

NetGain Enterprise Manager Datasheet

NetGain Enterprise Manager (EM) is NetGain's flagship IT monitoring and data analytics solution that helps forward thinking businesses to see ahead and stay ahead.

Regardless of location, type, size, or complexity, our solutions give customers the power to monitor their IT services, infrastructure, applications and devices with ease, all from a single management dashboard, so you can maximize IT uptime.

Our ability to offer a personalized customer approach, something that we believe is lacking in the technology services landscape, is a key differentiator in today's market.

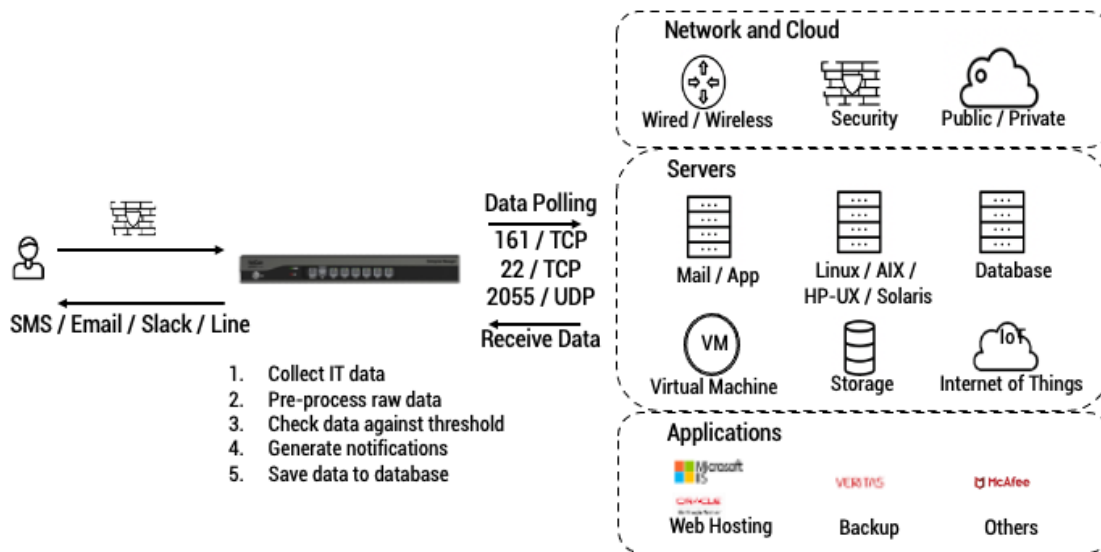
Every organization's IT environment is different. We offer a level of customization that is unparalleled among our competitors and designed to fit the unique demands of your industry vertical or operating environment.



NetGain systems.....

Maximize uptime. Develop insights. Provide answers.

How It Works



Key Features

- **Devices supported**

Hundreds of devices are supported out-of-the-box and new devices are added frequently. The list of devices supported include the following:

Devices monitored						
Networking (Routers / Switches)		Security (Firewalls/IDS/IPS/VPN)		Load Balancers/ Cache	Servers	Wireless
<ul style="list-style-type: none"> • Cisco • Juniper • H3C • Huawei • Harbour • HP • Ruijie • Avaya • NEC • Overture 	<ul style="list-style-type: none"> • Foundry • D-Link • Enterasys • Packeteer • Maipu • ScenLink • Force10 • Peplink • OneGate • Nortel 	<ul style="list-style-type: none"> • Cisco • Juniper • Checkpoint • DPTech • Nokia • SecWorld 	<ul style="list-style-type: none"> • Sangfor • Hilstone • Barracuda • Fortinet • Cyberoam • Iron port • WatchGuard • Palo Alto 	<ul style="list-style-type: none"> • F5 • Radware • Bluecoat • A10 • Array • Cisco 	<ul style="list-style-type: none"> • HP • IBM • Dell • AS400 • Windows • AIX • Sun • Solaris • Linux 	<ul style="list-style-type: none"> • Cisco • Aruba • Ruckus • Cambium • Juniper • Mikrotik
Storage		Apps		Database	UPS/Environment	
<ul style="list-style-type: none"> • EMC • NetApp • Hitachi • IBM • Brocade • McData • Atempo 	<ul style="list-style-type: none"> • IBM • Microsoft • Oracle • Citrix • Veritas • BEA • VMware • Open Source 	<ul style="list-style-type: none"> • DB2 • Informix • MS-SQL • Oracle • Sybase 	<ul style="list-style-type: none"> • APC • Liebert • Emerson • AKCP • Carel • GE 			



Middleware & Applications Metrics	
Middleware	Applications
<ul style="list-style-type: none"> • WebSphere • WebLogic, • Tuxedo, • MQ • Jboss • Resin • EAServer 	<ul style="list-style-type: none"> • MS-Exchange • MS-IIS • Tomcat, • Apache • Lotus Notes • SunOne • Squid • .NET

- **Comprehensive monitoring and metrics**

IP-based devices are discovered automatically using SNMP and can be added to the monitor in logical groups. The availability and performance of the devices are monitored and thresholds can be set individually or as a group. Alarms are colour-coded for quick understanding. There is flexibility in setting monitoring schedules such as the use of blackout schedules for maintenance.

Database Metrics			
Microsoft SQL Server			
Full scans Range scans Probe scans Scan point revalidations Work files created Worktables created Worktables from Cache Ratio Worktables from Cache Base Forwarded records Skipped ghosted records Index searches Buffer Manager page reads, page writes, lazy writes Readahead pages Checkpoint pages	AWE lookup maps, stolen maps, write maps, unmap calls, unmap pages Page life expectancy, buffer node free pages, total pages, foreign pages, database pages, stolen pages, target pages, page life expectancy, pages utilization Cache Manager Cache metadata CPU Cursor Manager Database file size Max size Utilization	State Auto grow status Database Status Database log Exec statistics Logins Logouts User connections Logical connections Transactions Active Temp Tables Temp Tables Creation Rate SOAP Empty requests SQL requests Method invocations WSDL requests	Session Initiate Requests Session Terminate Requests Processes blocked Temp tables for destruction IO Errors Jobs Latches Locks Memory Manager Plan Cache SQL Errors SQL Statistics Wait Statistics



Database Metrics			
Informix		Sybase	DB2
<ul style="list-style-type: none"> • Seqcans • Resource over lock • Over user thread • Over buffer • User CPU System CPU • Number checkpoint • Flushes • Sessions • Memory Info 	<ul style="list-style-type: none"> • ASE Disk read rate • Write rate • Receive rate • Sent rate • Transaction rate • Cache runsize • Connections • CPU • Databases • Status, • Deadlocks • IO Errors • Locks • Logs utilization 	<ul style="list-style-type: none"> • ASE Disk read rate • Write rate • Receive rate • Sent rate • Transaction rate • Cache runsize • Connections • CPU • Databases • Status, • Deadlocks • IO Errors • Locks • Logs utilization 	<ul style="list-style-type: none"> • Bufferpools • Cache • Performance • Connections • DB Status • Locks • Log • Sort heap • Sort performance • Tablespace
	Oracle		MySQL
<ul style="list-style-type: none"> • Data file size • Status • Physical reads • Physical read rate • Physical writes • Physical write rate • Read time • Write time, • Library cache 	<ul style="list-style-type: none"> • Locks • Rollback segment • Session summary • Session waits • SGA Hit Ratios • Status, Tablespace performance • Tablespace utilization 	<ul style="list-style-type: none"> • Uptime • Threads • Questions • Slow queries • Slow launch threads • Sort merge passes • Sort range • Sort rows • Sort scan • Opens • Open tables • Flush commands • Flush tables 	

Network & Systems Metrics			
Networking & Security	Virtual Environment	OS	Health
<ul style="list-style-type: none"> • Reachability, port status, network traffic utilization, CPU, memory, fans, temperature, sensors, power supplies, sessions, connections 	<ul style="list-style-type: none"> • Host CPU, memory, Datastores, VM status, Host Bus Adapters, Physical/Virtual NIC and Disk status 	<ul style="list-style-type: none"> • Windows Server (2000, 2003, 2008, 2012), Linux, HP-UX, AIX, Sun Solaris, OpenVMS, AS400 	<ul style="list-style-type: none"> • CPU, memory, disk space, I/O, paging, file system, processes, services, syslog, events



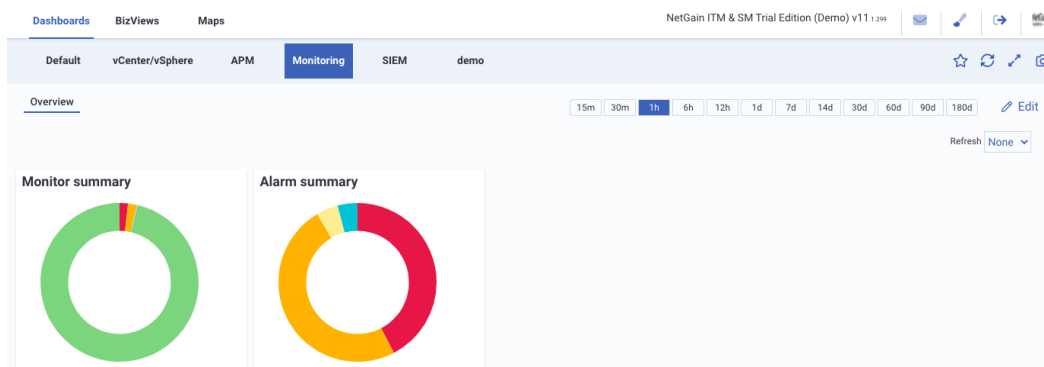
- **Dashboards, Bizviews, maps**

The system comes with configurable dashboards with different types of widgets that enable the user to set the dashboards up in a preferred way.

Besides dashboards, there is a useful Bizview which allow the user to set up the service dependency map for their enterprise. This allows the drill down to see the problem root cause.

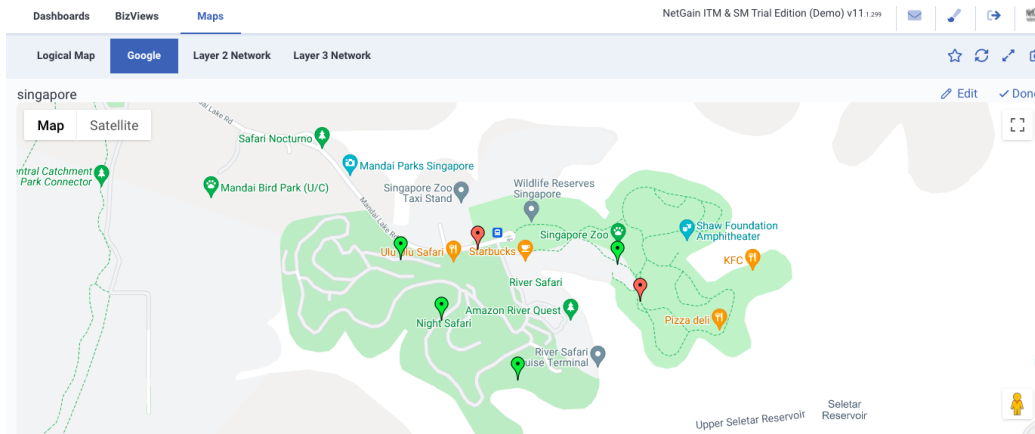
There are also various map views, including geographic views, layer 2 and 3 topologies, logical map views and more.

The following is an example of a configurable dashboard. Note the buttons on the top right which allows toggle of timeviews.

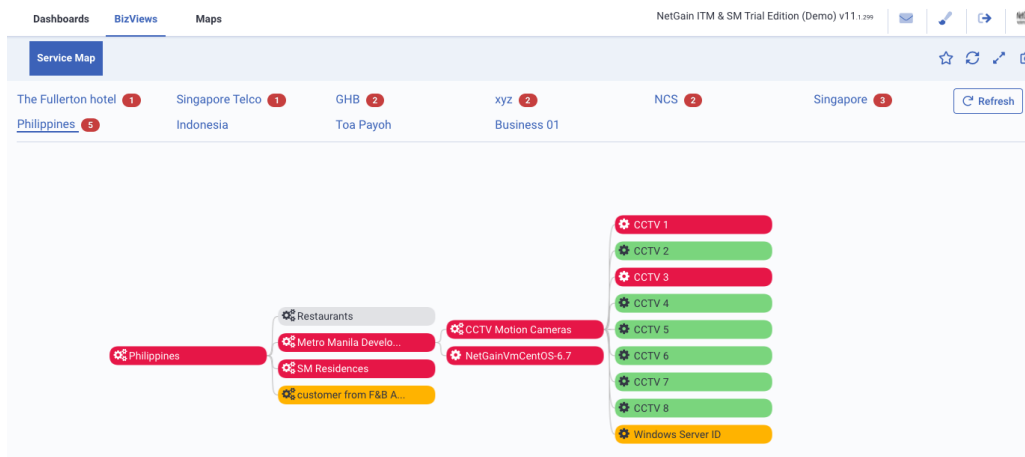


The following is an example of geographic view.

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The following is an example of Bizview.

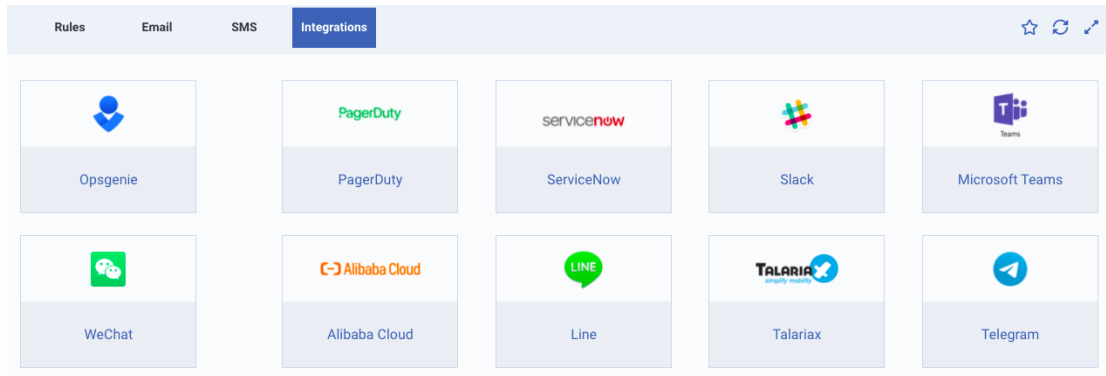


- **Alerts and notifications**

There is great flexibility for the user to set the alerts, such as alarm escalation, suppression and the ability to send notifications through different channels such as email, SMS, social media (such as Telegram or WeChat) or integration to third-party solutions like Microsoft Teams, ServiceNow ticketing and more.

The out-of-the-box integrations include the following. Should there be a need to integrate with other systems, APIs are available.





- **Enterprise ready**

The NetGain EM is built for all sizes of enterprises, from the small and medium to the largest companies in the world. The system can support up to 10,000 devices from a single console and can scale up linearly to support even more devices.

The solution can also monitor geographically distributed networks, and both on-prem and cloud networks.

The system supports high-availability, with real-time replication and automatic failover options.

Reports can be configured and scheduled to be run and sent on custom period basis

Server requirements

Minimum Hardware specification:		
	Minimum	Recommended



CPU	Dual Core Intel-compatible x64 CPU	Quad Core Intel-compatible x64 CPU
Hard disk	60GB	500GB
RAM	4GB	16GB
OS Supported	Linux-CentOS / RHEL8	Linux-CentOS
Browser Support	Firefox, Google Chrome, Safari, Microsoft Edge.	Firefox, Google Chrome, Safari, Microsoft Edge.





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About NetGain Systems

Founded in 2002, NetGain Systems is a pioneer in the IT monitoring business and has established local teams throughout the Asia Pacific Region, including Australia, China and Singapore.

Regardless of location, type, size, or complexity, our solutions give customers the power to monitor their IT services, infrastructure, applications and devices with ease, all from a single management dashboard, so you can maximize uptime and achieve IT excellence.

By understanding that every organization's IT environment is different, NetGain's dynamic solutions are designed to be uniquely adaptable, fitting the unique demands of your operating environment and evolving with your growing organization.

