

# ManageEngine Training



OpManager

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- Course Objectives
  - Who Should Attend
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## Course Objectives

The primary objective of this course is to enable you to effectively monitor your network and its resources using OpManager. At the end of this course you will be able to optimally use OpManager to:

- Discover network and its resources
- Monitor it's health periodically
- Identify fault and act early on it
- Determine network health and trend using intuitive reports

## Who Should Attend

If you are an IT Manager, System Administrator, or an Operator, and have deployed OpManager in your network for monitoring, this training helps you optimize network performance monitoring.

## Course Agenda

- Introduction
- Network Management Plan
  - Inventory by device type
  - Resources to be monitored
  - Free ports for OpManager to use
  - Protocol to be used for monitoring
- Installing OpManager
  - Supported OS
  - Minimum Hardware Requirements
  - Supported Browsers
  - Installation Procedure
  - Starting as Windows Service
- Discovering the Network Resources
  - Configure Discovery Credentials
  - Discover network and its devices
  - Discover services in a device
  - Categorize the device

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- Classifying the Devices onto Maps
    - Define Device Templates
    - Default OpManager Maps
    - Custom Infrastructure Views
    - Business Views
  - Monitoring Availability and Performance
    - Monitoring Protocols
    - Determining Availability
    - Monitoring System Resources
    - Monitoring Add-ons
    - Thresholds for Proactive Monitoring
  - Alerting Faults
    - Events and Alarm Correlation
    - Different Types of Alerts
    - Working with Alarms
    - Notifying Alerts through Email, SMS etc
  - Reporting Network Performance
    - SLA Dashboards for Availability
    - Business View Dashboards and Reports
    - Top N Reports
    - Custom Reports
    - Scheduling Reports
  - Integration with Other Applications
    - ServiceDesk Plus for Trouble-ticketing
    - NetFlow Analyzer for Bandwidth Monitoring
    - Firewall Analyzer for in-depth Firewall Log Analysis
    - DeviceExpert for Configuration Management
  - User Management
    - Creating Users and Defining Scope
    - Users Profile Configuration
  - Troubleshooting Tools
    - Ping and Trace Route
    - MibBrowser
  - Maintenance
    - Scheduling Device Downtime
    - Managing OpManager Database
    - Backup and Restoration
    - Upgrade Process
    - Support Process

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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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