



Maximize uptime. Develop insights. Provide answers.

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.



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Product Features

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

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



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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"> • 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 	<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 • Ruckus • 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 			



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Databases Monitored			
Microsoft SQL Server			
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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



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Databases Monitored			
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 	



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Network & Systems Monitored			
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
Middleware & Applications Monitored			
Middleware		Applications	
<ul style="list-style-type: none"> • WebSphere • WebLogic, • Tuxedo, • MQ • Jboss • Resin • EA Server 		<ul style="list-style-type: none"> • MS-Exchange • MS-IIS • Tomcat, • Apache • Lotus Notes • SunOne • Squid • .NET 	
NetFlow Module			
<p>NetGain EM enables you to capture data from devices on network traffic and display the data recorded into easy-to use graphs and table. This allows IT teams to measure exactly the bandwidth used by the corporate network, by whom and for what activity.</p> <ul style="list-style-type: none"> • Analyze flow-based traffic of NetFlow v5 to v9, sFlow, jflow enabled devices IP Fix, Cisco NBAR, CBQoS, IPSLA devices. • Identify IP addresses of top listener, top talkers, top conversations etc. 			



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Network

configuration manager module	<ul style="list-style-type: none"> • Supports backup, restore and compare configuration for network devices • Supports auto- scheduled backup of network devices
IP address manager module	<ul style="list-style-type: none"> • Auto-discovers subnets with display overview in dashboard • Manages available IP addresses and status of availability changes • Ping status updates in real time
Asset manager module	<ul style="list-style-type: none"> • Auto-discovers devices within inventory • Customizable inventory list fields • Traces device purchase data and warranty status • Provides out of warranty device alerts • Ping status updates in real time

Minimum Hardware specification:		
	Minimum	Recommended
Hard disk	Dual Core Intel-compatible x64 CPU	Quad Core Intel-compatible x64 CPU
CPU	60GB	500GB
RAM	4GB	16GB
OS Supported	Linux-CentOS	Linux-CentOS



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Browser Support	Firefox, Google Chrome, Safari, Microsoft Edge.	Firefox, Google Chrome, Safari, Microsoft Edge.
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Selecting the Right Edition of NetGain EM

Features Included	EM Standard	EM Plus
OS Supported	✓ Linux CentOS	✓ Linux CentOS
No of Devices to be Monitored	✓ Bundled with up to 50 Devices monitoring licenses	✓ Bundled with up to 30 Devices monitoring licenses
Max Number of Devices	✓ 250	✓ Unlimited
EM Basic Monitoring Categories	✓	✓
EM Advance Monitoring	X	✓



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SMS	✓ Supports Cloud-based SMS only	✓ Supports Cloud-Based & SMS Modem
Optional Add-ons	X	✓
NetFlow	X	✓
Network Configuration Manager	X	✓
IP Address Manager	X	✓
Asset Manager	X	✓
Northbound Rest APIs	X	✓



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systems •••••

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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.

