

## NetGain Cloud Vista Suite Datasheet

NetGain Cloud Vista Suite extends NetGain's IT infrastructure management and SIEM (Security Incident and Event Management) capabilities to the Cloud.

It enables organizations to manage all their on-premise and cloud IT assets, whether they are in physical, cloud or hybrid networks. It also acts as a "Manager of Managers" in large and complex IT networks that are geographically distributed, providing users with a single consolidated view of all the IT infrastructure and security events throughout their entire operations.

NetGain Cloud Vista Suite runs on any cloud provider's platform, and consists of 2 components:

- NetGain Cloud Vista, running on a virtual machine in the Cloud
- NetGain EM Edge, running at remote physical sites

### NetGain Cloud Vista

NetGain Cloud Vista runs on a VM in the Cloud and can discover and monitor devices in remote physical sites or in the Cloud running NetGain EM Edge or NetGain EM. You can perform device discovery and remote configuration, change threshold settings, and monitor the status of devices from the NetGain Cloud Vista console. When thresholds are crossed, alarms and notifications can be sent from NetGain Cloud Vista to the appropriate support team for further investigation. Comprehensive reports, by individual site or for the entire IT operations, are available.

### NetGain EM Edge



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NetGain EM Edge is a lightweight software that runs at the physical or cloud site that is to be monitored and managed. It acts as a data collector and forwards data collected to NetGain Cloud Vista. NetGain EM Edge comes installed on a Raspberry Pi, in a VM or in a NetGain Appliance.

<b>Enterprise Ready Features</b>	
<ul style="list-style-type: none"><li>• Hot standby operation with real time replication and automatic failover options.</li><li>• Support up to 10,000 devices from a single console</li><li>• Monitor geographically distributed network resources.</li><li>• Passive and agent-based monitoring.</li><li>• Captures real user interaction with the applications they access etc.</li><li>• Centralized panel for multiple sites</li><li>• Support Hybrid Cloud monitoring</li></ul>	<ul style="list-style-type: none"><li>• Monitor applications responses, error messages, latency, availability etc.</li><li>• Over 20 inbuilt availability and performance reports.</li><li>• Reports on a daily, weekly, monthly and custom period basis.</li><li>• Reports exportable to PDF and CSV formats.</li><li>• Reports schedule with automatic emails to IT managers and team.</li></ul>



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## Product Features

<b>Comprehensive Monitoring</b>	
<ul style="list-style-type: none"><li>• Discover SNMP and IP based devices automatically and instantly.</li><li>• Monitor availability and performance of network devices.</li><li>• Intelligent alarm correlation and color-coded alarms.</li><li>• Email, SMS, LINE and Slack notification.</li><li>• Option to acknowledge alarms and add details to knowledge base for future references.</li><li>• Downtime Scheduler.</li><li>• Manager's Service Level Agreement</li></ul>	<ul style="list-style-type: none"><li>• Customizable dashboard, business view, Google map view and web alerts</li><li>• Alarm suppression and automatic alarm escalation for unacknowledged or unresolved events.</li></ul>



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



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<b>Databases Monitored</b>			
<b>Microsoft SQL Server</b>			
<ul style="list-style-type: none"> <li>• Full scans</li> <li>• Range scans</li> <li>• Probe scans</li> <li>• Scan point revalidations</li> <li>• Work files created</li> <li>• Worktables created</li> <li>• Worktables from Cache Ratio</li> <li>• Worktables from Cache Base</li> <li>• Forwarded records</li> <li>• Skipped ghosted records</li> <li>• Index searches</li> <li>• Buffer Manager page reads, page writes, lazy writes</li> <li>• Readahead pages</li> <li>• Checkpoint pages</li> </ul>	<ul style="list-style-type: none"> <li>• AWE lookup maps, stolen maps, write maps, unmap calls, unmap pages</li> <li>• Page life expectancy, buffer node free pages, total pages, foreign pages, database pages, stolen pages, target pages, page life expectancy, pages utilization</li> <li>• Cache Manager</li> <li>• Cache metadata</li> <li>• CPU</li> <li>• Cursor Manager</li> <li>• Database file size</li> <li>• Max size</li> <li>• Utilization</li> </ul>	<ul style="list-style-type: none"> <li>• State</li> <li>• Auto grow status</li> <li>• Database Status</li> <li>• Database log</li> <li>• Exec statistics</li> <li>• Logins</li> <li>• Logouts</li> <li>• User connections</li> <li>• Logical connections</li> <li>• Transactions</li> <li>• Active Temp Tables</li> <li>• Temp Tables Creation Rate</li> <li>• SOAP Empty requests</li> <li>• SQL requests</li> <li>• Method invocations</li> <li>• WSDL requests</li> </ul>	<ul style="list-style-type: none"> <li>• Session Initiate Requests</li> <li>• Session Terminate Requests</li> <li>• Processes blocked</li> <li>• Temp tables for destruction</li> <li>• IO Errors</li> <li>• Jobs</li> <li>• Latches</li> <li>• Locks</li> <li>• Memory Manager</li> <li>• Plan Cache</li> <li>• SQL Errors</li> <li>• SQL Statistics</li> <li>• Wait Statistics</li> </ul>



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Databases Monitored			
Informix		Sybase	DB2
<ul style="list-style-type: none"> <li>• Seqcans</li> <li>• Resource over lock</li> <li>• Over user thread</li> <li>• Over buffer</li> <li>• User CPU System CPU</li> <li>• Number checkpoint</li> <li>• Flushes</li> <li>• Sessions</li> <li>• Memory Info</li> </ul>	<ul style="list-style-type: none"> <li>• ASE Disk read rate</li> <li>• Write rate</li> <li>• Receive rate</li> <li>• Sent rate</li> <li>• Transaction rate</li> <li>• Cache runsize</li> <li>• Connections</li> <li>• CPU</li> <li>• Databases</li> <li>• Status,</li> <li>• Deadlocks</li> <li>• IO Errors</li> <li>• Locks</li> <li>• Logs utilization</li> </ul>	<ul style="list-style-type: none"> <li>• ASE Disk read rate</li> <li>• Write rate</li> <li>• Receive rate</li> <li>• Sent rate</li> <li>• Transaction rate</li> <li>• Cache runsize</li> <li>• Connections</li> <li>• CPU</li> <li>• Databases</li> <li>• Status,</li> <li>• Deadlocks</li> <li>• IO Errors</li> <li>• Locks</li> <li>• Logs utilization</li> </ul>	<ul style="list-style-type: none"> <li>• Bufferpools</li> <li>• Cache</li> <li>• Performance</li> <li>• Connections</li> <li>• DB Status</li> <li>• Locks</li> <li>• Log</li> <li>• Sort heap</li> <li>• Sort performance</li> <li>• Tablespace</li> </ul>
<b>Oracle</b>		<b>MySQL</b>	



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<ul style="list-style-type: none"><li>• Data file size</li><li>• Status</li><li>• Physical reads</li><li>• Physical read rate</li><li>• Physical writes</li><li>• Physical write rate</li><li>• Read time</li><li>• Write time,</li><li>• Library cache</li></ul>	<ul style="list-style-type: none"><li>• Locks</li><li>• Rollback segment</li><li>• Session summary</li><li>• Session waits</li><li>• SGA Hit Ratios</li><li>• Status, Tablespace performance</li><li>• Tablespace utilization</li></ul>	<ul style="list-style-type: none"><li>• Uptime</li><li>• Threads</li><li>• Questions</li><li>• Slow queries</li><li>• Slow launch threads</li><li>• Sort merge passes</li><li>• Sort range</li><li>• Sort rows</li><li>• Sort scan</li><li>• Opens</li><li>• Open tables</li><li>• Flush commands</li><li>• Flush tables</li></ul>
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Network & Systems Monitored			
Networking & Security	Virtual Environment	OS	Health
<ul style="list-style-type: none"> <li>• Reachability, port status, network traffic utilization, CPU, memory, fans, temperature, sensors, power supplies, sessions, connections</li> </ul>	<ul style="list-style-type: none"> <li>• Host CPU, memory, Datastores, VM status, Host Bus Adapters, Physical/Virtual NIC and Disk status</li> </ul>	<ul style="list-style-type: none"> <li>• Windows Server (2000, 2003, 2008, 2012), Linux, HP-UX, AIX, Sun Solaris, OpenVMS, AS400</li> </ul>	<ul style="list-style-type: none"> <li>• CPU, memory, disk space, I/O, paging, file system, processes, services, syslog, events</li> </ul>

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





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## Specifications

Scalability					
Components	Nodes Quantity		Recommended Specifications		
Cloud Vista	Sites	Devices	CPU	RAM	Hard Disk, SSD
	1-10	1-1,500	Dual CPU	16GB	700GB
	11-50	1,500- 10,000	Quad CPU	32GB	1.2TB
EM Edge	-	1-50	Dual CPU	4GB	40GB
	-	50-500	Dual CPU	8GB	80GB
Operating System	Linux CentOS (preferred)				
Browser Support	Firefox, Google Chrome, Safari, Microsoft Edge				



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<b>Communication between Cloud Vista and Edge</b>	Port: 9005 and 443 Protocol : SSL
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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.

