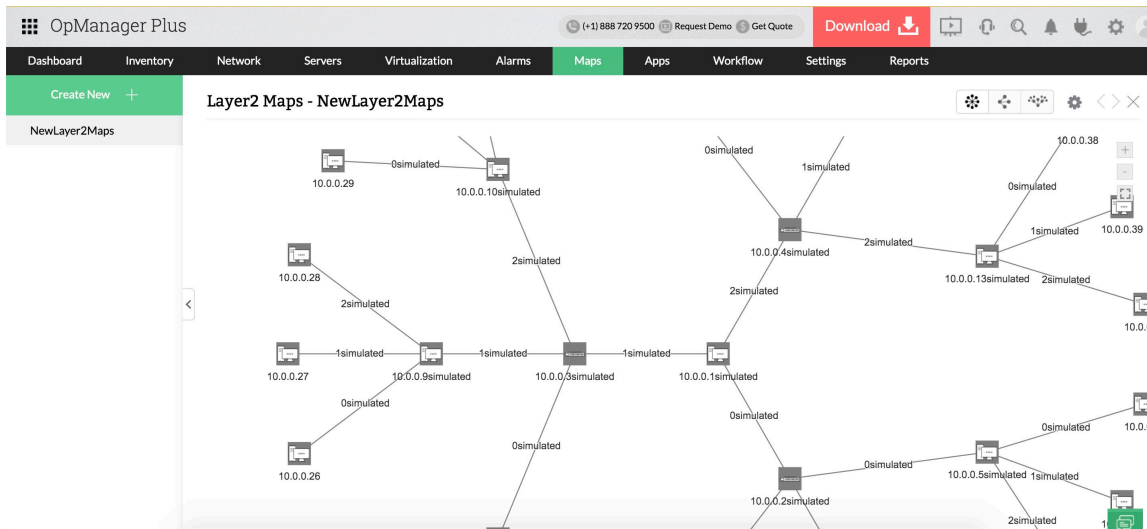
Name	Alarms	Devices	Problematic Devices
Server	61	29	14
Router	8	4	2
Switch	6	1	1
Desktop	21	2	1

Devices by CPU Utilization

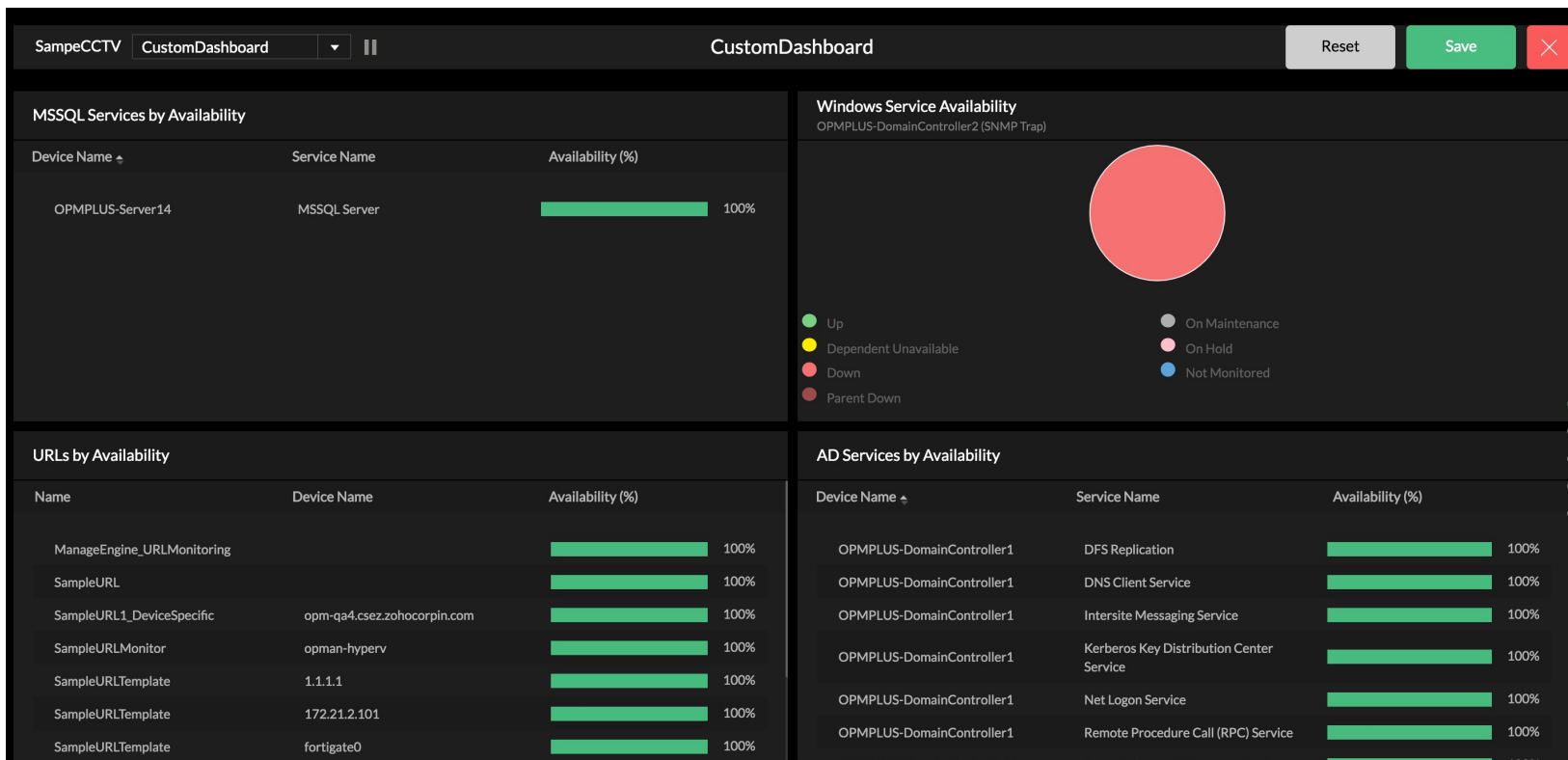
No Data Available

多樣化拓撲圖描繪

- 各式拓撲滿足各樣管理需求
 - 網路設備拓撲
 - 3D樓層拓撲
 - 業務分類拓撲
 - 機櫃拓撲
 - 全球拓撲
 - 資料庫拓撲
 - 等等...



NoC電視牆方式呈現



鉅細彌遺的報表系統

OpManager NetFlow NCM Firewall OpUtils Audit Report Settings


◀ All Alerts ★

Filter | Export | More Actions

Category: All Devices | Filter by: All Devices | Period: Last month | Time Window / Business Hour: Full 24 hours | View Records: All Apply

Export ✕

 Export to PDF

 Export to Excel

Device Name	Message	Severity	Category	
OPMPLUS-DomainController1	Windows NT Service Windows Time is Up	✓ Clear	DomainController	1 Jun 2018 04:14:00 PM IST
OPMPLUS-DomainController1	OS Processor Queue Length is now back to normal, current value is 0 Queue	✓ Clear	DomainController	2 Jun 2018 11:45:12 AM IST
OPMPLUS-Firewall2	Device Configuration Backup failed for 192.168.49.6 at Jun 02, 2018 15:21 PM	✗ Critical	Firewall	2 Jun 2018 06:51:27 PM IST
OPMPLUS-Router3	NCM operation failed for 192.168.50.131 at Jun 02, 2018 15:47 PM	✗ Critical	Router	2 Jun 2018 07:17:49 PM IST
OPMPLUS-Switch	NCM Script Execution operation failed for 192.168.50.130 at Jun 03, 2018 17:57 PM	✗ Critical	Switch	3 Jun 2018 09:27:29 PM IST
OPMPLUS-Router4	Device Configuration Backup Success for 192.168.50.140 at Jun 03, 2018 18:19 PM	✓ Clear	Router	3 Jun 2018 09:49:20 PM IST
OPMPLUS-DomainController1	Microsoft Exchange Unified Messaging Service Service is Up	✓ Clear	DomainController	4 Jun 2018 12:28:30 AM IST
OPMPLUS-Server3	Device Active and Responding	✓ Clear	Server	4 Jun 2018 02:56:53 PM IST

完整且多重條件觸發的告警機制

The screenshot displays a network management dashboard with a navigation bar at the top containing tabs for Dashboard, Inventory, Network, Servers, Virtualization, Alarms (highlighted), Maps, Apps, Workflow, Settings, and Reports. Below the navigation bar, there are sub-tabs for Active Alarms, All Alarms, Event Log Alarms, Syslog Alarms, Trap Alarms, NFA Alarms, NCM Alarms, Firewall Alarms, Web Alarms, and Storage Alarms. The main content area shows a list of active alarms under the heading 'Active Alarms (137)'. On the left side, there are circular indicators with numbers: 137 (blue), 31 (red), 35 (orange), 26 (yellow), and 45 (purple). The alarm list includes details such as severity (e.g., Trouble, Critical, Attention), source (e.g., opmanhv-node2.opmanhv.com, Opm-scale2), and time (e.g., now, 30 days ago). At the bottom, there is a pagination control showing 'Page 1 of 2' and a 'View' button.

Count	Severity	Message	Source	Category	Time	Action
137	Trouble	The remote server machine does not exist or is unavailable	opmanhv-node2.opmanhv.com	DomainController admin	now	👍
31	Trouble	The remote server machine does not exist or is unavailable	Opm-scale2	Server admin	now	👍
35	Critical	Device Configuration Backup failed for 192.168.50.130 at...	HpSwitchH	Switch admin	30 days ago	👍
26	Attention	Please verify the CITRIX credentials	172.21.10.183	Server admin	31 days ago	👍
45	Critical	NCM Compliance Check operation failed for one.one.one.o...	OPMPLUS	Unknown admin	32 days ago	👍
	Attention	ManageEngine OpManager Agent Service is not communic...	OPMPLUS-Server5	Server UnAssigned	33 days ago	👍
	Critical	NCM Compliance Check operation failed for 192.168.50.1...	OPMPLUS-Switch	Switch UnAssigned	33 days ago	👍
	Critical	OS Processor Queue Length is 15 Queue, threshold value f...	Opm-ad1	DomainController admin	33 days ago	👍
	Critical	NCM Script Execution operation failed for 192.168.50.131 ...	cisco.itom.com	Router admin	34 days ago	👍
132	Attention	APM Plugin: Root Cause : 1. Buffer Hit Ratio 100 = 100 % (t...	Opm-scale2	Server UnAssigned	34 days ago	👍
5	Critical	MSSQL Instance [Default] - Excess Total committed memor...	Opm-scale2	Server admin	34 days ago	👍
	Service Down	Windows NT Service Windows Time is Down	Opm-scale2	Server admin	34 days ago	👍
	Critical	NCM Script Execution operation failed for 192.168.50.140	Melah1.Melah1.itom.com	Router admin	34 days ago	👍

支援絕大部分通知管道與自動化執行

Create Notification Profile

Choose the profile type you would like to receive any fault in your network or devices.



Email

Get notified by an email alert when an alarm is generated.



Email based SMS

Get notified by an email alert when an alarm is generated.



SMS

Get notified by SMS alert when an alarm is generated.



Chat

Get notified by slack when an alarm is generated.



Run System Command

Lets you execute a command automatically when there is an alarm.



Run Program

Lets you execute a script/ program automatically when there is an alarm.



Log a Ticket

Lets you log trouble tickets in ServiceDesk Plus/ ServiceNow when an alarm is generated.



Web Alarm

Get notified with a sound alert when a critical alarm is generated.



SysLog Profile

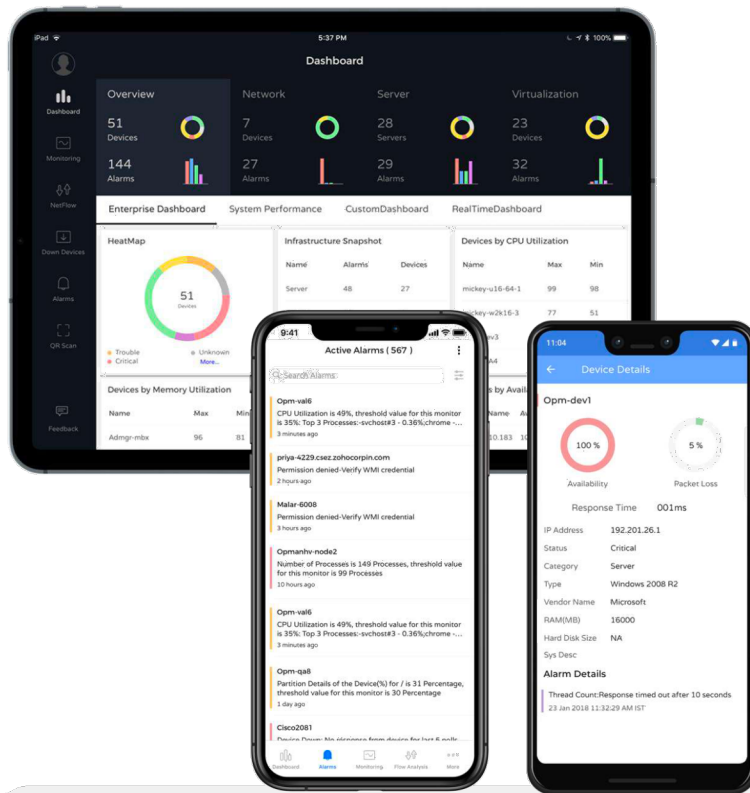
Get notified by SysLog messages when this profile is triggered based on the configured criteria.



Trap Profile

This profile allows you to receive SNMP traps when it is triggered based on the configured criteria.

支援行動裝置管理





WHY OPMANAGER PLUS?

Why not?

連續三年入選
Gartner's
Network Performance
Monitoring and
Diagnostics
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Figure 1. Magic Quadrant for Network Performance Monitoring and Diagnostics



Source: Gartner (February 2019)

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全方位IT管理解決方案

- IT整合管理
 - 提供 90 多種，價格合理，滿足您的所有 IT 管理需求之產品。
- IT簡化管理
 - 易於下載、安裝、設定和部署，無需第三方支援服務或幫助。
- IT實惠管理
 - 更高的價格並不始終意味著更好的產品

180,000+

家全球企業

9/10

財富 100 強公司

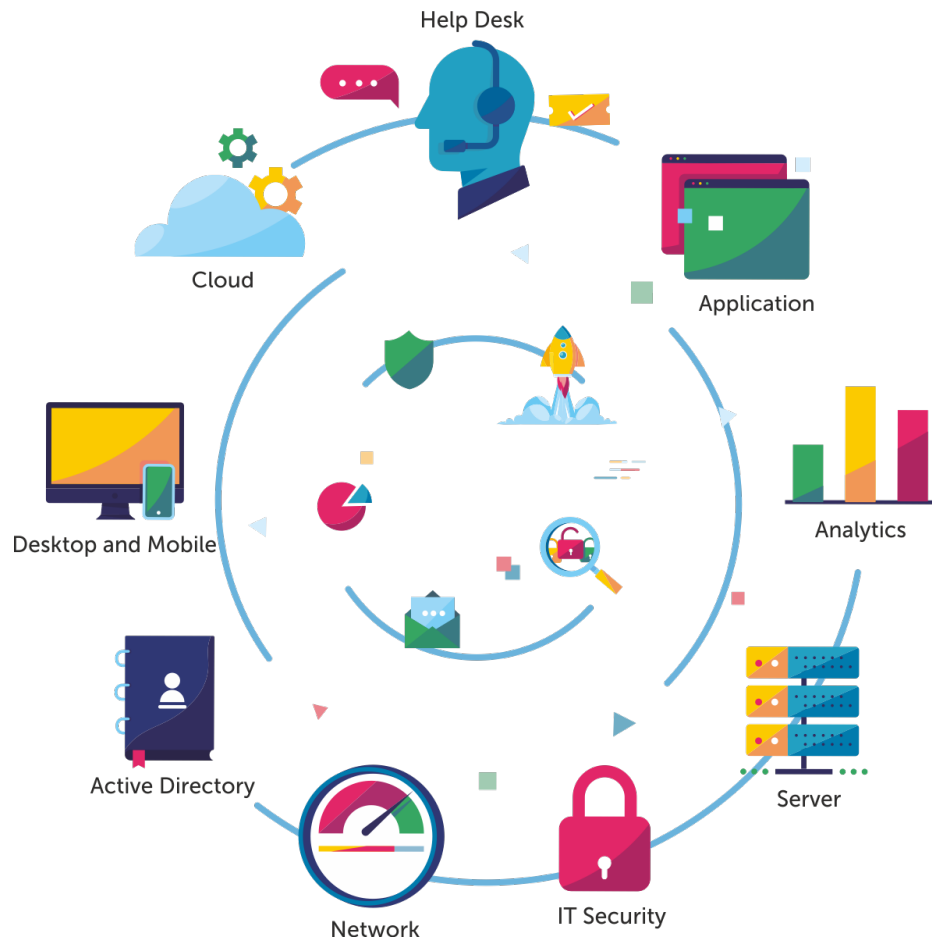
3,000,000+

管理者

..信任 ManageEngine 來管理其 IT。

ManageEngine 協助您

- ITIL整合式資產和服務管理
- 更有效的管理雲平台
- 比讓微軟更實用的AD管理
- 大量末端設備
- 複雜的基礎設施
- 符合資安需求的稽核
- 可滿足所有IT管理需求



THANK YOU

Any Questions?

Or

Contact Kerry