



Monitoring VMware Identity Manager

eG Innovations Product Documentation

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Chapter 1: Introduction

VMware Identity Manager is a service that extends your on-premises directory infrastructure to provide a seamless Single Sign-On (SSO) experience to Web, Mobile, SaaS, and legacy applications that may be consumed as a service or downloaded and installed on premises. Identity Manager integrates with AirWatch® Enterprise Mobility Management™ to enable the industry-first seamless SSO to native mobile apps and comes complete with an enterprise app store, SAML identity provider (IDP), application usage analytics, conditional access policy engine, and more. With the help of the Identity Manager administrators perform the following tasks:

- Simplify business mobility with included identity provider (IDP)
- Establish trust between users, devices and the hybrid cloud for a seamless user experience
- Build a branded self-service app store

VMware Identity Manager supports two horizontal solutions today:

- Mobile and SaaS app delivery
- Accelerating Office 365 Deployments

VMware Identity Manager leads the industry with unique conditional access controls that allow administrators to set policies on whether a device is managed or unmanaged. If an application stores sensitive data, it should be under management so that information can be wiped if lost, stolen or otherwise compromised. In large virtualized environments where applications are managed centrally using the VMware Identity Manager, it is the responsibility of the administrators to constantly keep track on whether the VMware Identity Manager is accessible as well as the data flowing through the VMware Identity Manager. In addition, administrators should also keep a constant vigil on the applications that are managed, the user accessing the applications, the access policies that apply to each user etc. Therefore it is necessary to monitor the VMware Identity Manager round the clock! The forthcoming chapters discuss the monitoring model developed by eG Enterprise Suite to monitor the VMware Identity Manager.

Chapter 2: Monitoring the VMware Identity Manager

eG Enterprise offers a specialized monitoring model to monitor the VMware Identity Manager which periodically checks the availability of the VMware Identity Manager over the web, the network connectivity of the VMware Identity Manager from an external location and the traffic transmitted and received by the VMware Identity Manager through the network interfaces.

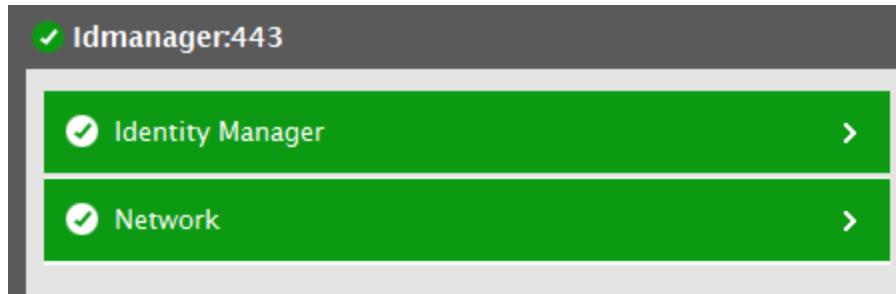


Figure 2.1: The layer model of the VMware Identity Manager

Each layer of Figure 2.1 is mapped to a variety of tests that provide valuable insights into the overall performance of the VMware Identity Manager. The *Network* layer mapped to the VMware Identity Manager has already been dealt with in the *Monitoring Unix and Windows Servers* document. Let us now discuss the Identity Manager layer in the section below.

2.1 The Identity Manager Layer

This layer helps the administrators to figure out whether the VMware Identity Manager is accessible over the web from an external location.



Figure 2.2: The test mapped to the Identity Manager layer

The HTTP test is already discussed in detail in the *Monitoring Apache Web Servers* document.

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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For support queries, email support@eginnovations.com.

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