

IPSWITCH



Features Overview Guide

About new features in WhatsUp Gold v14



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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.

| | | | 1000 | A REAL PROPERTY AND A REAL | | | | - |
|----------------------|---|--|--|--|--|--|---|---|
| ummary 💿 | | | Devic | es Discovered | | | | (|
| Summary | Host Name | Address | Brand | Model | Operating System | Role | | |
| Unlimited | atl-cisco4506.ipswitch_m | 192.168.3.1 | | | | Web server | ٠ | comp |
| 147 | 192.168.3.3 | 192.168.3.3 | HP | HP J4121A P | | Switch | • | comp |
| 127 | 192.168.3.4 | 192.168.3.4 | | | | Web server | | com |
| rk Traffic | DC. | 10016935 | | | | Web eres | _ | |
| 419461 / 357524 | - 7.7 | | | | | Commission (| _ | |
| 7600 / 7766 | EXCH2007 | 192.168.3.6 | | | | Email server | • | com |
| 180 of 255 | NPID51ACD | 192.168.3.7 | HP | HP LaserJet F | | Printer | • | comp |
| n Metrics | NPI25F4F8 | 192.168.3.8 | HP | hp LaserJet 1 | | Web server | • | comp |
| 6/17/2009 3:27:24 PM | 192.168.3.9 | 192.168.3.9 | | | | Web server | | comp |
| | 192168310 | 192 168 3 10 | HP | HP I acarlet 4 | | Printer | | Devic |
| 00:01:06 | | | | | | (Contract, Contract, Contr | _ | |
| Settings | Contraction of the | 10.000000000 | TP. | HP COIOF Las | | | _ | 1.000 |
| Range | atl-ap1.ipswitch_m.ipswi | 192.168.3.14 | | | | Web server | • | comp |
| (1/1) | atl-ap2.ipswitch_m.ipswi | 192.168.3.15 | | | | Web server | • | comp |
| (0 / 0) | atl-ap3.ipswitch_m.ipswi | 192.168.3.16 | | | | Web server | | comp |
| | * | | m | | | | | + |
| | Progress | _ | _ | 70.59 % | _ | | | |
| | - | | | | | | | ø |
| | | | Devic | e Information | | | | |
| | | | | | | | | |
| | | | | | | | | |
| nt discovery session | | | | | | | | |
| | Summary Unlimited 147 127 rk Traffic 419461 / 357524 7600 / 7766 180 of 255 of Metrics 6/17/2009 3:27:24 PM 00:01:06 S Settings Range | Summary Host Name Unlimited atl-cisco4506.ipswitch_m 147 192.168.3.3 127 192.168.3.4 At19461 / 357524 DC At162 / 357524 NPID51ACD Metrics NPI25F4F8 6/17/2009 3:27:24 PM 192.168.3.10 00:01:06 ATL-COLOR1 At1-ap1.ipswitch_mipswi at1-ap3.ipswitch_mipswi (0 / 0) at1-ap3.ipswitch_mipswi * Progress | Host Name Address Unlimited atl-cisco4506.ipswitch_m 192.168.3.1 147 192.168.3.3 192.168.3.3 127 192.168.3.4 192.168.3.4 rk Traffic DC 192.168.3.5 419461 / 357524 DC 192.168.3.5 7600 / 7766 EXCH2007 192.168.3.7 180 of 255 NPID51ACD 192.168.3.7 nMetrics NPI25F4F8 192.168.3.9 6/17/2009 3.27:24 PM 192.168.3.10 192.168.3.10 00.01.06 ATL-COLOR1 192.168.3.11 atl-ap1.ipswitch_mipswi 192.168.3.15 (0 / 0) atl-ap2.ipswitch_mipswi 192.168.3.16 | Summary Host Name Address Brand Unlimited atl-cisco4506.ipswitch_rr 192.168.3.1 1 147 192.168.3.3 192.168.3.3 HP 127 192.168.3.4 192.168.3.4 192.168.3.4 419461 / 357524 DC 192.168.3.5 1 7600 / 7766 EXCH2007 192.168.3.6 HP 180 of 255 NPID51ACD 192.168.3.8 HP 6/17/2009 327:24 PM 192.168.3.10 192.168.3.8 HP 0001:06 ATL-COLOR1 192.168.3.10 HP ATL-COLOR1 192.168.3.14 HP atl-ap1.ipswitch_m.ipswi 192.168.3.15 Im (0 / 0) atl-ap3.ipswitch_m.ipswi 192.168.3.16 Im | Summary Host Name Address Brand Model Unlimited att-cisco4506.ipswitch_m 192.168.3.1 | Summary Host Name Address Brand Model Operating System Unlimited atl-cisco4506.ipswitch_r 192.168.3.3 HP HP J4121A P 127 192.168.3.4 192.168.3.4 HP HP J4121A P 127 192.168.3.4 192.168.3.5 L L 419461 / 357524 DC 192.168.3.6 L L 6000 / 7766 EXCH2007 192.168.3.6 L L L 180 of 255 NPID51ACD 192.168.3.7 HP HP Laser/let F L 6/17/2009 327:24 PM 192.168.3.9 192.168.3.9 192.168.3.10 HP HP Laser/let 1 6/17/2009 327:24 PM 192.168.3.10 192.168.3.10 HP HP Laser/let 4 6/17/2009 327:24 PM 192.168.3.10 192.168.3.10 HP HP Color Las atl-ap1.ipswitch_m.ipswi 192.168.3.11 HP HP Color Las atl-ap3.ipswitch_m.ipswi 192.168.3.15 L L (0/0) atl-ap3.ipswitch_m.ipswi 192.168.3.16 L L | Summary Host Name Address Brand Model Operating System Role Unlimited att-cisco4506.jpswitch_mr 192.168.3.1 Web server Web server 147 192.168.3.3 192.168.3.3 HP HP J4121A P Switch 127 192.168.3.4 192.168.3.3 HP HP J4121A P Switch 127 192.168.3.4 192.168.3.3 HP HP J4121A P Switch 127 192.168.3.4 192.168.3.4 Web server Web server rkt Traffic DC 192.168.3.5 Web server Web server 0500 / 7766 NPID51ACD 192.168.3.6 HP HP Laserlet F Printer 6/17/2009 3:27:24 PM 192.168.3.0 192.168.3.10 HP HP Laserlet 4 Printer 0:5000 / 7766 192.168.3.10 192.168.3.10 HP HP Laserlet 4 Printer 192.168.3.10 192.168.3.10 HP HP Laserlet 4 Printer H* 0:01.06 ATL-COLOR1 192.168.3.15 Web server H* <td< td=""><td>Summary Host Name Address Brand Model Operating System Role Unlimited atl-cisco4506.ipswitch_m 192.168.3.1 Web server • 147 192.168.3.3 192.168.3.3 HP HP J4121A P Switch • 127 rk 192.168.3.4 192.168.3.4 Web server • 419461/357524 DC 192.168.3.5 Web server • 7600/7766 EXCH2007 192.168.3.6 Email server • 180 of 255 NPID51ACD 192.168.3.7 HP HP Laser/et F Printer • 6/17/2009 327:24 PM 192.168.3.9 192.168.3.9 192.168.3.10 HP HP Laser/et I Web server • 000106 Settings atl-ap1.jpswitch_m ipzvi 192.168.3.11 HP HP Color Las Printer • 10/10 atl-ap1.jpswitch_m ipzvi 192.168.3.15 Web server • • 10/11 ot/00 atl-ap1.jpswitch_mipzvi 192.168.3.15 Web server •</td></td<> | Summary Host Name Address Brand Model Operating System Role Unlimited atl-cisco4506.ipswitch_m 192.168.3.1 Web server • 147 192.168.3.3 192.168.3.3 HP HP J4121A P Switch • 127 rk 192.168.3.4 192.168.3.4 Web server • 419461/357524 DC 192.168.3.5 Web server • 7600/7766 EXCH2007 192.168.3.6 Email server • 180 of 255 NPID51ACD 192.168.3.7 HP HP Laser/et F Printer • 6/17/2009 327:24 PM 192.168.3.9 192.168.3.9 192.168.3.10 HP HP Laser/et I Web server • 000106 Settings atl-ap1.jpswitch_m ipzvi 192.168.3.11 HP HP Color Las Printer • 10/10 atl-ap1.jpswitch_m ipzvi 192.168.3.15 Web server • • 10/11 ot/00 atl-ap1.jpswitch_mipzvi 192.168.3.15 Web server • |

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.

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.

| Device Role Settings | |
|---|--|
| Device Role Setting: This dialog allows you to spec going to be configured after it | ify the default configuration behavior of the WhatsUp discovery, how a device is |
| Device | DHCP Server |
| DHCP Server | A device that provides automatic host configuration through the Dynamic |
| C Email server | Host Configuration Protocol (DHCP). |
| Firewall | Performance monitors |
| FTP server E | Ping Latency and Availability |
| Printer | Configure |
| Souter | Active monitors |
| SAN device | |
| Switch | No Ping |
| Selnet server | Temperature |
| UPS 🗸 | Configure |
| Configure Add 🚳 | |
| | Help Close |

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*.

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.

| lame 🔺 | Description New | |
|---|--|-------|
| Flow Monitor Conversation Partners Exceeds 1000 | Hosts that sent or received data with more than 1000 conversation partner | |
| Flow Monitor Failed Connections Exceeds 1000 | Hosts that have sent or received more than 1000 failed connections in the | |
| Flow Monitor Interface Traffic Exceeds 90% | Average incoming or outgoing NetFlow interface traffic during the past 60 Delete | |
| Flow Monitor Top Sender/Receiver Exceeds 500 N | B Hosts that have sent or received more than 500 MB in the last 15 minutes | |
| Performance CPU Utilization Exceeds 90% 👰 E | dit WhatsUp Health Threshold | |
| Performance Disk Utilization Exceeds 95% Na | ne | |
| | atsUp Health | |
| Performance Memory Utilization Exceeds 95 | Threshold | |
| Performance Ping Availability Falls Below 95 T | his threshold will alert when: | |
| Performance Ping Response Time Exceeds | ☑ Database size exceeds 80 % ▼ (Size limit: 4 GB) | |
| Whatsi In Health | | |
| | Total performance monitors exceed 3000 | |
| | Total performance monitor records exceed 2000000 | |
| | Total passive monitor records exceed 1000000 | |
| | Total expired records exceed 500000 | |
| | | |
| | Total devices being monitored exceeds 90 % of license limit | |
| - | | |
| | View WhatsUp database | |
| | | |
| × | Database Q Database Q Services Else Services | _ |
| | Notification | |
| | Email Bob and Sue | |
| | | |
| | Threshold Check | 1 |
| c | heck threshold every 5 minutes. | |
| | | ОК |
| | Automatically resolve items no longer out of threshold | Cance |

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.

| | View: All | • Eilter | by: No Filter | Sort by: Items ou | ut of threshold | | |
|--|--------------------|-------------------------|--------------------|---|-----------------|------------------------|------------------------------|
| Running Notification Policies | | | | | | | |
| olicy Name | | Notification | Prograes | Triggered by | | | Time Creat |
| nard interes | | | | unning Notification Policies | | | 1000 1100 |
| Performance Ping Availability Falls I | Below 95% (36 its | ems) | | Performance CPU Utilization Exceeds 9 | 10% (7 items) | | - |
| Su Description: Average Ping Availability | during the past 30 | minutes fails below 95% | | Pescription: Average CPU Utilization duri | ng the past 30 | minutes exceeds 90% | |
| evice | Interface | Percent packet Loss | Time Alerted | Device | CPU | Average Utilization | Time Aler |
| I-sprescott.ipswitch_m.ipswitch.com | 192 168 3 133 | | Mon 06/01 2:58 PM | att-jbenton-lap.ipswitch_m.ipswitch.com | Intel (1) | 97.7 % | Tue 06/02 2:00 |
| -spiescoupswitch_mipswitch.com | 192.168.3.42 | 66.7 % | Bat 05/30 12:26 PM | all-jbenton-lap ipswitch m ipswitch com | intel (2) | 94.7 % | Tue 06/02 2:00 |
| -build ipswitch_m.pswitch.com | 192,168,3,39 | 66.7 % | Sat 05/30 12:25 PM | JB-XP-VEEM | Intel (1) | 91.0 % | Fri 05/29 1:35 |
| wiki servers ipswitch.com | 192,158,3,48 | 65.7 % | Sat 05/30 12:20 PM | ATL132 | intel (1) | 92.7 % | Tue 05/26 11:08 |
| CH2007 | 192 168 3.6 | 66.7 % | Sat 05/30 3 18 AM | att-rdp1 ipswitch_m ipswitch.com | intal (1) | 91.0 % | Fil 05/15 8:21 |
| B | 192,168,3,5 | 66.6 % | Sat 05/30 3 18 AM | all-savton3 (pswitch m (pswitch com | Intel (T) | 100.0 % | Fri 05/15 9:50 |
| - I-Install-v14.jpswitch_m.jpswitch.com | 192,168,3,253 | 66.6 % | Sat 05/30 3:18 AM | ARENAMEDXPPRO | Intel (1) | 100.0 % | Fri 05/15 9:20 |
| ISTALLWIN03 | 192 168 3 69 | 66.6 % | Sat 05/30 3:18 AM | PERSONAL PROPERTY I FEW | martin | 100.0 | |
| 6-ci-main ipswitch mipswitch.com | 192,168,3.52 | 66.6 % | Sat 05/30 3 18 AM | 1 | | | |
| IWIN03 | 192 168 3 204 | 65.7 % | Sat 05/30 3:18 AM | Performance Disk Utilization Exceeds S | 95% (4 items) | | 🔬 i 🕅 i |
| 1134.ipswitch_mipswitch.com | 192 168.3.134 | 66.7 % | Fil 05/29 1:07 PM | | | | |
| 8-jphao3.jpswitch_m.jpswitch.com | 192 168 3 131 | 66.7 % | Fit 05/29 10:29 AM | Description: Average Disk Utilization duri | ng the past 1 d | ays exceeds 95% | |
| KS116TEST | 192.168.3.187 | 65.7 % | Wed 05/27 11:15 AM | | | | |
| TL-QA64bit | 192,168,3.30 | 66.6 % | Fri 05/22 1:35 PM | Device | Dtsk | Average Utilization | Time Aler |
| TL-QA2K8-64bit | 192.168.3.214 | 0.0 % | Fri 05/22 9:05 AM | all-Ibrancheau.ipswitch_m.ipswitch.com | C1 | 95.5% | Sat 05/23 6:44 |
| TL132 | 192,168.3.132 | 65.7 % | Thu 05/21 8:18 AM | atl-sayton3 ipswitch_m ipswitch.com | C1 | 95.6 % | Sat 05/16 5:41 |
| TL:103 | 192.168.3.103 | 66.7 % | Wed 05/20 5:07 PM | JJ-TEST | C.) | 95.5 % | Sat 05/16 6 41 |
| E-Ibrancheau.ipswitch_m.ipswitch.com | 192.168.3.142 | 66.6 % | Wed 05/20 4:27 PM | ati-rdp1ipswitch_mipswitch.com | Ci | 96.2 % | Sat 05/16 6:41 |
| 500-1.ipswitch_m.ipswitch.com | 192.168.3.219 | 66.7 % | Wed 05/20 9:48 AM | | | | |
| TL-JZHAO2-W2K8 | 192,168.3.114 | 66.6 % | Wed 05/20 9:18 AM | NetFlow Conversation Partners Exceeds 100 | 0 | | A 17 |
| I-jindemann.ipswitch_m.ipswitch.com | 192.168.3.99 | 66.7 % | Tue 05/19 7:45 AM | | | | |
| I-Jindemann2.ipswitch_m.ipswitch.com | 192,168.3.100 | | Tue 05/19 7:45 AM | Description: Hosts that sent or received of | tata with more | than 1000 conversation | partners in the last 15 |
| ERVER03INSTALL | 192,168.3.93 | 66.7 % | Mon 05/18 11:57 AM | minules | and man street | | Participa control failer for |
| TL-QA2K3-64BIT | 192.168.3.246 | 55.5 % | Mon 05/18 10:57 AM | | | | |
| WUGSQL | 192.168.3.224 | 65.7 % | Mon 05/18 10:36 AM | Host Conversation | Partners | | Time Aler |
| 6-tphung ipswitch_m.ipswitch.com | 192,168.3.82 | 68.7 % | Mon 05/18 10:05 AM | | | | |
| B-XP-VEEM | 192.168.3.213 | 66.7 % | Mon 05/18 9:17 AM | No Conversati | on Partner ale | rt detail records. | |
| | | | | | | | A Contraction |

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.

| Home | U Devices Report: | s Alert Center | |
|------|--|--|-------------------------|
| | Alert Center Log entries during | Sunday, June 14, 2009 12:00:00 AM - Friday, June 26, 2009 08:49:00 AM | |
| | Filter by severity: No Filter 🔷 | Date range: Custom Go Start time: 06/14/2009 12:00 AM • End time: 06/26/2009 8:49 AM • | |
| | Date - | Message | Severity |
| | Sunday, June 14, 2009 01:52:47 PM Sunday, June 14, 2009 01:28:52 PM | Stopping the Alert Center. Started the Alert Center. | Information |
| | Sunday, June 14, 2009 01:26:31 PM Sunday, June 14, 2009 01:13:36 PM | Stopping the Alert Center. Started the Alert Center | Information |
| | Sunday, June 14, 2009 01:12:38 PM | Stopping the Alert Center. | Information |
| | Sunday, June 14, 2009 01:10:57 PM Sunday, June 14, 2009 01:10:34 PM | WugHealth threshold check failed. Error An error occured while performing the quer Started the Alert Center | Error |
| | Sunday, June 14, 2009 01:09:26 PM Sunday, June 14, 2009 01:09:10 PM | Stopping the Alert Center. WugHealth threshold check failed. Error An error occured while performing the quer | Information Error |
| | Sunday, June 14, 2009 01:04:10 PM Sunday, June 14, 2009 01:03:47 PM | WugHealth threshold check failed. Error An error occured while performing the quer Started the Alert Center. | Error Information |
| | Sunday, June 14, 2009 12:52:09 PM Sunday, June 14, 2009 12:51:37 PM | Stopping the Alert Center. Started the Alert Center. | Information Information |
| | Sunday, June 14, 2009 12:51:37 PM Sunday, June 14, 2009 12:51:28 PM | Failed to find an assembly for the plugin for WhatsUp Health. GUID=7dde30a0-20f5 Stopping the Alert Center. | Error Information |
| | Sunday, June 14, 2009 12:48:12 PM Sunday, June 14, 2009 12:45:48 PM | Failed to find an assembly for the plugin for WhatsUp Health. GUID=7dde30a0-20f5 Started the Alert Center. | Error Information |
| | Sunday, June 14, 2009 12:45:48 PM Sunday, June 14, 2009 12:43:59 PM | Failed to find an assembly for the plugin for WhatsUp Health. GUID=7dde30a0-20f5 Stopping the Alert Center. | Error Information |
| | Sunday, June 14, 2009 12:43:29 PM Sunday, June 14, 2009 12:43:28 PM | Started the Alert Center. Failed to find an assembly for the plugin for WhatsUp Health. GUID=7dde30a0-2015 | Information |

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.

| | 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 | | • |

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

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.

| Add APC UPS Monitor | | | |
|-----------------------------|--------------------------------------|---|-----------|
| <u>i</u> ame: | | | |
| APC UPS Monitor | | | |
| Degcription: | | | |
| Monitors APC UPS (Unive | rsal Power Supply) devices | | |
| Thresholds: | | | |
| Parameter | Fail If | | Configure |
| Battery Status | Battery status not 'normal' | | |
| Battery Capacity | Battery capacity below 20% | | |
| Battery Runtime | Battery runtime left below 5 minutes | | |
| Output Load | Load above 95% | | |
| Output State | Descart | Í | |
| Abnormal Condition F | Present | | |
| AVR Boost Active | | | |
| AVR Trim Active | | | |
| Bad Output Voltage | | - | |
| Monitor the following abnor | mal conditions: | | |
| Abnormal Condition | | - | |
| Backfeed Protection | Relay Opened | | |
| Battery Failure | | | Advanced |
| Battery Voltage High | | | OK |
| Bypass Contactor St | uck in Bypass Condition | 1 | Cancel |
| | | | Collincel |

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.

| New Exchange Monitor | | 7 🗙 |
|--------------------------------------|---|-----------|
| Name: | | |
| Exchange 2007 Monitor | | |
| Description: | | |
| Exchange active monitor | | |
| Performance aspects to monitor: | | |
| Category | | Configure |
| Hub Transport Server | | |
| Mailbox Server | | |
| Outlook Web Access | | |
| Services to monitor: Service Name | | |
| Active Directory Topology Service | E | |
| Anti-spam Update | - | |
| EdgeSync | | |
| E File Distribution | | |
| IMAP4 | | |
| V Information Store | * | ОК |
| I Use in rescan | | Cancel |

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.

| 🤣 Edit Fan Monitor | ? 🔀 |
|---|--------------|
| <u>N</u> ame: Fan | Advanced |
| Des <u>c</u> ription: Fan active monitor | OK Cancel |

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.

| Vew File Properties Monitor | ? 🔀 |
|--|--------|
| Name: | |
| | |
| Description: | |
| File Properties active monitor | |
| Path of the file to monitor: | |
| | |
| | |
| Monitor is up if | |
| <u>F</u> ile exists ▼ | |
| ✓ File size is less than 		 bytes 		 ≥ | |
| ✓ Last modified date is | |
| ✓ File checksum using SHA1 v is | ОК |
| | Cancel |

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 | | | | ? 💌 |
|--|--|-------------------|---------------|----------------|
| <u>N</u> ame: | | | | |
| | | | | |
| Des <u>c</u> ription: | | | | |
| Folder active monitor | | | | |
| Path of the folder to monitor: | | | | |
| | | | | |
| Include sub-folders | | | | |
| - Files to include | | | | |
| Include <u>a</u>ll files | | | | |
| _ | es matching following <u>w</u> ildcard | expression | | |
| | | | | |
| | | | | |
| — Monitor is up if ——— | | | | |
| <u>Folder</u> exists | • | | | |
| Actual folder size is | less than 👻 | | bytes 👻 🕼 | |
| Folder size on disk is | less than 👻 | | bytes 🔻 🕼 | |
| ☑ Number of files is | less than 👻 | | 6 | OK |
| | | | | Cancel |
| | | | | |
| Mote: The Folder M | onitor only checks folde | rs local to a mac | ning on which | Whatsi in Gold |

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.

| Add FTP Monitor | | |
|---------------------|----------|--------|
| <u>N</u> ame: | 14 | |
| Description: | | |
| FTP Active Monitor | | |
| Server settings | | |
| ETP server: | Port: | |
| %Device.Address | 21 | |
| Usemame: | | |
| Password: | | |
| Vse passive mode | | |
| File actions | | |
| 💟 Upload 🛛 Download | ☑ Delete | |
| Timeout (seconds): | | |
| 3 | | |
| | | OK |
| Use in rescan | | Cancel |

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

m

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 | | | |
|---|--------------------------|---|-----------|
| <u>l</u> ame: | | | |
| escription: | | | |
| HTTP Content Monitor | | | |
| - HTTP server settings | | | |
| URL: | | | |
| http://%Device.Address/Nm | Console/ | | |
| Authentication usemame: | Authentication password: | | |
| Proxy server: | Proxy port: | | |
| Timeout (seconds): | | | |
| Web page content Web page content to find: | | | |
| Use regular expression | | | |
| Request URL contents | | | |
| | | * | |
| | | | |
| | | | |
| | | | |
| | | | Advanced, |
| | | - | - |
| | | | OK |
| Use in resgan | | | Cancel |

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).

| <u>N</u> ame: | | | |
|----------------------------------|--|---|-----------|
| Description: | | | |
| Network Statistics Monitor | | | |
| Thresholds to monitor: | | | |
| Parameters 🔺 | Down If | * | Configure |
| IP deliveries | Datagrams delivered exceeds 0 | E | |
| IP receive errors | Received datagram errors exceeds 0 | | |
| P received | Received datagrams exceeds 0 | | |
| IP received discarded | Datagrams discarded exceeds 0 | | |
| P requests | Datagram requests exceeds 0 | | |
| 4 | | • | |
| Object ID: 1.3.6.1.2.1.4.9 (iplr | Delivers) | | |
| escription: | | | Advanced |
| he total number of input data | grams successfully delivered to IP user- | | |
| rotocols (including ICMP). | | | OK |
| | | | Cancel |

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.

| ime: | | |
|--|----|-----------|
| escription: | | |
| rinter active monitor | | J |
| Failure Criteria | | |
| The state into the state and states and states for the balance | % | |
| If the ink level in any of the cartridges falls below | 70 | |
| | 70 | |
| If the printer registers any of the following alerts: Alert Description | | |
| If the printer registers any of the following alerts: | | |
| If the printer registers any of the following alerts: | | |
| If the printer registers any of the following alerts: Alert Description General Alerts | | Advanced |
| If the printer registers any of the following alerts: Alert Description General Alerts Other | | Advanced. |
| If the printer registers any of the following alerts: Alert Description General Alerts Other Unknown | | Advanced. |

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

Printer Performance Monitor

m

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 of a device. If the monitor does not find the specified program running, an associated action will notify you of this potentially harmful vulnerability.

| Add Process Monitor | | | | |
|------------------------|------------|---|-----|----------|
| <u>N</u> ame: | | | | _ |
| Description: | | | | |
| Process Monitor | | | | |
| Process Name: | | | _ | |
| | | | 200 | Advanced |
| Threshold To Monitor | | | | |
| Down if the process is | not loaded | • | | OK |
| | | | | Cancel |

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

m

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.

| New Power Supply Monitor | |
|-----------------------------|----------|
| Name: | Advanced |
| Description: | ОК |
| Power supply active monitor | Cancel |

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 exists 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.

| New SQL Query Monit | | |
|--|--|-----------------------------------|
| ame: | | |
| escription: | | |
| QL Query active monit | or | |
| Server Properties | | |
| Server type: | | |
| Microsoft SQL Server | • | |
| Server Address: | Port (optional): | |
| ServerName\Instance | | |
| | | ▲ <u>B</u> uild <u>V</u> erify |
| Monitor is Up If | | |
| Monitor Is Up If | turned is equal to 🐨 🛛 | |
| Number of rows rel | turned is equal to | |
| Number of rows rel | | |
| Number of rows rel Content of each re | trieved row matches the following critieria: | Verify |
| Number of rows rel Content of each re | trieved row matches the following critieria: | ↓ ↓ ▲dd |
| Number of rows rel Content of each re | trieved row matches the following critieria: | <u>V</u> erify Add_ Edit |
| Number of rows rel Content of each re Value of | trieved row matches the following critieria: | <u>V</u> erify Add_ Edit |
| Number of rows rel Content of each re | trieved row matches the following critieria: | <u>V</u> erify Add_ Edit |

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.

| New Power Supply Monitor | |
|----------------------------|----------|
| Name: | Advanced |
| Description: | ОК |
| Temperature active monitor | Cancel |

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 monitors 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.

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**).

| Critical Active Monitors t | o poll on Devi | ce:ATL-VMS1 | | 7 💌 |
|---|------------------|-----------------------------------|---------------|--------------|
| Enable critical mo | nitor polling fo | or this device | | |
| Critical monitors (polli | ng order): | | | |
| Monitor Name | Argument | Network Interface | Comment | |
| HTTP | | (Default) | | 🔒 Up |
| | | | | - Down |
| | | | | Down |
| | | | - | |
| <u> </u> | itical | <u> Non-critical </u> | J | |
| Non-critical monitors: | | | | |
| | | | | |
| Monitor Name | Argument | Network Interface | Comment | |
| Monitor Name | Argument | Network Interface (Default) | Comment | |
| | Argument | | Comment | |
| Ping | | (Default) | | |
| The polling of ATL-VMS1's each its critical monitors (i | non-critical n | (Default) | 'Up' state of | |
| Ping The polling of ATL-VMS1's | non-critical n | (Default) | 'Up' state of | OK Cancel |

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.

| New SNMP Set Action | | |
|---------------------------|-----------|----------|
| lame: | | - |
| Description: | | |
| SNMP Set Action | | |
| Device Settings | | |
| IP address or host name: | 1 | |
| SNMP v1/v2/v3 credentials | 5 | |
| public (SNMPv1) | • | |
| Object Details | | |
| Object identifier: | Instance: | |
| Value <u>t</u> ype: | | |
| Unsigned Integer | • | Advanced |
| <u>V</u> alue to set: | | |
| | | OK |
| | | Cancel |

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.

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.

| Vew Log To Text File Action | | 7 🗙 |
|--|-----|--------|
| Name: | | |
| Description: | | |
| Log To Text File Action | | |
| Log file: | | |
| | | |
| Log file write mode: | | |
| Append - | | |
| Log Message: | | |
| <pre>%Device.ActiveMonitorDownNames is %Device.State on % Device.Type: %Device.HostName (%Device.Address)</pre> | ^ | |
| Device.Type. where the stame (where a states) | | |
| Details: | | |
| Monitors that are down include: %Device.ActiveMonitorDownNames Monitors that are up include: %Device.ActiveMonitorUpNames | E | |
| Notes on this device (from device property page): %Device.Notes | | |
| This message was logged on %System.Date at %System.Time | - [| ок |
| Right-click in the 'Log message' area to add a WhatsUp percent variable. | ľ | Cancel |

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.

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.

| New Windows Event Log Action | 1 | | | | | |
|--|---------------|-----------|--------------|-----------|----|--------|
| Name: | | | - | | | |
| Description | | | | | | |
| Description: Windows Event Log Action | | | | | | |
| Windows Event Log Action | | | | | | |
| Source: | Event ID: | Level: | | | | |
| Ipswitch WhatsUp Log Action | 1000 | Error | - | | | |
| Log Message: | | | | | | |
| <pre>%Device.ActiveMonitorDov Device.Type: %Device.Hos</pre> | | | | n % | - | |
| Details: | | | | | | |
| Monitors that are down i | | | | | es | |
| Monitors that are up inc | lude: %De | vice.Act: | iveMonit | orUpNames | | |
| Notes on this device (fr %Device.Notes | com device | property | y page): | | | |
| | | | | | | |
| This message was logged | on %Syste | m.Date a | t %Syste | m.Time | | OK |
| Right-click in the 'Log message' a | area to add a | WhatsUp p | ercent varia | ible. | (| Cancel |

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.

| Percent Variables | • | System | ▶ wn.kar |
|-------------------|-----|-----------------|---------------------------|
| | | Active Monitor | Payload |
| | 0.2 | Passive Monitor | State |
| | | | Name |
| | | | Argument |
| | | | Comment |
| | | | Network interface address |

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 devices 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.

| earch: | | | | | |
|-------------------------------|----------------------------|---------------|--------------------------|---|------------|
| Display Name | | | • | | |
| or: | | | | | |
| ATL | | | | | |
| Exact match | | | Find | | |
| Display Name | Hostname | IP Address | Device Group | - | |
| 🔜 ATL103 | ATL103 | 192.168.3.103 | RangeScan (5/12/2009 10: | E | View Group |
| ATL105 | ATL105 | 192.168.3.105 | RangeScan (5/12/2009 10: | | |
| ATL106 | ATL106 | 192.168.3.106 | RangeScan (5/12/2009 10: | | |
| ATL107 | ATL107 | 192.168.3.107 | RangeScan (5/12/2009 10: | | Edit |
| 🔜 ATL132 | ATL132 | 192.168.3.132 | RangeScan (5/12/2009 10: | | Delete |
| Satl134.ipswitch_m.ipswitch | atl134.ipswitch_m.ipswitch | 192.168.3.134 | RangeScan (5/12/2009 10: | | |
| ATL136 | ATL136 | 192.168.3.136 | RangeScan (5/12/2009 10: | | |
| SATL140 | ATL140 | 192.168.3.51 | RangeScan (5/12/2009 10: | | |
| 📕 atl160.ipswitch_m.ipswitch | 192.168.169.1 | 192.168.169.1 | RangeScan (5/12/2009 10: | | |
| Satl160.ipswitch_m.ipswitch | 192.168.174.1 | 192.168.174.1 | RangeScan (5/12/2009 10: | | |
| Sati 160. ipswitch_m.ipswitch | atl160.ipswitch m.ipswitch | 192.168.3.160 | RangeScan (5/12/2009 10: | - | Close |

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.

| Properties | Active Monitors | : | _ | | | |
|----------------------|--------------------------|-----------------------------|----------------|------------------------|---------------------|-----------|
| General | Active Monitors attack | ned to this device: | | | | |
| Performance Monitors | Monitor Name | Argument | Critical | Network Interface | Comment | Add |
| N. | Cisco Fa | in | No | (defauit) | | Edit |
| Active Monitors | THTTP | | No | (default) | | |
| Y MATTE MAINORS | 📜 Interface | 3 | No | (default) | GigabitEthemet1/2 | Remove |
| 0 | J# Interface | 4 | No | (default) | GigabitEthemet2/1 | |
| Passive Monitors | J# Interface | 5 | No | (default) | GigabitEthemet2/2 | Critical |
| 9 | J# Interface | 6 | No | (default) | GigabitEthernet2/3 | Critical |
| Actions | J# Interface | 7 | No | (default) | GigabitEthemet2/4 | |
| ~ | J# Interface | 8 | No | (default) | GigabitEthernet2/5 | Disable |
| - | Interface | 9 | No | (default) | GigabitBthemet2/6 | Disable |
| Credentials | Interface | 10 | No | (default) | GigabitEthemet2/7 | Enable |
| | Interface | 11 | No | (default) | GigabitEthemet2/8 | |
| Poling | J# Interface | 12 | No | (default) | GigabitEthemet2/9 | |
| - | Interface | 13 | No | (default) | GigabitEthemet2/10 | Rescan |
| Notes | Menterface | 14 | No | (default) | GigabitEthernet2/11 | (nescall |
| (30) | P Interface | 15 | No | (default) | GigabitEthemet2/12 | |
| Menu Menu | * Click the 'Critical' b | outton to select critical m | onitors and se | t their polling order. | C 1901 1979 | 1 |
| | - | | | | | |

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 G8 | 3.62 GB | 6.86 GB | |
| (Atlanta Layer 3 Switch - Cisco 4506) VLAN To the 3 N | 1.46 GB | 1.31 G8 | 2.77 G8 | |
| (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 | 328.75 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 | 128.70 MB | 320.75 MB | 449.45 MB | |
| (Atlanta Gateway Router) Multilink1 | 320.75 MB | 128.70 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 ME | 1.82 MB | 39.29 ME | |
| (Atlanta Layer 3 Switch - Cisco 4506) 254 | 22.67 MB | 4.67 MB | 27.24 MB | |
| (Atlanta VOIP) Connection to Paetec | 4.23 MB | 4.20 MB | 8 43 MB | |
| (Atlanta VOIP) Connect to Port Gi5/12 on Cisco 4505 | 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 devica) ge-D/0/0.0 | 39.01 KE | 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.

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.

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.

| Packet Size Dis | tribution | | 2 🔂 😨 🖻 |
|-----------------|-----------|------------------------------------|----------------------|
| 7 | | 1 03%0 86%1 25% 28%0 63%1 39%1 .64 | |
| Packet Size | Packets | Bytes | Percentage of Packet |
| 0-100 | 51346 | 3228933 | 7.86 % |
| 100-200 | 105041 | 18045896 | 16.08 % |
| 200-300 | 10652 | 2612346 | 1.63 % |
| 300-400 | 5326 | 1911126 | 0.82 % |
| 400-500 | 6718 | 3031487 | 1.03 % |
| 500-600 | 5630 | 3129333 | 0.86 % |
| 500-700 | 8156 | 5257064 | 1.25 % |
| 700-800 | 8360 | 6206321 | 1.28 % |
| 300-900 | 4135 | 3544525 | 0.63 % |
| 900-1000 | 9064 | 8586474 | 1.39 % |
| 1000-1100 | 10731 | 11188745 | 1.64 % |
| 1100-1200 | 5862 | 6847092 | 0.9 % |
| 200-1300 | 4033 | 5043931 | 0.62 % |
| 1300-1400 | 15666 | 21417966 | 2.4 % |
| 1400-1500 | 246735 | 369231680 | 37.77 % |
| 1500-1600 | 155722 | 233583008 | 23.84 % |

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

70m

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



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.

| Currently 11 sources of 1000 maximum enabled. | | | | | | | |
|---|---------------|---------|----------|---------------|---------------------------|--------------|--------------|
| Name 🔺 | IP | Enabled | Protocol | Edit | | | |
| 🕊 Atlanta Data | Second Second | Yes | NetFlow | Access rights | | | |
| 2 Atlanta Gateway Router | | Yes | NetFlow | | | | |
| # Atlanta Layer 3 Switch - Cisco 4506 | 100.000 | Yes | NetFlow | | - | | |
| Atlanta VOIP | 100.000111 | Yes | NetFlow | | Flow Source Access Rights | | 68 |
| atl-rmiller.ipswitch_m.ipswitch.com | 100.000.000 | No | NetFlow | | Atlanta Data () | | |
| ati-tphung.ipswitch_m.ipswitch.com | 10.000.000 | No | NetFlow | | User name 🔺 | Block Access | Seject All |
| Augusta TS & QA | 10.000 | Yes | NetFlow | | Sob | 200 | Degelect All |
| CROBLES-DELL (Probe) ????? | 10.001-0 | Yes | NetFlow | | a claudio | 12 | |
| 👮 DEV Test | 10.000 | Yes | NetFlow | | a guest | V | |
| HP Procurve switch (sFlow) | 10.000.000 | Yes | sFlow | | 🌲 jwilliams | 10 | |
| Uniper device | 10.000.00 | Yes | NetFlow | | a mneuburger | N. | |
| 💆 Lexington - Cisco 4510R | 100101-01 | Yes | NetFlow | | â mswimm | 12 | |
| 👮 QA Test | 10.00 | Yes | NetFlow | | a netflow | 13 | |
| 👮 uslec-63-243-52-90 cust uslec net | 10,000,000 | No | | | a sayton | 10 | |
| | | | | Close | | | |

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.

| Flow Interface | | 2 💌 |
|----------------|--|--------|
| Interface: | Unnamed | |
| ifIndex: | 3 | |
| Type: | J Unknown | |
| Status: | Unknown | |
| Last incoming: | Mon Jun 22 09:27:51 2009 | |
| Last outgoing: | Mon Jun 22 09:27:51 2009 | |
| Speed: (bps) | Undefined | |
| | face from the Flow Monitor ad related configuration | |
| Specify a cust | om speed for this interface | |
| In 0 | bps | ОК |
| Qut 0 | bps | Cancel |

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

| Flow Source | | | ? X |
|---|-----------|----------|--------|
| Source 114.21.3.101 | | | |
| Flow Protocol:NetFlow v5 | | | |
| Display Name: | | | |
| 116-21.3 101 | | | |
| Collect data from this source | | | |
| Doll source for total interface traffic | | | |
| SNMP credentials | | | |
| (None) | + Advance | d] Query | |
| | | | |
| Access rights | | | |
| Interfaces | | | |
| | | | |
| Name | | Туре | |
| J Unnamed (3) | | Unknown | |
| Im Null(0) | | Unknown | [|
| | | | Edit |
| | | | |
| | | | ок |
| × | | | Cancel |
| 8 | | | 10 C |

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/wug14reInotes).
- 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 Mylpswitch licensing portal (http://www.myipswitch.com/). The web portal provides enhanced web-based capabilities to view and manage lpswitch product licenses.

- **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).