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WhatsUp Gold v14.0 and Flow Monitor v2.0

The Most Usable Network Management Solution on the Market

Agenda:

Today's Presenters:

- **Ennio Carboni, President, Network Management Division**
- **Jason Williams, Product Manager, Network Management**

Agenda:

- **About Us**
- **WhatsUp Gold Core Architecture**
- **WhatsUp Gold V14.0 Overview**
- **Flow Monitor v2.0 Overview**
- **Technical Demonstration**
- **Q&A**
- **Next Steps**

About Ipswitch

- **Develop easy to use software for:**
 - Network Management
 - Secure File Transfer
 - Messaging & Collaboration
- **100 Million users in over 60 countries**
- **Private U.S. company**
 - Founded in 1991 by Roger Greene
 - Profitable since inception
 - 190 employees worldwide
 - One of a few, non-VC funded companies
 - Over \$1.5M to Children's Charities



It's All About Your Network

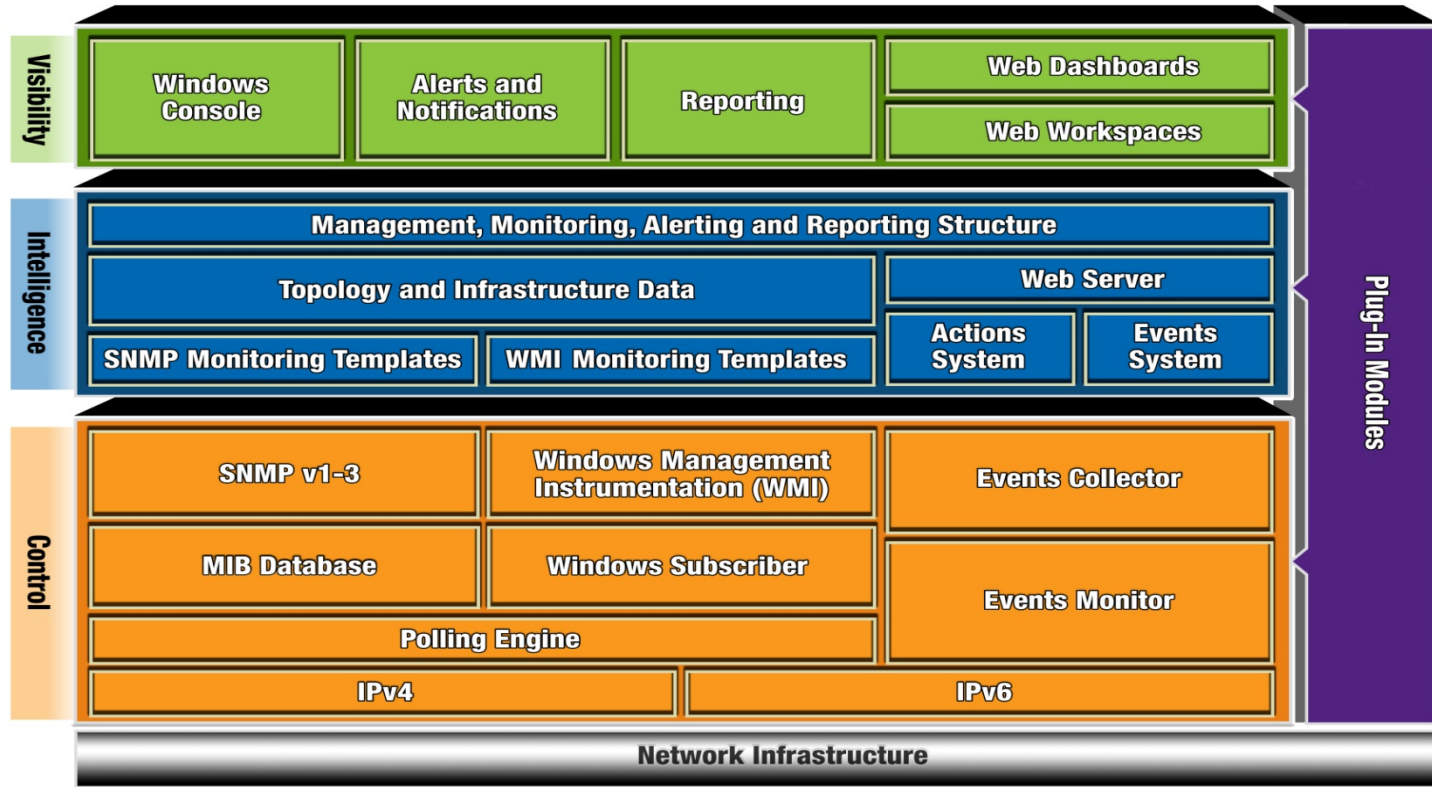
Back to Basics

- **Network management tools that are easy to use**
 - **Fundamental belief**
 - Easy to download, install and configure
 - Start managing and monitoring in less than an hour
 - Understandable and actionable information
 - Low labor effort
- **Our focus from the beginning**
 - **Customers and their needs**
 - **Continuous improvements in usability**
 - **Build the right tools with the right technology and pricing**

Creating Value Day One

- **Device based pricing model – Unlimited monitors per device**
 - Administrators or engineers should never be forced to choose the devices they can afford to monitor and manage
 - Say “no” to the unfair practice of per monitor pricing models
- **Single Platform, Information-centric network management**
 - Any environment, anywhere with the same flexible framework
 - Say “no” to forklift upgrades from SolarWinds and other vendors
- **Available, pre and post technical support and services**
 - You have questions? You deserve answers
 - Regardless of economic challenges, WhatsUp Gold is 100% designed, developed, sold and supported in high quality environments worldwide

WhatsUp Gold Core Architecture



- From inception, WhatsUp Gold has relied on this scalable architecture
- Architecture is proven and deployed in over 100,000 installations world-wide

Unlimited monitors, No interface counting

First Look

WhatsUp[®] Gold v14.0

v14.0 & Flow Monitor v2.0 Releases

- **Customer driven and approved release**
 - Input from over 100 professionals in the trenches
- **Primary focus on usability and performance**
 - Self-configuring and 3 to 4 times faster discovery
- **Feature rich solution**
 - Increased functionality – same value

WhatsUp Gold v14.0 Summary

- v14.0 introduces over 25 new features to the core product
- **Alert Center**
 - Alerts and Notifications
 - Alert Acknowledgement
 - Alert/Notification Escalation
 - Threshold Monitors
 - Internal WhatsUp Gold and Flow Monitor Health
- **Discovery**
 - Quick Setup
 - Performance improvements
 - Web based
 - IPv6 discovery
- **Pre-Configured Monitors**
 - 11 Active
 - 2 Performance
- **Critical Monitors**
- **SNMPv1-3 set actions**
- **HTTP Content Monitor**
- **Microsoft Exchange 2007/2010 Monitor**
- **Virtualized Platform Support**
- **64 Bit OS support**
- **SQL Server 2008 support**

Alert Center

- Centralized alert configuration, management and reporting

The screenshot displays the Alert Center Home page in a web browser. The interface includes a navigation bar with tabs for Home, Devices, Reports, and Alert Center. Below the navigation bar, there are filters for View (Out of threshold), Filter (No Filter), and Sort (Items out of threshold). The main content area shows a section for Running Notification Policies (1 policies). The first policy, Policy 1, is triggered by Disk exceeds 50%. Below this, there are two alert details panels. The first panel, titled 'Disk exceeds 50% (37 items)', shows a table of devices with their disk average utilization and the time they were alerted. The second panel, titled 'Performance Ping Availability Falls Below 95% (9 items)', shows a table of devices with their interface, percent available, and the time they were alerted. The third panel, titled 'Performance Disk Utilization Exceeds 95% (5 items)', shows a table of devices with their disk average utilization and the time they were alerted. The footer of the interface includes the IP SWITCH logo, Knowledge Base, Training, Ipswitch Inc., and the version information: Ipswitch WhatsUp Gold Premium Edition v14.0 Build 504.

Device	Disk	Average Utilization	Time Alerted
dee-dee.ipswitch_m.ipswitch.com	C:\	85.7 %	Thu 07/09 2:40 PM
dee-dee.ipswitch_m.ipswitch.com	D:\	56.2 %	Thu 07/09 2:40 PM
mandor.ipswitch_m.ipswitch.com	C:\	87.7 %	Thu 07/09 2:40 PM
mandor.ipswitch_m.ipswitch.com	D:\	72.9 %	Thu 07/09 2:40 PM
atl-build.ipswitch_m.ipswitch.com	C:\	99.6 %	Thu 07/09 2:40 PM
atl-noc2.ipswitch_m.ipswitch.com	C:\	65.6 %	Thu 07/09 2:40 PM
atl-war1.ipswitch_m.ipswitch.com	C:\	54.2 %	Thu 07/09 2:40 PM
atl-vms2.ipswitch_m.ipswitch.com	D:\	92.7 %	Thu 07/09 2:40 PM
atl-sayton3.ipswitch_m.ipswitch.com	C:\	95.7 %	Thu 07/09 2:40 PM
testingland1	D:\	94.7 %	Thu 07/09 2:40 PM
atl-mmohammad2.ipswitch_m.ipswitch.com	C:\	66.4 %	Thu 07/09 2:40 PM
ATL103	C:\	63.7 %	Thu 07/09 2:40 PM
ATL103	D:\	83.5 %	Thu 07/09 2:40 PM
ATL105	E:\	99.4 %	Thu 07/09 2:40 PM
ATL107	C:\	59.8 %	Thu 07/09 2:40 PM
ATL107	E:\	100.0 %	Thu 07/09 2:40 PM
atl-mmohammad.ipswitch_m.ipswitch.com	C:\	76.2 %	Thu 07/09 2:40 PM
atl-mmohammad.ipswitch_m.ipswitch.com	D:\	77.9 %	Thu 07/09 2:40 PM
ATL-JZHAO2-W2K8	C:\	93.9 %	Thu 07/09 2:40 PM
atl-jzhao.ipswitch_m.ipswitch.com	C:\	66.6 %	Thu 07/09 2:40 PM
atl134.ipswitch_m.ipswitch.com	C:\	89.7 %	Thu 07/09 2:40 PM
atl-spreScott.ipswitch_m.ipswitch.com	C:\	81.8 %	Thu 07/09 2:40 PM
atl160.ipswitch_m.ipswitch.com	C:\	77.2 %	Thu 07/09 2:40 PM
JJ-TEST	C:\	87.6 %	Thu 07/09 2:40 PM
JJ-TEST	E:\	95.3 %	Thu 07/09 2:40 PM

Device	Interface	Percent Available	Time Alerted
atl-spreScott.ipswitch_m.ipswitch.com	192.168.3.133	66.7 %	Thu 07/09 1:04 PM
win2008-vm.ipswitch_m.ipswitch.com	192.168.3.92	66.6 %	Thu 07/09 12:16 PM
atl-noc2.ipswitch_m.ipswitch.com	192.168.3.40	66.7 %	Thu 07/09 11:46 AM
win-6aaf98qspg.ipswitch_m.ipswitch.com	192.168.3.84	66.7 %	Thu 07/09 11:15 AM
2K3-V1103-RMT-D	192.168.2.136	66.7 %	Thu 07/09 11:06 AM
atl-jbenton-lap.ipswitch_m.ipswitch.com	192.168.3.67	66.7 %	Wed 07/08 4:26 PM
atl-jwilliams-2.ipswitch_m.ipswitch.com	192.168.2.20	66.6 %	Wed 07/08 3:04 PM
192.168.2.2	192.168.2.2	66.7 %	Wed 07/08 2:25 PM
atl134.ipswitch_m.ipswitch.com	192.168.3.134	1.6 %	Wed 07/08 2:16 PM

Device	Disk	Average Utilization	Time Alerted
atl-build.ipswitch_m.ipswitch.com	C:\	99.5 %	Thu 07/09 11:49 AM
atl-sayton3.ipswitch_m.ipswitch.com	C:\	95.7 %	Thu 07/09 11:49 AM
ATL105	E:\	99.4 %	Thu 07/09 11:49 AM
ATL107	E:\	100.0 %	Thu 07/09 11:49 AM
atl-rdp1.ipswitch_m.ipswitch.com	C:\	96.7 %	Thu 07/09 11:49 AM

- Alert acknowledgement
- Escalation Management
- Self-monitoring

Alert Center: Thresholds

- Predictive monitoring of any device, system or sub-system
- Ability to gauge performance and alert over time
 - **Threshold Monitors**
 - Performance
 - CPU
 - Custom
 - Disk
 - Interface
 - Memory
 - Ping Availability
 - Ping Response
 - Passive
 - SNMP Trap
 - Syslog
 - Windows Event
 - **Flow Monitor Thresholds**
 - Conversation Partners
 - Custom Thresholds
 - Host
 - Service
 - Protocol
 - Application
 - And others..
 - Failed Connections
 - Interface Traffic
 - Top Sender/Receiver

Alert Center Benefits Summary

■ Alert Center

- Single view of status improves efficiency by decreasing time to locate, acknowledge and resolve issues
- Self-monitoring ensures optimal performance of WhatsUp Gold and Flow Monitor installations

■ Threshold Monitors

- Increased visibility into device and network performance
- Ability to alarm before failures of critical devices, systems and sub-systems and Flows (not previously available)
- Better insight into bandwidth and network security

Faster problem identification and resolution

Discovery

- Enhanced Discovery Engine
- Role based

The screenshot displays the 'Discover Devices' window in WhatsUp Gold v14.0. The interface is divided into several sections:

- Progress Summary:** Shows 'Device Limit' as Unlimited, 'Existing Devices' as 206, and 'Discovered Devices' as 218.
- Network Traffic:** Displays metrics for SNMP Bytes (4864481 in/out), PDU (63629 in/out), and Scanned (16385 of 16385).
- Session Metrics:** Shows scan start/end times (7/8/2009 9:41:42 AM to 9:46:13 AM) and elapsed time (00:04:31).
- Session Settings:** Includes Scan Type (Smart), SNMP Credentials (2/2), and Windows Credentials (0/0).
- Devices Discovered Table:** A table listing discovered devices with columns for Host Name, Address, Brand, Model, Operating System, Role, Status, and Progress. The table shows various devices including servers, routers, switches, and printers.
- Progress Bar:** A green progress bar at the bottom indicates 100.00% completion.
- Device Information Panel:** Provides detailed information for the selected device (ATL-CISCO4506.ipswitch.com), including location (Atlanta-Server Room), contact (Shawn Ayton), and description (Cisco IOS Software, Catalyst 4000 L3 Switch Software).

- Web based console
- Automatic monitor assignment
- IPv4 and New IPv6 support



Discovery Benefits Summary

- **Increased performance**

- Initial discoveries are up to 3x faster for <250 devices and up to 4x faster for >250 devices

- **Improved control and flexibility**

- New configuration provides fine-grained control over discovery process including: scan type, scheduling, and assignment of device roles

- **Greater accuracy based upon role identification**

- Saves time by minimizing manual configuration process

Rapid results and better network coverage

Pre-configured Monitors

- **Most common devices, services and applications**
 - Automatically deployed
 - Leverage SNMP and WMI
- **11 pre-configured active monitors**
 - **Hardware**
 - APC UPS Monitor
 - Fan Monitor
 - Printer Monitor
 - Power Supply Monitor
 - Temperature Monitor
 - **Software**
 - File Properties Monitor
 - Folder Monitor
 - FTP Monitor
 - Network Statistics Monitor
 - Process Monitor
 - SQL Query Monitor
- **2 Pre-configured Performance Monitors**
 - APC UPS Monitor
 - Printer Monitor

Available for Premium, Distributed and MSP editions

Pre-Configured Monitors Benefits

- **Eliminates manual monitor configuration effort for all of the most common devices and processes**
 - Automatically assigned during discovery
- **Reduces potential for configuration errors through automatic assignment of pre-configured monitors based upon role identification**

Spend less time configuring and more time monitoring

Active Monitors

- **HTTP/HTTPS Monitor**

- Enables monitoring with synthetic transactions for both open and secure content
- Validates specific content and pages
- Alerts if content is not there or is inaccurate

- **Exchange 2007/2010 WMI Monitor**

- Monitors and alerts on 3 core Exchange functions and 18 running services

Available only in Premium, Distributed and MSP Editions

v14.0 Additional New Features

- **SNMP set actions**
 - Configure and send SNMP sets to any SNMP enabled device to change a specific SNMP object using SNMPv1, 2, 3 credentials
- **Critical monitors (Intra-device dependencies)**
 - Define within a device, internal dependencies to prevent alarm floods when one monitored component of a device fails
- **Virtualized Installation**
 - Support for both VMware and Hyper-V virtualization hosts running supported guest OSs
- **64 Bit Operating System Support**
 - Support 64 Bit versions of XP, Vista and Server 2003 and 2008 Standard and Enterprise
- **SQL Server 2008 Support**
 - Supports SQL Server 2008 as a database engine

First Look Flow Monitor v2.0

Flow Monitor v2.0 New Features

■ sFlow and J-Flow Support

- Expanded traffic analysis capability
- Adds support for 60+ devices from 15 manufacturers

■ Management

- Role Based Management
 - Access rights on per source basis for enabling or disabling sources and viewing reports
- Custom Interface Names
 - Interfaces on flow sources can be assigned a custom name

■ 3 New Reports

- Interface Usage Report
- ICMP Type Report
- Packet Size Distribution Report

■ Whois Information

- Provides network source information for origination of externally generated traffic

Flow Monitor v2.0 Benefits Summary

- **Get Control:**
 - Understand what resources are accessed and when they are accessed
 - Prevent misuse and establish operational policies
- **Understand Network Performance:**
 - Understand traffic on the network and is impacting your network performance
 - Pinpoint and troubleshoot traffic problems while they are occurring
- **Track Changes:**
 - Understand the impact of routing, firewall, DNS or other configuration changes in the network
- **Optimize Business Effectiveness:**
 - Make sure that critical business applications are not strangled by YouTube or other non-business applications
- **Increase Network Security:**
 - Detect unauthorized music and file sharing applications as well as attacks directed at your network
 - Keep your network secure and ensure audit and legal compliance

Improved information about traffic and utilization

Demonstration

Q & A

Please submit your questions
via the Q&A feature in the lower right corner

Additional Questions?

Jason Williams – guru@ipswitch.com
Ennio Carboni – ecarboni@ipswitch.com

or

<http://community.ipswitch.com> then go to Forums

Value to Customers

- **WhatsUp Gold is already..**

- Fast to deploy
- Easy to use
- Highly configurable
- Highest value at lowest price

- **v14.0 increases these powerful benefits by:**

- Slashing configuration effort by days or weeks
- Increasing visibility into performance
- Decreasing time to locate and resolve problems
- Improving use of precious resources

Already configured – right out-of-the-box

Next Steps...



Experience the Next Generation of WhatsUp Gold

Find out more about v14.0 and Flow Monitor v2.0

<http://www.whatsupgold.com/whatsnew>

- **Try - free 30 day evaluation!**

<http://www.whatsupgold.com/download>

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