


Reports Overview

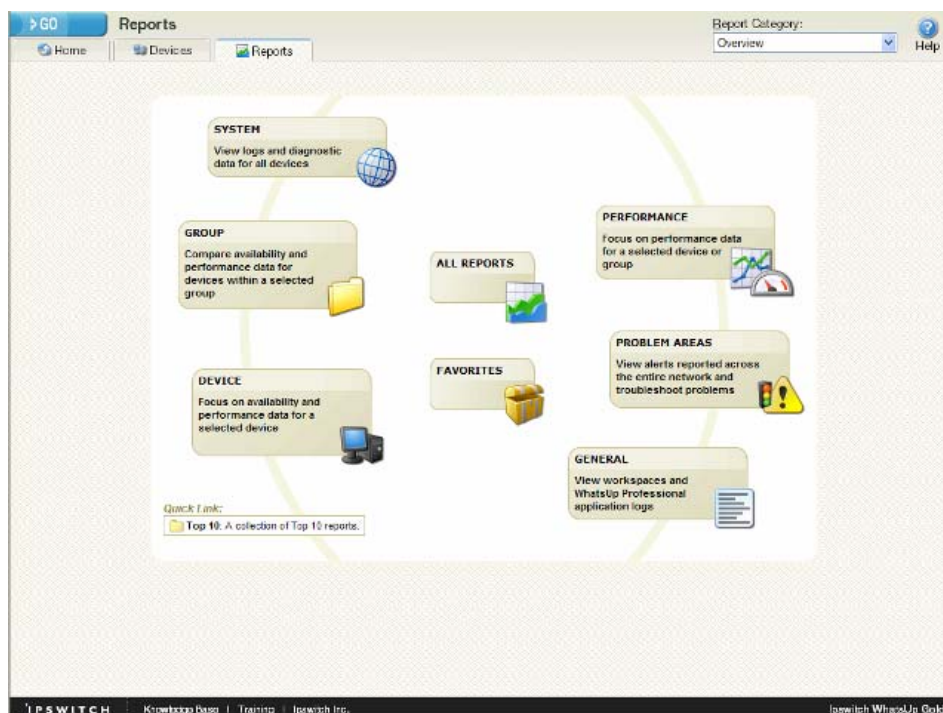
In WhatsUp Gold, reports are used to monitor and display historical data that has been collected during the operation of WhatsUp. Once configured, these reports can help you troubleshoot problem areas on your network and allow easy access to important network information.

Reports are viewed from the WhatsUp Gold Reports tab and can be sent on a regular basis to an email address you identify through the Recurring Report feature. Reports configured and viewed from Report View are full reports. Mini-versions of these reports, or workspace reports (on page 3), are available for display purposes in WhatsUp Gold Workspaces.

WhatsUp Gold provides report types and categories to help organize the simultaneous monitoring of your network.

From the WhatsUp Gold web interface, you can access reports by the Reports tab. From the WhatsUp Gold console, you can access full reports by clicking the Reports

 button on the console toolbar.



Report Types

There are three report types:

- **System.** Reports that give system-wide information. System reports do not focus on a particular device group or a specific device. For example, the General Error Log and Diagnostic reports.
- **Group.** Reports that give information on a specified device group. For example, the Group State Change Timeline and Group Actions Applied reports.
- **Device.** Reports that give information on one device. For example, the Device Status and Device Performance reports.

Report Categories

Report categories can be further broken down into three specific categories:

- **Performance.** Reports that display information gathered from WMI and SNMP Performance Monitors regarding your network's CPU, disk, interface, and memory utilization; and ping latency and availability.



Note: By default, performance data is not kept for the Monitors assigned to the devices in your database.



To begin collecting performance data for a device, right-click on a device on the Device tab and select **Properties**. In the Device Properties dialog, select **Performance Monitors**. No information will be displayed in performance reports until you have done this.

- **Problem Areas.** Trouble-shooting reports that allow you to investigate network issues by viewing a variety of logs.
- **General.** Reports that display information on application settings and diagnostics as well as device-specific and user-configured details.

Printing, Exporting, and Saving Reports

All reports can be printed and many can be exported into text or Microsoft Excel. For either the print or export functions to work, Client Side JavaScript must be enabled.

Reports can be saved as .html files for later review.

Baseline Reports

To assist you as you become acquainted with WhatsUp Gold, the Favorites list has been populated with several important full reports:

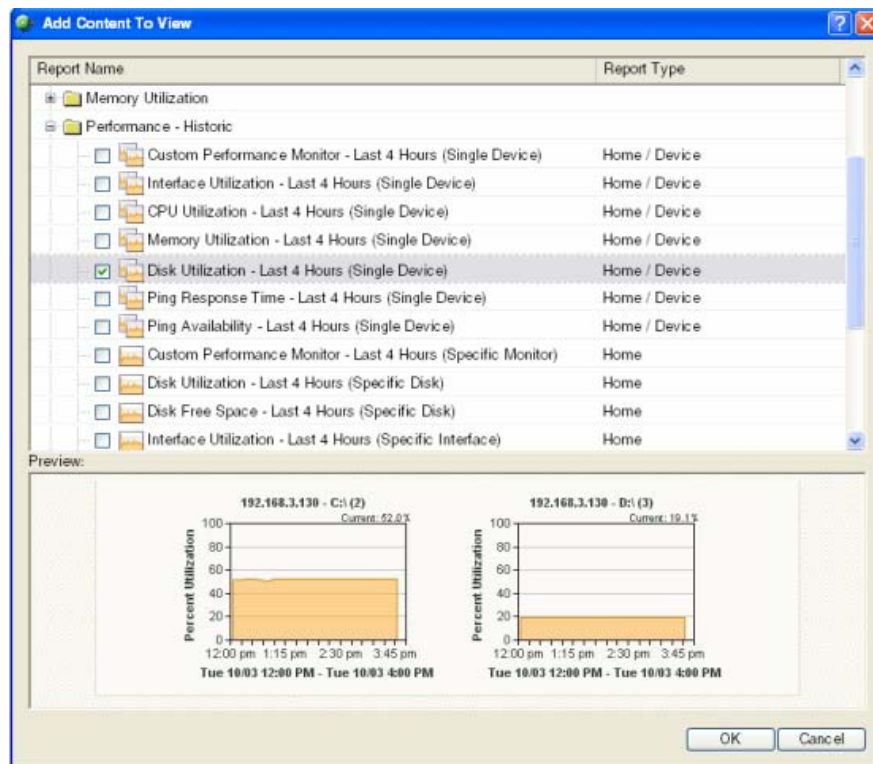
- **The Active Discovery Log.** A record of Active Discovery task results.
- **The General Error Log.** A record of error messages generated by WhatsUp Gold.
- **Health.** A snapshot of the current status of devices in a group.
- **The State Change Timeline.** A record of the state change history of all devices in a group.
- **The Top 10 Report.** A collection of Top 10 reports.

- **The Device Status Report.** A detailed look at a specific device.

As you become more familiar with the application, you can add and remove reports to your list of Favorites as you feel necessary.

Workspace Report Overview

Ipswitch offers a collection of workspace reports to display in a variety of ways on a workspace and provide useful network information at a glance. These mini-versions of the WhatsUp Gold reports display similar information to the information found in the larger reports, though these workspace reports are for display purposes only.



Workspace reports are broken down into 11 categories according to the type of information they display:

- **CPU Utilization.** These workspace reports display information pertaining to device and network CPU levels.
- **Custom Performance Monitors.** These workspace reports display information pertaining to your custom performance monitors.
- **Disk Utilization.** These workspace reports display information pertaining to device and network disk levels.
- **General.** These workspace reports display information on your WhatsUp Gold settings and diagnostics, as well as device-specific and user-configured details.
- **Interface Utilization.** These workspace reports display information pertaining to device and network interfaces.

- **Inventory.** These workspace reports provide a break-down of network devices and their settings, including Actions, monitors, and policies.
- **Memory Utilization.** These workspace reports display information pertaining to device and network memory levels.
- **Performance.** These workspace reports display information gathered from WMI and SNMP Performance Monitors regarding your network devices' CPU, disk, interface, and memory utilization; and ping latency and availability.
- **Ping Availability and Response Time.** These workspace reports display information pertaining to device ping availability, response time, and packet loss.
- **Problem Areas.** These are trouble-shooting workspace reports that allow you to investigate network issues.
- **Threshold.** These workspace reports display information on your network's CPU, disk, interface, and memory utilization, and ping function; at or above a specific threshold.
- **Top 10.** These workspace reports display the top devices on your network according to their CPU, disk, interface, and memory utilization, and ping function.

Workspace reports are listed multiple times on the workspace report picker. For example, the Disk Utilization workspace report is listed under the Disk Utilization, Threshold, Top 10, and Performance categories.

Baseline Workspace Reports

To assist you as you become acquainted with WhatsUp Gold, each workspace view has been populated with default workspace reports. As you become more familiar with the application, you may choose to remove several workspace reports and add other workspace reports more specific to your monitoring needs. Keep in mind that workspace views are user-specific, meaning the changes you make to a workspace view only apply to your WhatsUp Gold user account.

About Ipswitch

Founded in 1991, Ipswitch, Inc., develops easy-to-use, affordable, software products that extend mission-critical IT resources for businesses and improve efficiency for consumers. Its product family includes WS_FTP Professional, the world's most popular FTP client; WS_FTP Server with 128-bit SSL encryption, the first industrial-strength, full-featured FTP server for Windows NT/2000/XP; WhatsUp Gold, a leading network mapping, monitoring, notification and reporting tool; IMail Anti-Virus, an add-on product powered by Symantec's CarrierScan™; and Ipswitch Instant Messaging, a secure Instant Messaging solution specifically designed for businesses.