

Integration with Ipswitch WhatsUp Gold

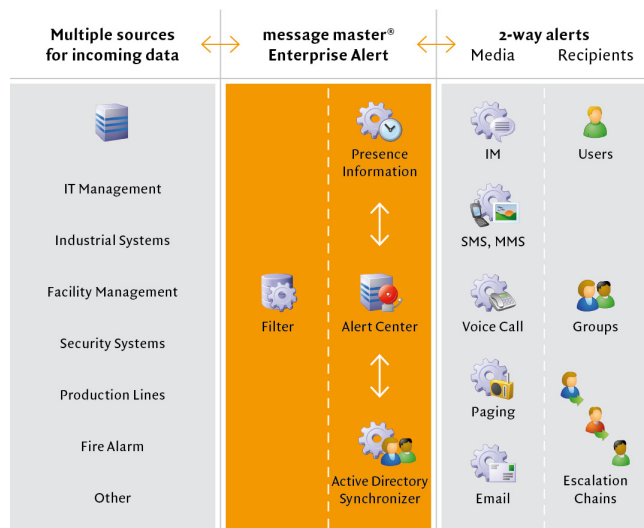


About WhatsUp Gold

WhatsUp Gold v11 delivers on its two promises of blending network monitoring and comprehensive windows-based application with ease of use, allowing IT managers to turn network data into actionable business information like trending analysis and IT resource planning guidance. WhatsUp Gold v11:

- Discovers IP based network devices and maps them
- Allows for manual input of non-standard IP devices and virtualized devices
- Includes full SNMP and WMI monitoring out of the box without the need for agents
- Notifies you of state changes for all or specific device, interface or process monitors
- Includes Drag and Drop MIB support for all SNMP and WMI devices and applications
- Gathers real-time and trending network information for technical and business reporting
- Uses the concept of a workspace to focus the busy admin on what is important
- Is the Industry's best web application for remote, mobile administrators
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Functional diagram



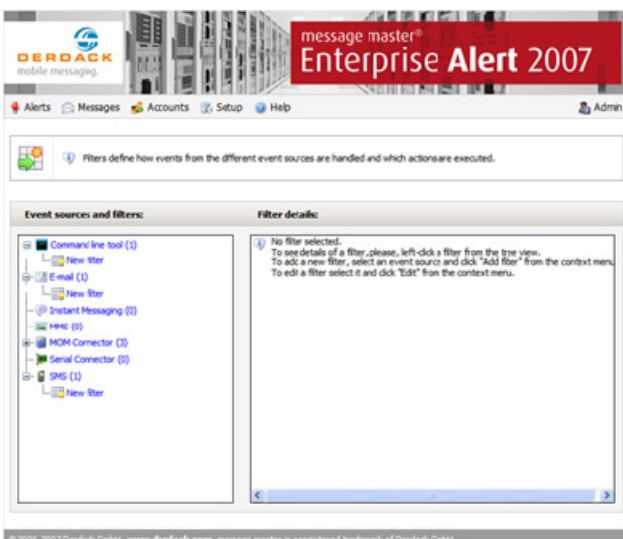
Integration

message master® Enterprise Alert 2007 can use its standard interfaces for communication with WhatsUp.

Alert and events from WhatsUp can be received by message master® Enterprise Alert 2007 through the integrated SMTP server (email) or via the Command-Line tool.

The integrated SMTP server will run on the host and retrieve every email sent to it, e.g. if it is running on a computer named ea-server it receives emails addressed for instance to mail@ea-server.

A command line call is adequately simple but only possible for local software on the very same machine, i.e. WhatsUp would need to run there as well.



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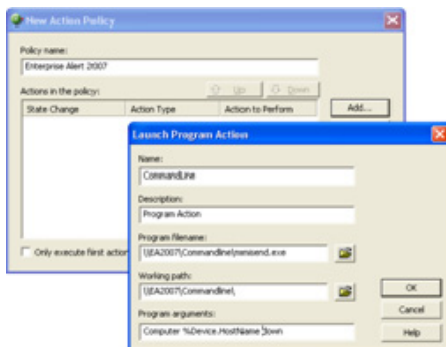
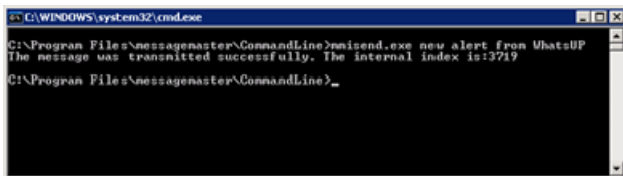
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How it works

When running message master® Enterprise Alert 2007 waits for new events forwarded by an action policy of WhatsUp.

Depending on the used interface new events are received by the respective filter. If a filter exists and matches a new ticket will be initiated or a simple alarm or notification will be generated and submitted to the defined destination, e.g. a group, an escalation chain or filter.



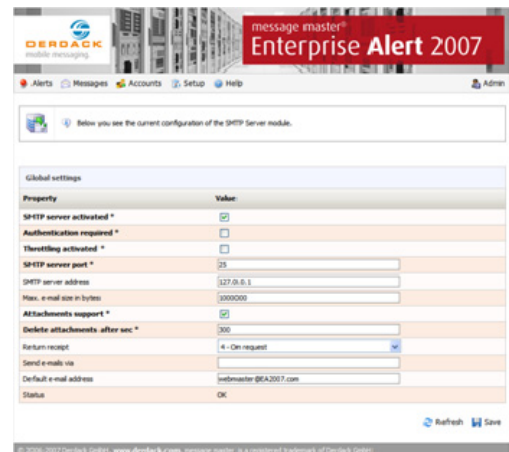
Key benefits

Automated forwarding of WhatsUp events to different kinds of recipients like groups, escalation chains and schedules.

Delivery tracking, processing of replies and true 2-way communication. Comprehensive reporting on all messages and tickets.

WhatsUp alerts can be submitted via SMS, MMS, E-mail, Voice calls and instant messages.

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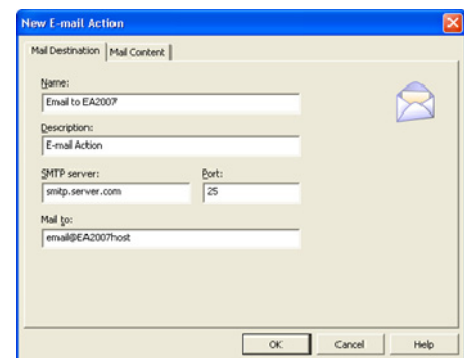
Configuration

After the installation of WhatsUp set up, the action policies based on the selected communication method (email, command line).

If you are using the command line to forward events from WhatsUp you need to use the WhatsUp Program Action. No configuration for the command-line tool of message master® Enterprise Alert 2007 is required.

You need to configure and activate the internal SMTP server of message master® Enterprise Alert 2007 if you configure WhatsUp to forward new events via email through an Email Action.

Setup a filter in message master® Enterprise Alert 2007 to initiate notifications and alarms for incoming WhatsUp events.



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