



## WhatsUp Gold to WhatsUp Professional

This guide describes the differences between the two applications and identifies features in WhatsUp Professional that make it a solid replacement for a time-tested application.

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For several years, WhatsUp Gold served as a solid Network Monitoring application. In 2004 the next generation application WhatsUp Professional was released. There were several functionality gaps between Gold and Professional, but the 2006 release of WhatsUp Professional 2006 bridged these gaps, and WhatsUp Professional now extends far beyond the scope, usability, and functionality of WhatsUp Gold.

This guide describes the differences between the two applications and identifies features in WhatsUp Professional that make it a solid replacement for a time-tested application.

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## System Changes

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WhatsUp Professional is a complete re-write of the WhatsUp Gold code base and there are major changes in the inner workings of the application. At its very core, WhatsUp Professional is a different product entirely.

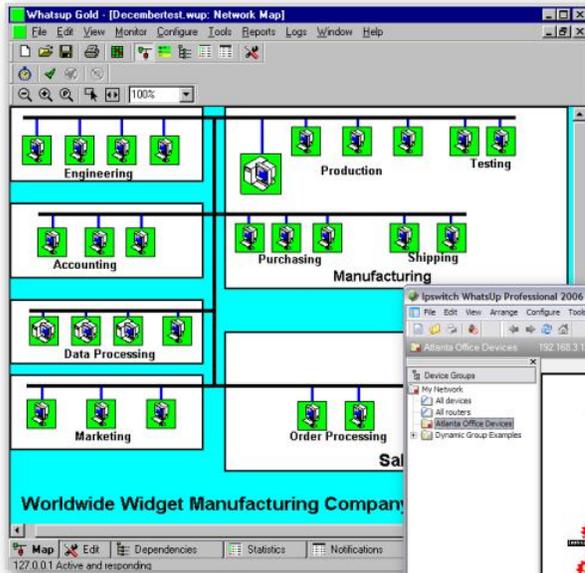
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	<b>Gold</b>	Information stored in flat files
Data Storage	<b>Professional</b>	All data is stored in a MSDE or SQL Server database. This makes the data more readily accessible for reporting and modification.
Configuration Information	<b>Gold</b>	Configuration information hidden behind proprietary file formats.
	<b>Professional</b>	Configuration information stored in the database, so the end user has free access.
Device State Change	<b>Gold</b>	State changes based on number of polling attempts missed.
	<b>Professional</b>	Device state based on total amount of time the device is in the current state.
Data Access	<b>Gold</b>	Must go through the UI to add data and configuration information.
	<b>Professional</b>	User can inject data into the database based on the database schema. Full schema documentation is installed with the application.
Constant Polling	<b>Gold</b>	Runs as a service or as a console, so you must stop the service before editing maps. No polling is attempted while the service is stopped or maps are being edited.
	<b>Professional</b>	Runs as a service, so polling runs constantly. Users do not have to stop the service to edit a map or configure devices.

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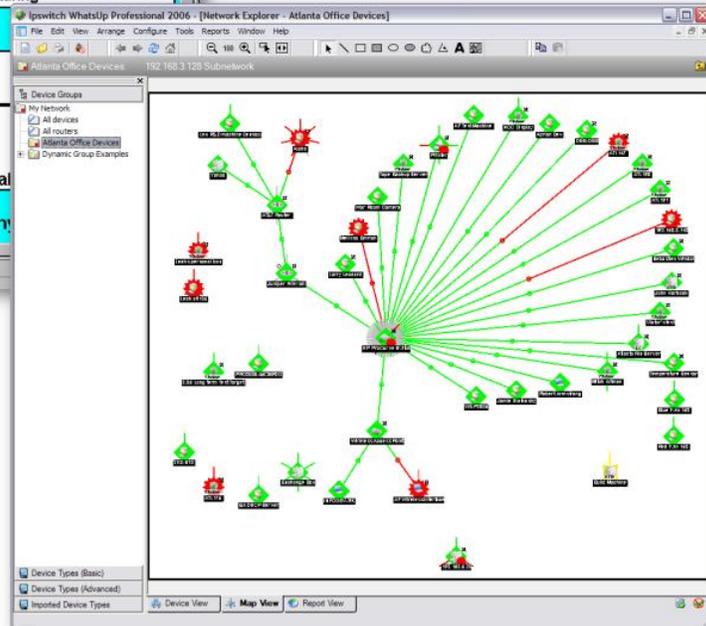
## User Interface Improvements

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WhatsUp Gold Map View

When looking at the applications, it is evident that few visual elements carried over from WhatsUp Gold to the more modern WhatsUp Professional.



WhatsUp Professional Map View

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	<b>Gold</b>	New users are presented with a blank application desktop with very little guidance.
First Experience	<b>Professional</b>	New users are presented with a First Experience Wizard, giving the user the ability to scan for devices and associate monitors and action policies to the devices.
	<b>Gold</b>	Outdated by several years.
UI Look and Feel	<b>Professional</b>	Up-to-date, using more appealing graphics and an easier-to-use navigation and device group management scheme.

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## Device Organization

In WhatsUp Gold, devices and device groups were stored on maps. Those maps controlled all of the polling, dependencies, and organization available in the application. In WhatsUp Professional, we have taken the emphasis off of the maps, and instead, organize devices and device maps by device group. This gives much more flexibility in terms of how you group your devices. For example, you can have device groups that display all of your routers, and at the same time have another group that displays all of the devices located in your home office. The same device can be viewed in both groups, but is managed as a single element.

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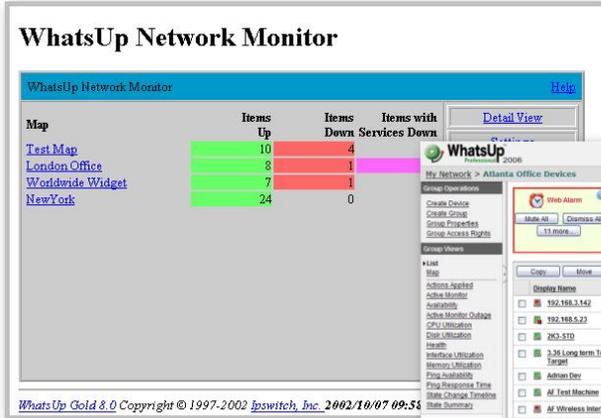
	<b>Gold</b>	Devices could appear on multiple maps, but the device would be polled for each instance on each map.
Multiple Instances	<b>Professional</b>	You can have multiple references of the same device on multiple maps and WhatsUp Professional will only poll the device once per cycle.
	<b>Gold</b>	Dependencies are limited to within a single map.
Dependencies	<b>Professional</b>	A device can be dependant upon a device that is on a different map or device grouping.
	<b>Gold</b>	You can only drag and drop on a single map.
Drag and Drop	<b>Professional</b>	You can drag and drop a device from one map to another to include it in that new map view.
	<b>Gold</b>	Maps are stored as individual files and you have to keep track of the file name to access the map.
Map Management	<b>Professional</b>	Maps are based on device groups (a different map for each group) and can be browsed with the device group tree on the left pane of the console. The entire configuration is stored in the database.

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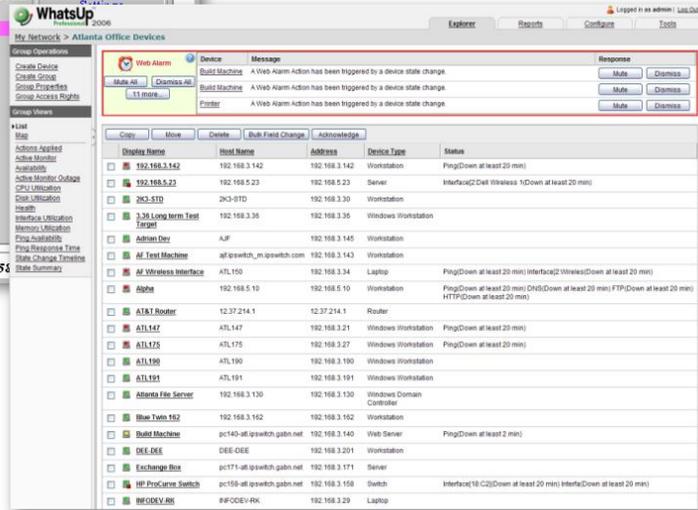


# Web Application

In WhatsUp Professional, the Web Interface is a true Web Application, that gives you more remote management and monitoring capabilities.



WhatsUp Gold Web Interface



WhatsUp Professional Web Interface

## Web Design

Gold

A collection of HTML files that allows you to view what is happening on your network. Minimal configuration capabilities.

Professional

Modern navigation methods using ASP. A true Web Console that allows for more configuration possibilities.

## User Authentication

Gold

Basic user accounts.

Professional

True user authentication.

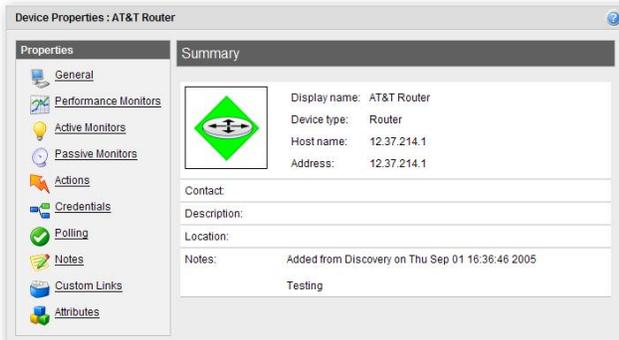
## Security

Gold

No HTTPS login.

Professional

Full HTTPS secure login access.



Device Properties in the Web



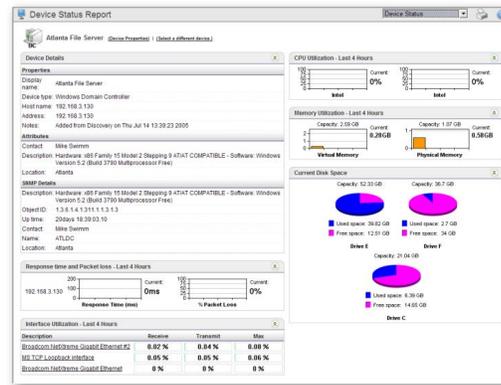
View Reports in the Web

## Reports

In WhatsUp Professional, Reporting is a feature built into the product, so there is no need to run a third-party reporting application. Reports are displayed as .asp files, and are viewable in both the console through the Report View, and the web interface in the Reports tab.

In WhatsUp Professional Reports are divided into three classes.

- **Device** - Reports that show data for a single device in context.
- **Group** - Reports that show data for all devices in a device group or dynamic group.
- **System** - Reports that show data about all Devices in the WhatsUp database.



Device Status Report

These three classes are further broken down to make it easy to find the report you need. These types are based on the data shown.

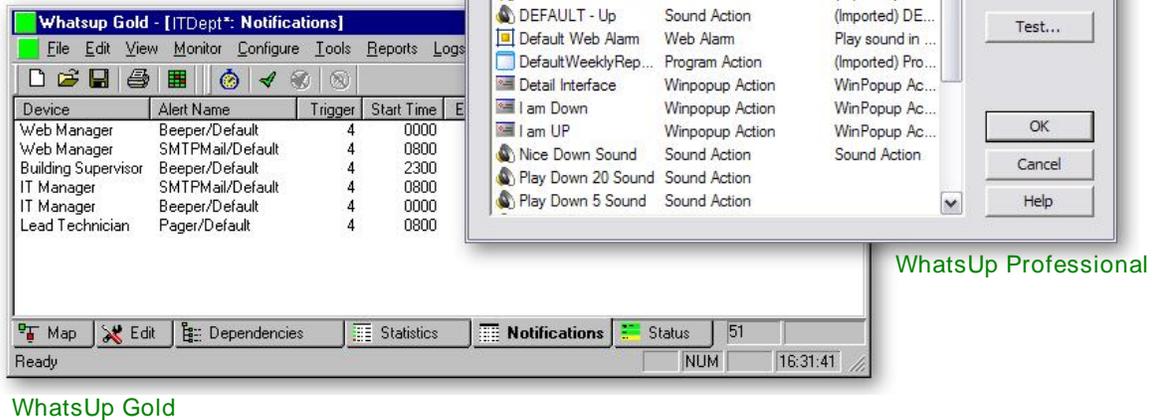
The report types are: Performance Monitors, Active Monitors, Passive Monitors, Logs, Discovery, Current State, Configuration, and Action. More information on these reports can be found in the New Features section of this document.

<p>Report Timeliness</p>	<p>Gold</p>	<p>Reports are batch rendered, and based on historical data and are not viewable in real-time.</p>
<p>Integration</p>	<p>Professional</p>	<p>Reports are live and data can be viewed as it is collected. Historical data can also be viewed.</p>
<p>Data Access</p>	<p>Gold</p>	<p>Reports are only available through a third-party application.</p>
<p>Customization</p>	<p>Professional</p>	<p>Report system is integrated in WhatsUp Professional and viewed through both interfaces of the product.</p>
<p></p>	<p>Gold</p>	<p>Users can access the log files that reports are generated from.</p>
<p></p>	<p>Professional</p>	<p>Data can be exported to a Microsoft® Excel® file, or a common delimited text file.</p>
<p></p>	<p>Gold</p>	<p>Through the third-party application, new reports can be generated.</p>
<p></p>	<p>Professional</p>	<p>Reports and scripts to run them are accessible by the user, making customization possible. With the database scheme available, it is possible to create custom reports with knowledge of ASP coding.</p>

## Notifications Become Actions and Action Policies

In WhatsUp Professional, the Notification system that was used in WhatsUp Gold is replaced by the Action system. Actions now do more than just let you know when something happens on your network; users have the ability to launch applications and run custom scripts. This increases the value of the interaction between your actions and monitors. Further enhancements to the Actions system can be found in the New in the New Features section.

With some helpful examples, and a touch of creativity, a network administrator should be able to tailor the Monitors and Actions systems to watch over all of their important devices, and to troubleshoot problems that may arise.



## Monitors, Events, and Services

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Several terminology and functional changes have been made to the Monitors and Services system in WhatsUp Professional. Features not found in WhatsUp Gold are described in the New Features section of this document.

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Terminology	Gold	Asynchronous Events and Services.
	Professional	Passive Monitors and Active Monitors.

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SNMP	Gold	Installing MIBs is an involved process through MIBExtra.exe
	Professional	Effortless MIB installation. Just place the MIB files in the MIB installation directory.

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Application	Gold	You can only apply actions to devices.
	Professional	You can apply actions to individual monitors on a device.

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SNMP Credentials	Gold	SNMP community strings stored on a per-device basis.
	Professional	The Credentials Library is a central storehouse of all of the community strings that you will need to access your SNMP devices. At the device level, you can select the credential from the library.

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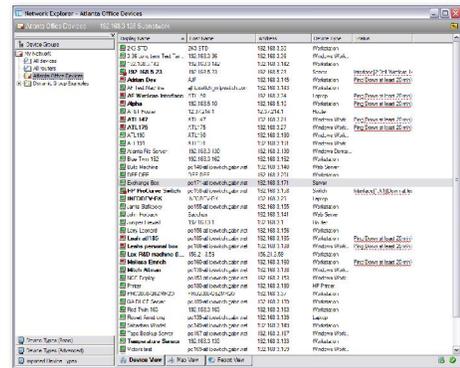
Windows Credentials	Gold	Windows credentials were of the running application. The application had to have the same login as the device.
	Professional	Windows credentials are stored in the Credentials Library and are applied to the connection, not the application.

## New Features

This section describes features new in WhatsUp Professional.

### Device List View

The Device List gives you an in-depth look at the current status of your devices; showing the current state of the device and the monitors associated with it. The list is click-sortable, and is very useful when troubleshooting multiple devices.



Device List

### Dynamic Groups

In WhatsUp Professional 2006, we have introduced Dynamic Groups, which are Device Groups that are populated by a SQL query when the group is accessed. The WhatsUp Professional Online Help has several examples of Dynamic Groups that can be used with only a cut and paste.

### Action Policies

You can use Action Policies to stack multiple Actions together in a single policy. You can then assign that Action Policy to any device or monitor in your device list. Once assigned, you can edit the policies in the Action Policies dialog without having to make changes to all of the devices that use that particular Action.

With the Implicit Action policy, WhatsUp Professional automatically assigns actions to all devices in your database. By default, the Implicit Action policy is populated with a Web Alarm action, but that can be removed. There is no way for a device to opt out of the Implicit Action policy, so any action in that policy will be used by all devices. The Implicit Action policy is configured and can be edited through the Action Policies dialog.

### Recurring Actions

With Recurring Actions, users have the ability to fire actions based on a regular schedule, independent of the status of devices. Among other things, this can be used to send regular 'heartbeat' messages to a pager or cellular phone, letting the user know the system is up and running.

Once an action has been configured through the Action Library, use the Recurring Action dialog to configure the schedule for the action.

### Blackouts

There are times when you don't need to be notified about certain devices, or you don't want to receive Recurring Actions while you are on vacation.

When this is the case, set up a blackout schedule for your Actions, Action Policies and Recurring Actions. During the blackout, no actions are fired, but are still logged for future reference.

### Task Tray Icon

This icon runs in your Windows Task Tray and shows the worst state across your entire network. You can configure the icon to also display all state changes in a text bubble as it is identified.

### Attributes

With the attributes system, you can create labels for each of your devices. These labels can be the basis for a Dynamic Group that displays of the devices with a particular label.

## MAC Address Tool

If a device is SNMP enabled, and you provide the correct read community string, you can get physical connectivity information for the devices on your network. Therefore, if you encounter an IP conflict, you can see which computer is connected to the port that the tool shows is using that IP address. If you have mapped out your interfaces to the offices they are connected to, you can find out exactly where the conflict is.



MAC Address Network Tool

## Recurring Reports

With the Recurring Report feature, you can have WhatsUp Professional send a content rich E-mail containing any report, on a recurring schedule. This is useful when you need to keep someone informed of the status of a device or a group of devices without giving them access to the WhatsUp Professional application. You can choose to send the email weekly, monthly, daily, or every few hours. You can click through the report to access the live application.

## WhatsUp Professional Database Tools

As with any database, Microsoft SQL Server or MSDE may require regular routine maintenance to spot problems and ensure maximum performance. These tasks can be executed manually from the WhatsUp Professional Database Tools dialog. The Performance page can locate and rebuild the indexes that are the most fragmented, validate and shrink the database, and update statistics and usage information.

The Maintenance page allows you to manually purge database records that have been scheduled for deletion, but which have not yet been deleted, which can reduce the size of the database.



Database Tools

## SQL Server and MSDE

WhatsUp Professional can be used with either the delivered and installed MSDE version of SQL Server, or with the full version of Microsoft SQL Server. MSDE is limited to 2 GB of database size, and can address a maximum of only 2 GB of physical memory (RAM).

## Scripted Monitors and Actions

In the WhatsUp Professional Active Scripting features, users are given the ability to create custom scripts that can be executed as an Active Monitor or as an Action. These scripts are written in either JScript or VBScript, and entered into the Active Monitor or Action during creation either through the corresponding library, or from a specific device.

## Performance Monitors with WMI and SNMP

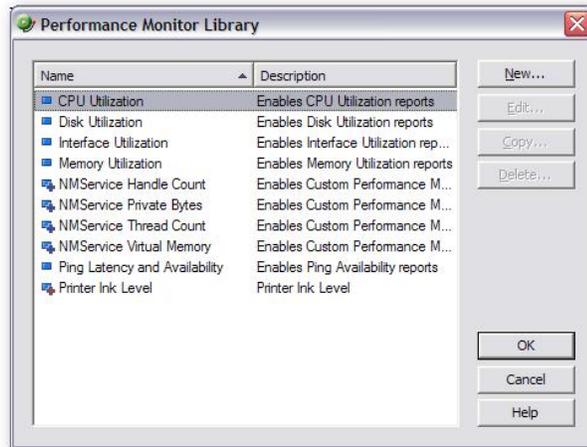
Performance monitors in WhatsUp Professional gather important information about the devices running on your network, then use that data to create reports trending the utilization and availability of different aspects of those devices.

WhatsUp Professional is installed with five performance monitors that monitor specific types of data on your network devices:

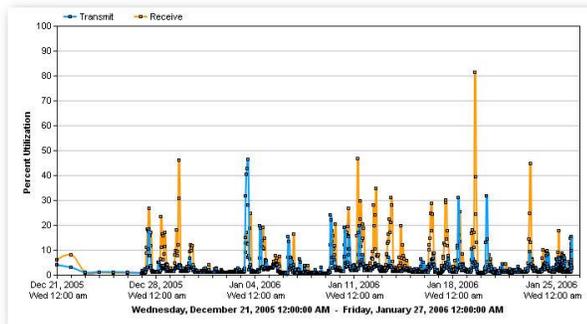
- CPU Utilization
- Disk Utilization
- Interface/Bandwidth Utilization
- Memory Utilization
- Ping Latency and Availability

You can also create custom monitors for any WMI or SNMP performance counter.

Performance monitors are configured in the Performance Monitor Library, and added to individual devices. You can create global WMI and SNMP monitors in the library, or create device-specific monitors in Device Properties.



## Performance Monitor Library



## Router Bandwidth Report

## Performance Reporting

Once you have configured a performance monitor, you can generate a performance report to see the results of the performance polling attempts. These reports can be used to troubleshoot your network problems.

Two reports important to performance monitoring are the Top 10 Report and the Device Status Report. The Top 10 report is a collection of reports that displays the top 10 devices in your network based on the criteria of each report section. You can configure how you want the report to look including the order of the reports, the number of items in each report, and which column the report appears in. The Device Status Report shows Performance Monitor information for specific devices.

## Migrating Data from WhatsUp Gold to WhatsUp Professional

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The WhatsUp Gold to WhatsUp Professional Data Migration Utility effortlessly migrates information from WhatsUp Gold versions 7 or 8 data files to the WhatsUp Professional 2006 database. These items that can be migrated through the use of this simple to use utility:

- Maps
- Service Definitions
- Events Library Definitions
- Notification Library Definitions
- Custom Device Type Definitions
- Trap Definitions

This utility can be run at any time during the operation of WhatsUp Professional, and can be run multiple times.

### Using the Migration Utility

Access the Migration Utility from the WhatsUp Professional Console main menu by selecting Tools > WhatsUp Gold Data Migration. The migration utility is actually a wizard that walks you through each step in the process.

### Back up first

Before you migrate data into the WhatsUp Professional database, you should back up the current database using the Back Up SQL Database utility. The migration utility will not damage the database, but some of the results may be confusing if you are not familiar with new WhatsUp Professional terminology.

To back up the database: from the WhatsUp Professional main menu, select Tools > Database Utilities > Back up SQL Database.

### Selecting the data source

Select the path to the WhatsUp Gold install that you want to migrate into the WhatsUp Professional database. The path can be any drive that is local, or a connected mapped drive, on the WhatsUp Professional computer.

This directory contains the WhatsUp Gold configuration definitions, but not your WhatsUp Gold map files. You are given the ability to select your map files in the next dialog in this utility.

### Selecting Maps to transfer

Browse and select the map files that you want to import into the WhatsUp Professional database. These files can reside on any mapped drive on your network, and may be any valid map file type (wup, xml, or ini).

If you want to only import definitions and not your WhatsUp Gold maps, you may leave this list blank.

### Viewing the migration report

Once the utility completes the migration of the maps and configuration definitions, the migration utility displays the migration report.

If you would like to view this log later, you can access it at any time from the <WhatsUp Professional install directory>\data\logs directory, as it contains a history of all migration attempts. This log is also useful for customer support calls.