

Introduction

ManageEngine IT360 is an integrated business service management solution for enterprises providing you with in-depth visibility into your business IT infrastructure. ManageEngine IT360 covers a wide range of services such as application performance management, in-depth monitoring of performance and availability of network devices, bandwidth utilization and provide you with real-time network behavior and its impact on your business services. Its ITIL based service desk offers best practices to make sure that your IT Service has high uptime.

This document covers the various applications, servers, network interfaces, devices and the various ITIL processes supported by ManageEngine IT360 along with the system requirements required to run ManageEngine IT360 efficiently.

Supported Network Devices

- Routers
- Switches
- Firewalls
- UPS
- Printers
- Wireless

Web Server / Services

- Apache Server
- IIS Server
- PHP and Other Web Servers

Applications

- JBoss 3.2.x, 4.0.x & above
- Tomcat 3.x, 4.x, 5.x, 6.x
- WebLogic 6.1, 7.x, 8.x, 9.x, 10.x
- Glassfish Server
- Sliverstream
- WebLogic Integration 8.x
- WebSphere 5.x, 6.x
- Oracle AS 10g
- Microsoft .NET

Databases

- Oracle 8.x, 9i, and 10g
- MySQL 3.23.x, 4.x, 5.x
- MS SQL 2000, 2005
- IBM DB2 8.x
- Sybase
- Database Query

Enterprise Resource Planning

- SAP
- SAP CCMS
- Oracle E-Business Suite

Custom Applications

- Custom MBean in WebSphere, WebLogic JBoss or any JMX-enabled Server
- Custom applications that consists of JMX MBean and SNMP OID data sources

Servers

- Windows 2000, NT, XP, Vista, 2003, 2008
- Linux
- Sun Solaris
- IBM AIX
- IBM AS/400, iSeries
- HP-Unix
- Tru64 Unix
- FreeBSD
- Mac OS

Website Monitoring

- URL Monitoring
- URL Sequence
- URL Content

Mail Server

- Exchange & Other Mail Servers

Supported Protocols

- | | |
|------------------------------|-------------------------------|
| • HTTP / HTTPS | • TCP |
| • LDAP | • ICMP |
| • FTP/SFTP | • JMX (Java, JBoss, WebLogic) |
| • Telnet | • RMI |
| • DNS | • WMI |
| • SSH | • Database Query / JDBC |
| • SOAP | • SAP / SAP CCMS |
| • Windows & Linux OS Scripts | • AS400 |
| • Ping | |

Integration of Custom Code written in most programming languages: Java, C#, PHP, Perl, Python, Ruby, .NET, .VBS

Supported Network Interfaces

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|--------------------|--------------------|
| • Cisco | • Comtec Systems |
| • 3Com | • Force10 Networks |
| • Adtran | • Hewlett-Packard |
| • Riverbed | • Hitachi |
| • Enterasys | • NEC |
| • Extreme Networks | • DD-WRT |
| • MikroTik | • Nortel |
| • Foundry Networks | • Alaxala Networks |
| • Huawei | • Alcatel |
| • H3C | |
| • Allied Telesis | |

ManageEngine IT360 leverages on NetFlow®, sFlow®, cflowd®, J-Flow®, IPFIX®, NetStream® and Cisco NBAR® information exported from routing & switching devices to provide you in depth visibility into the top talkers and applications on your network. The table below lists the set of devices from various vendors and the type of flow they export.

Supported Network Device Vendors	Supported Flows	Supported Device List
Cisco	NetFlow	Cisco - 800, 1700, 2600, 1800, 2800, 3660, 3800, 4500, 6500, 7200, 7300, 7500, 7600, 10000, 12000, CRS-1
3Com	NetFlow	8800 Series Switches
Adtran	NetFlow	NetVanta 3200, 3305, 4305, 5305, 1524, 1624, 3430, 3448, 3130, 340, and 344
Riverbed	NetFlow	Refer to Riverbed Website
Enterasys	NetFlow	Refer to Enterasys Website
Extreme Networks	NetFlow	Alpine 3800 series , BlackDiamond 6800 series , BlackDiamond 8800 series , BlackDiamond 10808 , BlackDiamond 12804C , BlackDiamond 12804R , Summit X450 Series , Summit i series
MikroTik	NetFlow	Refer MikroTik Website
Foundry Networks	NetFlow, sFlow	BigIron series , FastIron series , IronPoint series , NetIron series , SecureIron series , ServerIron series
Juniper Networks	NetFlow, J-Flow	Refer Juniper Networks Website
Huawei	NetStream	Refer Huawei Website
H3C	NetStream	Refer H3C Website
Nortel	IPFIX	5500 & 8600 Series
Alaxala Networks	sFlow	AX7800R , AX7800S , AX7700R , AX5400S
Alcatel	sFlow	OmniSwitch 6850 , OmniSwitch 9000
Allied Telesis	sFlow	SwitchBlade 7800R series , SwitchBlade 7800S series , SwitchBlade 5400S series
Comtec Systems	sFlow	1-Rex 16Gi & 24Gi & 24Gi-Combo
Force10 Networks	sFlow	E-Series
Hewlett-Packard	sFlow	ProCurve 2800 series , ProCurve 3400cl series , ProCurve 3500yl series , ProCurve 4200vl series ,

		ProCurve 5300xl series , ProCurve 5400zl series , ProCurve 6200yl series , ProCurve 6400cl series , ProCurve 9300m series , ProCurve Routing Switch 9408sl
Hitachi	sFlow	GR4000 , GS4000 , GS3000
NEC	sFlow	IP8800/R400 series , IP8800/S400 series , IP8800/S300 series
DD-WRT	rFlow	Refer DD-WRT Website

Cisco IOS Software Release Version	Supported Cisco Hardware Platforms
11.1CA, 11.1CC	Cisco 7200 and 7500 series, RSP 7200 series
12.0	Cisco 1720, 2600, 3600, 4500, 4700, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series
12.0T, 12.0S	Cisco 1720, 2600, 3600, 4500, 4700, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series, MGX8800RPM series, and BPx8600 series
12.0(3)T, 12.0(3)S	Cisco 1720, 2600, 3600, 4500, 4700, AS5300, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series, MGX8800RPM series, and BPx8650 series
12.0(4)T	Cisco 1400, 1600, 1720, 2500, 2600, 3600, 4500, 4700, AS5300, AS5800 RSP 7000 and 7200 series uBR 7200 and 7500 series RSM series, MGX8800RPM series, and BPx8650 series
12.0(4)E	Cisco 7100 series
12.0(6)S	Cisco 12000 series

IT Asset Management Capabilities

ITIL Processes

Asset Management, Asset Relationships and Grouping, Software Asset Management, Software License Compliance, Purchase Management, Contract Management, Software Usage Tracking and Audit Reports	Incident Management, Problem Management, Change Management and CMDB (Configuration Management Database)
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System Requirements

<i>Recommended</i>	<i>Minimum</i>
<i>Processor: 2 GHz Quad Core Processor</i>	<i>Processor: 2 GHz Quad Core Processor</i>
<i>RAM: 16 GB</i>	<i>RAM: 8 GB</i>
<i>HDD: 250 GB</i>	<i>HDD: 250 GB</i>
<i>OS: 32-bit Windows Server 2003 / 2008 Enterprise Edition</i>	<i>OS: 32-bit Windows Server 2003 / 2008 Enterprise Edition</i>
<i>Web Client: IE 7.0 or Firefox 3.x and above</i>	<i>Web Client: IE 7.0 or Firefox 3.x and above</i>

Product References

User Forum	http://forums.manageengine.com/ManageEngine-IT360
Troubleshooting	http://www.manageengine.com/it360/support.html
Online Help	http://www.manageengine.com/it360/help/index.html
Blogs	http://blogs.manageengine.com/it360
Twitter	http://twitter.com/it360
Screenshot Tour	http://www.manageengine.com/it360/screenshots.html

Website: www.manageengine.com/it360 | Demo: <http://it360demo.manageengine.com/> | Support: it360-support@manageengine.com

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