



IPSWITCH

Features Overview Guide

About new features in WhatsUp Gold v14

New Features in Ipswitch WhatsUp Gold v14

Welcome to WhatsUp Gold v14!	1
------------------------------------	---

About the Welcome Center

About the Quick Setup Assistant	3
---------------------------------------	---

About the Discovery console

About Device Roles

About Alert Center

Using Alert Center and actions	8
--------------------------------------	---

New active monitors

About the APC UPS Monitor	10
About the Exchange Monitor	12
About the Fan Monitor	12
About the File Properties Monitor	13
About the Folder Monitor	14
About the FTP Monitor	15
About the HTTP Content Monitor	16
About the Network Statistics Monitor	17
About the Printer Monitor	18
About the Process Monitor	19
About the Power Supply Monitor	20
About the Microsoft SQL and MySQL Query Monitor	21
About the Temperature Monitor	22

About critical active monitors

New actions

About the SNMP Set action	23
About the Log to Text File action	24
About the Windows Event Log action	25

About Find Device

About the Argument field

New in Flow Monitor plug-in

New Flow Monitor reports.....29
About ifIndex on the Flow Interface dialog.....33

Added support

For more information

New Features in Ipswitch WhatsUp Gold v14

Welcome to WhatsUp Gold v14!

Ipswitch proudly introduces the most powerful version of WhatsUp Gold to date. WhatsUp Gold v14 offers a Welcome Center and Quick Setup Assistant that aid you in easily setting up WhatsUp Gold for your network; a totally revamped Discovery console that intuitively categorizes your network devices in specific roles; an Alert Center to manage notifications for all of your WhatsUp monitors; new critical active monitors that allow you to configure the order in which monitors are polled according to the up or down state of monitors that you specify as critical; 13 new dynamic active monitors in WhatsUp Gold v14 Premium Edition; 3 new actions--2 that utilize a brand new percent variable picker; an improved and renamed Flow Monitor plug-in with new reports and support for sFlow and J-Flow; and much, much more!

Refer to the v14 Release Notes on www WhatsUpGold.com/support for Ipswitch WhatsUp Gold product features and information.

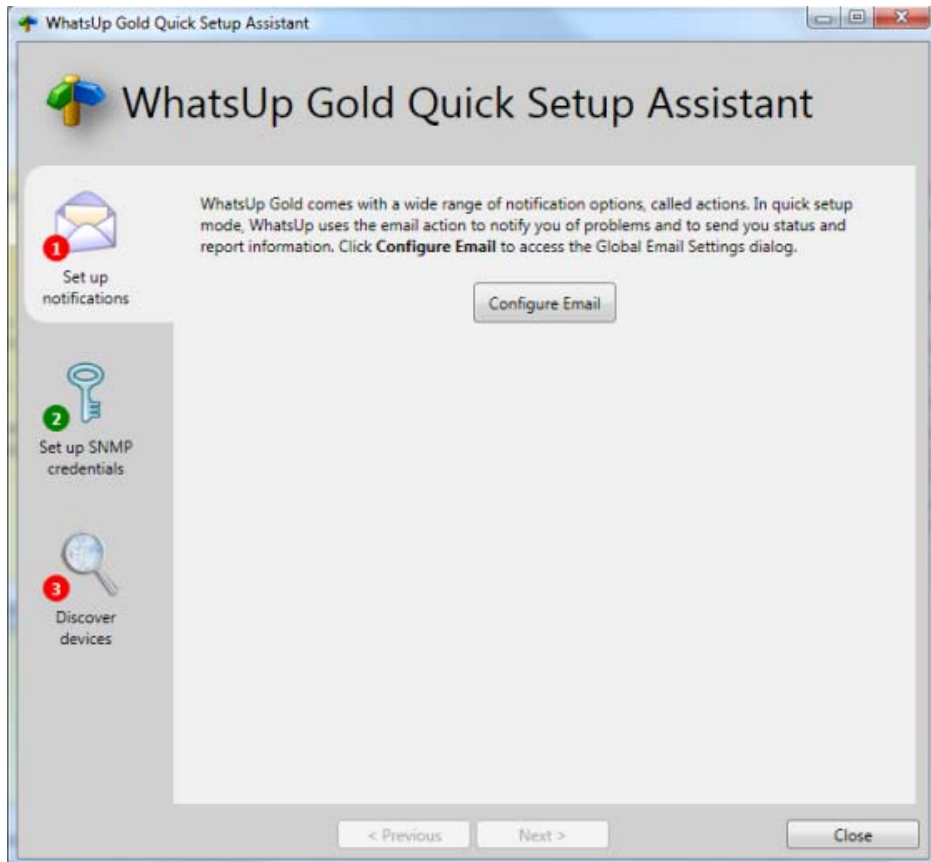
About the Welcome Center

The first time that you open v14 console, you are greeted by the WhatsUp Gold Welcome Center. This dialog includes a variety of links to helpful, insightful information on how to use WhatsUp Gold for your network management needs. From here you can launch the Quick Setup Assistant, see what's new on the WhatsUp user community, view new Knowledge Base articles and forum threads, view product videos, and access helpful resources like the User Guide and Help system.



About the Quick Setup Assistant

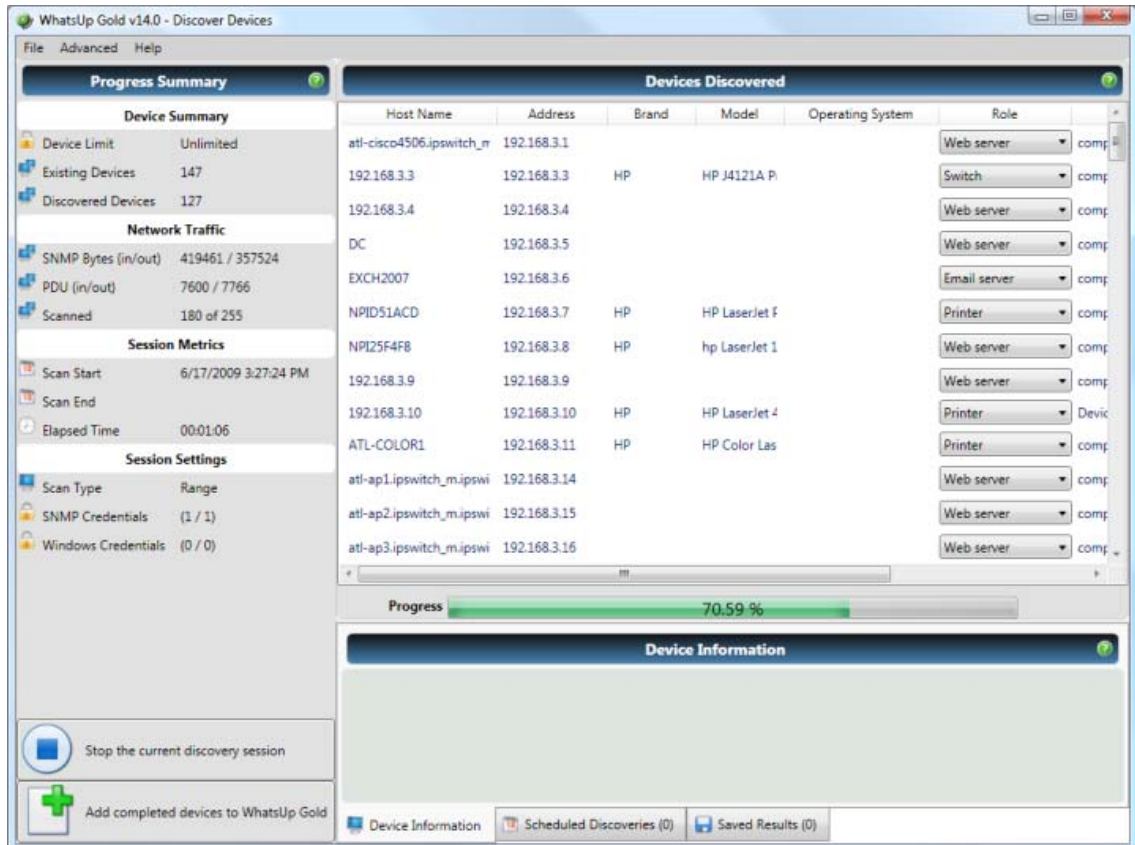
You can start using WhatsUp Gold quickly by using the Quick Setup Assistant. This discovery assistant guides you through the three steps involved in discovering devices on your network. You will setup notifications, configure SNMP credentials, and run a discovery scan. After you complete the discovery scan and add devices to the WhatsUp database, you are ready to manage your network using WhatsUp Gold.



The Quick Setup Assistant is accessible on the WhatsUp Gold console from the Welcome Center (**Tools > Welcome Center**).

About the Discovery console

The new Discovery console and web interface includes a new and improved discovery engine that identifies network devices more accurately than previous versions of WhatsUp Gold. Network discovery scans each device to determine its manufacturer, model, and running software and services. WhatsUp Gold uses this information to categorize network devices into new device roles, and then uses these roles to automatically assign commonly used monitors for each device.



For more information, see *Discovering network devices* in Help.

About Device Roles

When WhatsUp Gold discovers devices, it tries to determine the type of device so that it can monitor the device appropriately. To determine the type of device, WhatsUp Gold compares the discovered attributes of the device to a set of criteria called a *device role*.

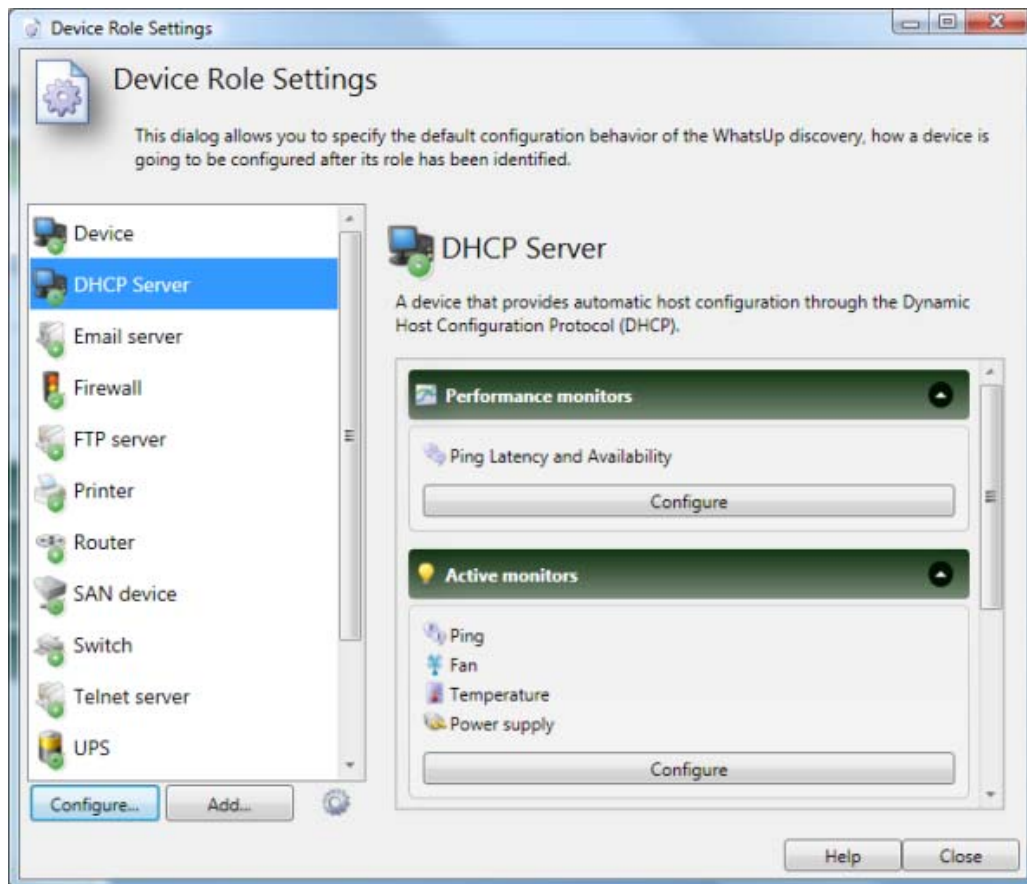
Device roles do two things:

- Specify the criteria that a device must match to be identified as the device role.
- Specify the monitoring configuration that is applied to the device when it is added to WhatsUp Gold.

New Features in Ipswitch WhatsUp Gold v14

WhatsUp Gold provides several default device roles that are used to identify most common network devices. If your network includes devices that are not identified by this default set, you can create custom device roles.

Device roles are configured on the Device Role Settings dialog which can be accessed from the Discovery Console's Advanced menu. This dialog allows you to specify device characteristics that WhatsUp will use during discovery to categorize the devices in your network by specific device roles.



For more information, see *Using Device Roles* in Help.

About Alert Center

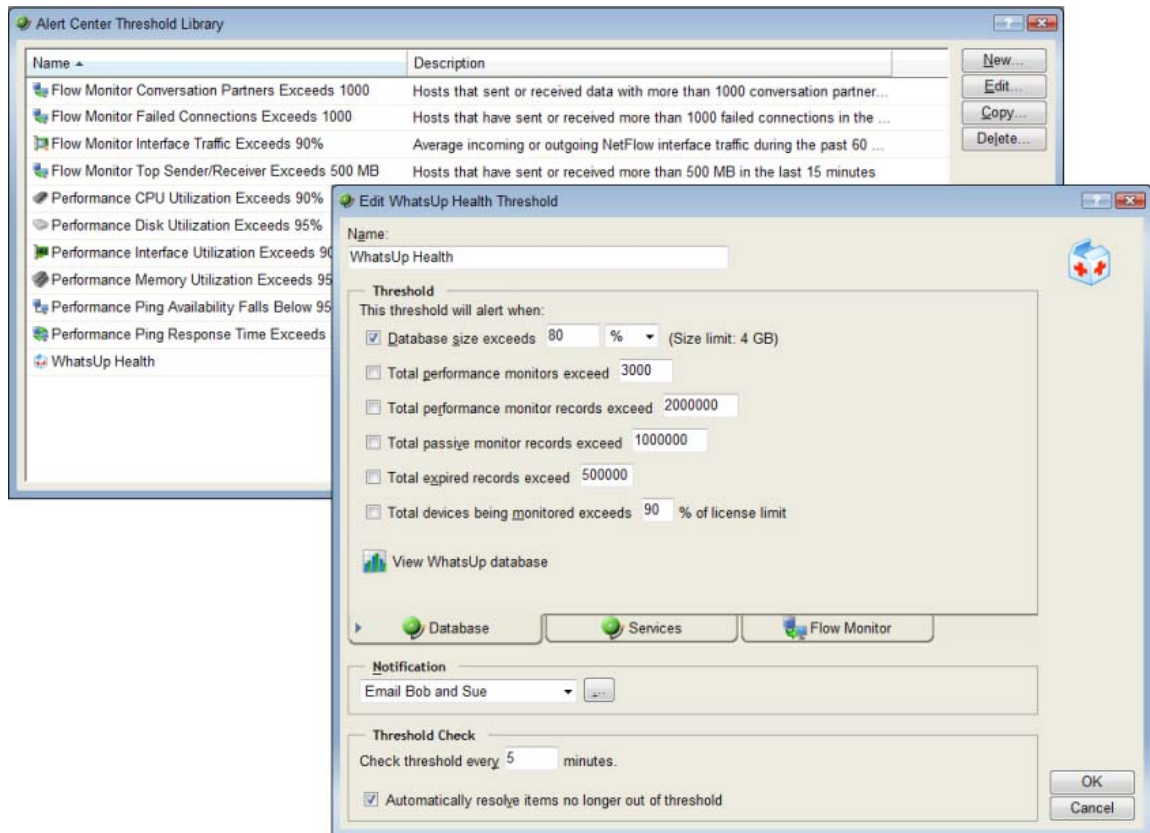
WhatsUp Gold Alert Center handles alerting on performance monitors, passive monitors, WhatsUp Gold system health, and WhatsUp Gold Flow Monitor plug-in through user-configured thresholds and notification policies.

Thresholds

Thresholds are the benchmark mechanisms Alert Center uses to check against the database. If WhatsUp Gold finds that an aspect has exceeded or fallen below the parameters you set in a threshold, it is considered *out of threshold*. These out of threshold aspects are logged as *items*.

New Features in Ipswitch WhatsUp Gold v14

You can find data for Alert Center items on the Alert Center Home page and in Alert Center reports. For more information, see *Configuring Alert Center thresholds* in Help.



Notification policies

When an aspect goes out of threshold and is logged as an item, associated notification policies begin sending notifications to alert users of the problem. These policies can include multiple steps that begin at user-specified intervals to notify multiple people of persisting problems. After you have fixed a problem, you can notify other users of the fix and stop subsequent steps of a running notification policy. For more information, see *About notification policies* and *About running notifications* in Help.

Alert Center Home

Alert Center Home is the Alert Center control page. Similar to the WhatsUp Gold Home page, Alert Center Home displays threshold data in workspace reports. From these threshold workspace reports, you can update out of threshold items. For more information, see *About Alert Center Home* and *Updating Alert Center items* in Help.

Running Notification Policies

Policy Name	Notification Progress	Triggered by	Time Created
There are currently no Running Notification Policies.			

Performance Ping Availability Falls Below 95% (36 items)

Description: Average Ping Availability during the past 30 minutes falls below 95%

Device	Interface	Percent packet Loss	Time Alerted
atl-sprescott.ipswitch_m.ipswitch.com	192.168.3.133	66.7 %	Mon 06/01 2:58 PM
atl-build.ipswitch_m.ipswitch.com	192.168.3.42	66.7 %	Sat 05/30 12:26 PM
atl-build.ipswitch_m.ipswitch.com	192.168.3.39	66.7 %	Sat 05/30 12:26 PM
nmwtk.servers.ipswitch.com	192.168.3.48	66.7 %	Sat 05/30 11:37 AM
EXCH2007	192.168.3.8	66.7 %	Sat 05/30 3:18 AM
DC	192.168.3.5	66.6 %	Sat 05/30 3:18 AM
atl-install-v14.ipswitch_m.ipswitch.com	192.168.3.253	66.6 %	Sat 05/30 3:18 AM
INSTALLWIN03	192.168.3.89	66.6 %	Sat 05/30 3:18 AM
atl-ci-main.ipswitch_m.ipswitch.com	192.168.3.52	66.6 %	Sat 05/30 3:18 AM
CIWIN03	192.168.3.204	66.7 %	Sat 05/30 3:18 AM
atl134.ipswitch_m.ipswitch.com	192.168.3.134	66.7 %	Fri 05/29 1:07 PM
atl-jhao3.ipswitch_m.ipswitch.com	192.168.3.131	66.7 %	Fri 05/29 10:29 AM
WKS116TEST	192.168.3.187	66.7 %	Wed 05/27 11:15 AM
ATL-QA64bit	192.168.3.30	66.6 %	Fri 05/22 1:35 PM
ATL-QA2K8-64bit	192.168.3.214	0.0 %	Fri 05/22 9:05 AM
ATL132	192.168.3.132	66.7 %	Thu 05/21 8:18 AM
ATL103	192.168.3.103	66.7 %	Wed 05/20 5:07 PM
atl-brancheau.ipswitch_m.ipswitch.com	192.168.3.142	66.6 %	Wed 05/20 4:27 PM
d500-1.ipswitch_m.ipswitch.com	192.168.3.219	66.7 %	Wed 05/20 9:48 AM
ATL_IDHA02-W2K8	192.168.3.114	66.6 %	Wed 05/20 9:18 AM
atl-jindermann.ipswitch_m.ipswitch.com	192.168.3.99	66.7 %	Tue 05/19 7:45 AM
atl-jindermann2.ipswitch_m.ipswitch.com	192.168.3.100	66.7 %	Tue 05/19 7:45 AM
SERVER03INSTALL	192.168.3.93	66.7 %	Mon 05/18 11:57 AM
ATL-QA2K3-64BIT	192.168.3.246	66.6 %	Mon 05/18 10:57 AM
JLWUCSOL	192.168.3.224	66.7 %	Mon 05/18 10:36 AM
atl-lphung.ipswitch_m.ipswitch.com	192.168.3.82	66.7 %	Mon 05/18 10:05 AM
JB-XP-VEEM	192.168.3.213	66.7 %	Mon 05/18 9:17 AM

Performance CPU Utilization Exceeds 90% (7 items)

Description: Average CPU Utilization during the past 30 minutes exceeds 90%

Device	CPU	Average Utilization	Time Alerted
atl-jbenton-lsp.ipswitch_m.ipswitch.com	Intel (1)	97.7 %	Tue 06/02 2:00 PM
atl-jbenton-lsp.ipswitch_m.ipswitch.com	Intel (2)	94.7 %	Tue 06/02 2:00 PM
JB-XP-VEEM	Intel (1)	91.0 %	Fri 05/29 1:35 PM
ATL132	Intel (1)	92.7 %	Tue 05/26 11:08 AM
atl-rdp1.ipswitch_m.ipswitch.com	Intel (1)	91.0 %	Fri 05/15 8:21 PM
atl-sayton3.ipswitch_m.ipswitch.com	Intel (1)	100.0 %	Fri 05/15 9:50 AM
ARENAMEDXPPRO	Intel (1)	100.0 %	Fri 05/15 9:20 AM

Performance Disk Utilization Exceeds 95% (4 items)

Description: Average Disk Utilization during the past 1 days exceeds 95%

Device	Disk	Average Utilization	Time Alerted
atl-brancheau.ipswitch_m.ipswitch.com	C:\	95.5 %	Sat 05/23 6:44 AM
atl-sayton3.ipswitch_m.ipswitch.com	C:\	95.6 %	Sat 05/16 6:41 AM
JJ-TEST	C:\	95.5 %	Sat 05/16 6:41 AM
atl-rdp1.ipswitch_m.ipswitch.com	C:\	96.2 %	Sat 05/16 6:41 AM

NetFlow Conversation Partners Exceeds 1000

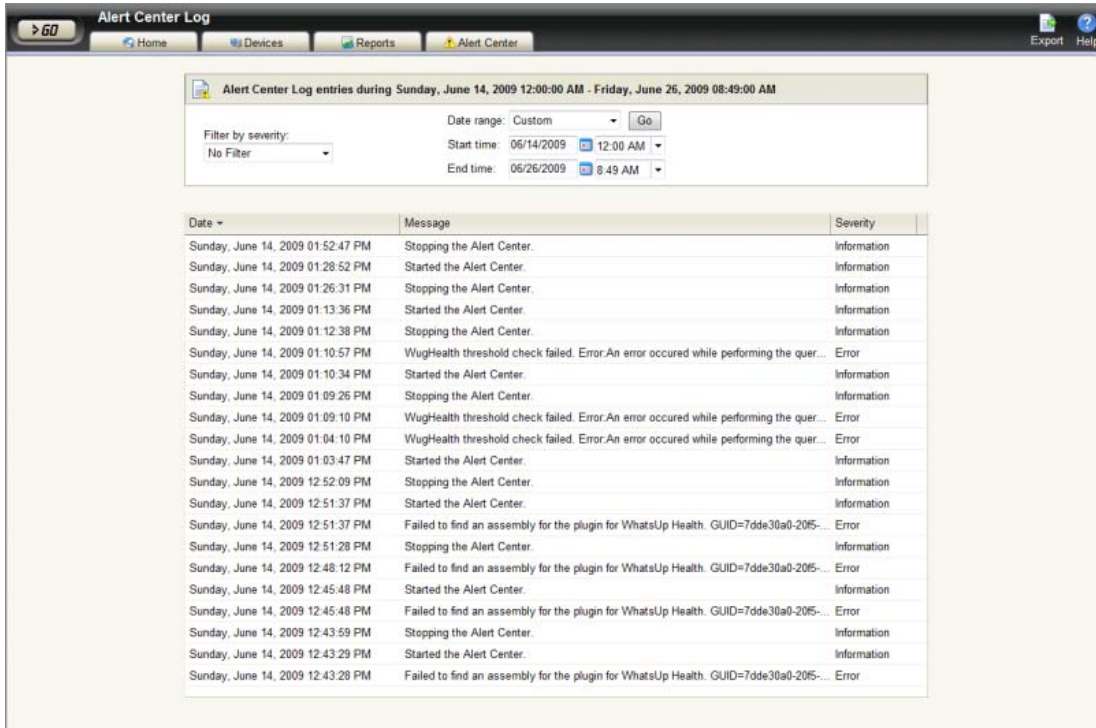
Description: Hosts that sent or received data with more than 1000 conversation partners in the last 15 minutes

Host	Conversation Partners	Time Alerted
No Conversation Partner alert detail records.		

IPSWITCH Knowledge Base Training Ipswitch Inc. Ipswitch WhatsUp Gold Premium Edition v14.0 Technical Preview 2 Build 442

Alert Center reports

Alert Center reports can be used to monitor and troubleshoot Alert Center data. You can access Alert Center reports from the web interface's Reports tab. For more information, see *Using Alert Center reports* in Help.



Using Alert Center and actions

In previous versions of WhatsUp Gold, you could only receive alerts on active and passive monitors. Alert Center brings alerting in WhatsUp Gold full-circle, by introducing alerts for performance monitors, the WhatsUp Gold system, and WhatsUp Gold Flow Monitor plug-in.

The table below illustrates the feature you use to receive alerts of a particular type.

	Actions	Alert Center
Alerts on active monitors	●	
Alerts on passive monitors	●	●
Alerts on performance monitors		●
Alerts on the WhatsUp Gold database		●
Alerts on WhatsUp Gold services		●
Alerts on WhatsUp Gold Flow Monitor		●

New Features in Ipswitch WhatsUp Gold v14

Though Alert Center is a powerful component of your network management solution, you will still leverage traditional alerting. The two features do not mirror one another and operate differently. While Alert Center relies on visual cues and email notifications, there are many different types of tasks you can perform using actions, such as service restarts, system reboots, sending text messages, and more. Neither feature is meant to be used exclusively, but rather should be used strategically to support your network management requirements. Together, Alert Center and actions complete alerting in WhatsUp Gold.

For more information on alerting through actions, see *Using Actions* in Help.

For more information on alerting through Alert Center, see *About notification policies* in Help.

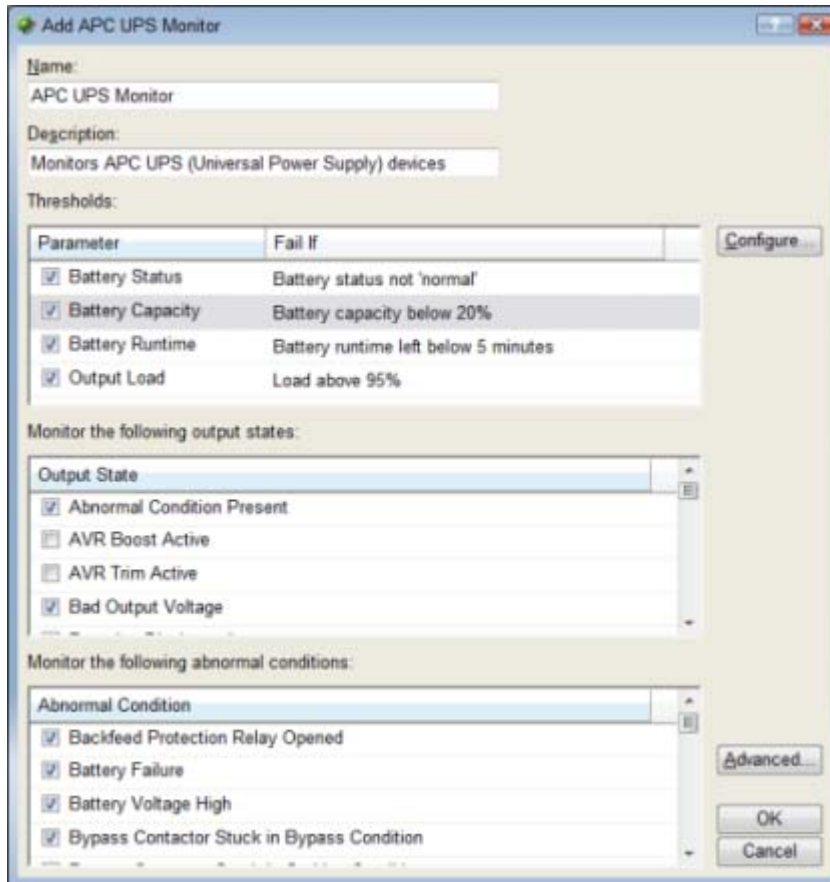
New active monitors

WhatsUp Gold v14 Premium Edition includes 13 exciting new active monitors that greatly extend your monitoring and alerting capabilities:

- APC UPS Monitor
- Exchange Monitor
- Fan Monitor
- File Properties Monitor
- Folder Monitor
- FTP Monitor
- HTTP Content Monitor
- Network Statistics Monitor
- Printer Monitor
- Process Monitor
- Power Supply Monitor
- SQL Query Monitor
- Temperature Monitor

About the APC UPS Monitor

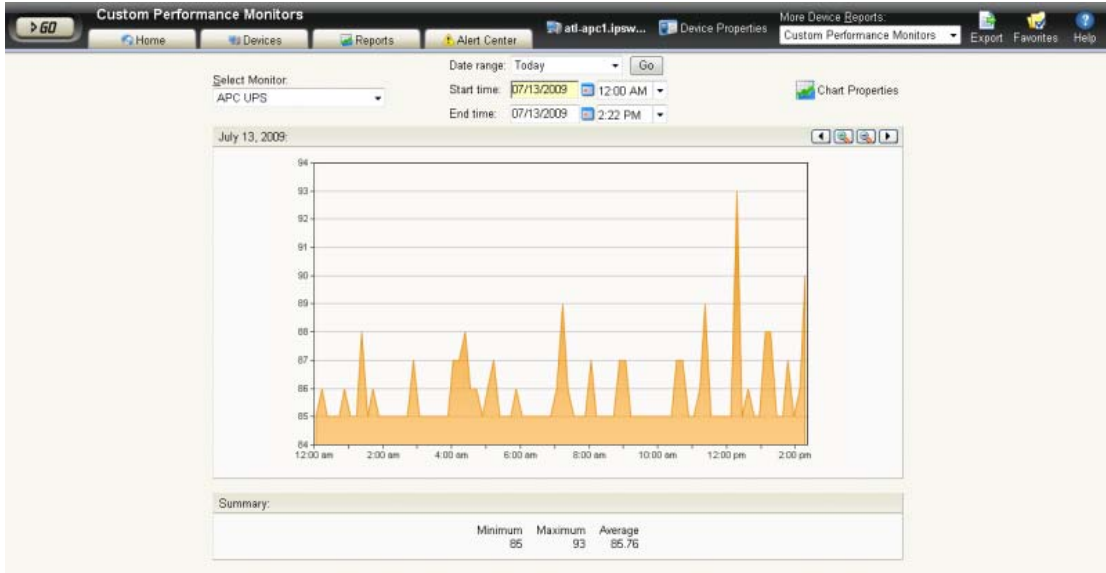
This monitor watches your American Power Conversion Uninterruptible Power Supply (APC UPS) device and alerts you when selected thresholds are met or exceeded, output states are reached, and/or abnormal conditions are met. For example, an alert can be sent when the UPS battery capacity is below 20%, when the battery temperature is high, when the battery is in bypass mode due to a battery overload state, and many other UPS alert conditions.



For more information, see *Using the APC UPS Monitor* in Help.

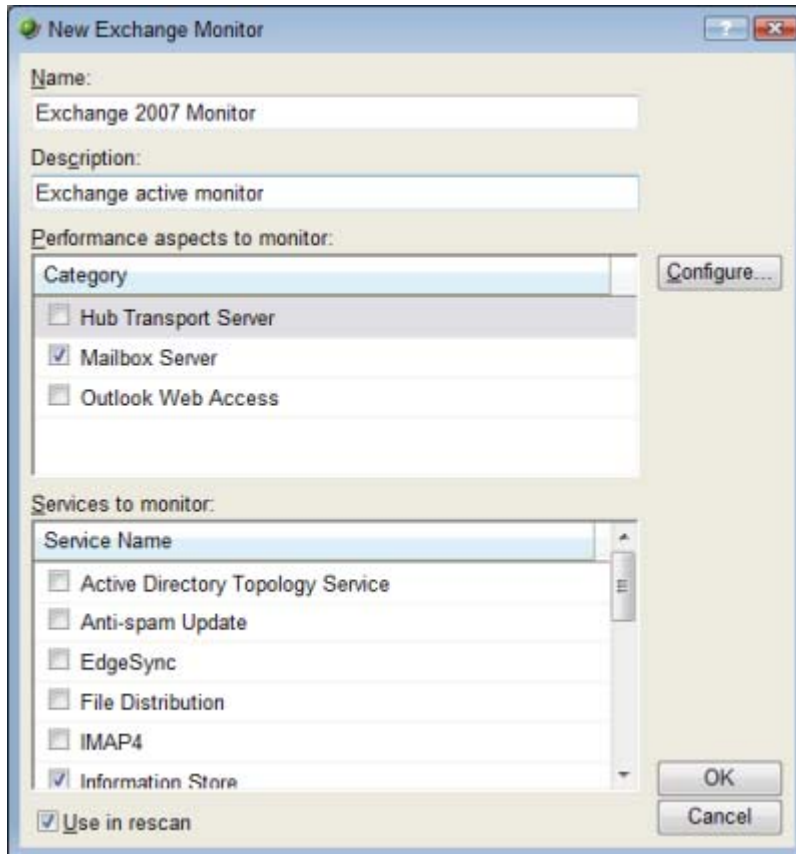
APC UPS Performance Monitor

In addition to the active APC UPS monitor, you can also set up an APC UPS performance monitor. This monitor collects statistical output power usage information and graphs APC UPS power utilization over time. This monitor detects when UPS devices are close to maximum performance level, and what time of day networking devices connected to UPS devices are using the most power--both indicating the need to equally distribute the load across several UPS devices.



About the Exchange Monitor

A new Exchange Monitor has been added that includes support to monitor Microsoft Exchange 2007 and 2010 Beta1. Use this version of the monitor to check Exchange roles and services, and performance thresholds.



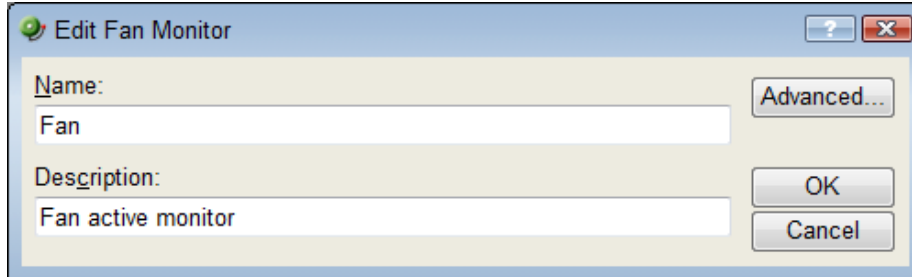
For more information, see *Monitoring Microsoft Exchange Servers in Help*.

About the Fan Monitor

The Fan Monitor checks select Cisco, Dell, and HP device fans and cooling devices, such as active and passive cooling components, to see that they are enabled and return a values that signal they are working properly. The monitor first checks to see if a device is a Dell, Cisco, or HP device, then checks any enabled fans and other cooling devices. If a fan is disabled, the monitor ignores it; if a fan does not return a value of 1 - Normal (for Cisco devices), 3 - OK (for Dell Servers), 1 - Normal (for Dell PowerConnect switches and routers), devices), 4 - OK (for HP ProCurve Servers), 2 - OK (for ProLiant switches and routers) the monitor is considered down.



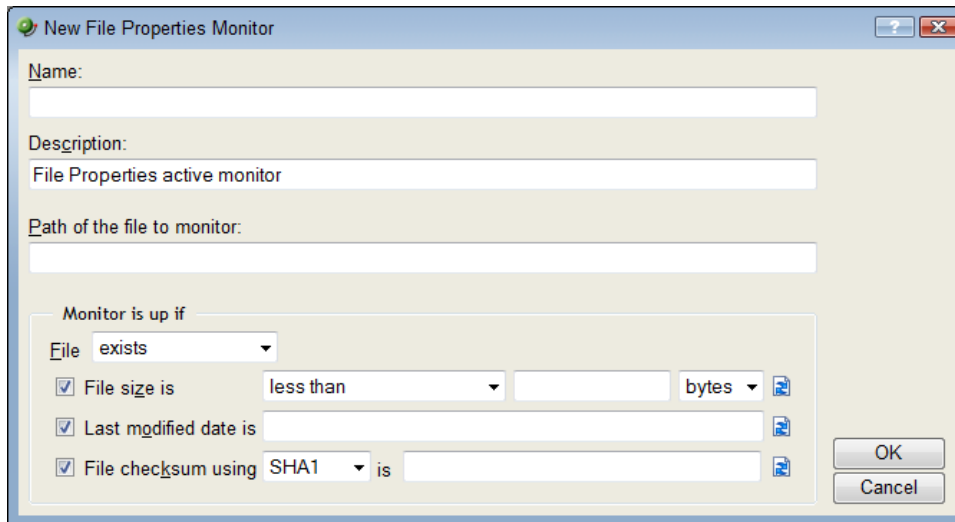
Note: Not all types of device fans and cooling components may be able to be monitored using the Fan Monitor. Check the make and model of your device fan or cooling component before attempting to monitor.



For more information, see *Using the Fan Monitor* in Help.

About the File Properties Monitor

This monitor checks to see if a file in a local folder, or on a network share, meets the conditions specified in the monitor's configuration. With this monitor you can check to see that a file is less or more than a specified number of megabytes, that a file has not been modified after a certain date, and more.



For more information, see *Using the File Properties Monitor* in Help.

About the Folder Monitor

This monitor checks that a local or network share folder meets the conditions specified in the monitor configuration. For example, you can monitor folders for the existence of specific files, whether a folder exists, when a folder size is greater than or less than a specified size, when the number of files in a folder is greater than or less than a specified number of files, and more.

New Folder Monitor

Name:

Description:

Path of the folder to monitor:

Include sub-folders

Files to include

Include all files

Include files with names matching following wildcard expression

Monitor is up if

Folder exists

Actual folder size is less than bytes

Folder size on disk is less than bytes

Number of files is less than

OK
Cancel



Note: The Folder Monitor only checks folders local to a machine on which WhatsUp Gold is installed, or folders on a network share accessible from the WhatsUp Gold device.

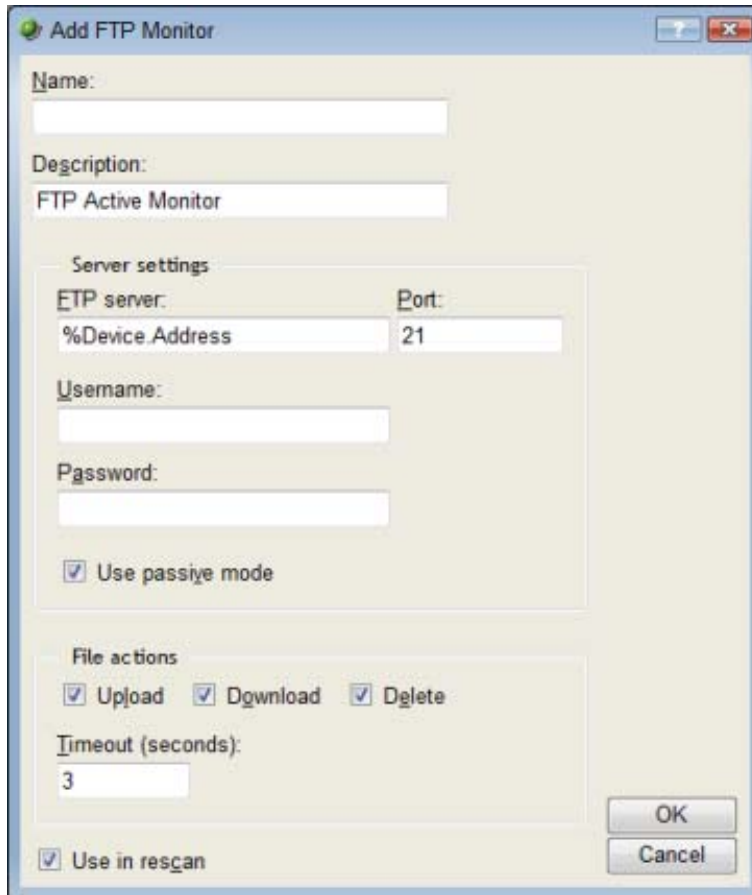


Note: This monitor uses the Windows credentials assigned to the device.

For more information, see *Using the Folder Monitor* in Help.

About the FTP Monitor

This active monitor performs upload, download, and delete tasks on designated FTP servers to ensure that the FTP servers are functioning properly. You can configure a single monitor to perform all three tasks, but note that if any one of the tasks fails, the entire monitor is considered down.



The screenshot shows the 'Add FTP Monitor' dialog box with the following configuration:

- Name:** (empty text box)
- Description:** FTP Active Monitor
- Server settings:**
 - FTP server:** %Device Address
 - Port:** 21
 - Username:** (empty text box)
 - Password:** (empty text box)
 - Use passive mode
- File actions:**
 - Upload
 - Download
 - Delete
- Timeout (seconds):** 3
- Use in rescan

Buttons: OK, Cancel

For more information, see *Using the FTP Monitor* in Help.

About the HTTP Content Monitor

This monitor requests a URL and checks the HTTP response against the expected content. If the response does not return the expected content, the monitor fails. You can use this monitor to ensure that your web pages are available for viewing or that they are rendering on certain browsers. For example, you can check to see that a web page contains specific content that is to be listed after a certain date, such as "Ipswitch introduces its newest release, WhatsUp Gold v14." If the monitor does not find the content that you request it to find, the monitor fails and you know to update your web page.



Note: You can access some HTTPS sites, such as Gmail's login screen, using the HTTP Content Monitor.

Add HTTP Content Monitor

Name:

Description:

HTTP server settings

URL:

Authentication username: Authentication password:

Proxy server: Proxy port:

Timeout (seconds):

Web page content

Web page content to find:

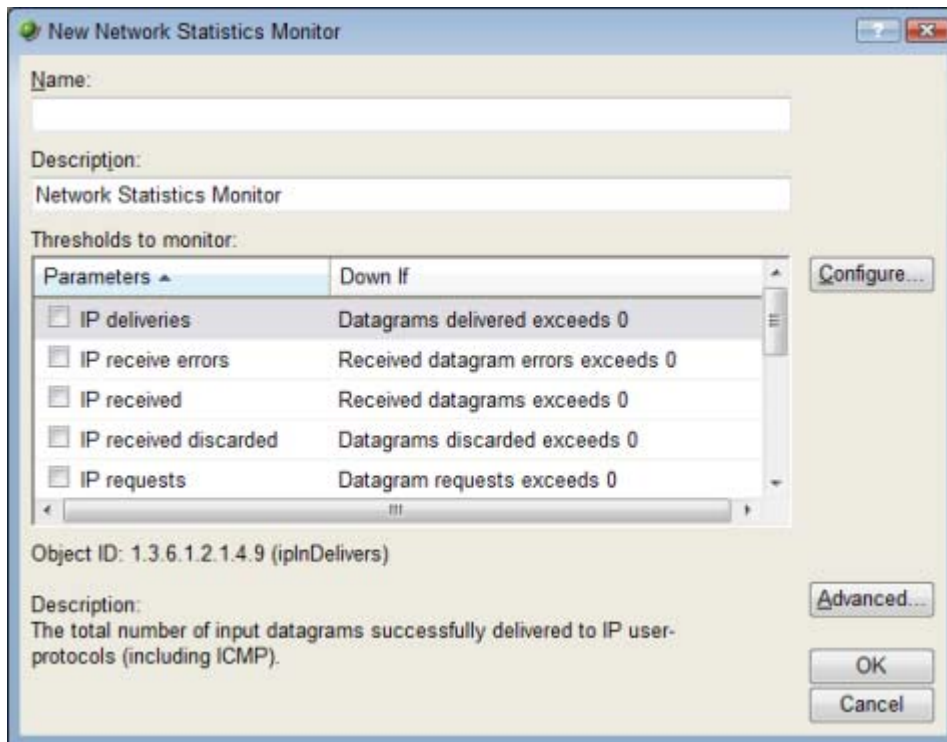
Use regular expression

Use in rescan

For more information, see *Using the HTTP Content Monitor* in Help.

About the Network Statistics Monitor

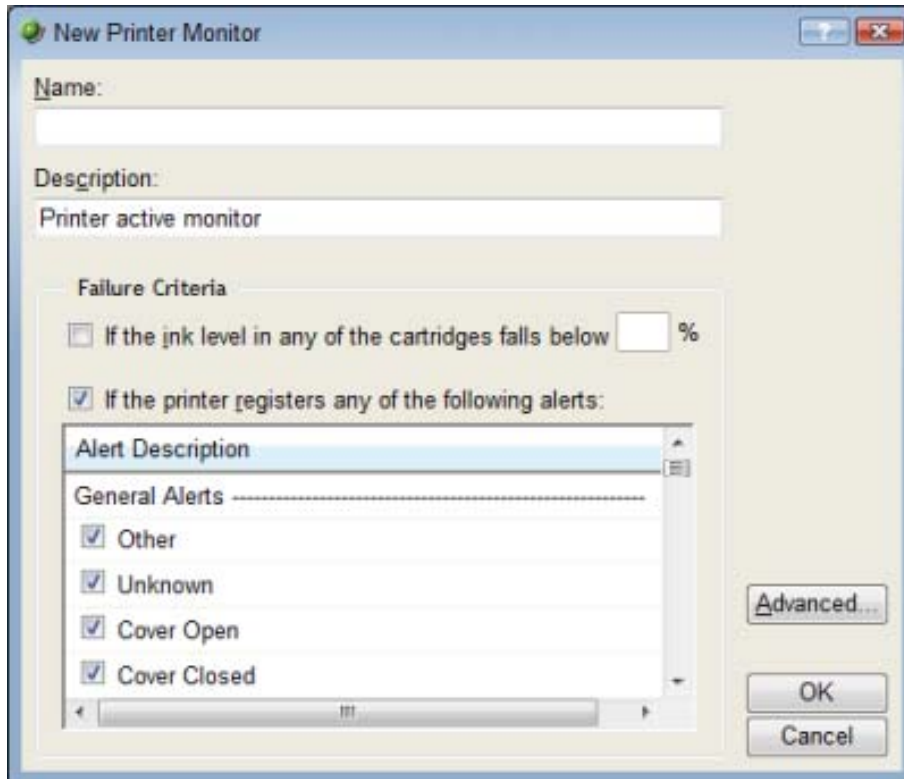
This monitor uses Simple Network Management Protocol (SNMP) to query a device to collect data on three device protocols, Internet Protocol (IP), Transmission Control Protocol (TCP), and User Datagram Protocol (UDP), and alerts you when the thresholds you specify are met or exceeded. For example, you can use the *IP received discarded* threshold monitor to watch for situations where a router with Quality of Service (QoS) has priorities set for Voice over IP (VoIP).



For more information, see *Using the Network Statistics Monitor* and *Using a Network Statistic Monitor to check for IP data received and discarded* in Help.

About the Printer Monitor

This monitor uses SNMP to collect data on SNMP-enabled network printers. If a failure criteria is met, any associated actions will fire. For example, you can monitor printer ink levels, for a paper jam, for low input media (paper), for a fuser that is over temperature, and more.



For more information, see *Using the Printer Monitor* in Help.

Printer Performance Monitor

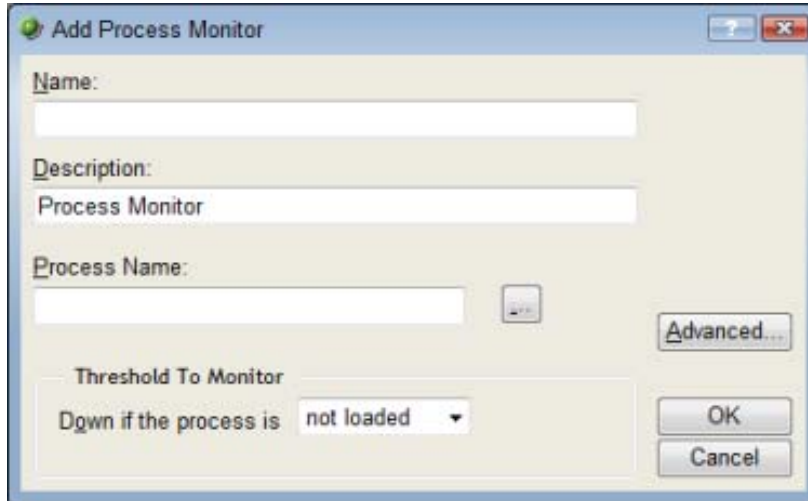
In addition to the active printer monitor, you can also set up a printer performance monitor. This device-level performance monitor watches the ink and/or toner levels of a single printer cartridge. In order to monitor all cartridges on a single printer, you must create separate instances of the Printer Monitor for each cartridge.



Note: Because the monitor applies to a device-specific attribute (a specific printer cartridge), you must configure the monitor from the device's Device Properties dialog.

About the Process Monitor

This monitor uses SNMP to monitor the status of device processes and issues state changes as needed. The Process Monitor can detect whether a process is running. You can use this monitor to verify that anti-spyware or antivirus software is running on a device. If the monitor does not find the specified program running, an associated action will notify you of this potentially harmful vulnerability.



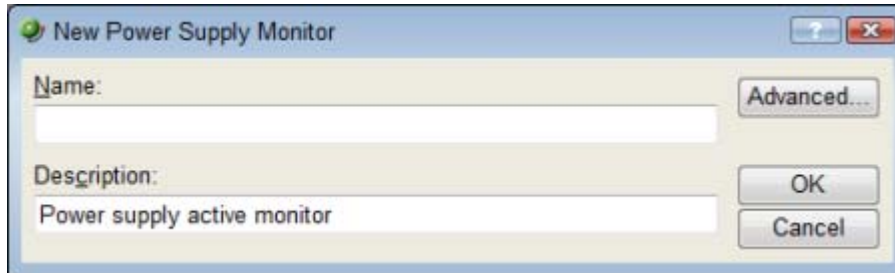
For more information, see *Using the Process Monitor* and *Using the Process Monitor to check for antivirus software* in Help.

About the Power Supply Monitor

The Power Supply Monitor checks Cisco switches/routers, Dell servers, Dell Power Connect switches/routers, and HP ProCurve and switches/routers, HP ProLiant servers, and other device power supplies to see that they are enabled and return a value that signals they are in an up state. The monitor first checks to see if a device is a Cisco, Dell, or HP device, then checks any enabled power supply devices. If a power supply is disabled, the monitor ignores it; if a power supply does not return a value of 1 - Normal (for Cisco switches/routers), 3 - OK (for Dell server devices), 1 - OK (for Dell switches/routers), 4 - Good (for HP ProCurve switches/routers), or 2 - OK (for HP ProLiant servers), the monitor is considered down.



Note: Not all types of device power supplies may be able to be monitored using the Power Supply Monitor. Check the make and model of your device power supply before attempting to monitor.



For more information, see *Using the Power Supply Monitor* in Help.

About the Microsoft SQL and MySQL Query Monitor

This monitor lets you check that certain conditions exist in a Microsoft SQL or MySQL database, based on a database query. You can define the criteria you want to exist in the database and as long as the specified conditions are present, the SQL Query Monitor is in an up state. If the database data changes outside the boundaries of the query criteria, the monitor triggers to a down state.

Name:

Description:
SQL Query active monitor

Server Properties

Server type:
Microsoft SQL Server

Server Address: ServerName\Instance Port (optional):

SQL Query To Run

Monitor is Up If

Number of rows returned is equal to 0

Content of each retrieved row matches the following criteria:

Value of	Condition
----------	-----------

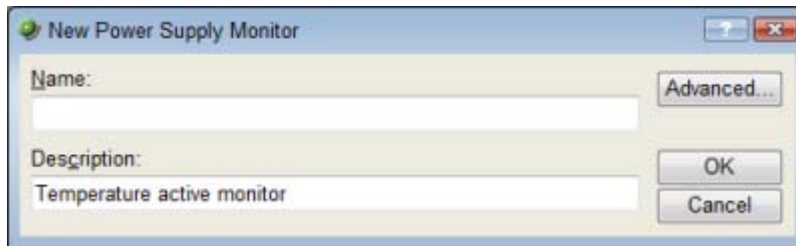
Monitor is up if

Buttons: Build... Verify... Add... Edit... Delete... OK Cancel

For more information, see *Using the SQL Query Monitor* in Help.

About the Temperature Monitor

The Temperature Monitor checks select Cisco switches/routers, Dell servers, HP ProCurve switches/routers, and Ravica temperature probes to see that they return a value that signals they are in an up state. The monitor first checks to see if a device is a Cisco, Dell, HP, or Ravica device, then checks any enabled temperature monitor devices. If a temperature probe is disabled, the monitor ignores it; if a temperature probe does not return a value of 1 - Normal (for Cisco switches/routers), 3 - OK (for Dell server devices), 4 - Good (for HP ProCurve switches and routers), 2 - OK (for HP ProLiant servers), or 2 - normal (for Ravica temperature probes) the monitor is considered down.



For more information, see *Using the Temperature Monitor* in Help.

About critical active monitors

Critical active monitors allow you to define a specific polling order for a device's active monitors; you can make one monitor dependent on another monitor on the same device, such as making an HTTP monitor dependent on the Ping monitor, so that you are not flooded with multiple alerts on the same device if network connectivity is lost.

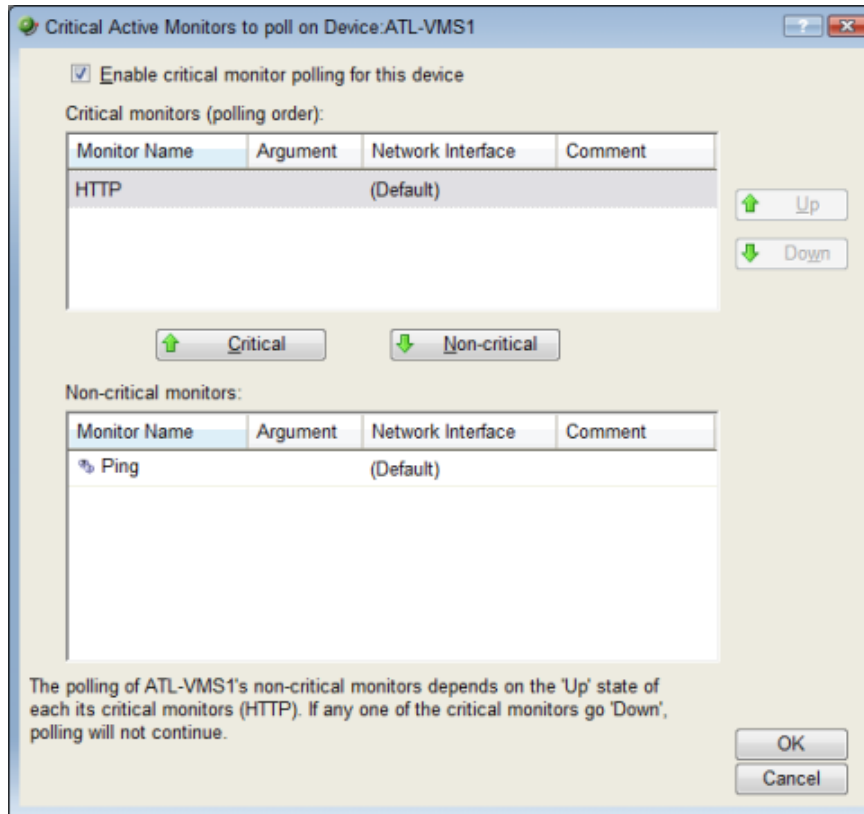
In a critical monitor polling path, critical monitors are polled first. If you specify more than one critical monitor, you also specify the order in which they are polled. Critical monitors are "up" dependent on one another; if critical monitors return successful results, non-critical monitors are polled. If any of the critical monitors go down, all monitors behind it in the critical polling order are no longer polled and are placed in an unknown state for the duration of the polling cycle. If at the start of the next polling cycle, the critical monitor returns successful results, polling of successive critical monitors and non-critical monitors resumes.

When critical monitoring is enabled, and you specify a critical polling order, you now receive only one alert when a device loses its network connectivity.

Only monitors that you specify as critical follow a specific polling order; non-critical monitors are not polled in any specific order. Additionally, if multiple non-critical monitors fail, all associated actions fire.

New Features in Ipswitch WhatsUp Gold v14

Critical active monitors can be viewed and configured from the Device Properties - Active Monitors dialog (In Device or Map View, right-click on a device, then select **Properties**).



For more information, see *Configuring a critical polling path* in Help.

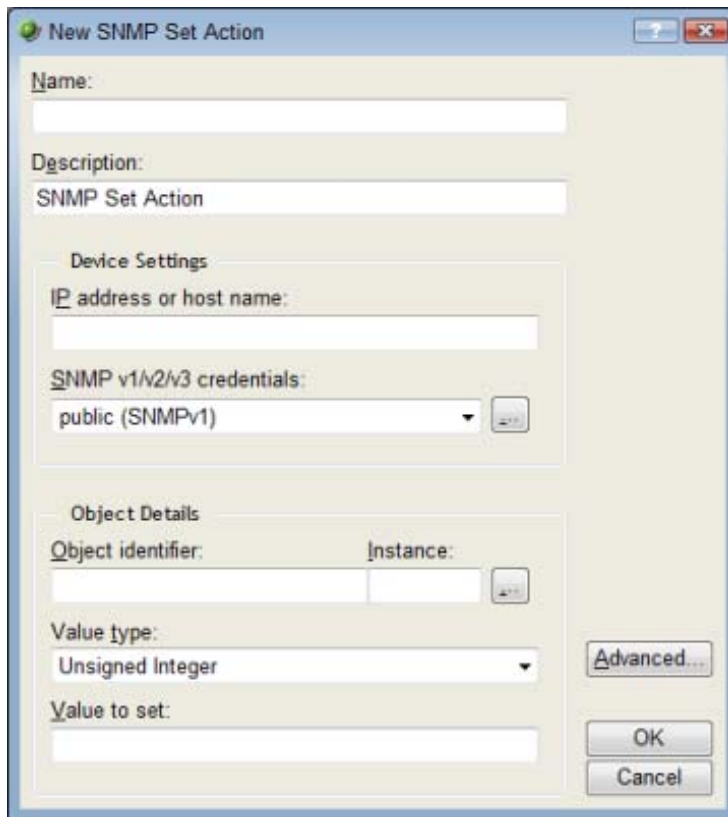
New actions

About the SNMP Set action

This action sends an SNMP Set to a device in order to change a specific SNMP action. You can configure SNMP Set Actions perform a number of tasks, including rebooting a device, changing the state of a network remotely, disabling or enabling a device feature, etc.

The SNMP Set Action can use any SNMP credential defined in the WhatsUp Gold Credential Library and supports all types of writable objects (strings, integers, timeticks, etc.).

If the action's operation fails, errors are reported to the Action Log.



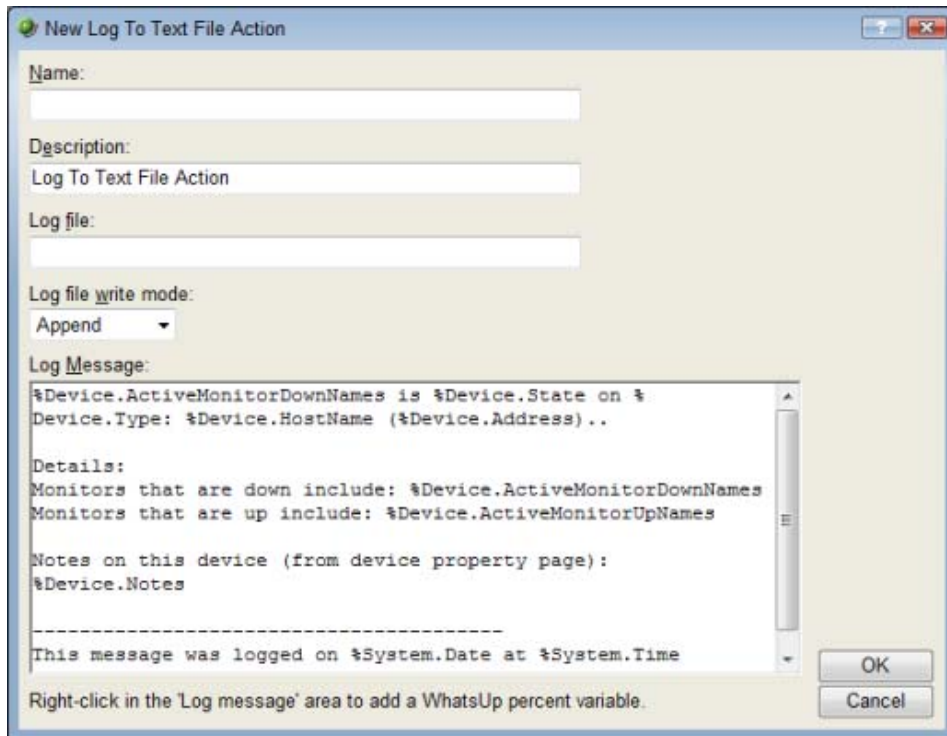
For more information, see *Using an SNMP Set Action* in Help.

About the Log to Text File action

The Log to Text File Action uses Percent Variables to gather information about your network devices and logs a custom message to a specified text file with the Percent Variable results. You can specify the name and location of an existing text file or create a new file and location to which the message will be written.

New Features in Ipswitch WhatsUp Gold v14

This action is useful if you would rather receive network messages in a text file that can be saved, as an alternative to receiving an email or SMS alert.



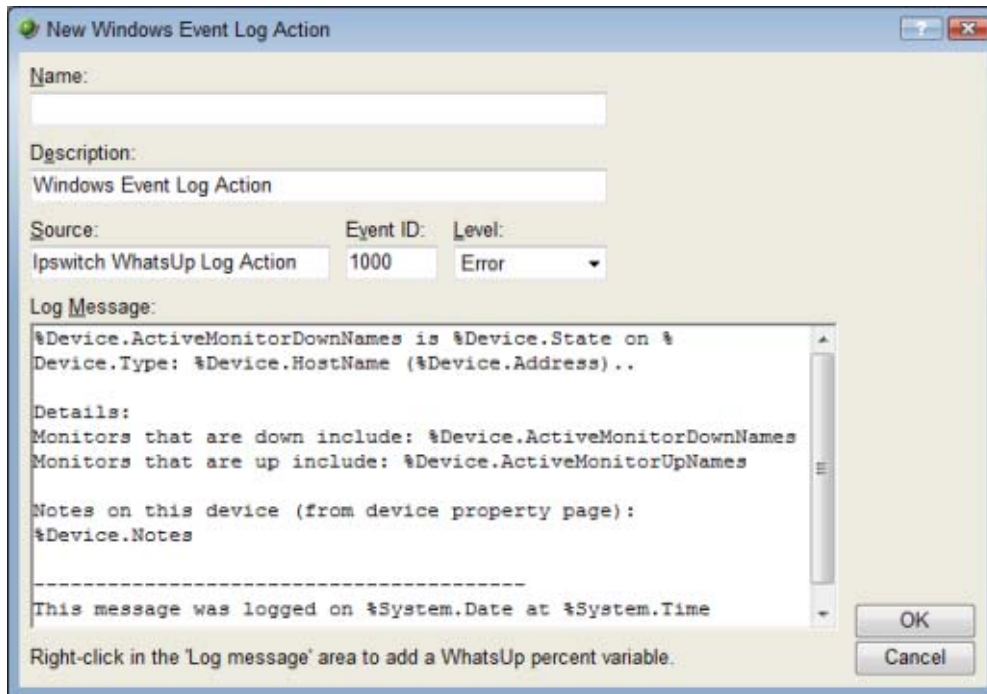
For more information, see *Using the Log to Text Action* in Help.

About the Windows Event Log action

The Windows Event Log Action uses Percent Variables to gather information about your network devices and logs messages to the Windows Event Viewer dependent on the Percent Variable results. You can select to have messages logged as error, warning, or informational messages. You can easily sort messages in the Windows Event Viewer by the source that you specify in the action.

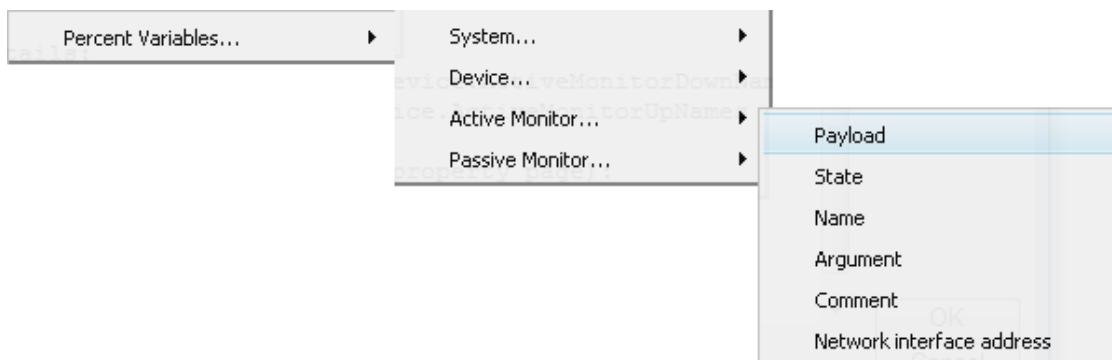
New Features in Ipswitch WhatsUp Gold v14

This action is useful to use if you typically check the Windows Event Viewer for network messages, as an alternative to receiving an email or SMS alert.



For more information, see *Using the Windows Event Log Action* in Help.

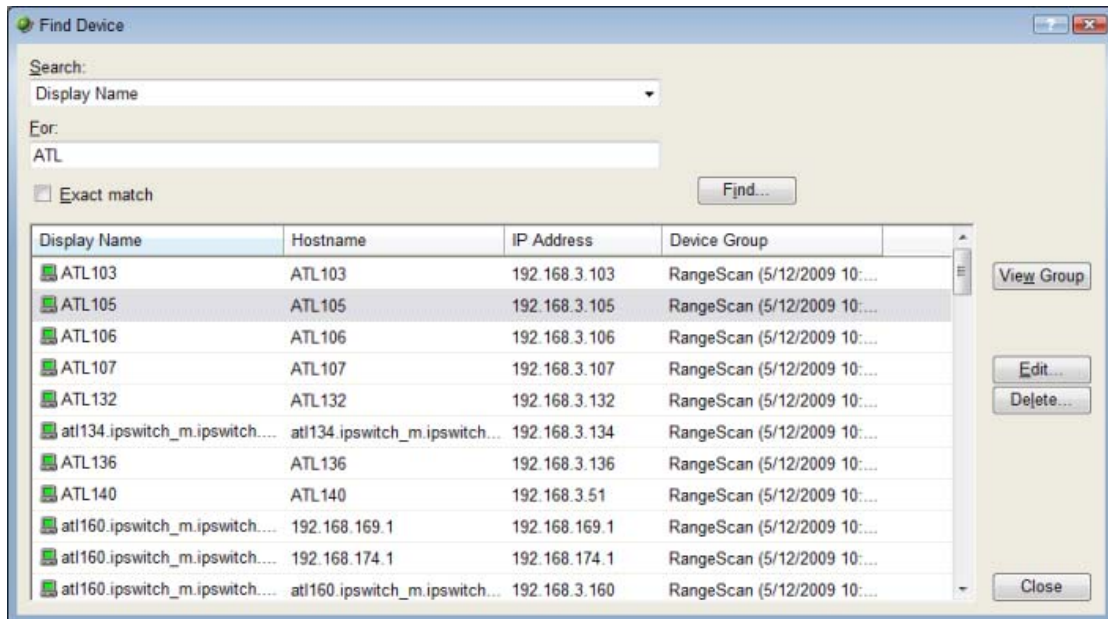
The Log to Text and Windows Event Log actions now use an improved Percent Variable Picker that allows you to select the Percent Variables you would like to use in an action's code. Percent Variables help you customize notification and log message information.



For more information, see *Using the Windows Event Log Action* or *Using the Log to Text Action* in Help.

About Find Device

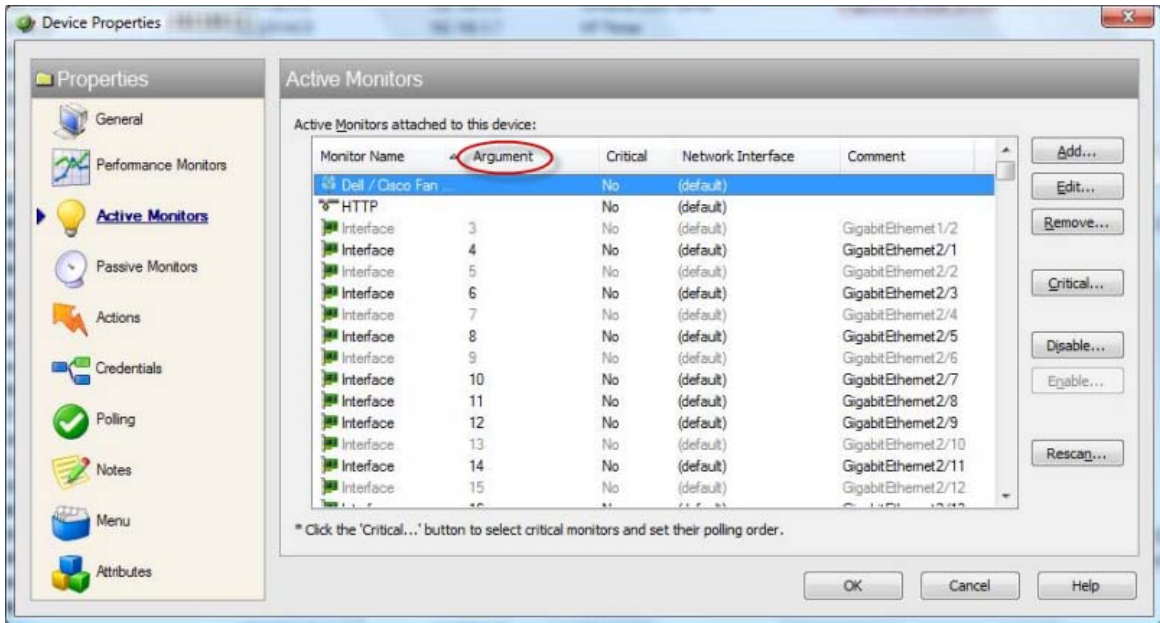
The new Find Device feature allows you to easily find the device group(s) to which a network device belongs by performing a simple search. After finding the device groups in which a device resides, you can open the device group that contains the device, edit the device, remove the device from a selected group, or remove it from the WhatsUp Gold database.



The Find Device feature is accessible from the web interface from GO menu at **Device > Find Device**. For more information, see *Performing a device search using Find Device* in Help.

About the Argument field

An **Argument** field has been added to the Device Properties - Active Monitors dialog to help you differentiate between interfaces on devices with more than one interface by automatically including the ifIndex interface number. You will also find the Argument field in the Up and Down dependency dialogs (Device Properties - Polling dialog), and the Critical Active Monitors dialog.



New in Flow Monitor plug-in

New Flow Monitor reports

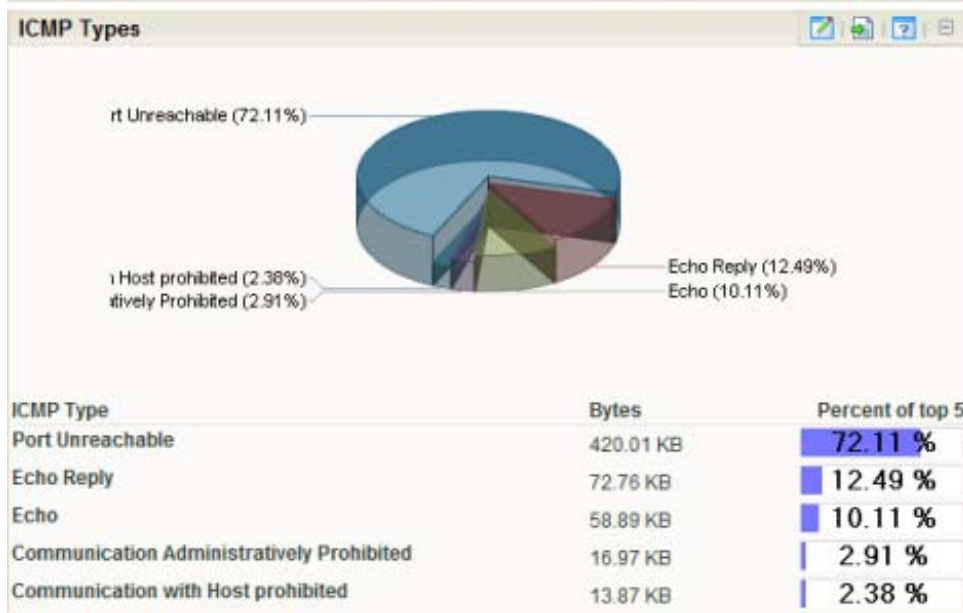
The Interface Usage report provides you with a view of the total amount of incoming and outgoing traffic for Flow Monitor source interfaces over the selected time period. Interfaces can be displayed separately, or grouped together by interface name. When you group together by interface name, all interfaces under a single display name are added together, and all data displayed is a total for those interfaces.

Interface Name	Incoming Bytes	Outgoing Bytes	Total Bytes
(Lexington - Cisco 4510R) Production	3.34 GB	3.52 GB	6.86 GB
(Atlanta Layer 3 Switch - Cisco 4506) VLAN To the 3 N...	1.46 GB	1.31 GB	2.77 GB
(Augusta TS & QA) External	1.05 GB	149.57 MB	1.20 GB
(Augusta TS & QA) Internal 6	145.56 MB	1.05 GB	1.19 GB
(Lexington - Cisco 4510R) VOIP traffic	592.97 MB	399.83 MB	992.80 MB
(Atlanta Layer 3 Switch - Cisco 4506) VLAN To QA Te...	211.91 MB	326.75 MB	540.66 MB
(Atlanta Data) External	308.61 MB	152.08 MB	460.70 MB
(Atlanta Data) Internal 3	152.08 MB	308.61 MB	460.69 MB
(Atlanta Gateway Router) connection to customer LAN	126.70 MB	320.75 MB	449.45 MB
(Atlanta Gateway Router) Multilink1	320.75 MB	126.70 MB	449.45 MB
(Atlanta Layer 3 Switch - Cisco 4506) VLAN To DEV T...	3.02 MB	40.84 MB	43.86 MB
(QA Test) 201.x Network	1.82 MB	37.47 MB	39.29 MB
(QA Test) 199.x Network	37.47 MB	1.82 MB	39.29 MB
(Atlanta Layer 3 Switch - Cisco 4506) 254	22.67 MB	4.57 MB	27.24 MB
(Atlanta VOIP) Connection to Paetec	4.23 MB	4.20 MB	8.43 MB
(Atlanta VOIP) Connect to Port G6/12 on Cisco 4506	4.20 MB	4.23 MB	8.43 MB
(DEV Test) 203.x Network	4.63 MB	1.12 MB	5.75 MB
(Lexington - Cisco 4510R) SAN Management	2.45 MB	2.96 MB	5.40 MB
(DEV Test) 204.x Network	1.12 MB	1008.81 KB	2.10 MB
(Atlanta Layer 3 Switch - Cisco 4506) 256	228.61 KB	224.23 KB	452.84 KB
(Juniper device) ge-0/0/0.0	39.01 KB	24.02 KB	63.03 KB
(Juniper device) ge-0/0/1.0	2.05 KB	0 Bytes	2.05 KB

For more information, see *About the Interface Usage report* in Help.

New Features in Ipswitch WhatsUp Gold v14

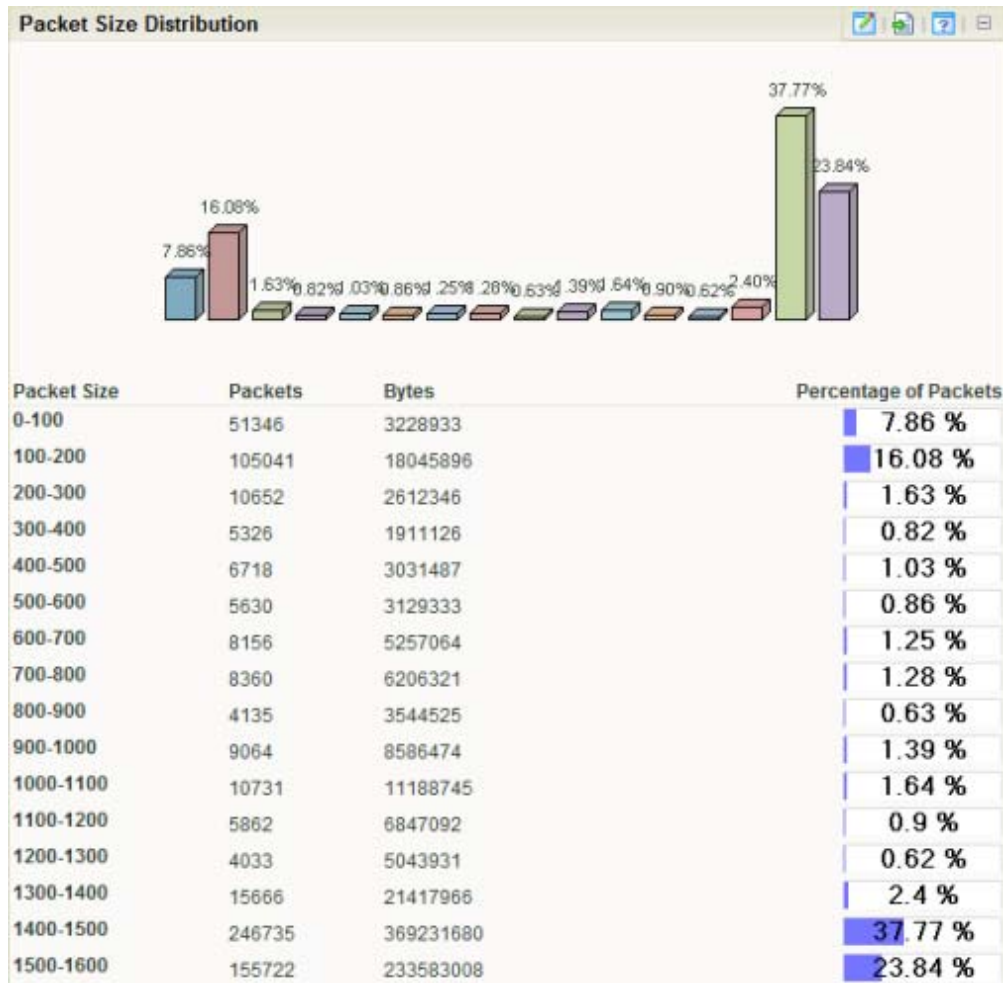
This workspace report displays a summary graph of the top Internet Control Message Protocol (ICMP) errors occurring on the selected interface during the time period selected for the Interface Details report. This information helps identify the top ICMP errors experienced on the network during the selected time period. For example, routers that cannot be reached or unavailable services.



For more information, see *ICMP Types* in Help.

New Features in Ipswitch WhatsUp Gold v14

This workspace report displays a bar chart where each bar represents the percentage of packets that fall within a given size range in bytes. The data used in this report is based on the packets being transmitted over the network during the time period selected for the Interface Details report.



For more information, see *Packet Size Distribution* in Help.

New Features in Ipswitch WhatsUp Gold v14

Added improved Flow Monitor report configuration to allow fields in the Top Sender and Receiver workspace reports to sort by Bytes, Packets, and Flows.

Top Senders

Sender	Flows	Packets	Bytes	Percent of top 10
gator524.hostgator.com	8	241847	345.96 MB	60.94 %
8.14.193.114	37	109467	148.00 MB	26.07 %
LEX-TV	881	67574	15.03 MB	2.65 %
74.125.8.159	5	7471	10.61 MB	1.87 %
156.21.3.1	10	6551	9.31 MB	1.64 %
cds115.atl.llnw.net	1	6352	9.08 MB	1.6 %
alpha.ipswitch.com	2430	29321	8.67 MB	1.53 %
a2sfiod068.bcst.cdn.a2s.yimg.com	2	5803	8.24 MB	1.45 %
vsoft-tech.com.au	28	5401	7.50 MB	1.32 %
8.14.193.107	30	3771	5.27 MB	0.93 %

Configure Flow Monitor Report

Report name: Top Senders

Maximum rows to return: 10

Sort by: Bytes

Chart type: Pie chart (transparent 3D)

Width: 500 Height: 200

Time graph scale: Auto scale

Minimum value: 0

Maximum value: 100

Flow Monitor now supports user permissions that allow WhatsUp Gold admins to configure which user accounts can view and manage Flow Monitor data. This keeps unwanted user accounts from viewing or manipulating information on certain Flow Monitor sources.



Note: In order for a user to be able to block access for other WhatsUp Gold users, the user must have the Manage Users access right (From the **WhatsUp** section of the **GO** menu, **Configure > Manage Users**). Additionally, the user for which you are trying to block access should not have this right, as this will allow them to block access for other users.

Flow Sources

Currently 11 sources of 1000 maximum enabled.

Name	IP	Enabled	Protocol
Atlanta Data		Yes	NetFlow
Atlanta Gateway Router		Yes	NetFlow
Atlanta Layer 3 Switch - Cisco 4506		Yes	NetFlow
Atlanta VOIP		Yes	NetFlow
atl-rmiller.ipswitch_m.ipswitch.com		No	NetFlow
atl-iphung.ipswitch_m.ipswitch.com		No	NetFlow
Augusta TS & QA		Yes	NetFlow
CROBLES-DELL (Probe) ?????		Yes	NetFlow
DEV Test		Yes	NetFlow
HP Procure switch (sFlow)		Yes	sFlow
Juniper device		Yes	NetFlow
Lexington - Cisco 4510R		Yes	NetFlow
QA Test		Yes	NetFlow
uslec-63-243-52-90.cust.uslec.net		No	NetFlow

Flow Source Access Rights

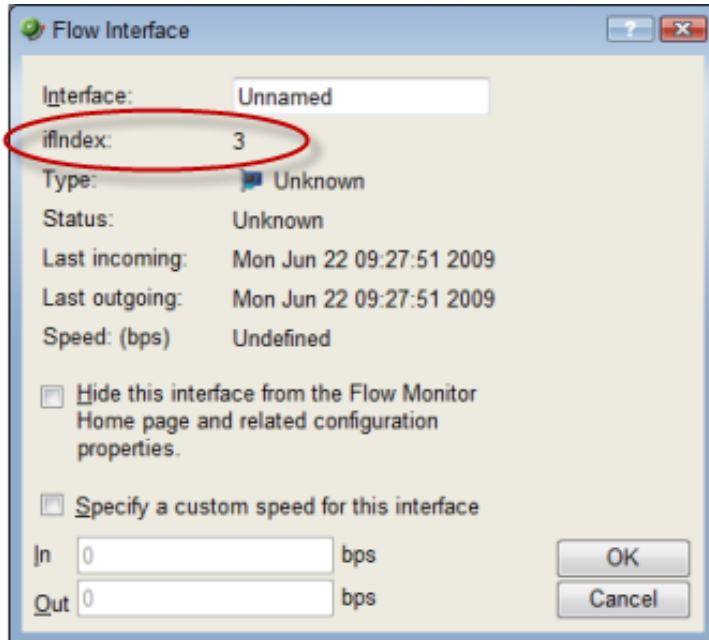
Atlanta Data ()

User name	Block Access
Bob	<input type="checkbox"/>
claudio	<input type="checkbox"/>
guest	<input checked="" type="checkbox"/>
jwilliams	<input type="checkbox"/>
mneuburger	<input checked="" type="checkbox"/>
mswimm	<input type="checkbox"/>
netflow	<input type="checkbox"/>
sayton	<input type="checkbox"/>

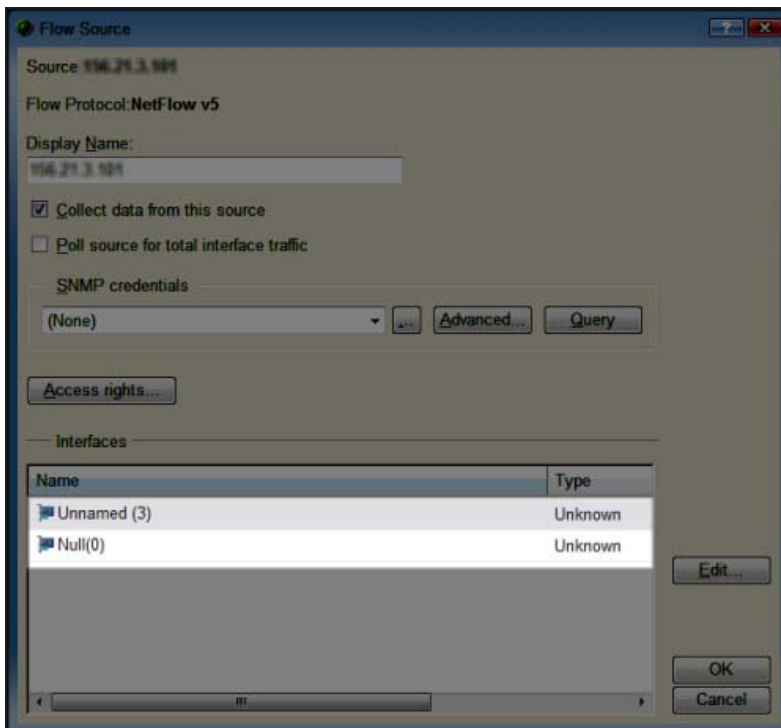
For more information, see Flow Source Access Rights in Help.

About ifIndex on the Flow Interface dialog

The Flow Interface dialog now includes the ifIndex number of an interface to help you differentiate between network interfaces.



This number is included in parenthesis next to the interface's name on the Flow Source dialog.



The ifIndex number represents a unique value for each Flow Source interface. You can assign a name for the interface ifIndex value to make the interface more easily identifiable.

For more information, see *Flow Interface Properties* in Help.

Added support

WhatsUp Gold v14 has added support for the following applications and devices:

- Cisco and Juniper Netscreen CPU and Memory Performance Monitors
- 64 bit OSs - Microsoft Windows XP Pro, Vista, and Windows Server 2008
- Microsoft SQL Server 2008
- VmWare ESXi 3.0 or later
- Microsoft Hyper-V Server 2008

For more information

Following are information resources for WhatsUp Gold. This information may be periodically updated and available on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/index.aspx>).

- **Release Notes.** The release notes provide an overview of changes, known issues, and bug fixes for the current release. The notes also contain instructions for installing, upgrading, and configuring WhatsUp Gold. The release notes are available at **Start > Programs > Ipswitch WhatsUp Gold > Release Notes** or on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug14relnotes>).
- **Application Help for the console and web interface.** The console and web help contain dialog assistance, general configuration information, and how-to's that explain how to use the features. The Table of Contents is organized by functional area, and can be accessed from the main menu or by clicking **Help** in the console, or the **?** icon in the web interface.
- **Additional WhatsUp Gold guides.** For a listing of current and previous guides and help files available for WhatsUp Gold's multiple versions, see the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug14guides>).
- **WhatsUp Gold optional plug-ins.** You can extend the core features of WhatsUp Gold by installing plug-ins. For information on available plug-ins and to see release notes for each plug-in, see *WhatsUp Gold plug-ins documentation* (<http://www.whatsupgold.com/wug14guides>).
- **Licensing Information.** Licensing and support information is available on the *MyIpswitch licensing portal* (<http://www.myipswitch.com/>). The web portal provides enhanced web-based capabilities to view and manage Ipswitch product licenses.

New Features in Ipswitch WhatsUp Gold v14

- **Knowledge Base.** Search the Ipswitch Knowledge Base of technical support and customer service information. The knowledge base is available on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wugTechSupport>).
- **Support community.** Use the WhatsUp Gold community site to interact with other WhatsUp Gold users and share helpful application information on the forums, view KBs and documentation, submit new product ideas, access the script library, and keep up with the latest news on the blog. The wugSpace support community for WhatsUp Gold is available on the *WhatsUp Gold community site* (<http://www.whatsupgold.com/wwc14forumsmore>).