



ORSENNA
NMS SERVICES



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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.

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ORSENNA - NMS Services

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WhatsUp Gold v16 - Technical assistance

ORSENNA Expertise

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

Moyens Techniques

We have a lot of technical means like:

⇒ **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,...

⇒ **Applicative Infrastructure**

Exchange, Lotus, 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,...

Technical Assistance:

Orsenna technical team can offer 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 forms:

- Remote assistance
- Site maintenance services

Remote Assistance:

Remote Support / hour : \$ 200

Ask for a quote nmsservices@orsenna.com

Maintenance Service:

Maintenance service allows 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:

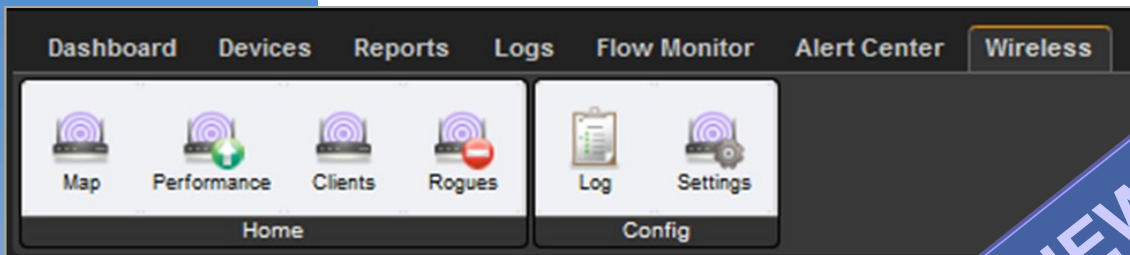
Base	<ul style="list-style-type: none"> • Email Assistance limited to 5 cases • Technology watch on software • Technical case relaying to technical editor
Classique	<ul style="list-style-type: none"> • Email & Phone Assistance limited to 10 cases • Remote Diagnostic if necessary • Technology watch on software • Technical case relaying to technical editor • 10 % discount on specific training
Pro	<ul style="list-style-type: none"> • 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



Migration compatibility

v12.x

v14.x

v15.x

WhatsUp Gold v16 new features :

- 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**

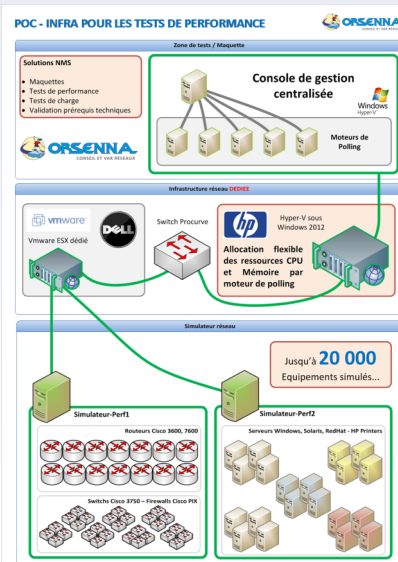
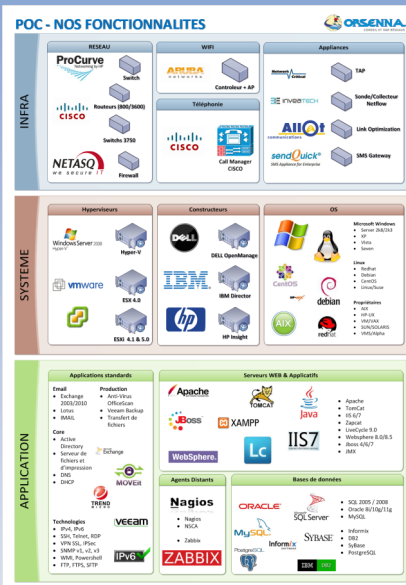
HP Procurve, Cisco, NetAsq, Allot, Network Critical,...

⇒ **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,...

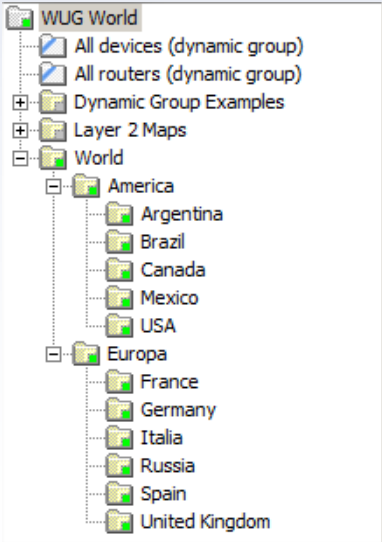
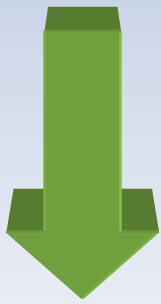
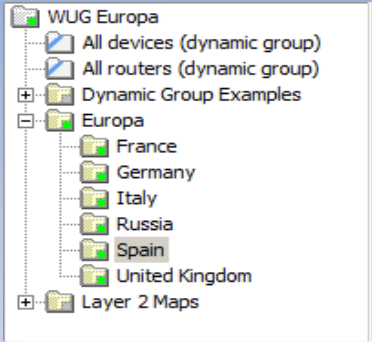
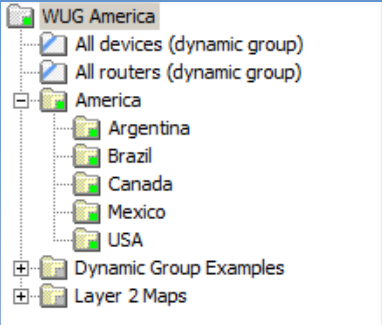


Monitoring environment sizing :

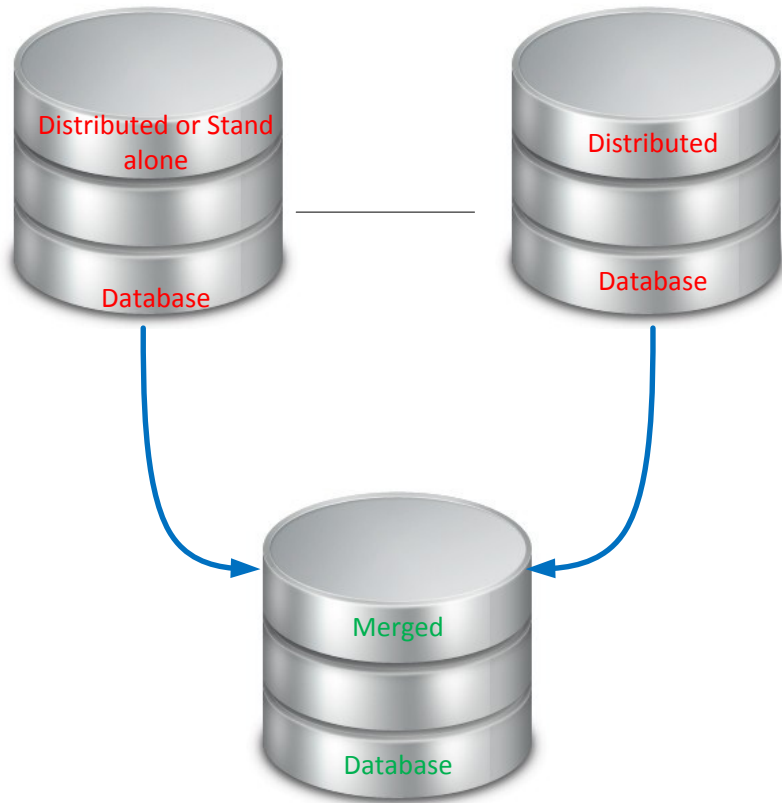
We purpose to validate monitoring environment architecture and sizing. For that, we have dedicated performance plateforme allowing to simulate until 20 000 Devices independently from types.

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

WhatsUp Gold Databases Merging



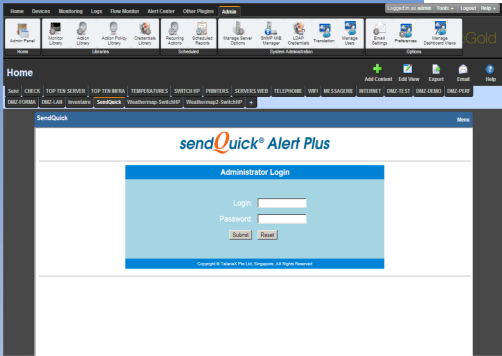
WhatsUp Gold version 16 allows sharing polling between **multiple pollers** by using a single central console with dedicated web interface and database. This solution offers especially a way to monitor up to **20 000 devices** by centralizing all monitoring information in a **single database**.



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

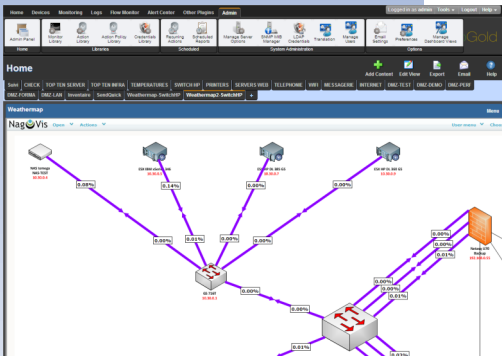
Integration with WhatsUp Gold

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



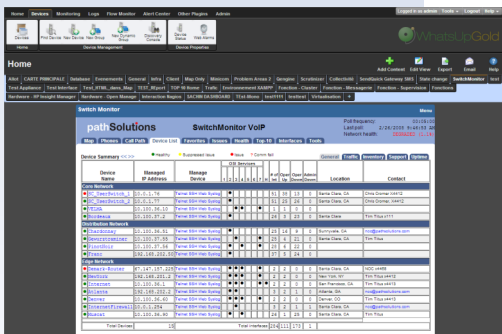
SendQuick Alert Plus:

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.



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

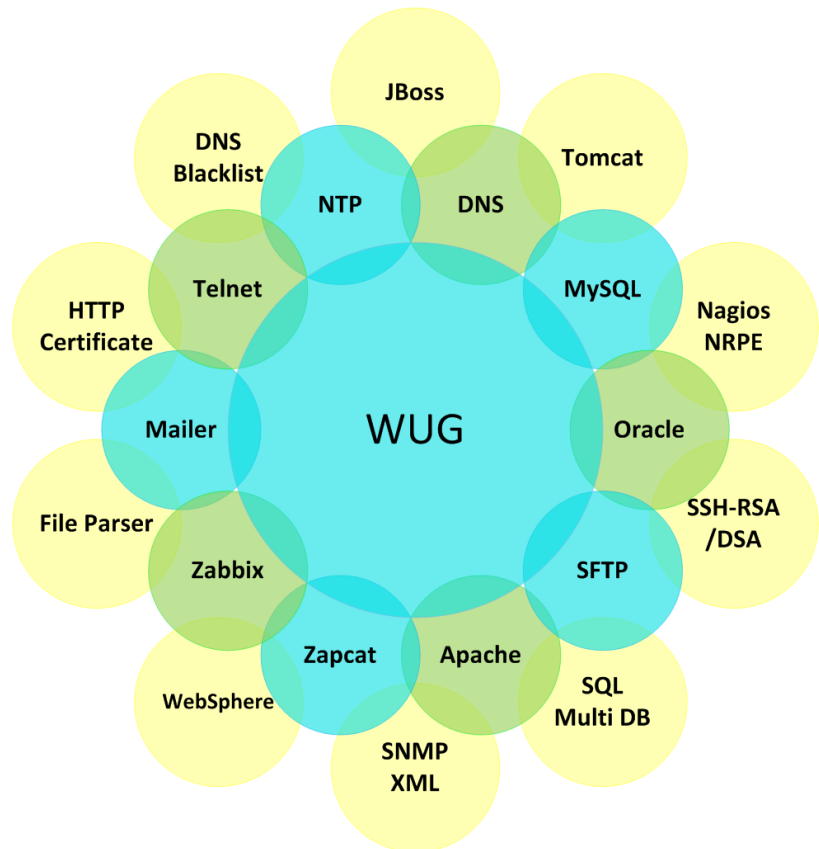
WhatsUp may be integrated with large Nms solution like TIVOLI through a smooth integration of SNMP traps.

Active & Performance Monitors Development for WhatsUp

PostgreSQL



ORACLE



WhatsUp Companion:

'Companion' is a simple plug-in, dedicated to WhatsUp, to add more application-oriented features. Today, Companion allow you to expand your monitors list with about 26 Active Monitors and 9 additional Performance Monitors.

Companion is a plugin close to WhatsUp customer community. Each Monitor development correspond to specific monitoring customer needs. This plugin is regularly updated with new features.

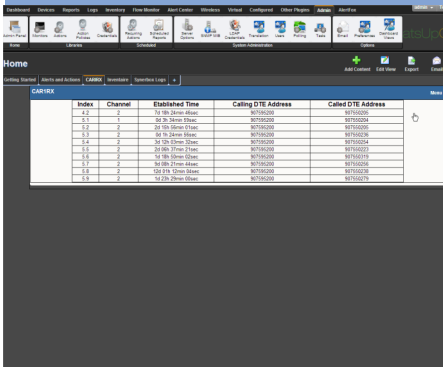
Thus, maybe actual monitors respond to your needs, else you can describe your need to Orsenna in order to develop new WUCompanion features.

Specific Scripting and Web Interface Tuning

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

Web Interface Logging Script:

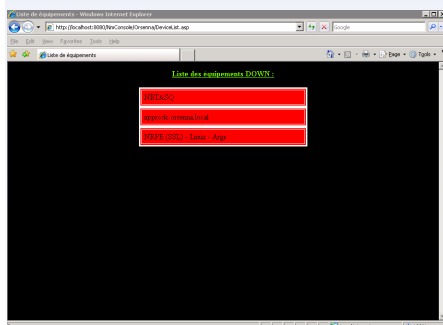
This kind of script allow displaying log events received by WhatsUp Gold, in web interface (SNMP Traps, Syslog ...) and customized according your needs. (Examples: Backup tasks, Network Link Up—Link Down ...)



Index	Channel	Established Time	Calling DTE Address	Called DTE Address
42	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
43	1	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
44	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
45	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
46	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
47	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
48	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
49	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
50	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
51	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
52	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
53	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
54	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
55	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
56	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
57	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
58	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
59	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10
60	2	10/20/2009 10:00:00	10.10.10.10	10.10.10.10

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.

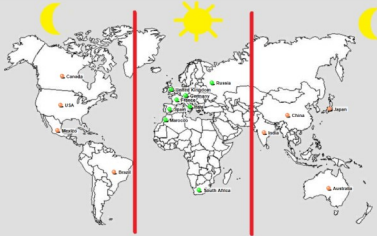


Customization of Web Interface:

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.

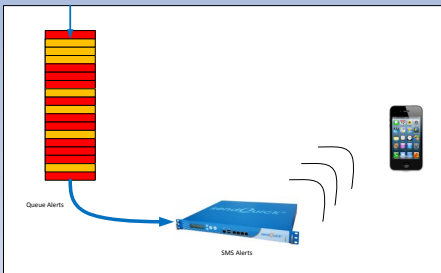
Specific Scripting and Web Interface Tuning

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 Management:



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 re-issue 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)		X	
Pro (3 Days)	X	X	
Expert (5 Days)	X	X	X

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 Developement (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