ManageEngine OpManager Training

Course Description

The ManageEngine OpManager Training course is designed to equip IT professionals with the knowledge and skills needed to effectively monitor and manage their networks using OpManager. This comprehensive training program covers network discovery, health monitoring, fault identification, and performance reporting, enabling participants to optimize their network's performance and maintain its integrity. Participants will learn how to use OpManager's advanced features, integrate it with other applications, and implement best practices for network management.

Audience Profile

This course is ideal for:

- **IT Managers** who are responsible for overseeing network performance and ensuring optimal resource allocation.
- **System Administrators** who manage network operations and require efficient monitoring solutions.
- **Operators** who are involved in day-to-day network monitoring tasks and need to respond to faults quickly and efficiently.

Prerequisites

Participants should have:

- Basic knowledge of networking concepts and protocols.
- Familiarity with network devices and their configurations.
- Experience in managing IT infrastructure and systems.

Course Objectives

By the end of this course, participants will be able to:

- **Discover** network resources and understand their configurations.
- **Monitor** network health and performance using OpManager.
- **Identify** and troubleshoot network faults proactively.
- **Generate** intuitive reports to assess network health and trends.
- **Integrate** OpManager with other ManageEngine products for enhanced functionality.

Module-wise Table of Contents (TOC)

Module 1: Introduction

- Benefits and key features of OpManager

Module 2: Network Management Plan

- Inventory by device type
- Resources to be monitored
- Free ports for OpManager to use
- Protocol selection for monitoring

Module 3: Installing OpManager

- Supported Operating Systems
- Minimum Hardware Requirements
- Supported Browsers
- Installation Procedure
- Starting OpManager as a Windows Service

Module 4: Discovering Network Resources

- Configure Discovery Credentials
- Discovering network devices and services
- Device categorization and management

Module 5: Classifying Devices onto Maps

- Defining Device Templates
- Using Default OpManager Maps
- Creating Custom Infrastructure Views
- Business Views for network visualization

Module 6: Monitoring Availability and Performance

- Monitoring Protocols and Techniques
- Determining Device Availability
- Monitoring System Resources and Add-ons
- Setting Thresholds for Proactive Monitoring

Module 7: Alerting Faults

- Events and Alarm Correlation
- Types of Alerts and their Configuration
- Managing and Responding to Alarms
- Notifying Alerts through Email, SMS, etc.

Module 8: Reporting Network Performance

- SLA Dashboards for Availability
- Business View Dashboards and Reports
- Top N Reports for Performance Insights
- Creating Custom Reports
- Scheduling Regular Reports

Module 9: Integration with Other Applications

- Integrating with ServiceDesk Plus for Trouble-ticketing
- Using NetFlow Analyzer for Bandwidth Monitoring
- Firewall Analyzer for Firewall Log Analysis
- DeviceExpert for Configuration Management

Module 10: User Management

- Creating Users and Defining Access Scope
- Configuring User Profiles and Permissions

Module 11: Troubleshooting Tools

- Using Ping and Trace Route for Diagnostics
- MibBrowser for SNMP Management

Module 12: Maintenance

- Scheduling Device Downtime
- Managing the OpManager Database
- Backup and Restoration Procedures
- Upgrade Process and Best Practices
- Support Process and Resources
