



ORSENNA
NMS SERVICES



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WhatsUp Gold Training Standard, Pro & Expert



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INTRODUCTION

Your needs :

- ⇒ **Install** a network monitoring solution.
- ⇒ **Check** the efficiency of the monitoring in place.
- ⇒ **Consolidate** your knowledge of the product.

We provide :

- ⇒ **Customized trainings** regards your **environment**.
- ⇒ **Project management** proven in multiple companies.
- ⇒ **An interactive training** with the establishment of a model by yourself with the help of the trainer.

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WhatsUp Gold Training

WhatsUp Gold : Suivi des performances réseau et serveur



Standard



Premium



Distributed

Orsenna provides you the best training concerning Monitoring, according to your profile and your needs.

Titre	Profil
Manager	Standard / Pro
Installer	Pro / Expert
Network Administrator	Expert
System Administrator	Expert
Level 1 Technician	Standard
Level 2 Technician	Pro / Expert

The training can be done in French or English.

Offers

- * The **Standard** Training (2 days) will provide you an overview of the characteristics and advantages of the product that you can use concerning the environment you monitor.
- * The **Pro** Training (3 days) starts by giving you a precise understanding of the protocol SNMP (Simple Network Management Protocol) and the other protocols used in monitoring (WMI, NRPE, JMX, ..). This training will give you an overview of the product and the elements around. With the lab, the students will be able to practice strongly and customize the NMS.
- * The **Expert** Training (5 Days) is recommended to the people looking for special skills and knowledge in the monitoring field. Every step of the product will be treated, starting from the SNMP Protocol, until the analysis of the traffic and the customization of monitors. Depending on the modules chosen, we will take some time to analyze the Customer NMS.

Standard
2 days

Pro
3 days

Expert
5 days

- * **Public Training** (3 Days) This course enables students from different companies to utilize the features and functionality of their system to gain maximum advantage of monitoring and managing their network environment.



WhatsUp Gold Training

The locations

- * Our Training Center : Our training site provides everything that we need to monitor network devices, servers, applications. You are welcome here to receive the best training (Max 5 Participants).
- * On-Site : This training can be customized based on the skills of the students. On demand, we can use the customer environment instead of our lab. (Max 5 Attendees).
- * Remotely : Training with remote sessions to our environment or to yours. It allows to decrease significantly the costs. This training can also be customized to your needs.

Offer per Profile

You can choose between different modules the training that you prefer.

Canevas	Présentation Générale Supervision	Présentation fonctionnelle WhatsUp Gold	Wireless + Inventory	Flow Monitor + VoIP	APM + AlerFox + Companion	Gestion des Logs	Virtual + IPAM + Configured	Module de TP	Examen + Correction
Modules	A	B	C	D	E	F	G	H	I
Durée (à titre indicatif)	2h	10h	3h	3h	6h	3h	3h	6H	3H
Théorie	X								
Théorie + Par- tie pratique		X	X	X	X	X	X	X	
INTRA Entreprises									
Standard (2j) Modules AB (~12h)	X	X							
Pro (3j) Modules AB + 1 Add-on ou TP	X	X	+ 1 module « Plugin », « TP », « Examen » au choix (en fonction de la durée)						
Expert (5j) Modules AB + 3 Add-on ou TP	X	X	+ 3 modules « Plugin », « TP », « Examen » au choix (en fonction de la durée)						
INTER Entreprises									
Pro (3j) Modules AB (~18h)	X	X	+ 1 module 6h ou 2 modules 3h						

NB : The training can't accept more than **5 attendees** to keep the quality of the course.

If you need to practice on the software, we provide you in some modules this opportunity.

Here is an example of the training :

- * Monitoring Overview (A)
- * WhatsUp Gold Functionalities (B)
- * Wireless + Connected (C)
- * Flow Monitor + VoIP (D)
- * Virtual + IPAM + Configured (G)
- * Practice (H)
- * Exam (I)

WhatsUp Gold Training

Training Content :

⇒ Overview of the monitoring (A)

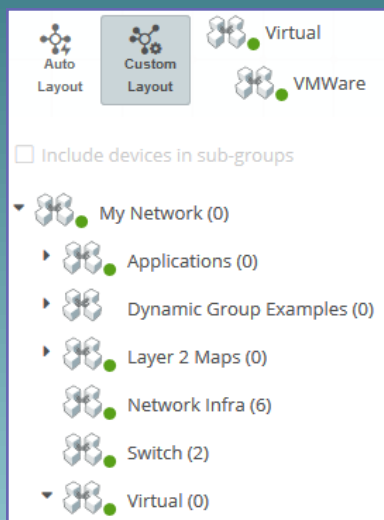
- The market of Monitoring.
- Protocols related to monitoring :
 - SNMP
 - WMI
 - Syslog
 - Trap SNMP
 - Netflow
 - IPSLA...
- Project study & integration

⇒ WhatsUp Gold (B)

- Validation Prerequisites.
- Definition of network objects.
- Discovery of equipments (Device Roles, Types).
- Monitor Network and System Devices.
- Device and Group Management
- Active Monitoring (ICMP, SNMP, TCP, Services, Scripting).
- Passive Monitors (SNMP Traps, Syslogs, Windows Events).

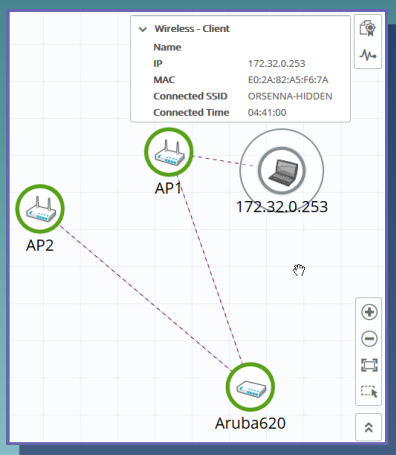
- Switching and Routing devices integration + monitors.
 - CPU.
 - Memory.
 - Hardware Status (Power, FAN, Temperature...).
 - Interface Status.
 - Interface Utilization.
 - Customized Monitors (STP, HSRP...)

- System devices integration + monitors :
 - CPU.
 - Disk
 - Memory.
 - Hardware Status (Power, FAN, Temperature...).
 - TCP port checks.
 - Windows Services and Process.
 - Compute SNMP Values.
 - Scripting VB and JS



Device/CPU	History	Average
2K3R2-NETASQ		89.0%
localhost.ORSENNA-SBS		48.2%
sbs.orsennanms.local		31.6%
CISCO_877_MAIN.orsenna.fr		26.8%
SSL_WUG17_Central		22.4%
Core1.orsenna		13.7%
U700X4M1109380		9.0%
2K3R2-WUGV15LAN		6.0%
w7-cc.orsennanms.local		3.3%
w7-web.orsennanms.local		3.3%

WhatsUp Gold Training



Training Content :

⇒ WhatsUp Gold (B) - Next

- Dependencies and Critical elements.
- Report management.
- Database management.
- Alerts and Notifications.
- Web configuration and customization.
- Manual Mapping management.
- Integrate MIB files.
- Specific monitored elements.
- Distributed architectures.

⇒ Extended functionalities (C)

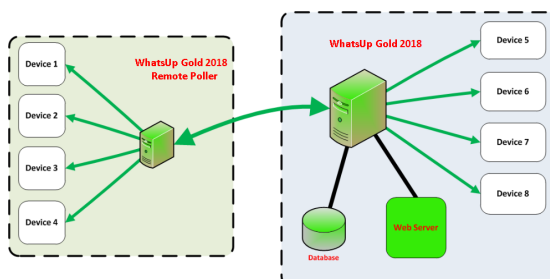
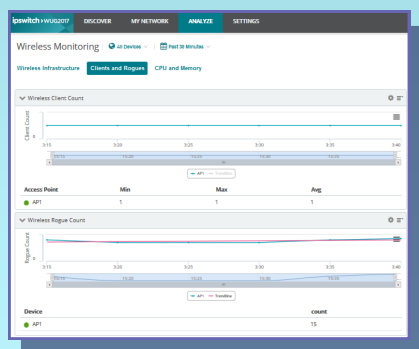
WhatsWireless:

- Wireless Discovery (Cisco, Aruba)
- Viewing Performance, Clients, Rogues...
- Available Counters (CPU, Memory, RSSI, SNR...)
- Alert Configuration
- Wireless Mapping
- Best Practices



WhatsConnected:

- Layer2/3 Discovery
- Network and System Inventory,
- Automatic Mapping
- Refresh information
- Reporting
- Limits
- Best Practices



WhatsUp Gold Training

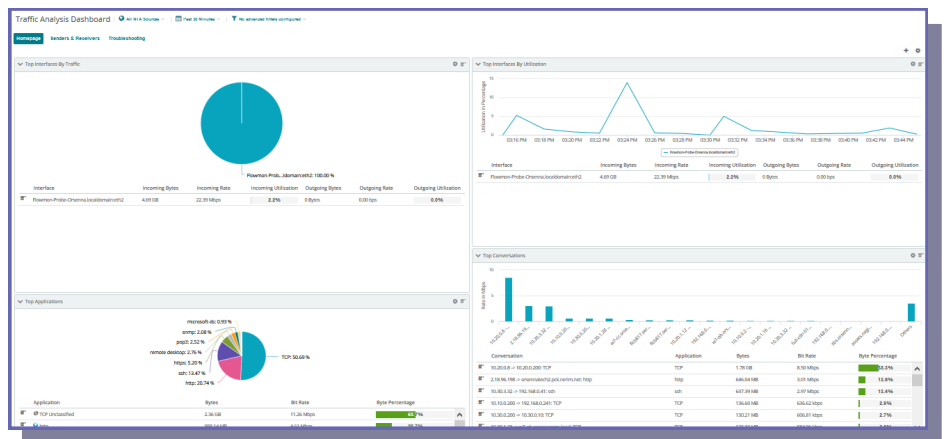
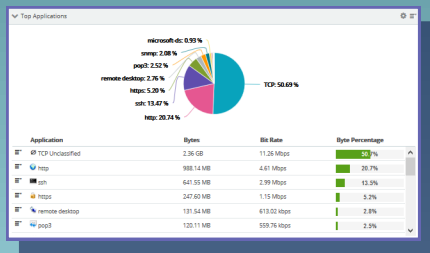


Training Content :

⇒ Traffic Analysis and VoIP Monitoring (D)

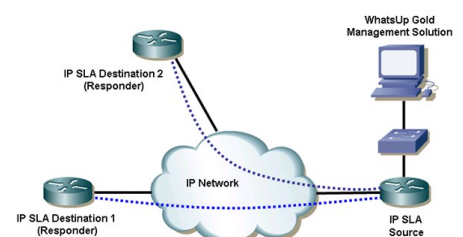
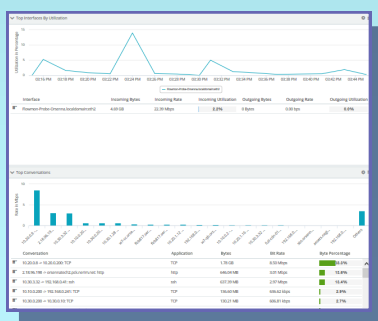
Flow Monitor + Flow Publisher:

- Netflow, JFlow, Sflow configuration
- Netflow Tools
- Collector configuration
- Viewing and Filtering data
- Alerting on traffic analysis
- Reporting
- Netflow Probe (Flow publisher)
- Limits and Best Practices



VoIP Monitor:

- IP SLA Cisco Configuration
- Available Counters (Jitter, RTT, Latency)
- Web Viewing
- Alerts
- Limits and Best Practices



WhatsUp Gold Training

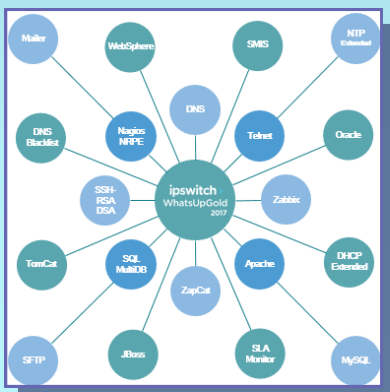
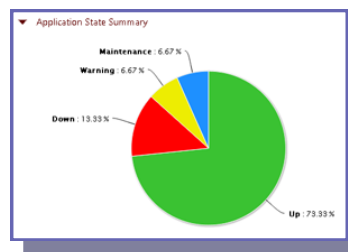
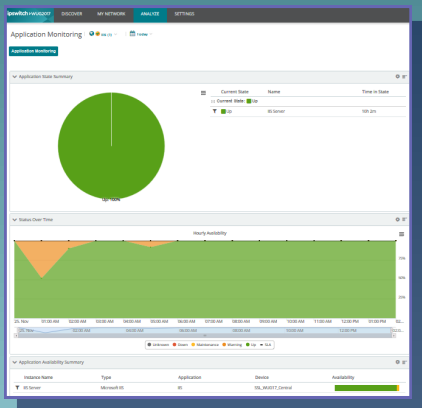


Training Content :

⇒ **Specific application monitoring (E)**

APM + AlertFox + iMacros + iDrone:

- Windows & Linux Basic Monitoring :
 - Services
 - Processes
 - SSH
- Application Profiles/Templates
 - Create a « template »
 - Add « components »
 - Importing « template »
- Use and Apply predefined templates :
 - SQL Server
 - IIS
 - Sharepoint
 - Exchange
 - VMware
 - Print spooler
- View and Alert Customization.
- Reporting.
- Presentation of the End User Monitoring concept.



WhatsUp Companion + GEUM:

- Databases Oracle, MySQL...
- Agents Nagios, Zabbix
- Applications File Parser, SFTP, Mailer
- Web Servers Apache, Tomcat, Websphere, JBoss
- SSH, Telnet, DHCP, Ping Jitter
- DNS Blacklist, HTTP Certificate, NTP
- End User Monitoring with GEUM

WhatsUp Gold Training



Training Content :

⇒ Log management (F)

Kiwi Syslog Server:

- Installation & Configuration of Kiwi Syslog Server
- Utilization of Kiwi Syslog.
- Rules.
- Filters.
 - Text Filter.
 - IP Address Filter.
 - Criticity Filter...
- Actions.
 - Send critical message to WhatsUp
 - Save all the events.
 - Display events by types...

Snare Agent:

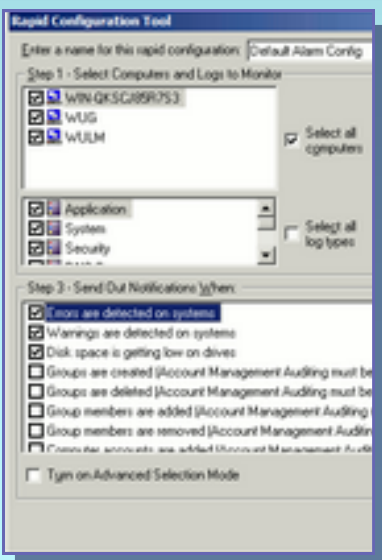
- Windows event filtering
- Integration with Kiwi Syslog and WhatsUp Gold

!	Date	Time	Priority	Hostname	Message
	06-05-2007	14:45:24	Syslog.Info	192.168.10.49	Test user connecte
	06-05-2007	14:45:24	Daemon.Info	192.168.10.80	Test user connecte
	06-05-2007	14:45:21	Local5.Debug	192.168.10.167	Test user connecte
	06-05-2007	14:45:16	System4.Error	192.168.10.77	Test user connecte
	06-05-2007	14:45:14	Local5.Debug	192.168.10.87	Test user connecte
	06-05-2007	14:45:11	Local0.Debug	192.168.10.118	Test user connecte
	06-05-2007	14:45:08	System0.Info	192.168.10.90	Test user connecte
	06-05-2007	14:45:07	Syslog.Info	192.168.10.49	Test user connecte
	06-05-2007	14:45:05	Daemon.Info	192.168.10.2	Test user connecte
	06-05-2007	14:45:02	System4.Alert	192.168.10.187	Test user connecte
	06-05-2007	14:44:59	Local7.Info	192.168.10.46	Test user connecte
	06-05-2007	14:44:58	System0.Info	192.168.10.58	Test user connecte
	06-05-2007	14:44:55	User.Critical	192.168.10.2	Test user connecte
	06-05-2007	14:44:51	Kernel.Notice	192.168.10.236	Test user connecte
	06-05-2007	14:44:43	Lpr.Error	192.168.10.181	Test user connecte
	06-05-2007	14:44:38	System4.Debug	192.168.10.199	Test user connecte
	06-05-2007	14:44:34	Local0.Info	192.168.10.204	Test user connecte
	06-05-2007	14:44:33	Syslog.Info	192.168.10.33	Test user connecte
	06-05-2007	14:44:33	System0.Info	192.168.10.107	Test user connecte
	06-05-2007	14:44:29	System2.Warning	192.168.10.193	Test user connecte
	06-05-2007	14:44:24	Local2.Notice	192.168.10.1	Test user connecte

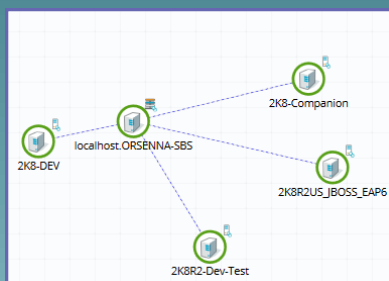
SNARE for Windows									
Current Events									
Date	System	Event Count	EventID	Source	Username	UserType	ReturnCode	Strings	
Tue Aug 08 11:41:03 2006	flash.Intersect.local	92	643 (Account Management)	Security	SYSTEM	User	Success Audit	Domain Policy Changed: Password Policy modified Domain Name: INTERSECT Domain ID: 192.168.10.21-4225700407-1522440742-3458925109) Caller User Name: FLASH\$ caller Domain: INTERSECT caller Logon ID: (0x0,0x3E7) Privileges: - Changed Attributes: Min. Password Age: - Max. Password Age: - Force Logoff: - Lockout Threshold: - Lockout Observation Window: - Lockout Duration: - Password Properties: - Min. Password Length: 6 Password History Length: - Machine Account Quota: - Moved Domain Mode: - Domain Behavior Version: - OEM Information: -	
Tue Aug 08 11:41:03 2006	flash.Intersect.local	91	1704 (None)	SecCli	Unknown User	N/A	Information	Security policy in the Group policy objects has been applied successfully.	
Tue Aug 08 11:41:00 2006	flash.Intersect.local	90	538 (Logon/Logoff)	Security	SYSTEM	User	Success Audit	User Logoff: User Name: FLASH\$ Domain: INTERSECT Logon ID: (0x0,0x939E2) Logon Type: 3	
Tue Aug 08 11:40:48	flash.Intersect.local	89	538 (Logon/Logoff)	Security	SYSTEM	User	Success Audit	User Logoff: User Name: FLASH\$ Domain: INTERSECT Logon ID: (0x0,0x9393B) Logon Type: 3	

WhatsUp Event Log Management Suite:

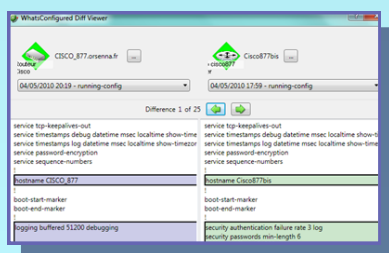
- Presentation of the suite
 - Event Archiver
 - Event Alarm
 - Event Analyst
 - Event Rover
- Limits and Best Practices



WhatsUp Gold Training



192.168.0.1	InUse	
192.168.0.2	Available	
192.168.0.3	InUse	XPPRO
192.168.0.4	Available	
192.168.0.5	InUse	
192.168.0.6	InUse	VISTA
192.168.0.7	InUse	jps-w
192.168.0.8	InUse	xppro
192.168.0.9	InUse	XPPRO
192.168.0.10	InUse	
192.168.0.11	InUse	XPPRO
192.168.0.12	Available	
192.168.0.13	Available	
192.168.0.14	Available	



Training Content :

⇒ **Supplementarities (G)**

WhatsVirtual:

- Virtualized Infrastructure Discovery (VMware)
- Viewing by VCenter and/or ESX/ESXi Host
- Available Counters
- VCenter Log Management
- Alert Configuration
- VMware Mapping
- Actions VMware
- Best Practices

IPAM:

- IP Range Automatic Discovery
- DNS/DHCP Viewing for Cisco and Microsoft
- Reporting
- Tools

WhatsConfigured:

- Device Discovery.
- Prerequisites (Backup / Upgrade)
- Scheduled Tasks :
 - Backup
 - Inventory
 - Compliance Policies
- Create Compliance Reports.
- Compare configurations.
- Alert Management.
- Specific scripting on devices.
- Manager Rights.
- Template management (Device Type)
- Web and Normal Console utilization.

Failover:

- How it works
- Architectures
- Best Practices

WhatsUp Gold Training



Training Content :

⇒ **Practice - LAB (H)**

A Practice module is available for the different trainings. It will allow you to use the different softwares more easily. This module can be done on multiple days if needed.

Practice Example - Device Discovery:

- * Configure access prerequisites on different devices (SNMP, accounts...).
- * Add devices to WhatsUp Gold.
- * Configure basic monitoring.
- * Configure specific and custom monitoring.
- * Customize web views displaying the right information.

⇒ **Exam (I)**

At the end of the training, we can organize an exam to validate what you have learned on the technologies and the products. A correction with the trainer will be provided to explain the errors that may occur.

Each participant will receive a certificate.

WhatsUp Gold Training

Training Center

Our center has all the equipment to provide practical training.

Prerequisites

To insure an optimal confort, **we provide a thin client per participant** to access the training environment.
 In option, every attendee can bring a laptop.

If the monitoring solution is already in place in the company, a remote access on this environment can allow to answer faster to your technical questions.

Languages

Our trainers speak fluently **English – French**.
 The training can be done in both languages.

Environment

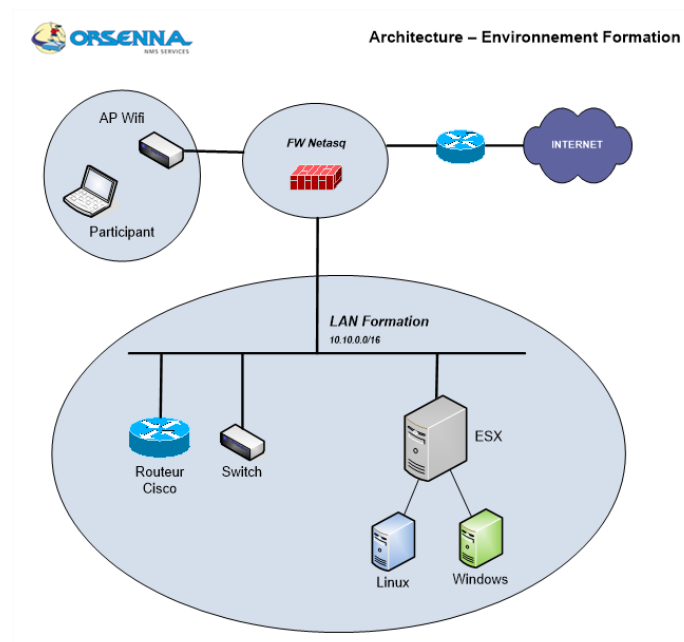
A wireless internet access will be available.

A remote access to our training platform will be provided to every attendee.

The platform has:

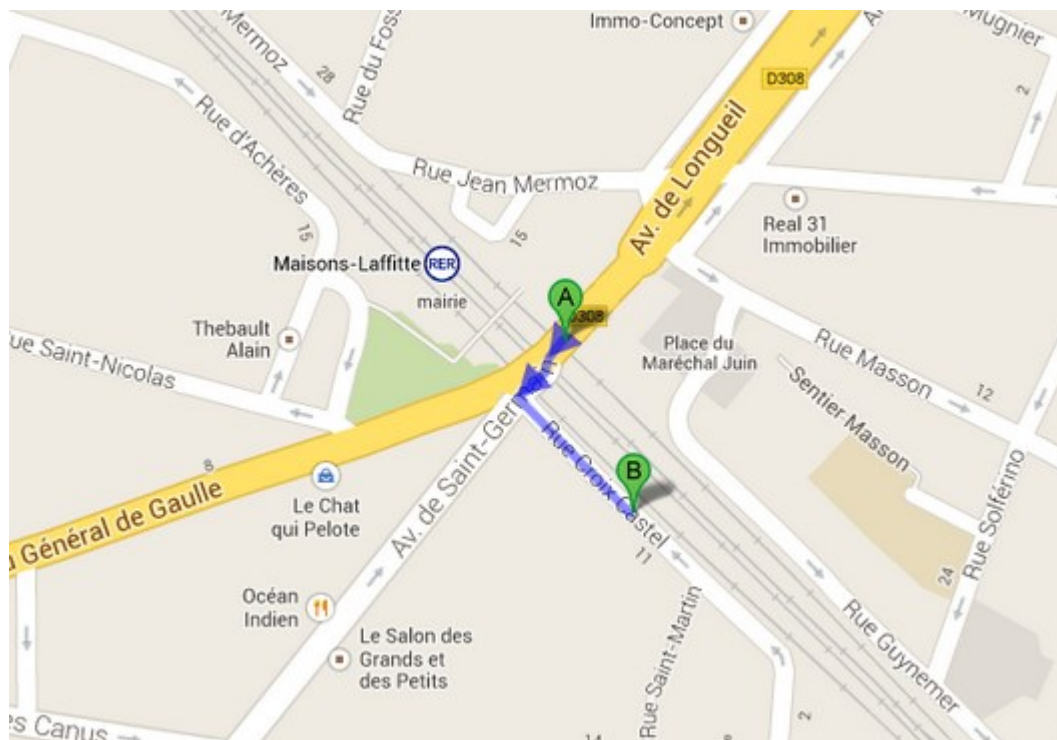
- * Access to different network equipments (Routers, Switches) by Ping, SNMP, SSH.
- * Access to different server types by Ping, SNMP and WMI
- * Access to Linux environments

The training documents will be distributed in a PDF format.



WhatsUp Gold Training

Access the training facilities



Address (B) :

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78600 MAISONS LAFFITTE
France

Tel : +33 1 34 93 35 35
Fax : +33 1 34 93 95 75
Mail : nmsservices@orsenna.com

Transport :

Coming from Paris – La Défense :

RER A - direction Cergy or Poissy => Stop **Maisons Laffitte (A)** (15 min)
=> <http://ratp.fr>

Hours - Lunch

The attendees are welcome to the building at 9:00 AM. The classes start at 9:30 AM and finish at 5:00 PM.

The training includes breakfast, lunch and coffee breaks.

WhatsUp Gold Training

Training On-Site

We can also perform the training in different facilities for geographical, technical or budget reasons. The prerequisites are below :

The trainer has the following tools:

- * Training Documentation in numeric format
- * NMS standalone on the trainer laptop
- * Linux Server in a Virtual Machine on the trainer laptop
- * Cisco Router (Monitoring, IP SLA , Netflow)
- * Netflow simulator software
- * Syslog software
- * Wireshark
- * Snare

It allows us to be autonomous for the training, independently of the training room resources.

Prerequisites for the training room

To improve the training quality and the interaction with the attendees, it is recommended to have the following elements:

- * 1 Environment per attendee with an autonomous installation:
 - Windows client => WhatsUp Gold (with APM, Flow Monitor, WhatsConfigured...)
 - Evaluation licences can be provided by Orsenna on demand.
- * Access to Network equipments by SNMP (Routers, Switchs)
- * Access to System equipments by SNMP and WMI (Windows & Linux)
- * Access to a network printer by SNMP
- * Internet Access

Equipments needed in the training room:

- * Video Projector

Remotely

We can also provide remote classes on our environment or directly connected to yours, to reduce cost or mix attendees which are located on different sites.