

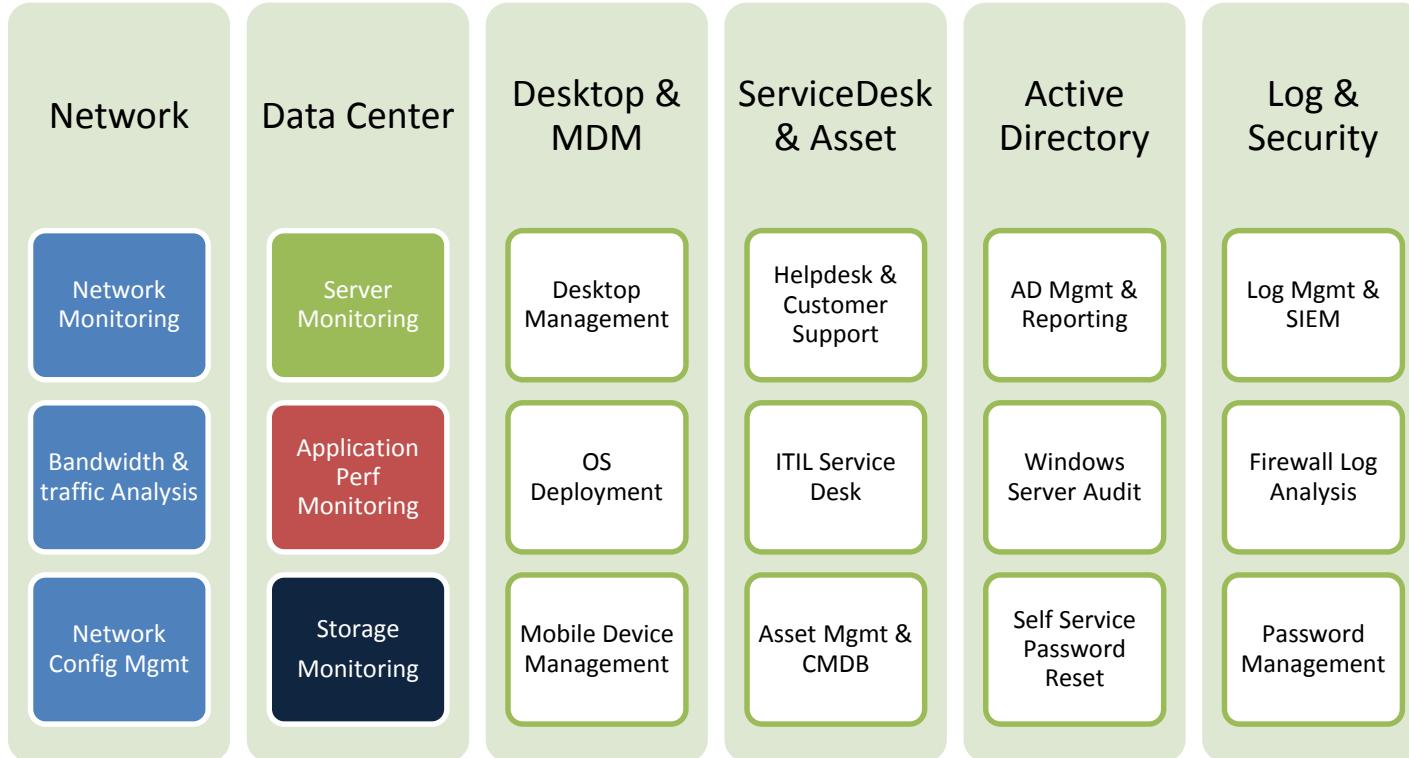


# *“Dal Monitoraggio dell’infrastruttura IT al Business Service Management”*



*Stefano Arduini  
Senior Product Specialist*

# ManageEngine: IT Management a 360°



# Agenda

- Monitoraggio Rete
- Monitoraggio Server
- Monitoraggio Applicazioni
- Monitoraggio SAN
- Business Service Management
- Integrazione tra IT Operations & ITSM
- Novità & Roadmap



# Monitoraggio Rete

- Monitoraggio di router, switch, firewall, stampanti etc.
- Supporto Multivendor: gestione ambiente eterogeneo
- Oltre 750 Device Template out-of-the-box
- Discovery automatica sulla rete
- Alta scalabilità fino a 50.000 dispositivi gestiti



# Monitoraggio apparato di rete

**LAB\_Bladis** SNMP

172.19.0.1 | Router | Cisco 1600 Series

**Inventory**

All Devices (7)  
All Interfaces(5)

Sort By Category  
Server (5)  
Router (1)  
Switch (1)  
Add Category

Sort By Type

Sort By Subnets

Sort By Apps

**Device Details**

Status : Clear

IP Address : 172.19.0.1

DNS Name : 172.19.0.1

Type : Cisco 1600 Series

Vendor : Cisco

Category : Router

RAM (MB) : 0

Hard Disk Size : 0

Monitored via : ICMP

Monitoring (mins) : 5

Uplink Dependency : None

Sys Description : Cisco Internetwork Operating System Software IOS (tm) 1600 Software (C1600-Y-M), Version 12.0(1b8), RELEASE SOFTWARE (fc1) Copyright (c) 1986-2002 by cisco Systems, Inc. Compiled Mon 11-Feb-02 01:43 by kellyhw

Passwords : Click here to change

**Availability**  
98 %

**Packet Loss**  
0 %

**Response Time (ms)**  
1

**CPU Usage (5 mins avg) (SNMP)**  
4 %

**Cisco Memory Utilization (SNMP)**  
68 %





# Monitoraggio Interfacce di rete

Inventory

Cisco2081\_router

Summary Monitors Graphs Additional Fields

Interface Details

Admin Status : Up  
Oper Status : Up  
IP Address : 172.18.2.101  
IfName : Fa0/1  
IfAlias : alias2  
Circuit ID :  
Traffic Counter : 64 bit  
Index : 2  
Physical Address : 00 1b 54 49 66 95  
Type : Ethernet (6)  
Parent Name : Cisco2081\_router  
Sys Description : FastEthernet0/1

Bandwidth Details

Interface Speed : Rx-100000000 bps , Tx-100000000 bps  
Utilization(%) : 0.37%, 0.09%  
Packets per sec : 259.53 pps, 14.021 pps

Receive - Utilization  
Transmit - Utilization  
Availability

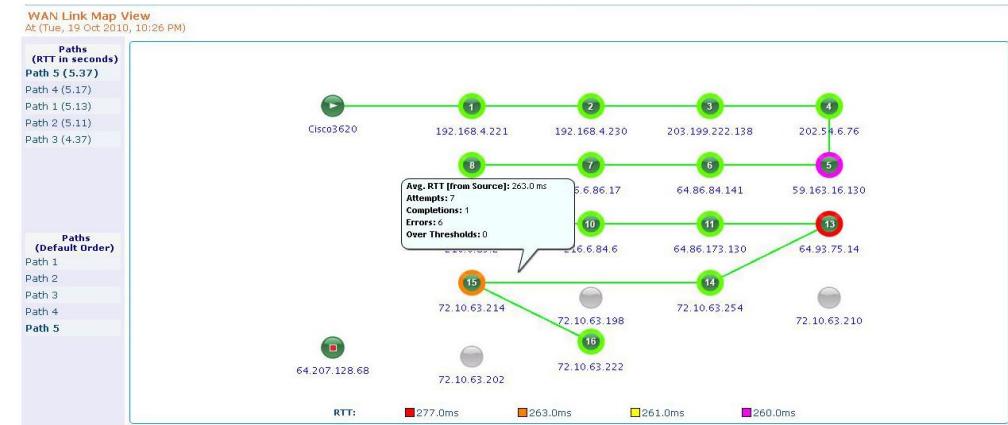
83%

Graphs



# Monitoraggio WAN RTT (IPSLA)

- Misura delle performance delle WAN
- Rilevare i nodi critici
- **WAN RTT**
- Allarmi basati su soglie



# Monitoraggio VoIP (IPSLA)

- Qualità del servizio (QoS)
- Monitoraggio delle metriche della rete VoIP  
perdita di pacchetti, ritardo, jitter,  
il Mean Opinion Score (MOS)  
e Round Trip Time (RTT).



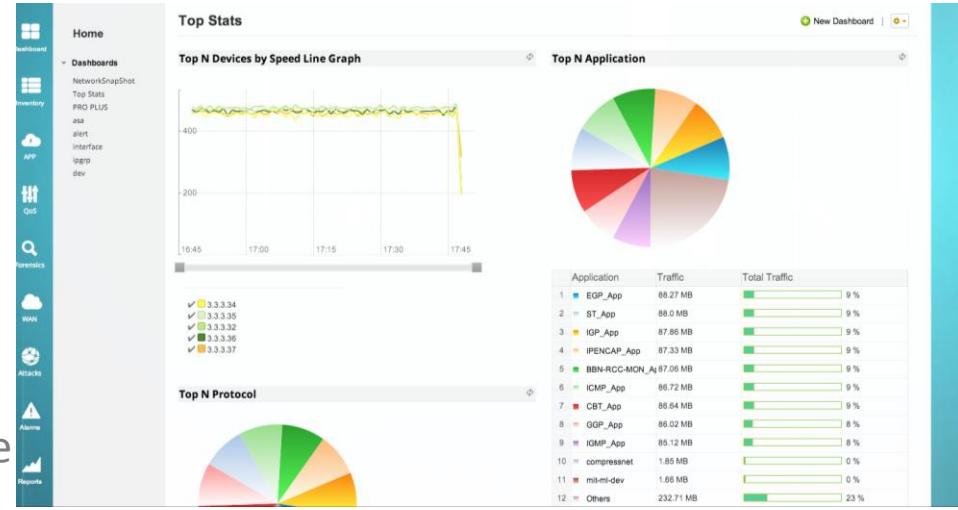
# Network Configuration Management

- **Versioning, Backup e Restore** delle configurazioni
- Workflow di approvazione
- Allarmi in caso di configurazione non approvata
- Template per le configurazioni più comuni
- Gestione dei Firmware
- Configurazioni salvate sotto cifratura



# Analisi del traffico di Rete

- Analisi dettagliata del traffico di rete
  - Quali utenti generano traffico?
  - Quali applicazioni?
  - Fra quali sedi?
- Vantaggi:
  - Troubleshooting, ottimizzazione
  - Billing: ripartizione dei costi delle risorse
  - Sicurezza
  - Previsione della risorse necessarie e Capacity Planning



Tecnologie: NetFlow (cisco), sflow, cflow,j-flow, IPFix, CBQoS (Cisco), NBAR, Cisco AVC (new)



# Advanced Security Analytics Module

- Sicurezza della Rete in tempo reale
- Identifica gli attacchi DDoS o Zero-day sulla rete
- Monitoraggio di minacce interne ed esterne
- Report per analisi forense



# Advanced Security Analytics Module

## Attacks

### Events

- All Events(850)
- Suspect Flows (636)
- Bad Src-Dst (177)
- DoS / Flash Crowd (28)
- Scans / Probes (9)

### Dashboards

- Across-All
- Bad Src-Dst
- Suspect Flows
- Scans / Probes
- DoS / Flash Crowd

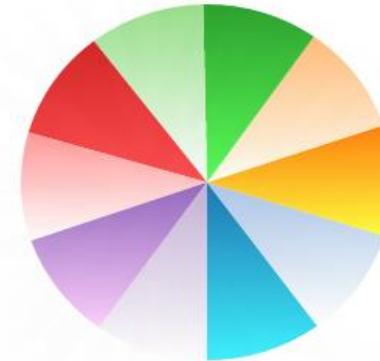
## Suspect Flows

Show Last 24Hour ▾

### Top N Problem



### Top N Offender



	Problem	First Time	Last Time	Events
1	■ Invalid ToS Flows	2014-10-22 15:21	2014-10-22 21:23	275
2	■ TCP Urg Violation	2014-10-22 15:21	2014-10-22 21:22	198
3	■ Malformed IP Pac	2014-10-22 15:22	2014-10-22 21:23	64
4	■ Malformed TCP P	2014-10-22 15:22	2014-10-22 21:37	20
5	■ TCP Syn Violation	2014-10-22 15:22	2014-10-22 23:43	16

	Offender IP	Geo Location	Events
1	■ 3.3.3.2	Not Available(NA)	45
2	■ 3.3.3.6	Not Available(NA)	45
3	■ 3.3.3.7	Not Available(NA)	45
4	■ 3.3.3.8	Not Available(NA)	45
5	■ 3.3.3.9	Not Available(NA)	45

# IPAM – Gestione Indirizzi IP

- IP Address Tracking

*fornisce il nome DNS , l'indirizzo MAC , lo stato, nome del sistema , tipo di dispositivo , Switch attestato, Porta dello switch, alias nome, proprietario ...*

- Integrazione con Active Directory

*E' in grado di rilevare informazioni dell'IP in AD*

- Storia dell'IP Address

*Mantiene la cronologia IP / Utente*

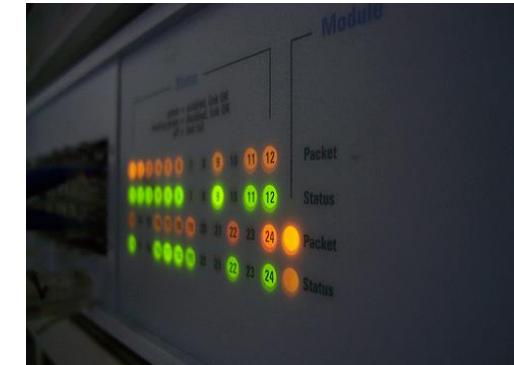
- Allarmi su cambiamento di stato degli IP

- Supporto IPv4 IPv6



# Switch Port Mapper

- Mapping in real-time dei dispositivi connessi a ciascuna porta dello switch
  - Rileva IP / MAC address dei dispositivi collegati (workstation , IP Phone , ecc .. )
  - Traccia informazioni su VLAN, stato e disponibilità delle porte
- Alerting se la porta dello switch cambia stato  
( Transiente / Disponibile / In Uso)  
o se i dispositivi hanno un cambio di porta



# Layer 2 Mapping Automatico

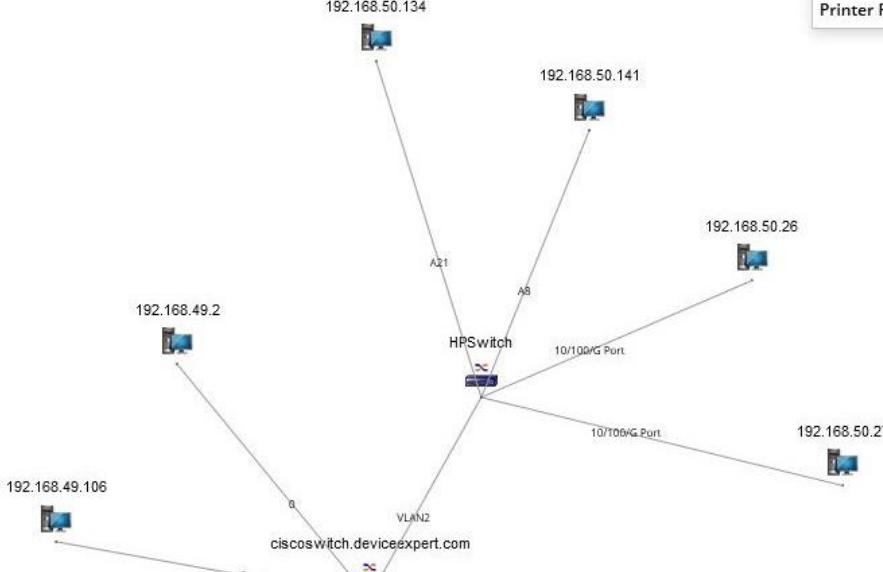
**Layer2 Maps**

Edit Properties  Import Devices  Export to Visio  Printer Friendly View 

**Maps**

- 3D Floor Views
- Rack Views
- Business Views
- Layer2 Maps
- VMWare Maps
- Google Maps

**+** **-**



The diagram illustrates a Layer 2 network topology. It features two central switches: 'HPSwitch' and 'ciscoswitch.deviceexpert.com'. The 'HPSwitch' is connected to four hosts with the following IP addresses: 192.168.50.134, 192.168.50.141, 192.168.50.26, and 192.168.50.27. It also has two 10/100/G Port connections to the 'ciscoswitch'. The 'ciscoswitch' is connected to two hosts: 192.168.49.2 and 192.168.49.106. Additionally, the 'ciscoswitch' is associated with VLAN2.

**Hosts:**

- 192.168.50.134
- 192.168.50.141
- 192.168.50.26
- 192.168.50.27
- 192.168.49.2
- 192.168.49.106

**Switches:**

- HPSwitch
- ciscoswitch.deviceexpert.com

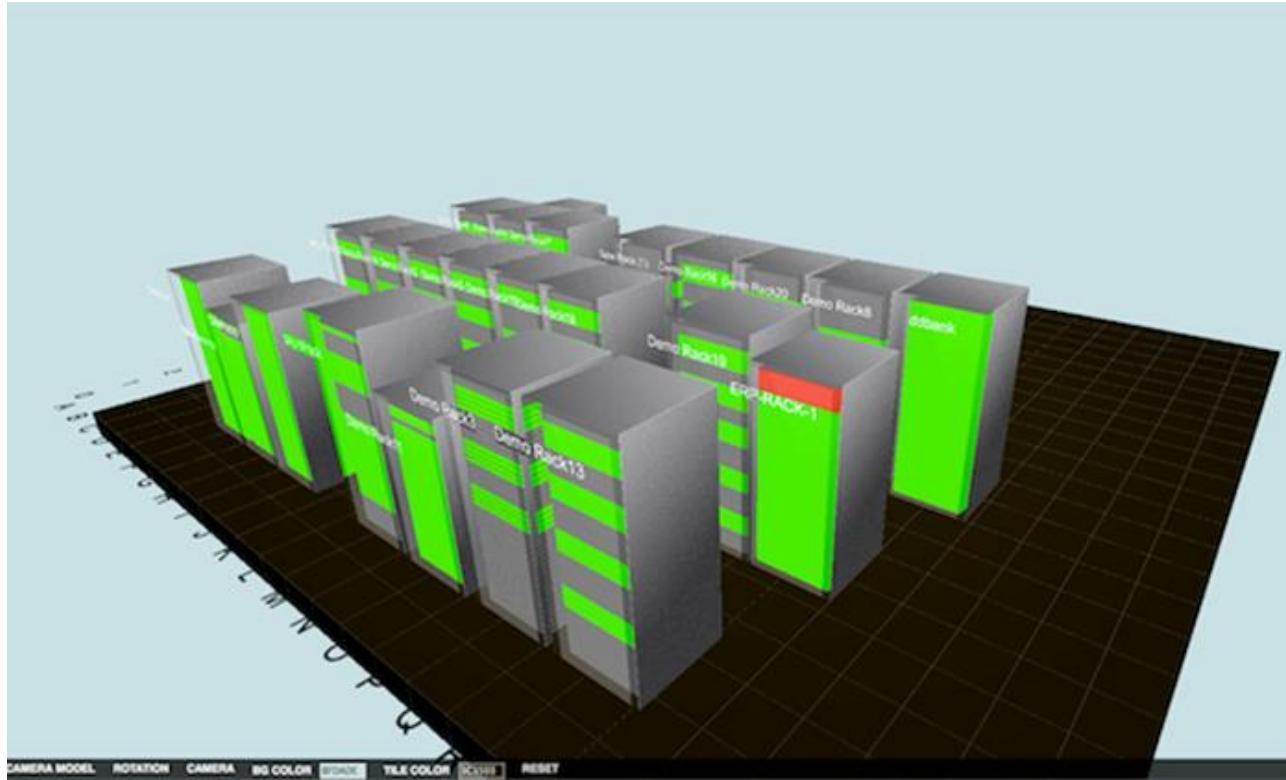
**Ports:**

- A21 (between HPSwitch and ciscoswitch)
- A8 (between HPSwitch and ciscoswitch)
- 10/100/G Port (between HPSwitch and ciscoswitch)
- 0 (between ciscoswitch and 192.168.49.2)
- 0 (between ciscoswitch and 192.168.49.106)

**Bottom Navigation:**

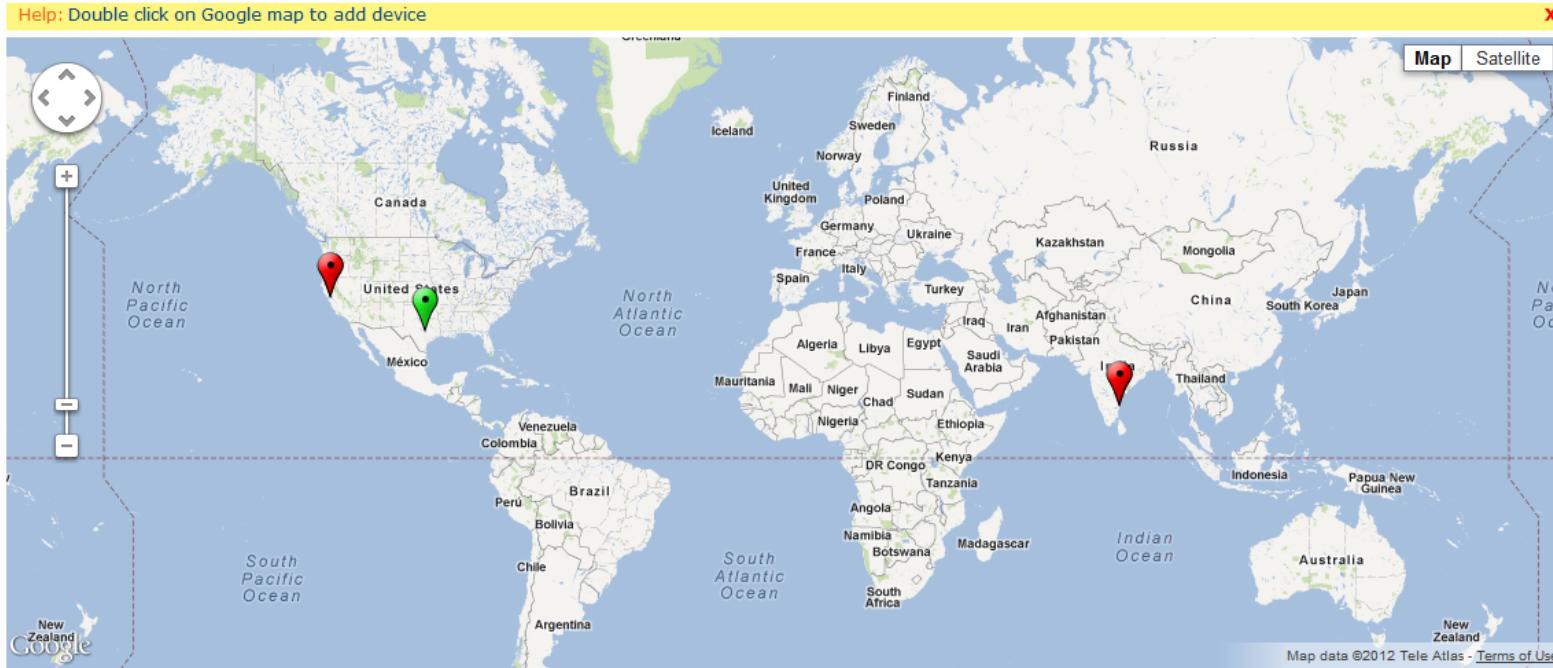
- BLUDIS.it
- ManageEngine

# 3D Datacenter

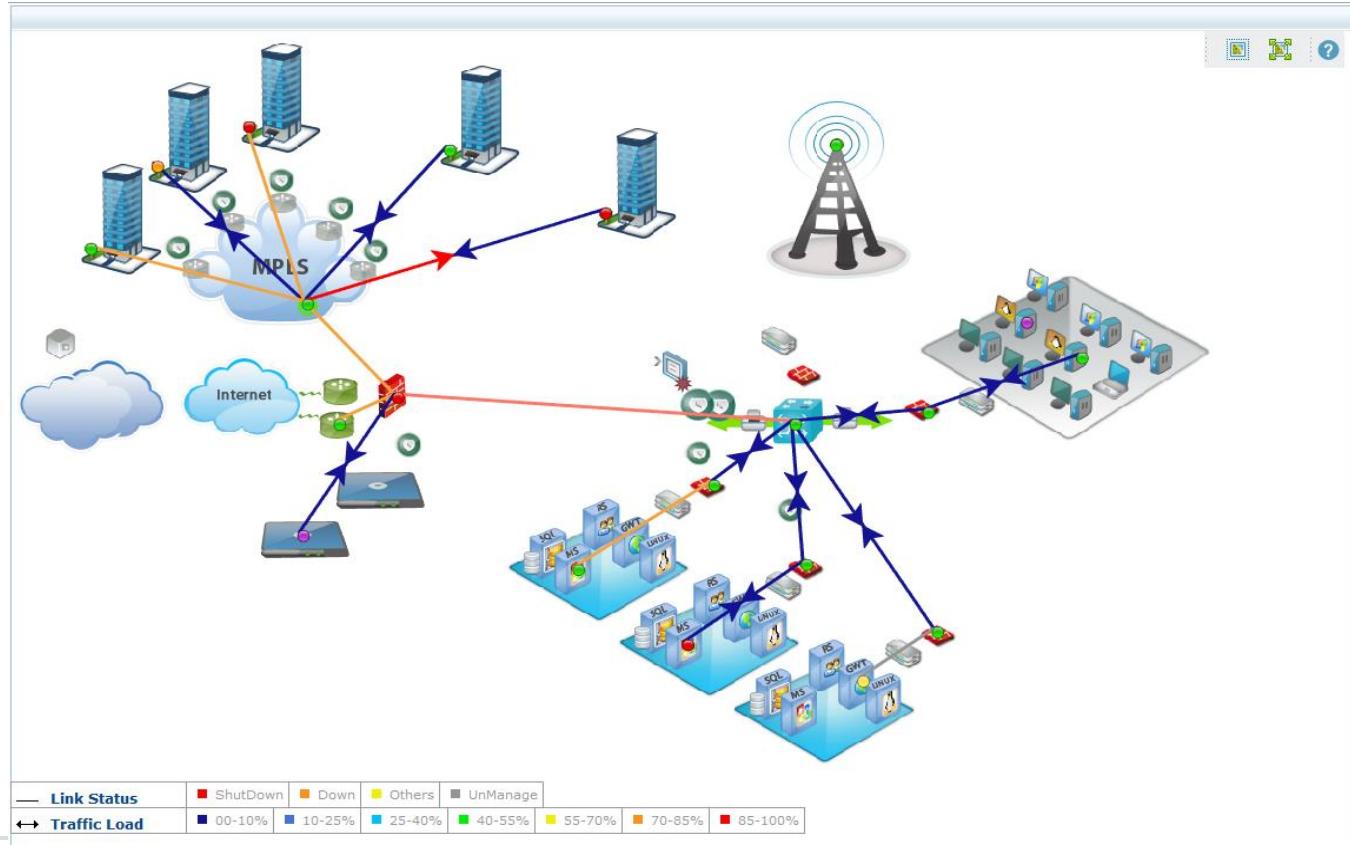


# Integrazione Google maps

## Google Maps

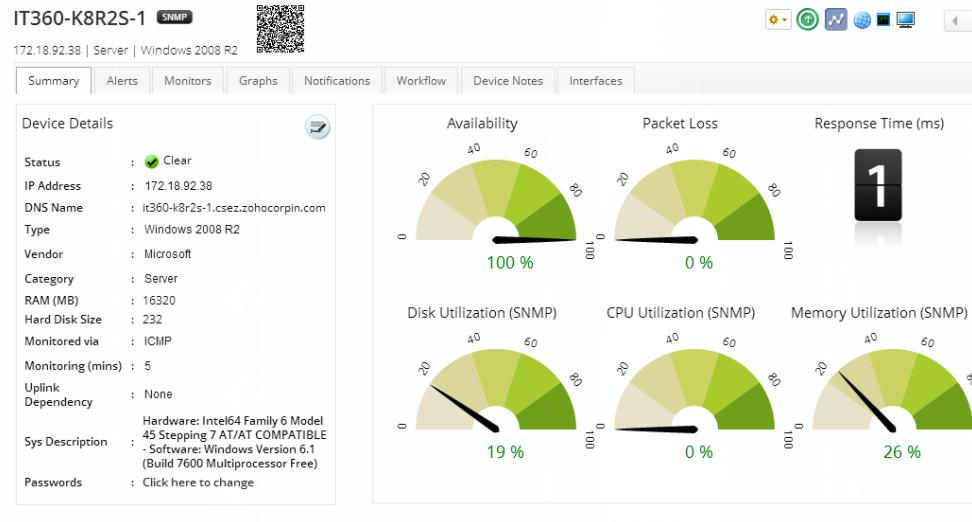


# Mappe Personalizzabili



# Monitoraggio Server

- Disk utilization, processi/Servizi , RAM, Disk I/O stats, CPU etc.
- Sistemi Linux, Windows, Solaris, AIX, HP UX
- Agentless



# Virtualization Monitoring

- VMWare
- HyperV
- Citrix XenServer

**Snapshot - ESX-1.india.adventnet.com**

**Host Details**

- URL: [localhost:8080](#)
- Virtual Host Name: ESX-1.india.adventnet.com
- IP Address: 192.168.118.21
- Vendor: VMware, Inc.
- Version: 4.0.0
- CPU Core: 8 CPU(s) Xeon(R) CPU E5430 @ 2.66GHz
- Processor Type: Intel(R) Xeon(R) CPU E5430 @ 2.66GHz
- Memory Capacity: 194.00 MB
- Logical Processors: 16
- Number of NICs: 4
- Number of BBA: 4
- Connection State: connected
- CPU Usage: 4.67 GHz
- Memory Usage: 3.77 GB
- Last Check Time: 10:59 AM Mar 10, 10
- Last Full Time: 10:59 AM Mar 10, 10
- Poweroff: CPU1,2,3,4 to shutdown

**Availability** [7x | 30s] **Disk I/O Usage** [7x | 30s] **Network Usage** [7x | 30s]

**CPU Utilization** [7x | 30s] **Memory Utilization** [7x | 30s] **Number of VMs** 17

**Inventory Details**

Virtual Machines		Resource Allocation	Network Adapters	Storage Adapters	Database Details	Monitors
Number of VMs : 17	Powered On VMs : 4	Powered On VMs : 13	Suspended VMs : 0	Unknown VMs : 0		
<b>Virtual Machines</b> (Poll Interval: 5 minutes)						
Status	Name	State	VM Tools Version	Hst CPU (MHz)	Hst Memory (MB)	Guest Memory (%)
<span style="color: red;">●</span>	vmware-tools14	Powered On	Not Installed	69	149	15
<span style="color: green;">●</span>	vmware-tools15	Powered On	Not Installed	69	174	15
<span style="color: green;">●</span>	vmware-tools16	Powered On	Not Installed	74	223	9
<span style="color: green;">●</span>	vmware-tools17	Powered On	Not Installed	2663	266	10
<span style="color: red;">●</span>	vmware-tools18	Powered Off	Not Installed	0	0	0
<span style="color: green;">●</span>	vmware-tools19	Powered On	Not Installed	69	176	13
<span style="color: green;">●</span>	vmware-tools20	Powered On	Not Installed	69	171	9
<span style="color: green;">●</span>	vmware-tools21	Powered On	Not Installed	69	171	9
<span style="color: green;">●</span>	vmware-tools22	Powered On	Not Installed	0	0	0
<span style="color: green;">●</span>	vmware-tools23	Powered On	Not Installed	0	0	0
<span style="color: green;">●</span>	vmware-tools24	Powered On	Not Installed	4	26	0
<span style="color: green;">●</span>	vmware-tools25	Powered On	Not Installed	5	26	0
<span style="color: green;">●</span>	vmware-tools26	Powered On	Not Installed	4	26	0
<span style="color: green;">●</span>	vmware-tools27	Powered On	Not Installed	725	202	372
<span style="color: green;">●</span>	vmware-tools28	Powered On	Not Installed	69	223	0
<span style="color: green;">●</span>	vmware-tools29	Powered On	Not Installed	67	149	10

**Recent Alarms**

**Recent Alarms**

Status	Resource	Message	Updated At
Currently there are no open Alarms			

**Host Health** - Last One Hour (09:00 AM to 10:59 AM Mar 10, 10)

**CPU Utilization per core** [7x | 30s] **Memory Usage** [7x | 30s]

**Network Usage** [7x | 30s] **Disk I/O Usage** [7x | 30s]

**History Reports**

**CPU** **Memory** **Disk** **Network**

Select Report : CPU Utilization per core  per VM

**CPU Utilization per core** - Last 12 hours (11:00 AM to 10:57 AM May 12, 10)

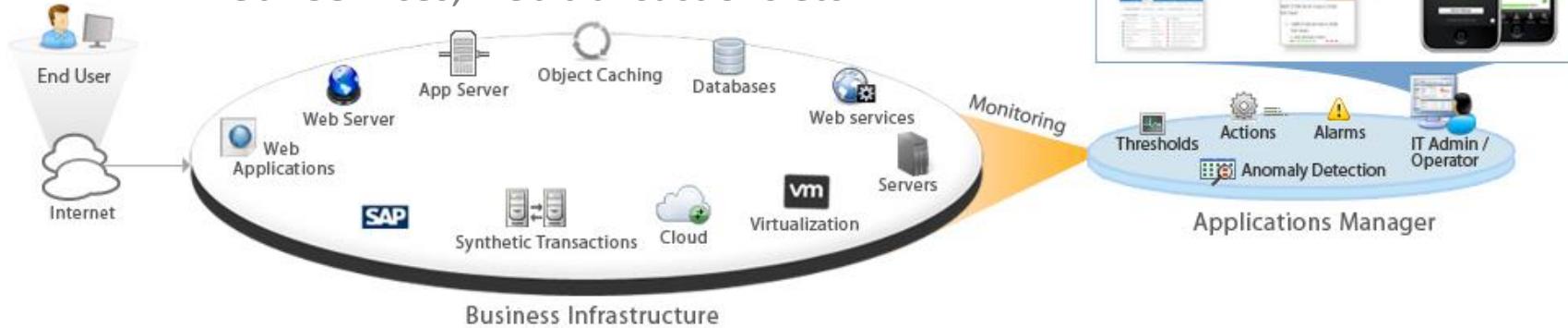
Legend Summary

Name	Min	Max	Avg
CPU0	4.41 %	79.91 %	59.99 %
CPU1	1.73 %	71.45 %	8.4 %
CPU2	0.45 %	46.75 %	1.23 %
CPU3	4.54 %	58.75 %	13.89 %
CPU4	0.78 %	100.0 %	29.54 %
CPU5	0.47 %	100.0 %	32.37 %
CPU6	0.01 %	99.92 %	29.98 %
CPU7	0.01 %	99.82 %	29.08 %

# Applications Performance Monitoring

Monitoraggio delle performance delle Applicazioni in ambiente eterogeneo:

Oltre 50 monitor out-of-the-box per Application Server, Database, SAP, Exchange, Web Services, web transactions etc.



# Applications Performance Monitoring

## Database Monitoring

- Oracle Management
- MySQL Management
- SQL Server Management
- DB2 Management
- Sybase Management
- PostgreSQL Monitoring
- Memcached Monitoring
- Database Query Monitor
- MongoDB Monitoring
- Cassandra Monitoring
- Redis Monitoring

## Application Server Monitoring

- Microsoft .NET Monitoring
- Oracle Application Server Monitoring
- JBoss Monitoring
- Tomcat Monitoring
- VMware vFabric tc Server Monitoring
- BEA WebLogic Monitoring
- SilverStream Monitoring
- IBM WebSphere Monitoring
- GlassFish Server Monitoring

## Middleware/Portal Monitoring

- WebSphere MQ Monitor
- WebSphere MQ Message Broker **NEW!**
- MS Office SharePoint Monitor
- WebLogic Integration Monitor
- Microsoft Message Queue (MSMQ)
- VMware vFabric RabbitMQ

## End User Monitoring

- End User Management
- End User Monitoring from branch offices



# Applications Performance Monitoring

## Web Transaction Monitoring

- Java Web Transaction Monitoring (APM Insight)
- .NET Web Transaction Monitoring
- Ruby on Rails Web Transaction Monitoring
- Java Runtime Monitoring
- JMX Monitoring | SNMP Monitoring

## Cloud Monitoring

- Amazon EC2 Monitoring
- Amazon RDS Monitoring
- Automated Cloud Resource Management
- Windows Azure Monitoring

## Web Server / Web Services

- Web Services (SOAP)
- Apache Monitoring
- IIS Monitoring
- Nginx Monitoring
- PHP Monitoring
- SSL Certificate Monitoring
- Active Directory Monitor
- LDAP Monitoring
- DNS Monitoring
- FTP, SFTP Monitoring

## Website Monitoring

- URL Monitoring
- Record & Playback HTTP Requests
- URL Content Monitoring
- Real Browser Monitor

## ERP Monitoring

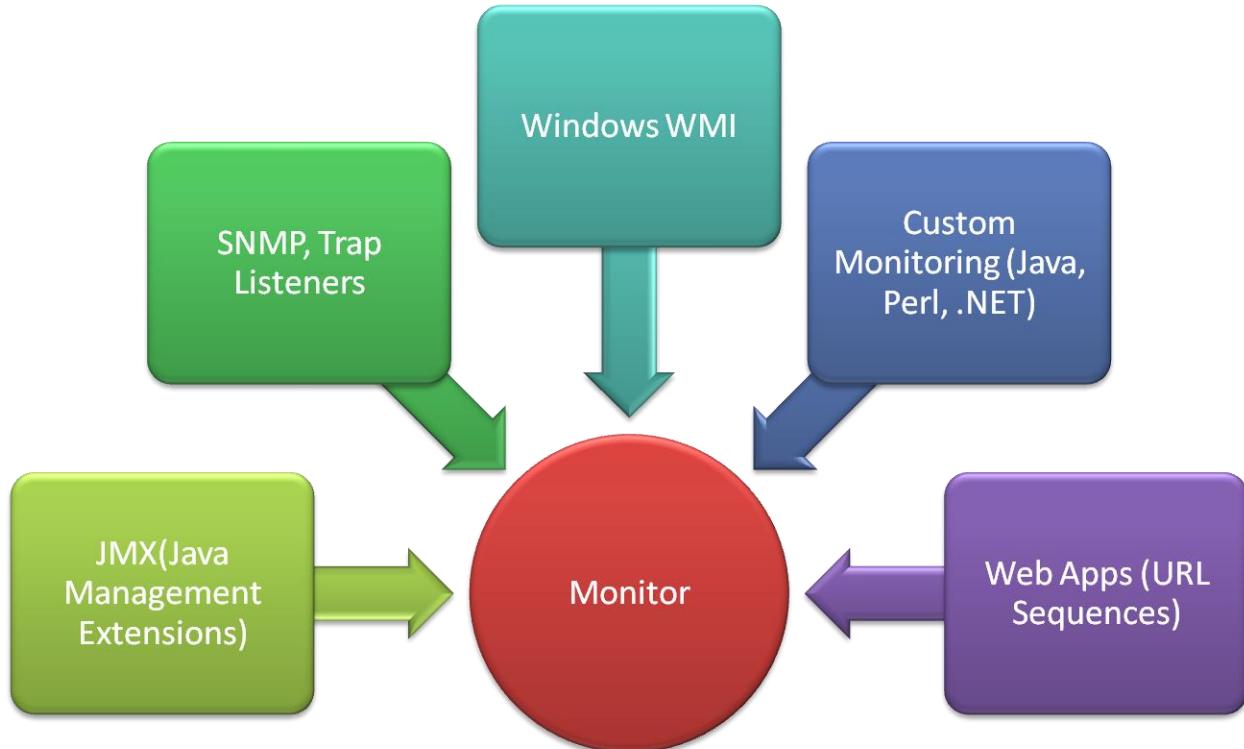
- SAP Monitor
- Oracle E-Business Suite Monitor
- Siebel Server Monitor **NEW!**



# Applications Performance Monitoring

## Custom Monitoring

- JMX Monitoring | JMX Consoles
- SNMP Consoles
- File System Monitor
- Windows Performance Counters
- Script Monitoring
- Database Query Monitor



# End User Experience



- Definire gli SLA di una applicazione (es. ecommerce)
  - SLA “Login” < 2s
  - SLA “aggiungi oggetto al carrello” < 5s
- Simula il comportamento dell'utente e misura i tempi di risposta
- Verifica gli SLA → allarmi in caso di violazione + SLA report

# Monitoraggio SAN

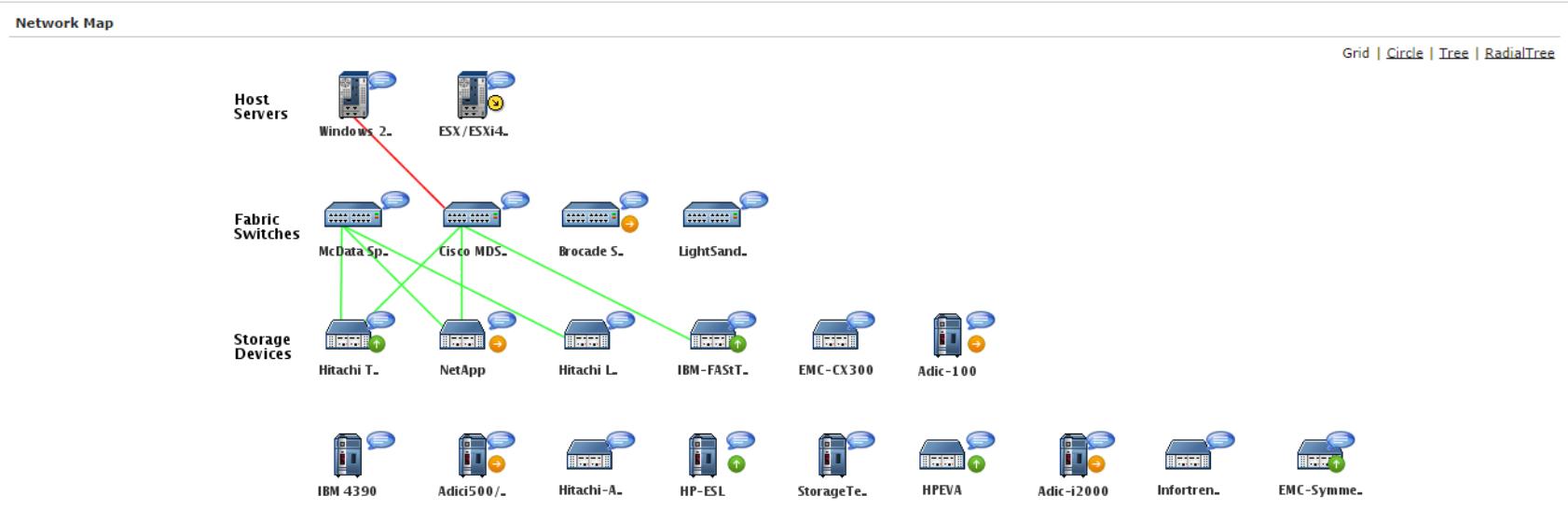
- Monitoraggio della SAN in ambiente eterogeneo
- SAN Switch, Raid, TapeLibrary, Host, HBA
- Supporto per Netapp, EMC, HP, IBM, Brocade, LightSand, Cisco, McData, DELL, Quantum, ADIC Qlogic, Emulex, JNI
- Monitoraggio Fault & Performance



# Topologia Storage Area Network

Maps

Export as PDF 



# Gestione Allarmi



Active Alarms (43)

	Message	Source	Category	Technician	Severity	Last Updated
1	Interface FastEthernet0/17-Fa0/17' is down.	SPINLLPianoTerra_Slave2	Switch	Unassigned	⚠️ Trouble	21 Oct 2014 05:04:49 PM CEST
2	Interface FastEthernet0/5-Fa0/5' is down.	SPINLL1Piano_Master	Switch	Unassigned	⚠️ Trouble	21 Oct 2014 02:26:30 PM CEST
3	Interface FastEthernet0/15-Fa0/15' is down.	SPINLL1Piano_Master	Switch	Unassigned	⚠️ Trouble	21 Oct 2014 01:16:30 PM CEST
4	Interface FastEthernet0/5-Fa0/5' is down.	SPINLLPianoTerra_Slave2	Switch	Unassigned	⚠️ Trouble	21 Oct 2014 01:04:54 PM CEST
5	Interface FastEthernet0/9-Fa0/9' is down.	SPINLC1Piano_Master	Switch	Unassigned	⚠️ Trouble	21 Oct 2014 11:23:52 PM CEST
6	Interface FastEthernet0/4-Fa0/4' is down.	SPINLC1Piano_Master	Switch	Unassigned	⚠️ Trouble	21 Oct 2014 11:27:08 AM CEST
7	Interface FastEthernet0/3-Fa0/3' is down.	SPINLPianoTerra_Slave2	Switch	Unassigned	⚠️ Trouble	20 Oct 2014 11:05:08 PM CEST
8	Interface FastEthernet0/3-Fa0/3' is down.	SPINLC1Piano_Master	Switch	Unassigned	⚠️ Trouble	20 Oct 2014 06:07:08 PM CEST
9	Interface FastEthernet0/4-Fa0/4' is down.	SPINLL1Piano_Master	Switch	Unassigned	⚠️ Trouble	20 Oct 2014 05:40:30 PM CEST
10	Interface FastEthernet0/8-Fa0/8' is down.	SPINLL1Piano_Master	Switch	Unassigned	⚠️ Trouble	20 Oct 2014 03:16:33 PM CEST
11	The Process postgres.exe is down.	VMLABAD360	Server	Unassigned	⚠️ Trouble	20 Oct 2014 10:41:50 AM CEST
12	The Process java.exe is down.	VMLABAD360	Server	Unassigned	⚠️ Trouble	20 Oct 2014 10:41:50 AM CEST
13	Windows NT Service ManageEngine AD360 is Down.	VMLABAD360	Server	Unassigned	⚠️ Service Went Down	20 Oct 2014 10:41:50 AM CEST
14	Interface FastEthernet0/6-Fa0/6' is down.	SPINLLPianoTerra_Slave2	Switch	Unassigned	⚠️ Trouble	20 Oct 2014 10:35:09 AM CEST
15	DNS Service is Down.	VMLABAD360	Server	Unassigned	⚠️ Service Went Down	17 Oct 2014 04:40:49 PM CEST
16	Interface FastEthernet0/20-Fa0/20' is down.	SPINLC1PianoTerra_Master	Switch	Unassigned	⚠️ Trouble	17 Oct 2014 12:05:50 PM CEST
17	Windows NT Service Telnet is Down.	VMLABAD360	Server	Unassigned	⚠️ Service Went Down	17 Oct 2014 10:41:48 AM CEST
18	Windows NT Service Messenger is Down.	VMLABAD360	Server	Unassigned	⚠️ Service Went Down	17 Oct 2014 10:41:48 AM CEST
19	Windows NT Service ManageEngine EventLogAnalyzer 8 - Agent is Down.	VMLABAD360	Server	Unassigned	⚠️ Service Went Down	17 Oct 2014 10:41:48 AM CEST



# Report Builder

Home

Inventory

Network

Servers

Report Builder (beta)

- Default Reports
  - System
  - Health and Performance
  - Availability and Response
  - Inventory
  - Virtual Devices
  - My Favorites
  - Schedule Reports
- Other Reports

## Report Builder

Select Category

Select Devices

Select Monitors

Report Options

Show Report

Category

- Desktop
- Server
- Unknown
- Switch
- Printer
- Router
- PDU
- NewServer
- DomainController
- iLo5

Select All

- 172.18.94.37
- 172.18.95.58
- 192.168.12.100
- 192.168.12.235
- 192.168.22.128
- 192.168.22.97
- 192.168.24.243
- 192.168.25.240
- 192.168.26.139
- 192.168.26.42

Select All

- Active Transactions (WMI)
- Active database connections (WMI)
- Average Lock Wait Time (WMI)
- Buffer Cache Hit Ratio (WMI)
- CPU Utilization (WMI)
- Cache Hit Ratio (WMI)
- Cache Hit Ratio(SQL 2005 Serve...
- Data Files Size (WMI)
- Disk Utilization (WMI)
- Excess Total committed memory ...

Select Time

Last 12 hours

Time Window:

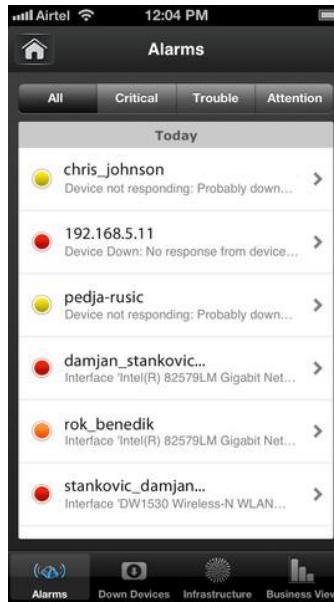
Full 24 hours

View

Graph View

Table View

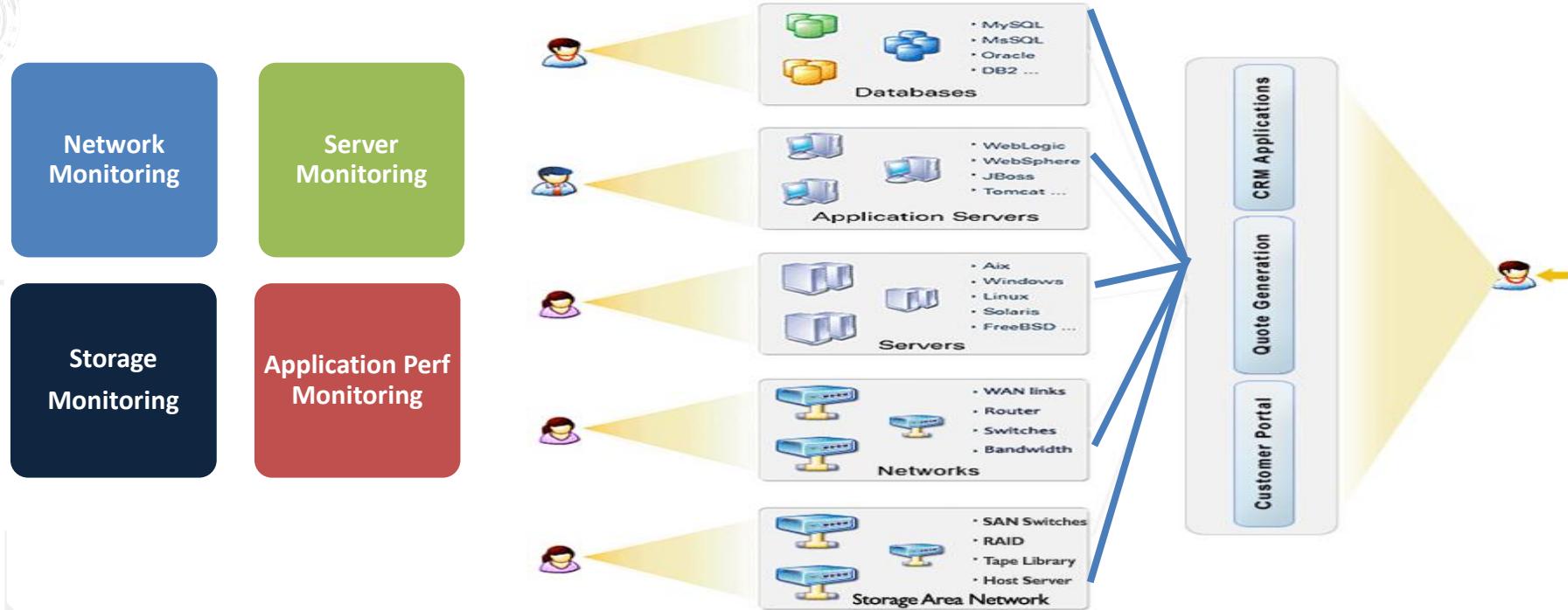
# Smartphone App



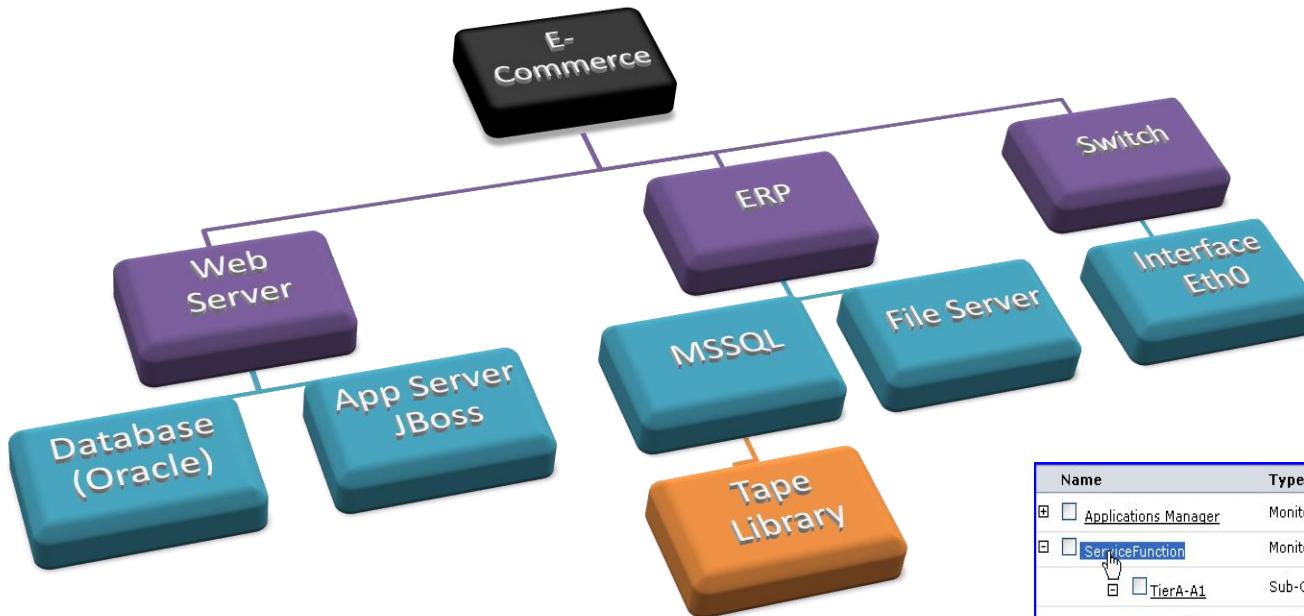
 



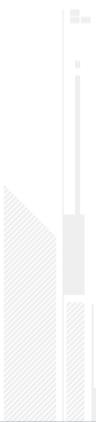
# Business Service Management



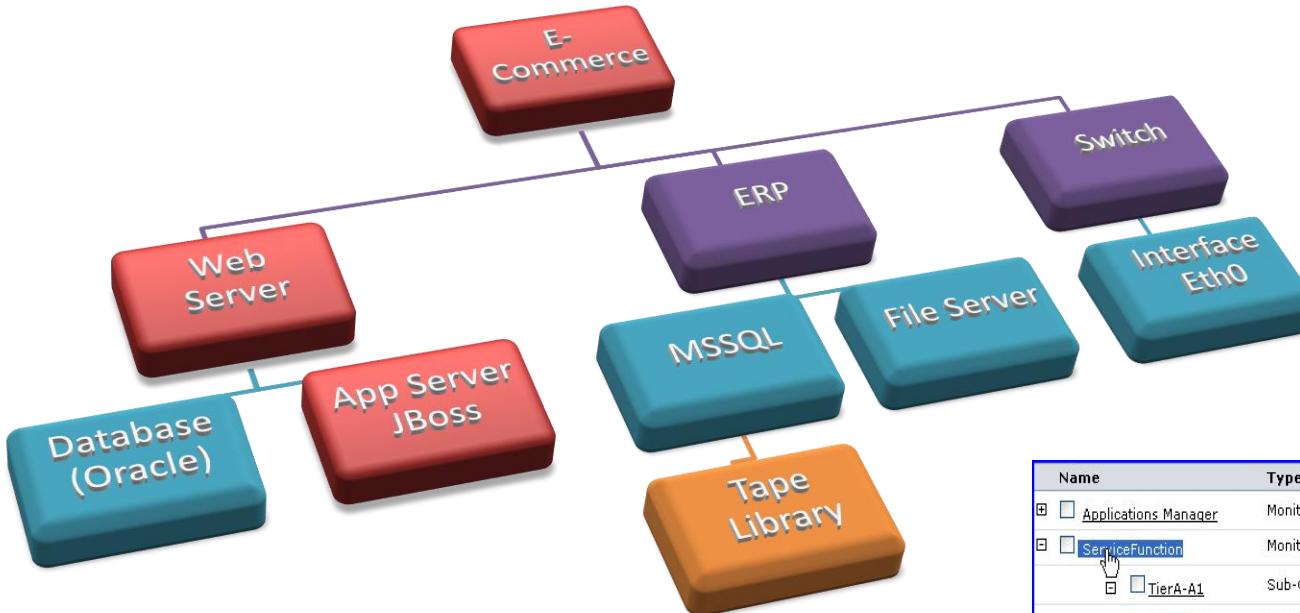
# Business Service Management



Name	Type	Availability	Health
Applications Manager	Monitor Group	> 100%	> 99.9%
ServiceFunction	Monitor Group	> 99.9%	> 99.9%
TierA-A1	Sub-Group	> 100%	> 99.9%
TierB-B1	Sub-Group	> 100%	> 99.9%
TierB-B2	Sub-Group	> 100%	> 99.9%
TierA-A2	Sub-Group	> 99.9%	> 99.9%
Comp6	Url Monitor	> 99.9%	> 99.9%



# Business Service Management



Impatto sul business → priorità

Name	Type	Availability	Health
Applications Manager	Monitor Group	> <span style="color: green;">●</span>	> <span style="color: red;">●</span>
ServiceFunction	Monitor Group	> <span style="color: red;">●</span>	> <span style="color: red;">●</span>
TierA-A1	Sub-Group	> <span style="color: green;">●</span>	> <span style="color: green;">●</span>
TierB-B1	Sub-Group	> <span style="color: green;">●</span>	> <span style="color: green;">●</span>
TierB-B2	Sub-Group	> <span style="color: green;">●</span>	> <span style="color: green;">●</span>
TierA-A2	Sub-Group	> <span style="color: red;">●</span>	> <span style="color: red;">●</span>
Comp6	Url Monitor	> <span style="color: red;">●</span>	> <span style="color: red;">●</span>



# Root Cause Analysis

Home > Customer Portal Business Service

Summary

Inventory

Business View

Dashboards ▾

## Availability and Health Current Status

Availability      Health  
Down      Critical 2/32

### Root Cause:

1. Health of web services is critical.  
-- web services is down
2. Health of 192.168.27.64 is critical.  
-- 192.168.27.64 is down
3. Resource Vm Vfabric is down.

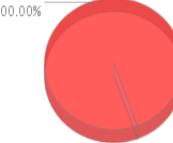
Show All Causes

Custom Fields

## Today's Availability

7<sup>h</sup>

30<sup>h</sup>



Downtime 8 Hrs 25 Mins 37 Secs

Troubleshoot

## Today's Health

7<sup>h</sup>



Critical 8 Hrs 25 Mins 38 Secs

Troubleshoot

## Health of Sub Groups

### Network Devices G...



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▼

No Monitors are associated.

### Web Server Group



?

▼

- web services
- app-xp1.csez.zoho...
- SSL-Zoho
- Web Server

### Application Serve...



?

▼

- Vm Vfabric
- app-centos32-1\_To...
- GlassFish
- JBoss Server
- Silverstream

### Database Group



?

▼

- app-centos32-1\_My...
- DB2
- Memcached
- MS SQL
- Oracle

### Servers Group



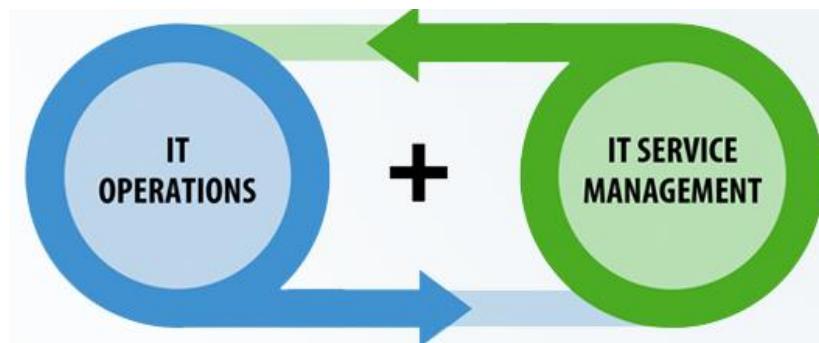
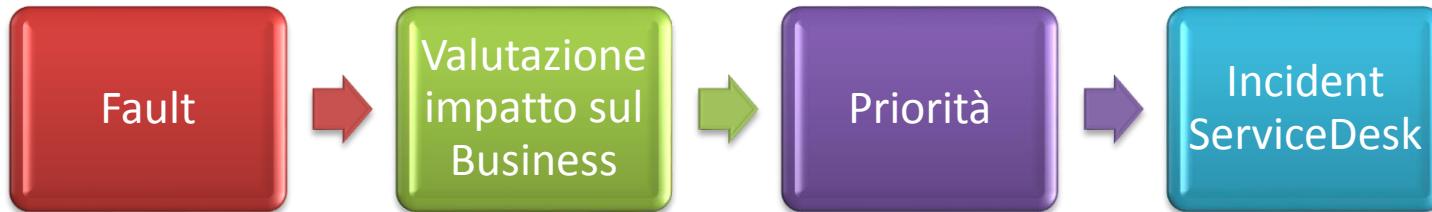
?

▼

- AIX
- app-win7-64-2.cse...
- app-win7-64-5.cse...
- app-xp1.csez.zoho...
- AS400



# Visione integrata tra IT Operations & ITSM



# Novità – Fluidic Web Interface “Ultra Veloce”



**OpManager**

**Server 40**

10.10.10.25 | Server | Windows 2008 R2

Summary    Alerts    Metrics    Graphs    Notifications    Workflow    Device Details    Interface

**Device Details:**

Name	10.10.10.25
IP Address	10.10.10.25
DNS Name	Server 40
Type	Microsoft
Vendor	VMware
Model	20
Category	None
Processor	Intel Xeon E5-2620 v2
Hard Disk Size	1.00 TB
Monitored via	SNMP
Monitoring	Optimal
Dependency	None
Ips Description	monitorea: Hostal Family & Motel 42 - Shopping e (Sito: TCI - Hotel Reservation-Free)
Comments	(Click here to change)

**Installed Software:**

Name	Installed Date
1 Microsoft .NET Framework 4 Client Profile	2011-5-15 08:20:00
2 Microsoft .NET Framework 4 Extended	2011-5-15 08:20:00
3 R2ConfigPanel	2012-4-15 7:21:44:0
4 Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729	2011-5-15 08:21:14:0
5 Microsoft .NET Framework 4 Extended	2012-2-23 12:28:18:0
6 Microsoft .NET Framework 4 Client Profile	2012-4-12 02:28:42:0

**Status:**

- 1 System idle process: running
- 2 System: running
- 3 atsas.exe: running
- 4 csrss.exe: running
- 5 csrss.exe: running
- 6 csrss.exe: running
- 7 csrss.exe: running
- 8 devobj.exe: running
- 9 devobj.exe: running
- 10 devobj.exe: running
- 11 devobj.exe: running
- 12 devobj.exe: running
- 13 devobj.exe: running
- 14 devobj.exe: running
- 15 devobj.exe: running
- 16 devobj.exe: running
- 17 devobj.exe: running
- 18 devobj.exe: running
- 19 devobj.exe: running
- 20 devobj.exe: running



# GRAZIE

[www.manageengine.it](http://www.manageengine.it)

