



IPSWITCH

WhatsUp Gold v11 New Features Guide

This guide is an overview of the WhatsUp Gold web interface and features new to v11.

Welcome

Welcome to WhatsUp Gold v11! Ipswitch has made significant improvements to the newest release of WhatsUp Gold. The web interface has been completely re-designed and includes significant changes in the ways your report data is displayed. Some of WhatsUp Gold v11's enhancements are:

- An entirely new web interface design
- Customizable workspaces and workspace reports
- Map improvements
- IPv6 capabilities
- Bulk Field Change improvements
- Dependency improvements
- Customizable interface speed for Interface Utilization reporting
- Development measures to handle non-persistent SNMP instances for Performance Monitors
- Numerous customer feature requests and defect fixes

This guide describes these and other enhancements new WhatsUp Gold v11.

The WhatsUp Gold v11 Web Interface Overview

WhatsUp Gold v11 has totally redesigned its web interface with the intent of making it feel more like an actual *application*. The entire look and feel of the web interface has changed from the 2006 release and now includes a new way to navigate through the application. Also new to the web interface are many features that in the past were solely available on the WhatsUp console. The WhatsUp Gold web interface and console have never been as functionally compatible as they are now.

Features available on the Web interface beginning in v11:

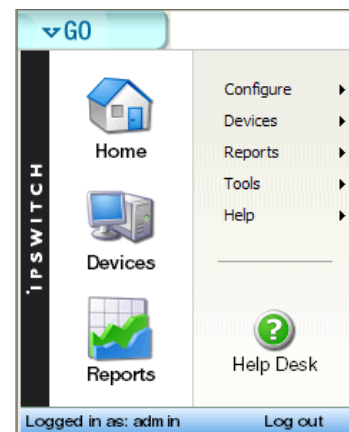
- The Credentials Library
- The complete Passive Monitor Library
- A complete Device Properties screen
- The Active Script Action and Monitor

Navigating through the web interface.

The main menu for the web interface is housed within the **Go** menu, located in the upper-left corner of your browser.

From the Go menu, you can navigate to the features you'll use most in WhatsUp Gold, including your customized Home workspace views, monitored device list, reports, network tools, and the configuration of the passive, active, and performance monitor libraries.

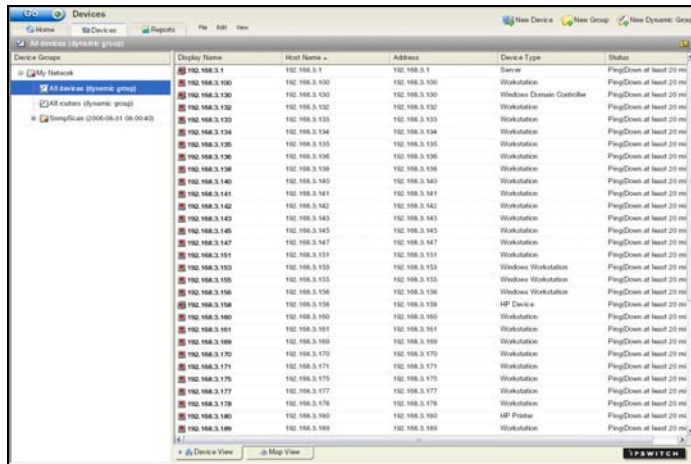
The v11 web interface is organized by three tabs: Home, Devices, and Reports.



The Go menu

Home tab. Your personal, customizable Home workspace. *This will be explained in more detail below.*

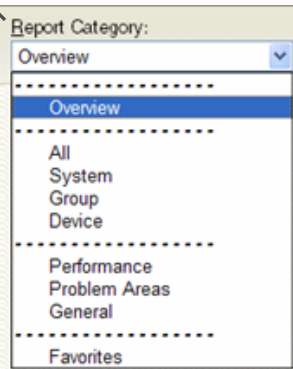
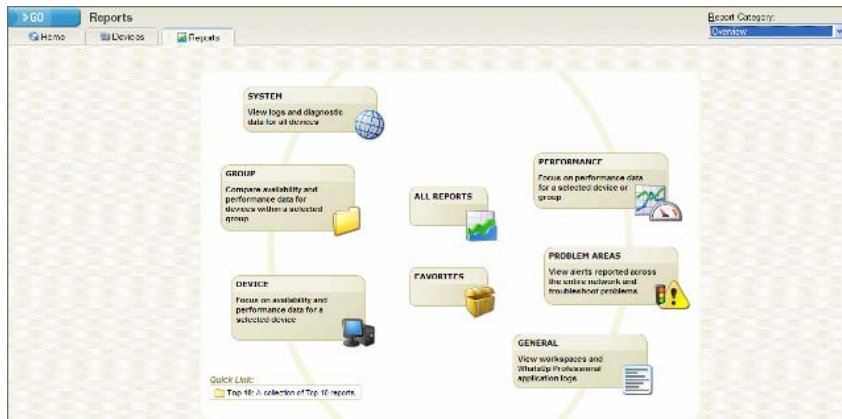
Devices tab. Your monitored devices are displayed and managed here. As in the WhatsUp Gold console, the Devices tab has 2 modes: Device View and Map View. You can add devices in either mode on the Devices tab by using the Devices tab toolbar located in the upper-right corner of your browser, or by right-clicking.



Use the Devices tab toolbar to add devices and device groups to organize your monitored network.

The Devices tab - Device List

Reports tab. The Reports tab contains all of the WhatsUp Gold full reports. The 11th version has integrated a new reports tree for you to easily pick and choose reports. You can also use the Reports Category drop-down menu to navigate to reports according to their type and category.



The Reports tab - Reports Overview

Workspaces

Beginning in v11, the home view from the WhatsUp Gold web interface is a customizable portal, or workspace. WhatsUp Gold's workspaces allow users to choose from, arrange, and display a collection of workspace reports to suit their individual needs. These workspaces and workspace reports provide WhatsUp Gold users with a new and innovative way to customize views of their network information: they display crucial network data in a central location which allows for quick and easy access at a glance.

Workspaces are designed to be user-specific, and are configurable to include workspace reports specific to users' needs.

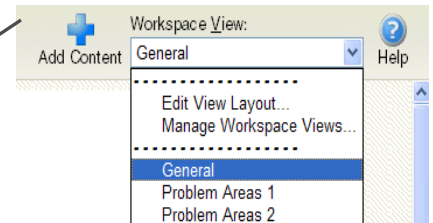
Workspaces are typed as either “Device” or “Universal.”

- **Device.** *Device workspaces are limited to display only Device-level workspace reports.* Only workspace reports specific to a single device can be placed on a device workspace. When you change the device-in-context, the reports displayed show data corresponding to the newly selected device.
- **Home.** *Home workspaces can display both Home and Device workspace reports.* You can place any workspace report on a home workspace, mixing and matching summary, group, and device specific data.

WhatsUp Gold includes three default workspaces: the Home workspace, Device Status workspace, and the Top 10 workspace. Each workspace can have multiple views.

Home Workspace.

The WhatsUp Professional Home workspace is the first screen users see after logging in to the web interface. Referred to as “Home,” this workspace is designed to house network information users need most visible. Home contains three pre-configured example “views” capable of customization to a user’s personal specifications.



Use the workspace toolbar to move between workspace views.

The default Home Workspace

Home’s pre-configured workspace views are:

- General
- Problem Areas 1
- Problem Areas 2

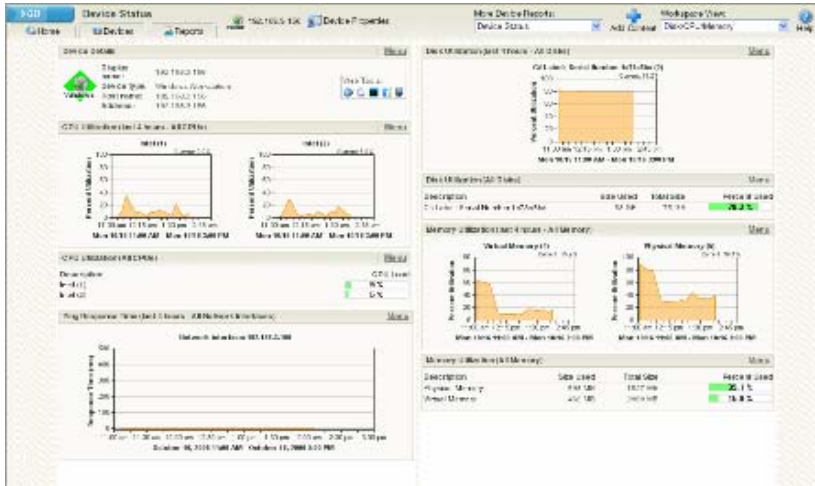
Each view includes some default workspace reports that individual users can decide to keep, alter, expand, or remove. Additional views can be added by a user.

Device Status Workspace.

The Device Status workspace displays the Device Status Report for a network device. You can change the device-in-context, but the workspace reports in the workspace view remain the same. In other words, you can change the workspace view focus from one device to another, and the

workspace reports within that view will display information pertaining to the new device. You can access the Device Status workspace from many places throughout the WhatsUp Gold web interface by clicking and drilling down on a device.

The Device Status workspace also contains multiple “views.”



The Device Status workspace and report

The Device Status workspace’s pre-configured workspace views are:

- General
- Disk/CPU/Memory
- Problem Areas
- Router/Switch/Interface

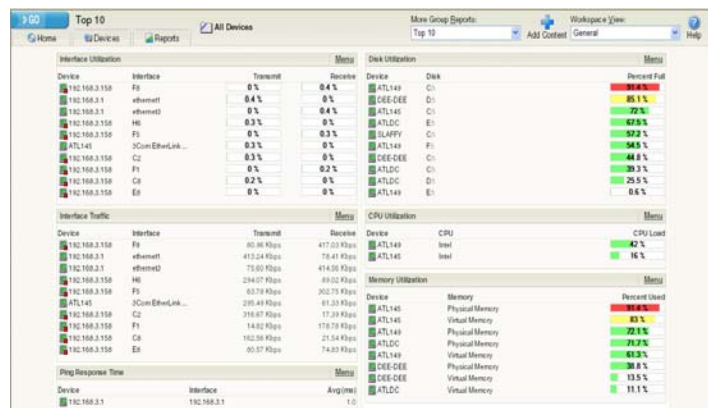
As with the Home Workspace, each Device Status workspace “view” includes default reports that users can decide to keep, remove, alter, or expand upon by adding new views.

Top 10 Workspace.

The Top 10 workspace displays the Top 10 Report for your network. The Top 10 Report is a collection of workspace reports that focus on the current health of your network devices. It is pre-configured to include workspace reports which display data on the top network devices by:

- Interface Utilization
- Interface Traffic
- Ping Response Time
- Disk Utilization
- CPU Utilization
- Memory Utilization

Unlike the Home and Device Status workspaces, the Top 10 Workspace is designed with only the General “view.” Users can customize the General “view” in the same ways they can the other workspace views by removing the default reports and/or adding other Top 10 and Threshold workspace reports to suit.



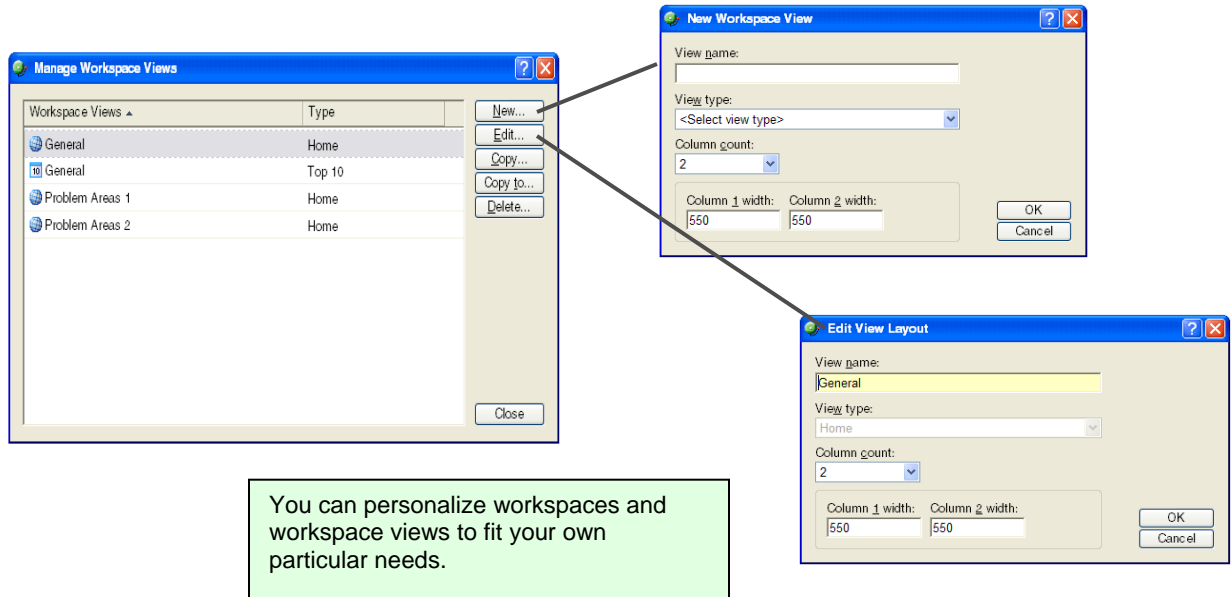
The Top 10 workspace and report

Workspace management.

WhatsUp Gold gives you the ability to create more of your own workspace “views” to use along with the pre-configured views. You can create as many as you want to organize your system for efficient reporting. You can also edit these workspace views as needed.

Create a new workspace view.

- From the **Workspace View** drop-down menu, select **Manage Workspace Views**.
- In the Manage Workspace Views dialog, you can create new workspaces, and edit, copy, or delete an existing workspace view.

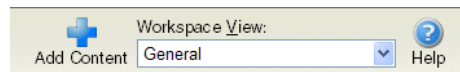


Workspace columns.

Workspaces are pre-configured with two columns. You can create new spaces, or edit existing spaces to include more than two columns. Keep in mind, the more columns you include, the smaller the data displayed inside a workspace.

Adding content to a workspace view.

Use the workspace toolbar, located in the upper-right corner of your browser, to add workspace reports to a workspace view.

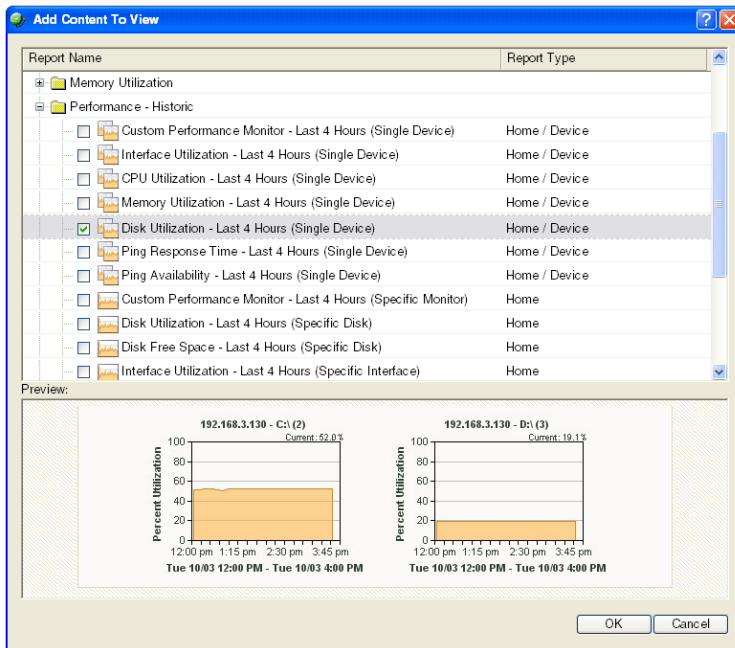


The workspace toolbar

Workspace content.

Starting with v11, WhatsUp Gold offers a collection of more than 90 workspace reports for display in workspace “views.” These reports show highlight important data and allow the user to drill-down to the full reports to investigate problems.

Workspace reports are broken down into categories according to the type of information they display.



Workspace reports are broken down by category. Expand these report categories to select reports to preview and add to a workspace.

The Workspace Report Picker

General.

General workspace reports display information on application settings and diagnostics, as well as device-specific and user-configured details (i.e. Custom Links and Device Attributes).

Inventory.

Inventory workspace reports provide a break-down of network devices and their settings, including Actions, Monitors, and Policies.

Performance.

Performance workspace reports display information collected from the WhatsUp Professional Performance Monitors. They are broken down into 2 types:

- **Historical.** Display information over a selected period of time.
- **Now.** Display information current to the last poll.

You will find utilization reports for CPU, memory, interface, and disk, as well as ping availability reports in the Performance category.

Problem Areas.

Problem areas workspace reports are trouble-shooting tools that allow you to investigate network issues by viewing a variety of logs.

Threshold.

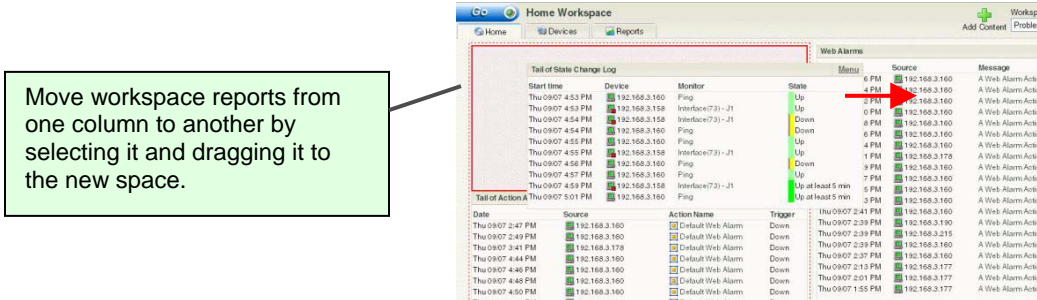
Threshold workspace reports display information on your network's CPU, disk, interface, and memory utilization, and ping function which are outside user-specified allowable values.

Top 10.

Top 10 workspace reports display the top devices on your network according to their CPU, disk, interface, and memory utilization, and ping function.

Moving workspace reports within a workspace.

WhatsUp Gold supports drag-and-drop in the web interface. You can move a workspace from one column of a workspace to another by selecting a workspace report and dragging it to another column in the workspace view. These location changes are saved: workspace reports will appear in the same location in which you moved them after logging out from the web interface, or after moving between workspace views.



Device Group Mini Status Workspace Report.

WhatsUp Gold v11 includes a report similar to a previous WhatsUp Gold's Mini Status report. In v11, it is represented as the Device Group Mini Status workspace report. This Universal workspace report lists all devices in a device group and displays their status by color, allowing you to quickly see the status of all devices in a group from across the room.

Displaying multiple mini status workspace reports within a workspace grants you a quick look at more than one group on your network and can help monitor important or problem areas more efficiently. You also have the option to display Active Monitors associated with the devices in a elected group, which is useful in pin-pointing what services on your network are down.

To aid in maximizing your screen real-estate, you have the ability to change the size and display style of the workspace report. Even if the font size is too small to read at first glance, you can use the mouse-over hover text to find out the identity of a device. The static rows of the mini status workspace report also aid in device recognition, as devices remain in the same position regardless of their current state.

Device Group Mini Status		Menu		
192.168.3.147	Echo	FTP	HTTP	Ping
192.168.3.142	Ping			
Adrian Dew	Ping			
AF Test Machine	Ping			
AF Wireless Interface	Wirel...			
Alpha	DNS	FTP	HTTP	HTTPS
AT&T Router	IMAP4	Ping	POP3	SMTP
ATL136	Serial...	Fast...	Fast...	Null0
ATL147	Ping			
ATL175	Ping			
ATL189	Ping			
ATL190	Ping			
ATL191	Ping			
ATL30	Ping			
ATL37	Ping			
Atlanta File Server	DNS	Ping		
AuthorIT (bandor)	Ping			
Blue Twin 162	Ping			
DEE-DEE	Ping			
Dumb Switch				
Dumb Switch				
Dumb Switch				

IPv6

WhatsUp Gold v11 has extended its polling capabilities to recognize both IPv4 and IPv6 enabled devices. IPv6 devices are polled in the same way as IPv4 devices. WhatsUp Gold uses either IPv4 or IPv6 networking stacks when polling the devices in a transparent way.

Additionally, the WhatsUp Gold v11 web server will respond to an IPv6 address, so you can run the web interface on an IPv6 computer.

Adding IPv6 Enabled Devices.

There are two ways to add IPv6 enabled devices in WhatsUp Gold v11:

1. Manually add a single device on the WhatsUp Gold console or web interface.
2. Import a host file from the Device Discovery Wizard.

To manually add a single device:

On the WhatsUp Gold web interface, select the Device tab. Once in the Device tab, from the configure button choose **Device > New Device**.

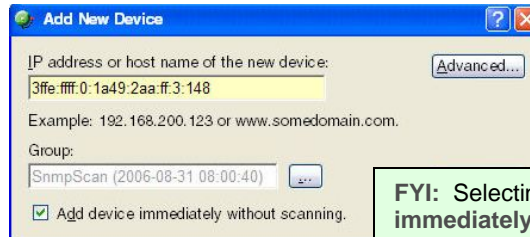
- In the Add New Device dialog, enter the IPv6 address of the device you wish to add to the network.
- Click the **Browse (...)** button to select a group in which to add the device.
- Click the **Advanced** button to select Active Monitors for which to scan the device.
- Click **OK** to start the discovery scan on the device.
- In the Device Properties dialog that appears, you can accept or modify the device's default properties, then click **OK**.

After clicking **OK**, the new IPv6 device is added to the selected group.

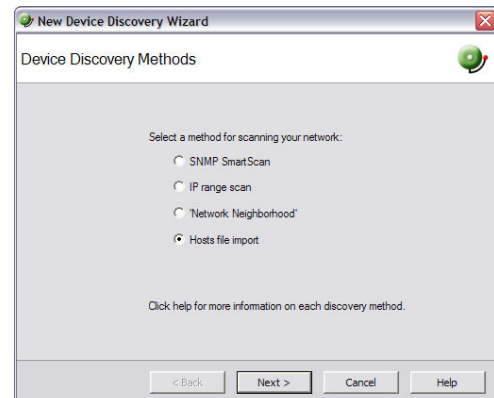
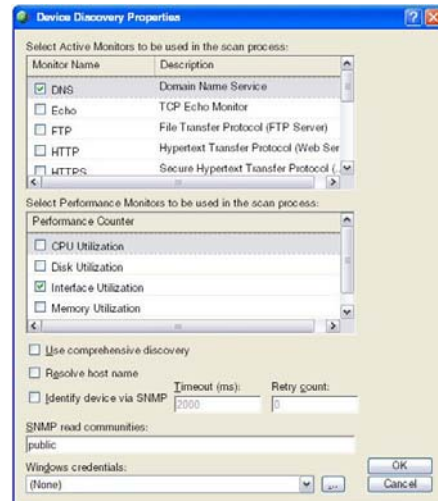
To import a host file:

From the WhatsUp Gold console, go to **File > Discover Devices**.

- In the Device Discovery Wizard, select **Hosts file import**. Click **Next**.
- Browse or enter the full path to the Host file you wish to import into WhatsUp Professional. Click **Next**.
- In the SNMP Communities dialog, enter the proper read community string. Click **Advanced** if you would like to change the scan's default settings.



FYI: Selecting **Add device immediately without scanning** instantly adds a "bare-bones" device to your network, generically categorized as a workstation with a Ping Monitor already set up.



- The Active/Performance Monitors to Scan dialog appears. Select the type of Active/Performance monitors you wish to use in this scan process.

FYI: All Active Monitors work with IPv6 except for the WMI, Exchange, and SQL monitors. The CPU, Disk, Interface, Memory, Ping, Custom SNMP Performance Monitors, and Custom Script Monitors also support IPv6.

- Click **Next**. The Device Discovery dialog displays the remaining scan time and the scan's progress.
- When the discovery has completed, the Device to Monitor dialog appears, listing all of the devices that have just been discovered. To remove specific devices for monitoring from this list, clear the checkbox next to each device. To add the listed devices to the database, click **Next**.
- The Action Policy selection dialog appears. Complete the remaining dialogs in the Wizard.

The Results summary shows the number of selected new devices, the number of Active Monitors, whether an Action Policy is applied, and the number of selected device shortcuts.

- Click **Finish** to begin monitoring your IPv6 devices.

The new IPv6 devices are displayed in the Devices tab. Here, devices are sorted by IP address and both IPv4 and IPv6 devices can be seen on the same maps.

Bulk Field Change Enhancements

WhatsUp Gold's Bulk Field Change capabilities extend in v11 to include Passive Monitors and maintenance schedules.

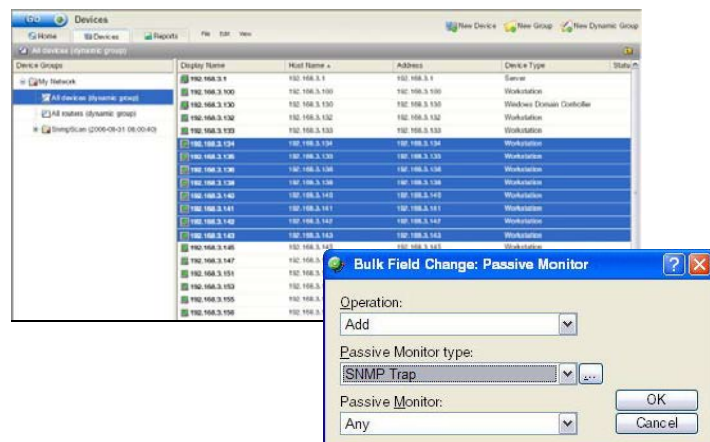
Bulk Field Change for Passive Monitors.

As with Performance and Active Monitors, you can now add or remove Passive Monitors from multiple devices at one time, from the Web interface.

To add a Passive Monitor to multiple devices:

From the Devices tab on the WhatsUp Professional Web interface, select several devices and/or groups and right-click.

- From the right-mouse menu, select **Bulk Field Change > Passive Monitor**.
- In the Bulk Field Change Passive Monitor dialog, select **Add** from the **Operation** drop-down menu.
- Select a Passive Monitor type to add to the selected devices from the Passive Monitor Library by clicking the **Browse (...)** button.



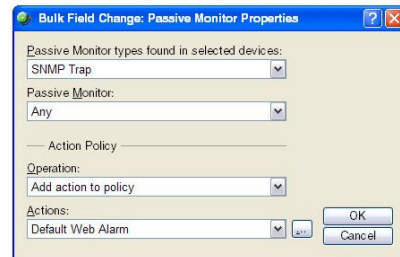
- Select a Passive Monitor to add to the selected devices from the **Passive Monitor** drop-down menu.

Use **Bulk Field Change > Passive Monitor Properties** to modify devices' Passive Monitor properties.

To modify devices' Passive Monitor properties:

From the Devices tab on the WhatsUp Gold web interface, select several devices and right-click.

- From the right-mouse menu, select **Bulk Field Change > Passive Monitor Properties**.
- In the Bulk Field Change Passive Monitor Properties dialog, select a Passive Monitor type from the **Passive monitor types found in selected devices** drop-down menu.



- Select a Passive Monitor from the **Passive Monitor** drop-down menu.
- Select either **Add action** or **Remove action** from the **Operation** drop-down menu. If you select **Remove action**, only the selected devices with the Action you select below is modified.
- Select an **Action** to add to or remove from the selected devices from the **Actions** drop-down menu.

FYI: When adding or removing Passive Monitors to/from multiple devices, if one of the selected devices does not currently have the Passive Monitor you are adding or removing associated to it, no modifications are made to that device. Only devices that have the Passive Monitor you are adding or removing are changed.

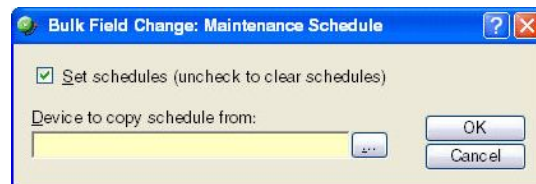
Bulk Field Change for Maintenance Schedules.

To complement the existing Bulk Field Change feature for maintenance mode, WhatsUp Gold v11 has expanded to include a Bulk Field Change maintenance schedule feature. This new feature allows you to configure and modify schedules for multiple devices at one time.

To configure or modify a maintenance schedule for multiple devices:

From the Devices tab on the WhatsUp Gold web interface, select several devices and right-click.

- From the right-mouse menu, select **Bulk Field Change > Maintenance Schedule**.
- In the Bulk Field Change Maintenance Schedule dialog, choose to either set or remove maintenance schedules from the selected devices.
- If you choose to set the selected devices with an existing maintenance schedule, **Browse (...)** to select a device from which to copy the schedule.



Enhancements for Dependencies

By default, WhatsUp Gold polls all devices and Active Monitors in your device list unless you manually turn off polling for the system as a whole or at the device and monitor level. The dependency feature has changed in WhatsUp Gold v11 to allow you to place a dependency on a device's Active Monitors, which allows you to avoid turning polling off to devices and instead makes polling dependent on the status of a device's Active Monitors. Essentially, in WhatsUp Gold v11, setting dependencies on one device's Active Monitors will place another device up or down depending on the type of dependency you configure.

There are two types of dependencies:

- **Down dependency.** Can be thought of as describing that something is “in front of” something else. The dependant devices in front will not be polled unless the device further down the line is down.
- **Up dependency.** Can be thought of as describing that something is “behind” something else. The dependant device will only be polled if the device “in front” of it is up.

An example:

If you make devices “behind” a router, “up dependant” on the router's ping active monitor, those devices will not be polled unless that router's ping attempts are successful. Should the router's ping active monitor fail, the devices “behind” the router will be placed in the “unknown” state. Without the dependency, the devices “behind” the router would fire off actions when they become unreachable due to the router's failed ping attempts. With the dependency, only actions on the router will fire.

Setting dependencies.

There are two ways to set dependencies in WhatsUp Gold v11:

Using Device Properties to set dependencies:

- Select a device on the WhatsUp Gold Devices tab. Next, right-click and go to **Properties**.
- In the Device Properties dialog, select **Polling**.
- Click either the **Up Dependencies** or **Down Dependencies** button to bring up the Device Dependencies dialog and configure the Up or Down dependency.

Using the Map View to set dependencies:

- While on the WhatsUp Professional Devices tab, go to **View > Map View**.
- Select a device from the map. Next right-click and select **Properties**.
- In the Device Properties dialog, select **Polling**.
- Click either the **Up Dependencies** or **Down Dependencies** button to bring up the Device Dependencies dialog and configure the up or down dependency.

The Device Dependencies dialog.

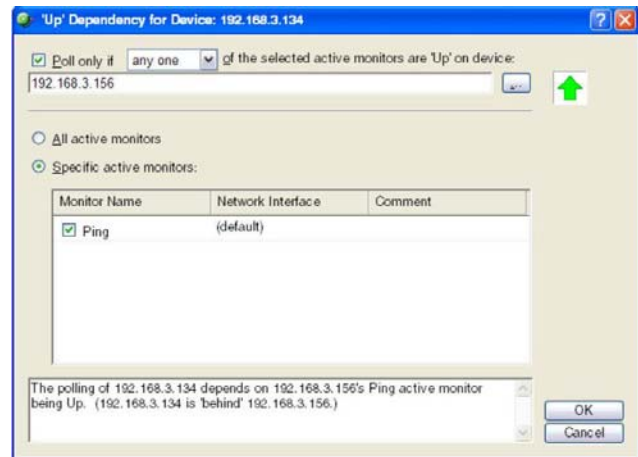
The Device Dependencies dialog is the same for both Up and Down dependencies, with the exception that one sets up dependencies, and the other sets down dependencies.

The color arrow on the dialog signifies the type of dependency:

Red. Down dependency

Green. Up dependency.

- The first option on the dialog sets polling to start on a dependent device only if **Any one** or **Every one** of the active monitors selected below are up or down, relevant to the type of dependency you are setting.
- Select a device for the dependency by clicking the **Browse (...)** button.
- Choose either **All active monitors** or **Specific active monitors** and check the monitors you wish to associate with the dependency.



The Device Dependencies dialog

The statement at the bottom of the dialog is automatically generated by WhatsUp Gold to assist you in verifying the type of dependency you are creating.

An example statement would read:

```
Device2 is dependent on Device3's FTP and HTP Active Monitors being Up.  
(Device 2 is "behind" Device3.)
```

Smart re-indexing of non-persistent SNMP instances

In certain situations, a system reboot can cause SNMP instances to shift, or "re-index." In the past, this caused problems for WhatsUp Gold performance monitoring. To alleviate this problem, WhatsUp Gold v11 has integrated a change where monitored entities can be optionally referenced by their name, rather than their unreliable SNMP instance. By doing so, performance monitoring is unaffected by the shift of SNMP instances upon reboot.

Customer requested features and defect fixes

WhatsUp Gold v11 has taken into consideration numerous customer feature requests and user-reported defects. Many improvements and enhancements in v11 came as a result of these requests. Along with Bulk Field Change for Passive Monitors, the Device Group Mini Status workspace report, and improved Dependency function, other customer requested features and defect fixes implemented into v11 include:

- The capability to use custom interface speeds for Interface Utilization calculation.
- Map icons no longer shifting when a shared icon is deleted.
- Drag-and-drop of multiple items on Maps.
- Devices are added to maps in more logical and obvious locations.
- Group Access Rights have been improved.
- The capability to back-up the database on an upgrade has been added to the install.
- The capability to turn on the Web interface from the install.
- The capability to create device states that last up to 7 days.
- The removal of the requirement to acknowledge Passive Monitor state changes.

