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WhatsUp Professional Remote Services





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INTRODUCTION

This document presents Professional Remote Services offered by Orsenna around the monitoring solution WhatsUp Gold.

This document have no legal value and ORSENNA reserves the right to append or modify it without prior warning or notice.



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WhatsUp Gold v16 - Technical assistance

ORSENNA Expertise

With more than 500 project and implementation aroud NMS, you have a guarantee of having technical team composed by expert engineer who will be able to answer your questions and help you improving your monitoring environment.

Moyens Techniques

We have lot of technical means like:

\Rightarrow Network Infrastructure

HP Procurve, Cisco, NetAsq, Allot, Network Critical,...

⇒ System Infrastructure

Dell OpenManage, HP Insight, IBM DIrector, VMware ESX/ESXi 4.0, 4.1 & 5.0, Hyper-V, Windows 2003/2008, Redhat, Debian, CentOS, AIX, HP-UX, VMS, Solaris,...

\Rightarrow Applicative Infrastructure

Exchange, Lotus, Active Directory, DNS, DHCP, Apache, Tomcat, Websphere 8.0/8.5, JBoss, Live-Cycle 9.0, Oracle 8i/10g/11g, SQL Server 2005/2008, Informix, MySQL, DB2, PostgreSQL, Sy-Base,...

Technical Assistance:

Orsenna technical team can offers some services in order to develop and improve your WhatsUp Gold monitoring console.

Orsenna Support customers have access to a dedicated resource. We help to check the system health and we provide troubleshooting services. This conduct to provide help on the database management to leverage the size, on the tuning of the system to enhance performance and we also provide guidance for your evolving network.

This kind of service can be supplied through different form:

- Remote assistance

- Site maintenance services

Remote Assistance:

Remote Support / hour : \$ 200

Ask for a quote nmsservices@orsenna.com

Maintenance Service:

Maintenance service allow to control WhatsUp Gold console health and to help customer to improve WUG features. Here are some details of Maintenance service action plans :

- Inventory
- Polling size measurement
- Features control
- Database maintenance
- Monitor configurations
- Dynamic group creation
- Conduction of baseline performance assessments



WhatsUp Gold Support Contract

Coverage period

Phone:

10AM - 5PM (GMT+1)

Monday to Friday excluding French public holidays Long Call Back time => 2 hours

Email:

9AM - 6PM (GMT+1) Monday to Friday excluding French public holidays Long Call Back time = 4 hours

Service Description

ORSENNA offers its customers three formulas dedicated support assistance, in addition to supporting editor:

Base	 Email Assistance limited to 5 cases Technology watch on software Technical case relaying to technical editor
Classique	 Email & Phone Assistance limited to 10 cases Remote Diagnostic if necessary Technology watch on software Technical case relaying to technical editor 10 % discount on specific training
Pro	 Email & Phone Assistance limited to 10 cases Remote Diagnostic if necessary Technology watch on software Technical case relaying to technical editor 10 % discount on specific training Site maintenance service Credits

Commitments

For any questions concerning the use of the Software covered by the support contract, ORSENNA undertakes to identify the cause of the problem.

Engineers Technical Support Center will provide a solution to the problems or provide, where appropriate, temporary solutions.



Audit & Migration to WhatsUp Gold v16 Wireless Dashboard Devices Reports Flow Monitor Alert Center Logs NEW Map Settings Home Config Microsoft* **QL Server**"2008 R2 MONITORING **Express** networks

WhatsUp Gold v16 new features :

Migration compatibility v12.x v14.x v15.x

- Default WhatsConnected integration in order to map your Layer-2 topology
- Integrate Wireless features to monitor your Access point and control users connections and Bandwidth utilizations.
- Allow distributed Polling architecture and Polling Scalability.

We suggest:

- Implement your Monitoring console
- Check your current environment (WhatsUp Database, Monitoring, performances, Event Logs...)
- Skills transfer



POC & Performance Tuning around WhatsUp Gold



Learning from our experience in network monitoring domain, we have high level technical skills to validate monitoring prerequisites in term of technical specifications or performance

Validate prerequisites :

⇒ Network Infrastructures

HP Procurve, Cisco, NetAsq, Allot, Network Critical,...

⇒ System Infrastructures

Dell OpenManage, HP Insight, IBM DIrector, VMware ESX/ESXi 4.0, 4.1 & 5.0, Hyper-V, Windows 2003/2008, Redhat, Debian, CentOS, AIX, HP-UX, VMS, Solaris,...

⇒ Application Infrastructures

Exchange, Active Directory, DNS, DHCP, Apache, Tomcat, Websphere 8.0/8.5, JBoss, LiveCycle 9.0, Oracle 8i/10g/11g, SQL Server 2005/2008, Informix, MySQL, DB2, PostgreSQL, SyBase,...



Monitoring environment sizing :

We purpose to validate monitoring environment architecture and sizing. For that, we have dedicated performance plateforme allowing to simulate until 20 000 Devices independently from types.

- Monitoring Model
- Performance Tests
- Load Tests
- Validate System environment
- Adjust Performances
- Validate monitoring architecture
- Validate technical prerequisites



WhatsUp Gold Databases Merging





WhatsUp Gold version 16 allows sharing polling between multiple pollers by using a single central console with dedicated web interface and database. This solution offers especially a way to monitor up to 20 000 devices by centralizing all monitoring information in a single database.



Thus, we can assist you for your WhatsUp Gold migration from distributed or stand alone V14 or v15 with multiple databases, to a v16 multipollers solution with a single database. For this, we have devloped a script to merge multiple WhatsUp databases to a single database supported by **WhatsUp Gold v16 multi-pollers architecture**.



Integration with WhatsUp Gold

In order to fulfill **your monitoring requirements**, we can integrate **other existing softwares** with WhatsUp Gold to provide a smooth integration.



SendQuick Alert Plus:

This solution will allow you to expand your alert solutions by sending alerts through SMS. This solution is very flexible and offers features to manage users and shift period.



Nagios - Nagvis:

WhatsUp can be combined with others Network Monitoring Solutions. For example, you can combined WhatsUp with a Nagios solution to monitor network devices and display NagVis Weathermap in WhatsUp Web interface.

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Switch Monitor:

Switch Monitor and Switch Monitor VOIP allow to have a console, integrated in WhatsUp, giving detailed vision of network infrastructure. This solution offer near real time network load with proactive displaying.

ITM—Tivoli

WhatsUp may be integrated with large Nms solution like TIVOLI through a smooth integration of SNMP traps.







Specific Scripting and Web Interface Tuning

In order to implement specific monitoring features to enhance your WhatsUp Gold possibilities, we can assist you by developping some specific scripts as examples displayed below.

Web Interface Logging Script:

This kind of script allow displaying log events received by WhatsUp Gold, in web interface (SNMP Traps, Syslog ...) and customized according your needs. (Examples: Backup tasks, Network Link Up—Link Down ...)

Web Interface Inventory:

In the same principle, is it possible to display some monitoring data in specific HTML content in order to offer to users an adjusted displaying of particular monitoring informations.



Customization of Web Interface:

For specific displaying, we can also customize WhatsUp Gold web interface, in order to integrate specific page or web site. This can allow to each user to have specific monitoring informations displaying adjusted to needs.



Specific Scripting and Web Interface Tuning



Script to Automate Maintenance period:

This kind of script, allows to manage, according to a calendar, maintenance periods. For example, particular remote site can be out of maintenance only on business hours. Out of this time period, this site is closed and must be excluded from monitoring.



Script Alert Queue Managment:

This script can be implement to manage alert periods. It allows to store WhatsUp Gold alerts in an alert queue during alert off period in order to reissue these alerts at the start of business hours

Specific Monitoring Scripts:

Learning from our experience in network monitoring domain, we can assist you for specific script monitor developments. Some examples of script we have developped:

- Active Monitor check file size changes
- Active Monitor check High-Availibility Status
- Active Monitor check logon
- Active Monitor check Database Instance
- ... an many others



WorkLoad Table

WhatsUp Gold V16 Migration (2 - 5 Days)	Monitoring environment maintenance	Environment migration	New monitoring fea- tures configuration
Basic (2 Days)		Х	
Pro (3 Days)	X	Х	
Expert (5 Days)	X	Х	Х
	<u>-</u>		

POC (2 - 5 Days)	Environment Audit	Requirements validation	Performance prerequi- sites validation
Basic (2 Days)		X	
Pro (4 Days)	X	X	
Expert (5 Days)	X	X	X

Database Concaténation (2- 5 Days)	Databases Maintenance	Database Concatenation	Implementation in Pro- duction environment
2 Databases to single - Basic (2 Days)	x	x	
2 Databases to single - Pro (4 Days)	x	x	x

Application integration (2 - 5 Days)	Installation	Integration with WUG
SendQuick Alert Plus SMS	x	x
Nagios - Nagvis Weathermap	x	x
Switch Monitor (2 - 5 Days)	x	x
ITM (2 - 5 Days)	x	x

Application Devellopement (10 - 15 Days)	Development	Implementation
Specific Active Monitor (10 -12 Days)	x	x
Specific Active Monitor & asso- ciated Performance Monitor (15 Days)	x	x

Scripting (1 - 5 Days)	Development	Implementation
Web Interface Logging Script (2 - 3 Days)	x	x
Web Interface Inventory (2 - 3 Days)	x	x
Web Interface Customization (3 - 5 Days)	x	x
Automated Maintenance Script (2 - 3 Days)	x	x
Alert Queue Management Script (2 - 3 Days)	x	x
Specific Monitoring Scripts (1 - 2 Days)	x	x