

Ipswitch Dashboard Screen Manager v1.0.2 Release Notes



Description

The Dashboard Screen Manager lets you custom-configure a series of Web pages to display on one or multiple monitors. This capability complements the WhatsUp Gold network management application by providing enhanced network visibility across multiple monitors.

The Dashboard Screen Manager application is included with WhatsUp Gold Premium Edition, Distributed Edition, and MSP Edition. It is installed along with the WhatsUp application and can be accessed from the Ipswitch Dashboard group in the Windows Start menu. It can also be installed as a stand-alone application on another computer.

New to this release

The following issue has been resolved in v1.0.2:

- Fixed an issue where temporary files consumed excessive hard drive space.
- Added support for Microsoft Vista.

System Requirements

Minimum software requirements

- Microsoft Windows XP Professional SP2, Windows 2003 SP1 and later, and Vista.
- Microsoft Internet Explorer 6.0 (SP1) and later

Minimum hardware requirements

- Intel Pentium-compatible computer, 550 Mhz or higher (2 GHz or faster recommended)
- 25 MB of free space on your hard drive
- 512 MB RAM (1-2 GB RAM recommended)
- One or more computer monitors
- One or more dual or quad display graphics cards, 128 MB DDR or more (if choosing to use more than one display monitor)

Installing the Dashboard Screen Manager on a stand-alone computer

The Dashboard Screen Manager application is included with WhatsUp Gold Premium Edition, Distributed Edition, and MSP Edition. It is installed along with the WhatsUp application and can be accessed from the Ipswitch Dashboard group in the Windows Start menu. It can also be installed as a stand-alone application on another computer. If you want to install the Dashboard application on another computer, you can obtain the application .exe file from the WhatsUp installation directory in the `Dashboard_Setup` directory.

To install the Dashboard as a stand-alone application on another computer:

On the computer you want to install the Ipswitch Dashboard:

- 1 Log on to an Administrator account.
- 2 Copy the installation file to the computer on which you want to install the Dashboard application. The installation program is located on the computer which Dashboard is installed on at the following location:
C:\Program Files\Ipswitch\WhatsUp\Dashboard_Setup\Dashboard_Setup.exe
- 3 Start the installation program.
- 4 Read the Welcome screen. Click **Next** to continue.
- 5 Read the license agreement. Select the appropriate option, then click **Next**.
- 6 Select the install directory for the Dashboard. The default is:
C:\Program Files\Ipswitch\Dashboard
To browse and select an install directory different than that of the default location, click **Change**.
Click **Next** to continue.
- 7 Click **Install** to install the Ipswitch Dashboard.



Note: To terminate the installation after it has begun, click **Cancel**. However, once the Dashboard installation begins delivering files, the process cannot be terminated.

- 8 Make your selections, then click **Finish**.

Disable script debugging in Internet Explorer

After you have installed the Dashboard Screen Manager, it is important that you make sure script debugging is disabled. Otherwise, a debugging program may pop-up each time your Dashboard playlist encounters a Web page containing script errors. By default, script debugging is disabled, but if you are unsure or know that you have it enabled, you can check this setting in Internet Explorer.

To disable script debugging in Internet Explorer:

- 1 Open Internet Explorer and go to **Tools > Internet Options**. The Internet Options dialog appears.
- 2 Select the **Advanced** tab.
- 3 Scroll down and check the **Disable Script Debugging (Internet Explorer)** and the **Disable Script Debugging (Other)** options.
- 4 Click **OK** to save changes.

Uninstalling the Dashboard Screen Manager

To uninstall the Dashboard:

- 1 Select **Start > Settings > Control Panel**, then select **Add or Remove Programs**.
- 2 Select **Ipswitch Dashboard v1.0.2**.
- 3 Select **Remove**.

Known issues

Popup errors occur on the Dashboard when displaying Web Alarms in WhatsUp Gold

The Dashboard properly logs in to WhatsUp Gold and displays Reports, but after some time, a Windows error appears announcing that a pop-up window has been blocked.

If you are running WhatsUp Gold v11, v11.0.1, or v11.0.2, you may need to upgrade to Dashboard v12.

For more information on how to resolve this problem, please see the Ipswitch KB article (<http://support.ipswitch.com/kb/WP-20070507-SP04.htm>) on this issue.

WhatsUp Gold Device Performance Report graphs displayed on the Dashboard produce JScript error

After adding a Device Performance Report to a Dashboard playlist, it renders a JScript error when it is displayed on the Dashboard. If the reports that you have added to your playlist are coming from a device running WhatsUp Gold v11, v11.0.1 or v11.0.2, you need to upgrade to Dashboard v12.

For more information on this patch, please see the related Ipswitch KB article (<http://support.ipswitch.com/kb/WP-20070507-SP03.htm>).

The Dashboard causes the WhatsUp Gold WebUserActivityLog to rapidly grow

If after you download the Dashboard, you notice that your WhatsUp Gold WebUserActivityLog database table grows rapidly, you may need to upgrade to Dashboard v12 (if the version of WhatsUp Gold you are running is v11, v11.0.1, or v11.0.2).

After installing the patch, you can truncate the table. For more information on this, please see the related Ipswitch KB article (<http://support.ipswitch.com/kb/WP-20070507-SP06.htm>).

The Dashboard's "lock" feature can be defeated if Windows Task Manager is left running

If the Windows Task Manager is left running on the machine running the Dashboard (whether open or minimized), even if the Dashboard has been locked, there is an opportunity for a user to close `Dashboard.exe` from the Task Manager and have access to the "protected" machine. This is a potentially serious security problem. To ensure that this doesn't happen, you should close the Window's Task Manager before locking your machine in the Dashboard.

Using the Dashboard to Display WhatsUp Gold Workspace Reports on IIS 5.1

When running the Dashboard with IIS 5.1, it is possible to receive an HTTP 403.9 error (Access forbidden: too many users are connected) while displaying WhatsUp Gold Workspace Reports. This is because IIS 5.1 has a 10 connection limit. Each Workspace Report within a page registers as a connection to IIS, therefore causing the 403.9 error when multiple Workspace Reports are displayed on a page.

For information on how resolve this problem, please see the Ipswitch KB article (<http://support.ipswitch.com/kb/WP-20070507-sp01.htm>) on this issue.

Connecting to the WhatsUp Professional 2006 web interface with the Dashboard

When attempting to display reports from WhatsUp Professional 2006, the Dashboard displays the WhatsUp login screen instead of the report specified in the Dashboard playlist. This is because the Dashboard delivers encrypted usernames and passwords in its playlists. WhatsUp Professional 2006 does not understand this encryption and sends the Dashboard to its login page, regardless of the correct username and password you specify when configuring the playlist.

For information on how to resolve this problem, see the Ipswitch KB article (<http://support.ipswitch.com/kb/WP-20070507-sp02.htm>) on this issue.

The Windows Task Manager and Start Menu option, "Turn off computer," become unavailable on the Dashboard

The Windows Task Manager and Start Menu option, "Turn off computer," can become unavailable on the machine the Dashboard is installed on if the machine experiences a non-graceful reboot, for example a loss of power, or is hard-booted (while the Dashboard is in a locked state).

For information on how to resolve this problem, please see the Ipswitch KB article (<http://support.ipswitch.com/kb/WP-20070507-SP07.htm>) on this issue.

For more information

- **Application Help.** Contains Dashboard dialog assistance and general configuration information.
- **The Ipswitch Knowledge Base** (<http://support.ipswitch.com/kb/>). Search the Ipswitch Knowledge Base of technical support and customer service.