

WhatsUp Gold 产品功能简介

内容

一. 产品特性.....	2
主要特性.....	2
二. 主程序内带监控功能.....	2
三. 内带报警功能.....	3
四. 内带设备搜寻及绘制拓朴图功能.....	4
五. 内带报表功能及资产管理报表功能.....	4
六. 额外选购 - 网络流量分析功能(Flow Monitor).....	4
功能特色.....	4
七. 额外选购 - 网络流量转换及发表功能(FlowPublisher).....	5
功能特色.....	5
八. 额外选购 - 监控虚拟系统功能(WhatsVirtual).....	5
功能特色.....	5
九. 额外选购 - 网络设备配置档备份及异动报警功能(WhatsConfigured).....	6
功能特色.....	6
十. 额外选购 - WhatsUp Gold 高可用性功能(Failover Manager).....	6
十一. 额外选购 - 特定数据库监控模块(WhatsUpCompanion).....	6
功能特色.....	6
附件.....	8
无线网络设备监控项目.....	8
MS-SQL Server 监控项目(SQL Server).....	8
MS-SQL 服务监控项目.....	8
Microsoft Exchange 细部监控列表.....	9
详细流量分析.....	11

一. 产品特性

WhatsUp Gold 内带多种监控设定及报警方式，透过单一控制台，进行简单操作设定，即可快速达成系统运维监控效果。WhatsUp Gold 及其插件的全面功能紧密集成于一个单一网络控制台中。WhatsUp Gold 产品套件是可额外选购的应用程序。您可以利用许可证代码启用插件。一个产品、一次下载以及一个单一管理平台实现了对您整个 IT 基础架构的无缝管理。再也无需登录多个控制台来完成您的工作。

主要特性

- A. 支持 IPv4 及 IPv6
- B. 可监控 Windows, Linux, Unix..等操作系统及服务器
- C. 内带 SQL 2008 R2 Express
- D. 提供多国语言版(中文 . 英文 . 日文... 十国语言)Web 操作控制台
- E. 支持大容量 SNMP 网络接口(64bit 计数器)
- F. 支持 SNMP v1.2.3 验证
- G. 支持 ADO / SSH / Windows / Telnet/VMWare 帐号验证
- H. 支持 MIB 档案汇入功能
- I. 提供设备 OID 资料查询功能
- J. 提供提供 GUI, WEB 及手持装置三种管理接口
- K. 提供使用者身分及网页使用者权限管理功能
- L. 支持 Active Directory (AD) 用户帐号登入(AD 整合功能)
- M. 提供主动监控及被动 (Syslog, SNMP trap, Windows event log) 监控功能

二. 主程序内带监控功能

网络设备监控(Switch, Router, Wireless AP, Firewall.....)

- A. 实时 CPU 利用率资料监看及阈值监控
- B. 实时 Memory 利用率资料监看及阈值监控
- C. 实时 Disk 利用率资料监看及阈值监控
- D. 实时端口流量阈值监控
- E. Ping 响应时间资料监看及阈值监控
- F. Cisco 及 Aruba 无线网络设备监控 (附件 1)
- G. Fan 风扇运作状况监控
- H. 设备温度异常监控
- I. 设备电源(Power Supply)异常监控
- J. SNMP 项目监控

服务器监控(Windows, Linux, Unix.....)

- A. 实时 CPU 利用率资料监看及阈值监控
- B. 实时 Memory 利用率资料监看及阈值监控

- C. 实时 Disk 利用率资料监看及阈值监控
- D. 实时端口流量阈值监控
- E. Ping 响应时间资料监看及阈值监控
- F. 服务(Service)运作状态监控
- G. 进程(Process)运作状态监控
- H. TCP/UDP 端口(Port)监控
- I. DNS Server 监控
- J. 文件夹异动监控(档案数量 . 文件夹档案容量 . 磁盘占用空间)
- K. 档案异动监控(档案大小 . 最后修改时间)
- L. SNMP 项目监控
- M. WMI 项目监控
- N. 自定义 Java 或 VB 脚本监控

其他设备监控(UPS, Penter.....)

- A. APC UPS 细部监控(电池状况, 电压状况...)
- B. 打印机细部监控(夹纸, 缺纸, 开盖, 缺碳粉...)
- C. SNMP 项目监控

数据库监控(MS-SQL, My SQL, Oracle)

- A. MS-SQL (附件 2-1, 2-2)
- B. My SQL database query
- C. Oracle database query

Microsoft Exchange 监控 (附件 3)

三. 内带报警功能

- A. 邮件报警功能
- B. 短信报警功能(需额外采购短信机设备)
- C. 产生 Log 文字档案
- D. 服务重启
- E. 呼叫进程
- F. 声音报警
- G. 产生 Syslog 档案
- H. Web Alarm 报警
- I. 产生 Windows event log 档案
- J. 呼叫自定义 Java 或 VB 脚本
- K. 执行 SSH 指令

四. 内带设备搜寻及绘制拓扑图功能

系统内带网络二层设备搜寻功能，可以使用 SNMP, ICMP, ARP 等网络标准协议，不依赖特定设备完整而快速的找出所有在网络上的主机和网络设备，并提供详细的实体联机图，设备联机可以详细到网络接口的连接(Port to Port)。

五. 内带报表功能及资产管理报表功能

系统内带设备性能分析图表(圆饼图，曲线图，趋势分析图...)，可供使用者查看设备实时运作状态，除了供近 200 种自定义报表选项可供使用者选择之外，也提供简易资产管理报表，使用者可透过手动或排程方式进行报表汇出工作，将报表汇出为 TXT, Excel, PDF 格式。

六. 额外选购 - 网络流量分析功能(Flow Monitor)

网络流量分析功能支持 NetFlow version versions 1, 5, 7, 9 或 sFlow versions 2, 5 或 J-flow (sampled NetFlow)及 IP Flow Information Export (IPFIX)，能对当前的网络工作效率和带宽利用情况进行即时的分析，并能提供详细流量分析报表于流量异常时发出报警 (附件 4)。

功能特色

- A. 分析区域网络与广域网络的 QoS · ToS · DSCP
- B. 依网络协定快速辨识与分类外部异常流量
- C. 依网域与国家域名分析外部流量
- D. 不需要在网络上布署硬件探测器
- E. 最佳化网络提升企业运行效率
- F. 可辨识出负载较重的网络设备
- G. 支持不同的权限存取 Flow 报表
- H. 流量异常时发出报警与短信
- I. 提供网络行为的即时资讯
- J. 分析网络流量与使用率

七. 额外选购 - 网络流量转换及发表功能(FlowPublisher)

此功能能够全面监测网络流量，让可以让原本不支持 Flow 的交换器、路由器、防火墙，甚至是主机与服务器也能够透过该功能导出流量信息给 Flow Monitor 立即分析出网络流量的详细内容。

功能特色

- A. 可以安装在任何现有的 Windows 平台上。
- B. 整合 WhatsUp Flow Monitor，对网络流量进行监测、分析、警报并制作报表
- C. 将没有支持输出 NetFlow 封包的网络设备流量，转换成 NetFlow 封包格式
- D. 自动对映来源设备的 MAC 地址与 Flow 报表
- E. 提供 ACL 访问权限控管
- F. 提供中央管理接口，可管理多个 Flow Publisher Agent
- G. 可管理多个网络接口，并指定输出 Flow 的网络接口
- H. 支援混杂模式(promiscuous)探测
- I. 可选择网络接口所输出的 NetFlow 的版本

八. 额外选购 - 监控虚拟系统功能(WhatsVirtual)

监控虚拟系统功能为 VMware 虚拟平台提供整合的管理与监控功能，管理者可以对虚拟主机进行自动化管理，包括：开机、关机、制作快照(snapshot)等。WhatsVirtual 与 WhatsUp Gold 完美整合，让管理者在统一的网管接口中同时对网络、实体主机与虚拟主机进行监控与管理。

功能特色

- A. 提供 vCenter event log 事件报警
- B. 管理 vCenter 与 Esx/Esxi
- C. 支持 VMware vSphere API
- D. 自动建立虚拟主机的架构图
- E. 监控 VM 虚拟环境
- F. 提供详细的 VM 运行效能
- G. 可监测虚拟主机 vMotion 状态
- H. 可监测 VMware HA 状态
- I. 虚拟机器异常时发出报警与短信
- J. 可管理 VM 的开机、关机、快照等

九. 额外选购 - 网络设备配置档备份及异动报警功能(WhatsConfigured)

网络配置档备份及报警功能，能够备份网络设备的设定信息，当网络设备异常时，立刻还原回复到正确的设定。并记录所有对设备的操作事件，保存 LOG 以供稽核与分析。任何授权的或非法的设定异动发生时，会透过警报中心主动通知管理者。

功能特色

- A. 可备份网路设备的设定档
- B. 可管理并更新设备的密码
- C. 批次修改大量设备设定
- D. 可自动比对将异动资讯主动通报
- E. 可安全的储存设备的帐号密码
- F. 提供计划性的执行设备维护工作
- G. 储存无限版本的设定档异动
- H. 提供设备设定异动报表
- I. 异常发出报警信息
- J. 异动的管理与稽核

十. 额外选购 - WhatsUp Gold 高可用性功能(Failover Manager)

提供 WhatsUp Gold 高可用性的解决方案，Failover Manager 让 WhatsUp Gold 拥有不中断的监控能力，保证企业的网管与监控功能可以持续不断地运作。当主要的 WhatsUp Gold 网管主机异常中断监控时，另一台 WhatsUp Gold 会自动接手，继续执行网管工作。

十一. 额外选购 - 特定数据库监控模块(WhatsUpCompanion)

提供 WhatsUp Gold 除了内带的 SQL 数据库监控之外,其他特殊的数据库监控功能,例如 DB2 , Oracle , My SQL...。

功能特色

■ Oracel 监控功能

- ◇ Bytes received.
- ◇ Bytes send.
- ◇ Connection time.
- ◇ Instance used Space.
- ◇ Logical reads.
- ◇ Physical reads.
- ◇ Physical writes.
- ◇ User calls.
- ◇ User commits.

- ◇ User rollbacks.

- My SQL 监控功能

- ◇ Aborted Clients.
- ◇ Aborted Connects.
- ◇ Bytes received.
- ◇ Bytes send.
- ◇ Connection time.
- ◇ Database Size.
- ◇ Table locks waited.
- ◇ Threads connected.
- ◇ Threads running.

- 其他类型数据库支援 (DB2 、 Informix 、 Sysbase 、 PostgreSQL)

- 网页及应用进程服务器监控支持

- Apache
- TomCat
- Zupcat
- Websphere
- JBoss
- JMX

- 延伸核心监控功能

- 加强 SNMP 监控功能
- 加强 SSH 监控功能
- 加强 TELNET 监控功能

- 加强应用服务监控

- 加强 DNS 服务监控功能
- 增加 DNS 黑名单监控功能
- HTTP 凭证监控功能
- 时间伺服器 NTP 监控功能

附件

无线网络设备监控项目

项目
Wireless Access Point Over Subscription
Wireless Access Point RSSI (Received Signal Strength Indication)
Wireless Banned Client MAC Addresses
Wireless Client Bandwidth
Wireless CPU
Wireless Excessive Rogues
Wireless Memory
Wireless Rogue Access Point MAC Addresses
Wireless Rogue Hidden SSID
Wireless Rogue Specific SSID
Wireless Rogue Unknown

MS-SQL Server 监控项目(SQL Server)

项目	说明
CPU	Monitor CPU state on the SQL host.
Memory	Monitor free memory on the SQL host.
Disk	Monitor disk usage on the SQL host by the SQL server.
Disk space	Monitor free disk space on the SQL host.
System	Monitor system processes on the SQL host.
Buffers	Monitors SQL page buffers.
Cache	Monitors cache usage on the SQL server.
Locks	Monitors wait locks on the SQL server.
Transactions	Monitors the transactions on the SQL server.
Users	Monitors the users on the SQL server.
Alerts	Monitors SQL alerts and severity of alerts.
Custom Thresholds	Browse and select from the large number of additional parameters that SQL reports.

MS-SQL 服务监控项目

项目	说明
MSSQLSERVER	This is the database engine. It controls processes all SQL functions and manages all files that comprise the databases on the server.
SQLSERVERAGENT	This service works with the SQL Server service to create and manage local server jobs, alerts and operators, or items from multiple servers.
Microsoft Search	A full-text indexing and search engine.

Distributed Transaction Coordinator	The MS DTC service allows for several sources of data to be processed in one transaction. It also coordinates the proper completion of all transactions to make sure all updates and errors are processed and ended correctly.
SQL Server Analysis Services	Implements a highly scalable service for data storage, processing, and security.
SQL Server Reporting Services	Used to create/manage tabular, matrix, graphical, and free-form reports.
SQL Server Integration Services	A platform for building high performance data integration solutions.
SQL Server FullText Search	Issues full-text queries against plain character-based data in SQL Server tables.
SQL Server Browser	Listens for incoming requests for SQL Server resources and provides information about SQL Server instances installed on the computer.
SQL Server Active Directory Helper	View replication objects, such as a publication, and, if allowed, subscribe to that publication.
SQL Server VSS Writer	Added functionality for backup and restore of SQL Server 2005.

























Microsoft Exchange 细部监控列表

项目	说明
Active Directory Topology Service	Monitor the Active Directory Topology service (MSEExchangeADTopology). This service provides Active Directory topology information to several Exchange Server components.
Anti-spam Update	Monitor the Anti-Spam Update service (MSEExchangeAntispamUpdate). Used to automatically download anti-spam filter updates from Microsoft Update.
Edge Sync	Monitor the Edge Sync service (MSEExchangeEdgeSync). Connects to ADAM instance on subscribed Edge Transport servers over secure Lightweight Directory Access Protocol (LDAP) channel to synchronize data between a Hub Transport server and an Edge Transport server. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
File Distribution	Monitor the File Distribution service (MSEExchangeFDS). Used to distribute offline address book and custom Unified Messaging prompts. This service is dependent upon the Microsoft Exchange Active Directory Topology and Workstation services.
IMAP4	Monitor the IMAP4 service (MSEExchangeIMAP4). Provides IMAP4 services to IMAP clients. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
Information Store	Monitor the MAPI Information Store service (MSEExchangeIS). Manages Exchange Server databases. Provides data storage for messaging clients. This service is dependent upon the following services: Event Log, NT LM Security Support Provider, Remote Procedure Call (RPC), Server, and Workstation.

Mailbox Assistants	Monitor the Mailbox Assistants service (MSEExchangeMailboxAssistants). This service provides functionality for Calendar Attendant, Resource Booking Attendant, Out of Office Assistant, and Managed Folder Mailbox Assistant. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
Mail Submission	Monitor the Mail Submission service (MSEExchangeMailSubmission).Submits messages from a Mailbox server to a Hub Transport server. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
Monitoring	Monitor the Monitoring service (MSEExchangeMonitoring). Provides a remote procedure call (RPC) server that can be used to invoke diagnostic cmdlets. This service does not have any dependencies.
POP3	Monitor the POP3 service (MSEExchangePOP3). Provides POP3 services to POP3 clients. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
Replication Service	Monitor the Replication service(MSEExchangeRepl). Provides log shipping functionality for local continuous replication (LCR) and cluster continuous replication (CCR). This service is dependent upon the Microsoft Exchange Active Directory Topology service.
System Attendant	Monitor the System Attendant service (MSEExchangeSA). Provides monitoring, maintenance, and directory lookup services for Exchange Server. This service is dependent upon the following services: Event Log, NT LM Security Support Provider, Remote Procedure Call (RPC), Server, and Workstation.
Search Indexer	Monitor the Search Indexer service (MSEExchangeSearch). Provides content to the Microsoft Search (Exchange Server) service for indexing. This service is dependent upon the Microsoft Exchange Active Directory Topology service and the Microsoft Search (Exchange Server) service.
Service Host	Monitor the Service Host service (MSEExchangeServiceHost). Configures the RPC virtual directory in Internet Information Services (IIS), and registry data for ValidPorts, NSPI Interface Protocol Sequences, and AllowAnonymous for Outlook Anywhere. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
Transport	Monitor the Transport service (MSEExchangeTransport). Provides Simple Message Transfer Protocol (SMTP) server and transport stack. This service is dependent upon the Microsoft Exchange Active Directory Topology service.
Transport Log Search	Monitor the Transport Log Search service (MSEExchangeTransportLogSearch). Provides message tracking and transport log searching. This service has no dependencies.
Speech Engine Service	Monitor the Speech Engine service (MSSpeechService). Provides speech processing services for Unified Messaging. This service is dependent upon the Windows Management Instrumentation service.

Unified Messaging	Monitor the Unified Messaging service (MSExchangeUM). Provides Unified Messaging features, such as the storing of inbound faxes and voice mail messages in a user's mailbox, and access to that mailbox via Outlook Voice Access. This service is dependent upon the Microsoft Exchange Active Directory Topology service and the Microsoft Exchange Speech Engine service.
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详细流量分析

☐ Interface Details	
<input checked="" type="checkbox"/>  Top Protocols	<input checked="" type="checkbox"/>  Top Applications
<input checked="" type="checkbox"/>  Top Senders	<input checked="" type="checkbox"/>  Top Receivers
<input type="checkbox"/>  Top Sender Domains	<input type="checkbox"/>  Top Receiver Domains
<input type="checkbox"/>  Top Sender Countries	<input type="checkbox"/>  Top Receiver Countries
<input type="checkbox"/>  Top Sender Groups	<input type="checkbox"/>  Top Receiver Groups
<input type="checkbox"/>  Top Sender TLD	<input type="checkbox"/>  Top Receiver TLD
<input type="checkbox"/>  Top Types of Service	<input checked="" type="checkbox"/>  Top Conversations
<input type="checkbox"/>  Top Sender ASN	<input type="checkbox"/>  Top Receiver ASN
<input type="checkbox"/>  Top NBAR Applications - Flow Details	<input type="checkbox"/>  Top Ports
☐ Troubleshooting	
<input type="checkbox"/>  Top Senders with the Most Conversation Partners	<input type="checkbox"/>  Top Receivers with the Most Conversation Partners
<input type="checkbox"/>  Top Senders with the Most Failed Connections	<input type="checkbox"/>  Top Receivers with the Most Failed Connections
<input type="checkbox"/>  ICMP Types	<input type="checkbox"/>  Packet Size Distribution

Interface Details

Interface: -WIN-509PK7VTJ5N - Unnamed (24068)

Add Reports

View: General

Export

Email

Help

Traffic Direction: Inbound and Outbound

Date range: Custom

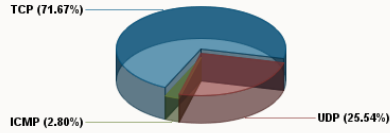
Add Filter

Start time: 11/27/2012 1:00 AM

End time: 11/27/2012 2:00 AM

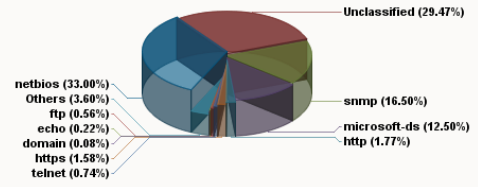
Utilization cannot be displayed because the interface speed is not available. [Configure Interface speed.](#)

Top Protocols



Protocol	Bytes	Rate	Utilization	Percentage
TCP	16.42 MB	38.25 Kbps	N/A	71.08 %
UDP	5.85 MB	13.63 Kbps	N/A	25.33 %
ICMP	655.78 KB	1.49 Kbps	N/A	2.77 %
Totals	22.91 MB	53.38 Kbps	N/A	99.18 %

Top Applications



Application	Bytes	Rate	Utilization	Percentage
netbios	7.62 MB	17.76 Kbps	N/A	33 %
Unclassified [View...]	6.81 MB	15.86 Kbps	N/A	29.47 %
snmp	3.81 MB	8.88 Kbps	N/A	16.5 %
microsoft-ds	2.89 MB	6.73 Kbps	N/A	12.5 %
http	419.18 KB	953.87 bps	N/A	1.77 %