

WhatsUp Gold Product Compatibility Guide

Current version: **November 11, 2021**

Previous version: **n/a**

This guide applies to the latest active release of WhatsUp Gold, which is **2021.1** at this time. Please refer to the release notes posted in the [WhatsUp Gold documentation repository](#) for additional information related to earlier Progress WhatsUp Gold releases.

This document does NOT address unannounced future product release plans. The information contained in this document is updated regularly and is subject to change without notice.

Progress ships some of the required third-party products with WhatsUp Gold and expects customers to supply and maintain others. In each case, this guide clarifies the expectations of the minimum supported versions and recommended patching/upgrade practices to ensure Progress' ability to provide technical support to customers.

Update Summary:

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- **Initial version**
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1 Key Concepts


1.1 Product Support Definitions

Supporting a third-party product could take one of two forms, certification or porting.

1.1.1 Certification

Progress performs a series of tests to certify that a release of WhatsUp Gold works “as is” with third-party products (e.g., Operating Systems and web browsers), which does not involve recompilation or otherwise changing the WhatsUp Gold code.

Progress may, at its discretion, certify a WhatsUp Gold release to work with new third-party products or new product releases as they become available. Progress shares any limitations or issues identified during this process with the customers using a Knowledge Base article.

 Progress does not certify WhatsUp Gold with product releases that are not Long Term Supported by their respective vendors.

1.1.2 Porting

Where certification establishes that a WhatsUp Gold release cannot function “as is” with a new third-party product or a new product release, Progress may, in its discretion, decide to port WhatsUp Gold to make it work. In this case changes to the WhatsUp Gold source code are needed and the support is offered in a new WhatsUp Gold release.

1.2 IT Infrastructure Support Definitions

The Infrastructure Monitoring industry recognizes the following general definitions for essential terms. For the most part WhatsUp Gold closely follows these definitions, but in case of doubt please refer to the product documentation.

- Alarm - an *alarm* is an indication that a user-actionable, abnormal condition exists. An alarm is calculated condition based on the data received or collected.
- Alert - an *alert* is an unsolicited message from a Managed Entity or a tool like WhatsUp Gold. Different Management Protocols further define their support of alerts. For example, SNMP uses traps.
- Device – a *device* is a physical or virtual, uniquely addressable entity connected to the network.
- Event - an *event* is an indication of significant occurrence at a given time and location. Events are typically stored in logs and are commonly used in forensic or troubleshooting analysis.
- Managed Entity – can be a networking device, a server, an application, or any other IT infrastructure element managed by WhatsUp Gold. For convenience, Managed Entities are often referred to as Devices.
- Management Protocol – a set of rules and conventions allowing network management applications like WhatsUp Gold to observe and manage IT infrastructures. Device vendors may elect to support one or more such management protocols to expose data about their products availability and performance. WhatsUp Gold supports SNMP, WMI, SMI-S and REST API management protocols.

2 Product Support

2.1 Microsoft Windows

Progress supports WhatsUp Gold on the following Microsoft Windows versions.

Table 1. Supported Microsoft Windows versions

Microsoft Windows Server 2019
Microsoft Windows Server 2016
Microsoft Windows Server 2012

Microsoft offers Windows Server optimized for different operating environments, as Essentials, Standard, and Datacenter editions. In addition, Microsoft regularly issues critical patches, security patches, and updates (“**Patches**”) for their Windows Server releases and customers are encouraged to apply them to stay current.

Progress only certifies the Standard edition and relies on Microsoft to guarantee binary compatibility between their Windows Server editions and all the applicable patches.

2.2 Microsoft SQL Server

WhatsUp Gold installation offers customers the option to use the included Microsoft SQL Server 2017 Express or to provide their own Microsoft SQL Server instance.

Progress supports WhatsUp Gold with the following Microsoft SQL Server versions.

Table 2. Supported Microsoft SQL Server versions

Microsoft SQL Server 2019
Microsoft SQL Server 2017
Microsoft SQL Server 2016
Microsoft SQL Server 2014

Microsoft regularly issues updates for supported Microsoft SQL Server versions and customers are encouraged to apply them to stay current. For example, at the time of publishing, the latest updates can be found at

- <https://docs.microsoft.com/en-us/sql/database-engine/install-windows/latest-updates-for-microsoft-sql-server?view=sql-server-ver15>

 Progress does not certify or provide Technical Support for specific Microsoft SQL Server features, such as SQL Server’s high-availability options.

2.3 Microsoft .NET Framework

WhatsUp Gold ships with the full Microsoft .NET Framework v4.7.2, if it is not found on the target server it will be installed.

Microsoft provides monthly Security and Quality Rollup Updates for its .NET Framework via Windows Update, Windows Server Update Services, and Microsoft Update Catalog. The information about these updates can be found here

- <https://devblogs.microsoft.com/dotnet/category/dotnet-framework/>

Progress recommends customers monitor Microsoft's critical updates for Microsoft .NET Framework 4.7.2 and apply them as needed to stay current. As always, before updating your production environment, validate that the change will not cause issues.

2.4 Elasticsearch

WhatsUp Gold gives customers an option to install Elasticsearch 7.6.1 when installing Log Management, however for production systems, Progress recommends customers provide their own Elasticsearch Enterprise instance or an equivalent managed service.

Any Elasticsearch minor version equal to or greater than 7.6.1 will be supported. Elasticsearch major versions greater than 7 are not supported. Progress recommends customers monitor the [Elastic Security Announcements](#) forum for the latest security updates and apply them as needed to stay current.

2.5 Web Browsers

WhatsUp Gold supports the following latest Web Browsers versions.

Table 3. Supported Web Browsers

Google Chrome
Microsoft Edge
Mozilla Firefox

2.6 Cloud and Virtualization Support Policy

Modern computing infrastructure technology continues to evolve towards virtualization and cloud, in support of growing scalability and performance demands. As a result, our customers are facing new choices and considerations when it comes to deployment and operating WhatsUp Gold, including:

- Server Virtualization including capabilities like VMware® VMotion™
- Virtual Desktop Infrastructures (VDI), for example, from Citrix
- Containerization, for instance, from Docker
- Cloud Computing, including AWS, Azure, and others

Unless explicitly stated, Progress supports WhatsUp Gold on operating systems listed in this document, irrespective of any given cloud or virtualization technology. In case of any issue, the same problem should be reproducible on a standard operating system installation to get support in line with the customer's support agreement, i.e., you must ensure that changes/customization of the cloud or virtualization platform isn't causing the issue.

3 Device Support

IT infrastructure monitoring generally involves receiving and processing **events**, and/or retrieving (a.k.a. polling) **metrics** from the Managed Entities (commonly referred to as devices).

WhatsUp Gold can discover and monitor a wide range of devices. The depth and breadth of supported events and metrics and the resulting analysis and reporting depend on the Management Protocols supported by the respective device vendors, ranging from open standards to proprietary protocols and data structures.

In most cases, WhatsUp Gold device support has two tiers.

- A device is supported at **Level 1** when it correctly supports SNMP MIB-II ([RFC 1213](#)), HOST-RESOURCES-MIB ([RFC 2790](#)), or Windows Management Instrumentation (WMI)
- **Level 2** requires WhatsUp Gold to interpret selected events and/or metrics that are only available through some form of proprietary Management Protocol, including vendor specific SNMP MIBs, which do not conform to open standards.



Note, all wireless devices require Level 2 support by Progress.

Progress reserves full discretion regarding the timeline of introducing Level 2 device support to WhatsUp Gold releases. Customers are encouraged to submit additional Level 2 device support requests through the [Ideation portal](#), leverage WhatsUp Gold's [Community](#), or engage with [Progress Professional Services](#) for custom configuration within their environment.

4 Feature / Functionality Obsolescence

De-Support and Deprecation terms are defined in Progress WhatsUp Gold Life Cycle Policy.

4.1 De-supported Features and Functionality

The following table contains the current list of WhatsUp Gold de-supported features and functionality. Timeframe details are published to help partners and customers with their planning. We recommend substituting obsolete functionality with applicable supported equivalents as indicated in the following table.

Table 4. De-supported Features and Functionality

De-Supported Feature or Functionality	Replacement Feature	De-Support Scheduled For	Notes
SMI-S based NetApp storage monitoring	None	2022.0	WhatsUp Gold's NetApp storage monitoring is only certified to work with NetApp SMI-S Provider up to version 5.2.3. NetApp's support site only allows for downloading version 5.2.4 and up.
Exchange Monitor, Exchange 2003 Monitor	None	2022.0	
Pager Action	None	2022.0	
Beeper Action	None	2022.0	
SMS Action	None	2022.0	
SMS Direct	None	2022.0	
Operating WhatsUp Gold using Microsoft SQL Server 2012	Microsoft SQL Server 2019	2022.0	
Microsoft Internet Explorer web browser support	Microsoft Edge web browser	2021.1	Microsoft announced Internet Explorer End of Life.

4.2 Deprecated Features and Functionality

The following table contains the current list of deprecated features and operating systems for WhatsUp Gold. Timeframe details are published to help partners and customers with their planning. We recommend substituting obsolete functionality with appropriate equivalents as indicated in the following table.

Table 8. Deprecated Features and Functionality

Deprecated Feature or Functionality	Replacement Feature	Deprecation Information	
		Announced WhatsUp Gold Version	Notes
N/A			