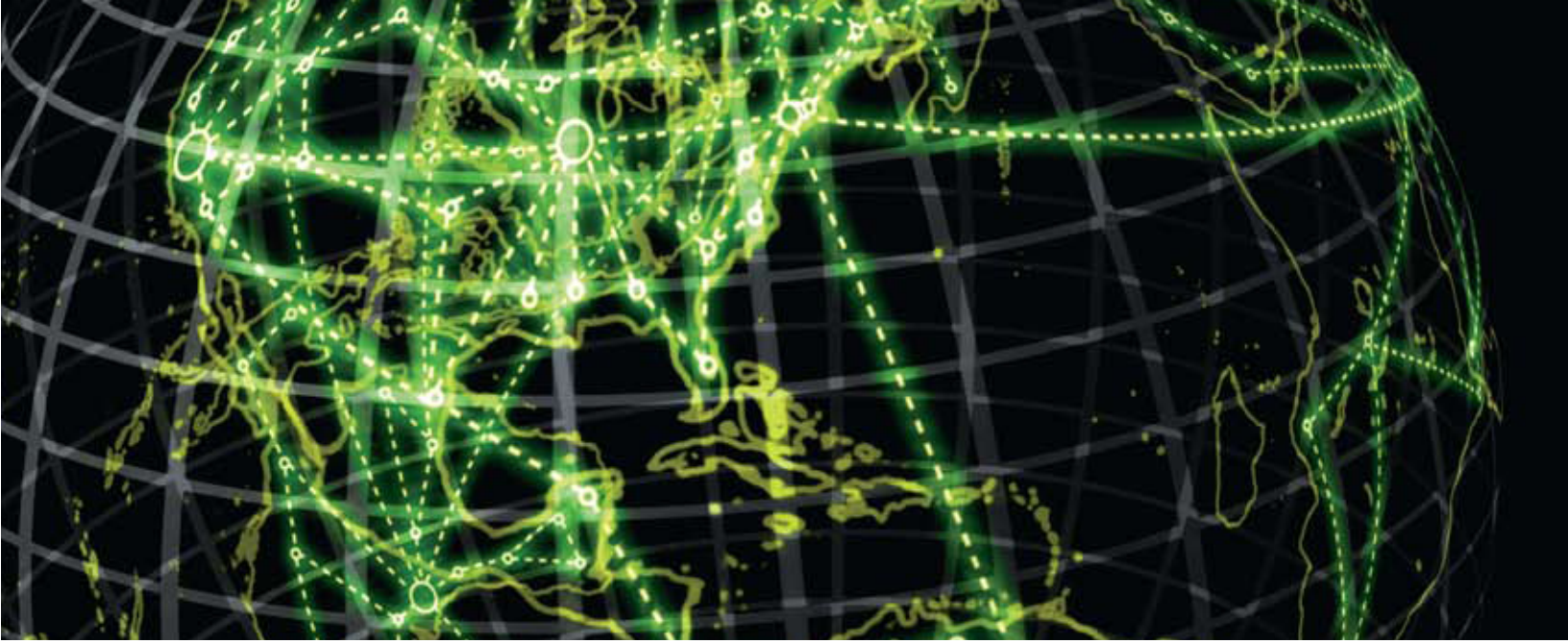

IPSWITCH

Mobile Access Guide

Using WhatsUp Gold Mobile Access

IPSWITCH WhatsUpGold

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Using WhatsUp Gold Mobile Access

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About WhatsUp Gold Mobile Access

WhatsUp Gold provides mobile access to the WhatsUp Gold network management application. Now you can conveniently view your network's status from a mobile device at anytime. This new WhatsUp Gold feature ensures that you are informed about network issues so that you can maintain critical network performance.

Mobile Access supported browsers

Because WhatsUp Gold Mobile Access does not depend on JavaScript to function, most mobile web browsers support it. However, a JavaScript enabled browser enhances the WhatsUp Gold look and navigation.

Note: Cookies are required for the standard web session to function.

Browsers supported to access the WhatsUp Gold mobile interface

- Mobile Safari 2.2, Safari, 3.0, and Safari 4.0
- Microsoft Internet Explorer Mobile 6.1.x
- Opera Mini 4.2

Tip: You may need to adjust your browser's viewing options to optimize for your device's browser.

Managing WhatsUp Gold Mobile Access

The WhatsUp Gold Mobile Access feature is enabled by default and the WhatsUp Gold Admin user rights are selected by default. You can provide access to other WhatsUp Gold users in the user rights options of the Edit User dialog. Use the following configuration options to manage Mobile Access.

To enable or disable WhatsUp Gold Mobile Access (globally) in the Manage Web Server configuration options:

1. From the WhatsUp Gold web interface, click the **Admin** tab, and then click **Manage Server Options**. The Manage Server Options dialog appears.
2. Select the **Enable Mobile Access** option.

To enable or disable WhatsUp Gold Mobile Access users in the Manage Users configuration options:

1. From the WhatsUp Gold web interface, click the **Admin** tab, and then click **Manage Users**. The Manage Users dialog appears.
2. Select a user that you want to give rights to access to WhatsUp Gold mobile features, and then click **Edit**. The Edit User dialog appears.
3. Under Account Administration, click **Mobile Access**.

Accessing WhatsUp Gold from a mobile device

You can access the WhatsUp Gold mobile interface from any supported mobile device browser. Enter the WhatsUp Gold web address which includes the hostname of the WhatsUp Gold host, the web server port number, followed by `/NmConsole/Mobile/Start`. The default port number is 80.

For example, if your WhatsUp Gold host is named `monitor1.ipswitch.com`, then the web address will be:

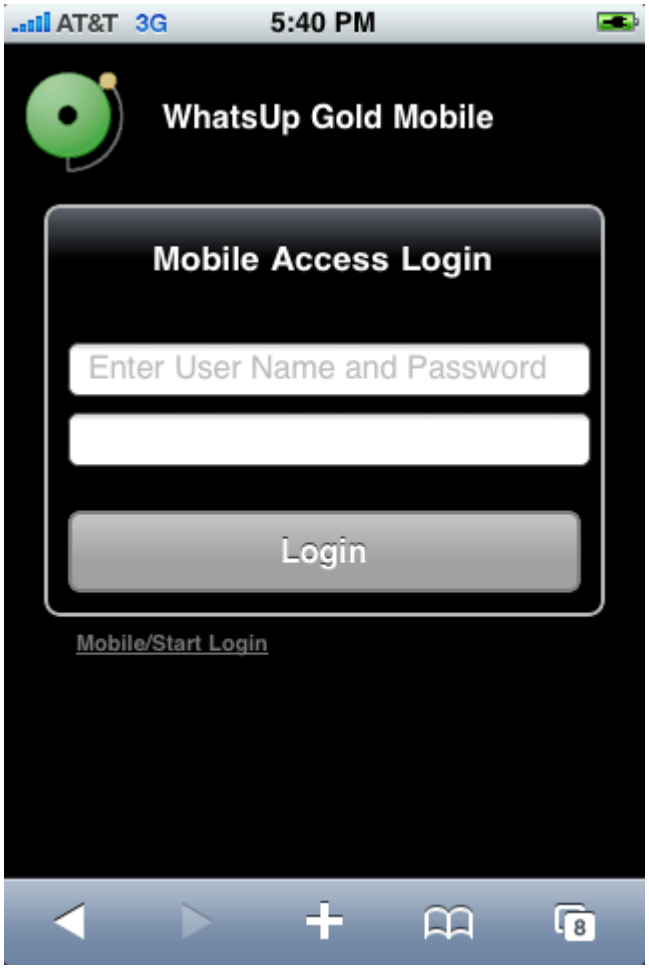
`http://monitor1.ipswitch.com/NmConsole/Mobile/Start/`
- or -

`http://monitor1.ipswitch.com:80/NmConsole/Mobile/Start/`

Note: When you use the default web server port (80), you do not have to include the port in the address, but all other ports require the port number following the URL.

Note: If you want WhatsUp Gold Mobile Access to be accessible via the Internet (for example, via mobile phones using 3G or 4G), then make sure it is available on a server with a public IP.

The mobile access login screen opens. Enter your **Username** and **Password**, and then click **Login**.



Mobile/Start Login

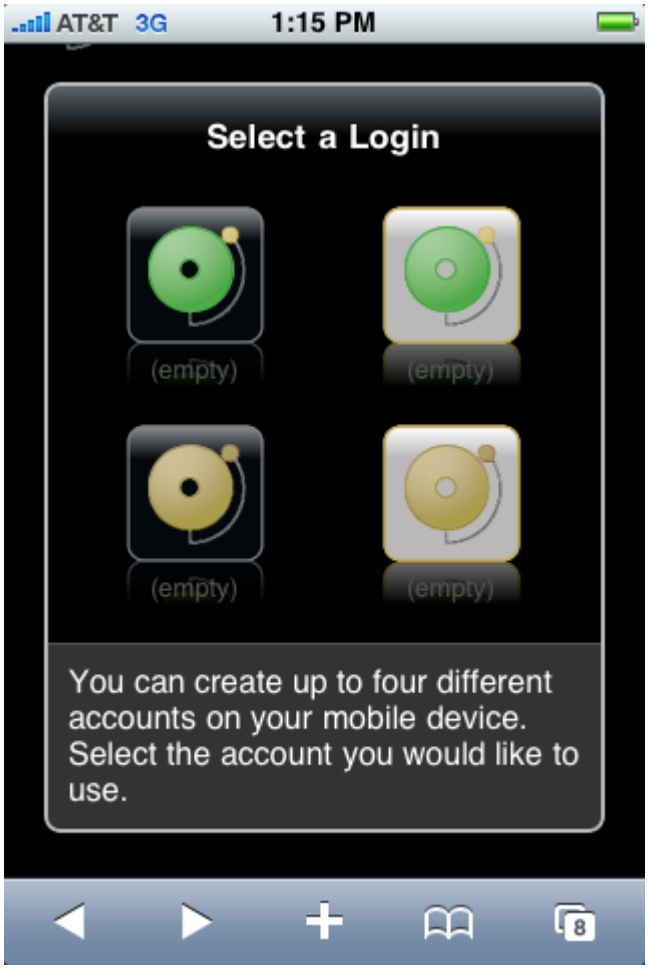
In addition to the standard login, WhatsUp Gold Mobile Access includes a one-click login feature. Because entering text in a mobile phone can be time consuming, WhatsUp Gold allows you to create up to four one-click logins per mobile device. You can bookmark each login or add to a mobile device Home Screen. One-click logins create an encrypted cookie on the user's mobile phone that includes a username, password, root URL (which helps with SSL redirects), and the users last visited page (excluding dialogs) for session timeouts.

To create a new Mobile/Start Login:

1. Navigate to `..NmConsole/Mobile/Start/`
2. Click **Create New Login**. The Mobile Start utility appears.

3 Click **Start**. The Select a Login dialog appears.

Tip: If WhatsUp Gold is configured to use an SSL connection and you are not using a secure connection, you can click **Switch to Secure Login** to login on an SSL connection before creating the one-click login.



4 Select the login icon you want to use for the one-click login. The Create Login dialog appears.

5 Enter the Username and Password, and then click **Create Mobile Login**. The Login Created dialog appears.

6 Click **Done**.

To login via the Mobile/Start Login:

Note: If you want WhatsUp Gold Mobile Access to be accessible via the Internet (for example, via mobile phones using 3G or 4G), then make sure it is available on a server with a public IP.

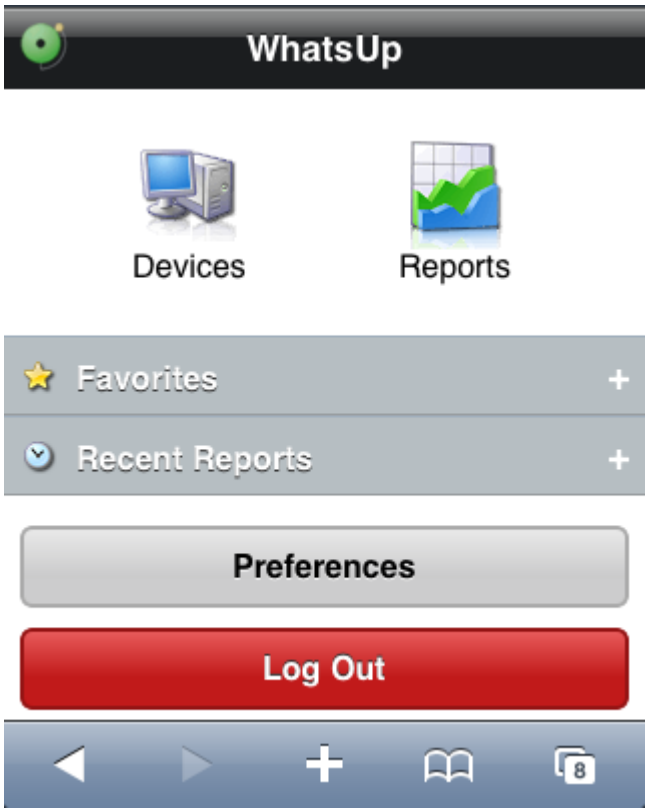
1 Start the WhatsUp Gold Mobile Access application on your mobile device browser.

2 On the login page, click **Mobile/Start Login**. The Mobile/Start Login page appears.

3 Click the login icon for the account which you want to login to WhatsUp Gold.

Navigating and using the WhatsUp Gold Mobile Access home screen

After you log in, the WhatsUp Gold Mobile Access home screen opens.

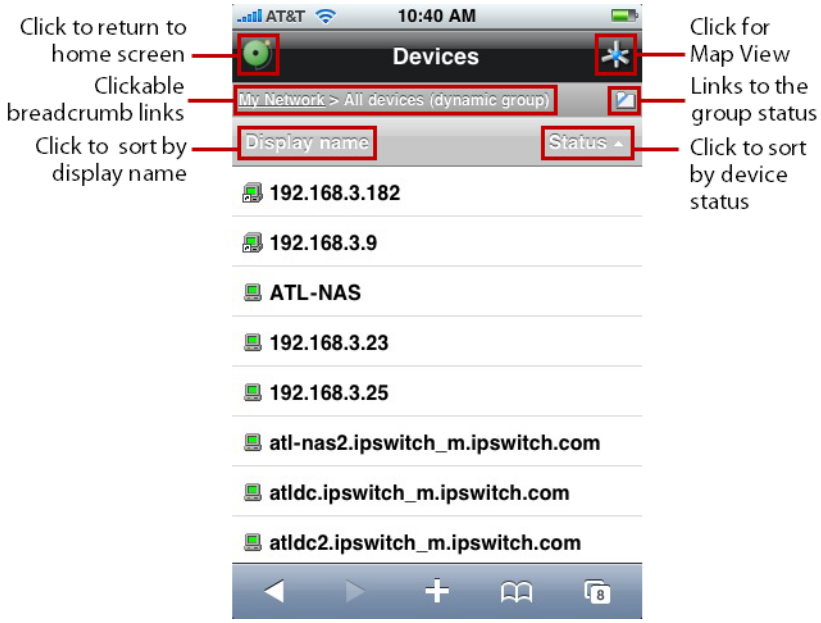


The home screen includes links to key WhatsUp Gold features so that you can view reports and monitor your network devices from remote locations:

- Devices
- Reports
- Favorites
- Recent Reports
- Preferences
- Log Out

Using Mobile Access Device List

Click Devices to access the WhatsUp Gold Mobile Access Device View and Map View. Within the Devices view you can view individual device and device group reports.



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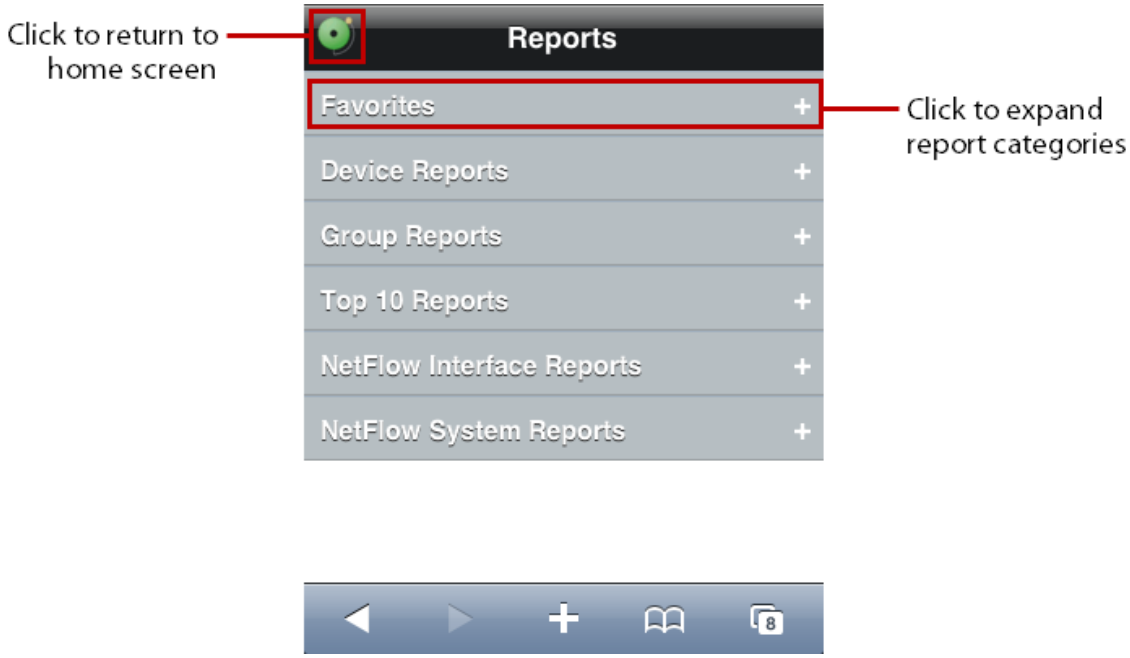
Click a device to view the device reports or click a device group to view devices within a group.

Using Mobile Access Reports

Click Reports to access WhatsUp Gold Mobile Access Reports. Mobile Access is primarily a reporting tool designed to extend the remote access to your network information. There are a number of standard WhatsUp Gold reports that are available as WhatsUp Gold mobile reports.



Each report includes options to specify the report data you want to view, such as date range, chart preferences, add to favorites, and other options. If you have the WhatsUp Gold Flow Monitor, Flow Monitor reports are also available in WhatsUp Gold Mobile Access.

Configuring device Notes and Attributes

All device Notes and Attributes information that you want to view from your mobile device reports must be set up in the WhatsUp Gold console or web interface device properties dialog. You can add phone numbers, email addresses, and Google Maps addresses to function as links on mobile devices with browsers that support these features.

To add a phone number as a Note or Attribute:

1. From the WhatsUp Gold console or web interface, in the Device View, right-click a device. In the right-click menu, select **Properties**, and then select **Notes** or **Attributes**.
2. In the Attribute or Note field, use standard html code for a phone number link. For example:
   (123) 123-1234

To add an email address as a Note or Attribute:

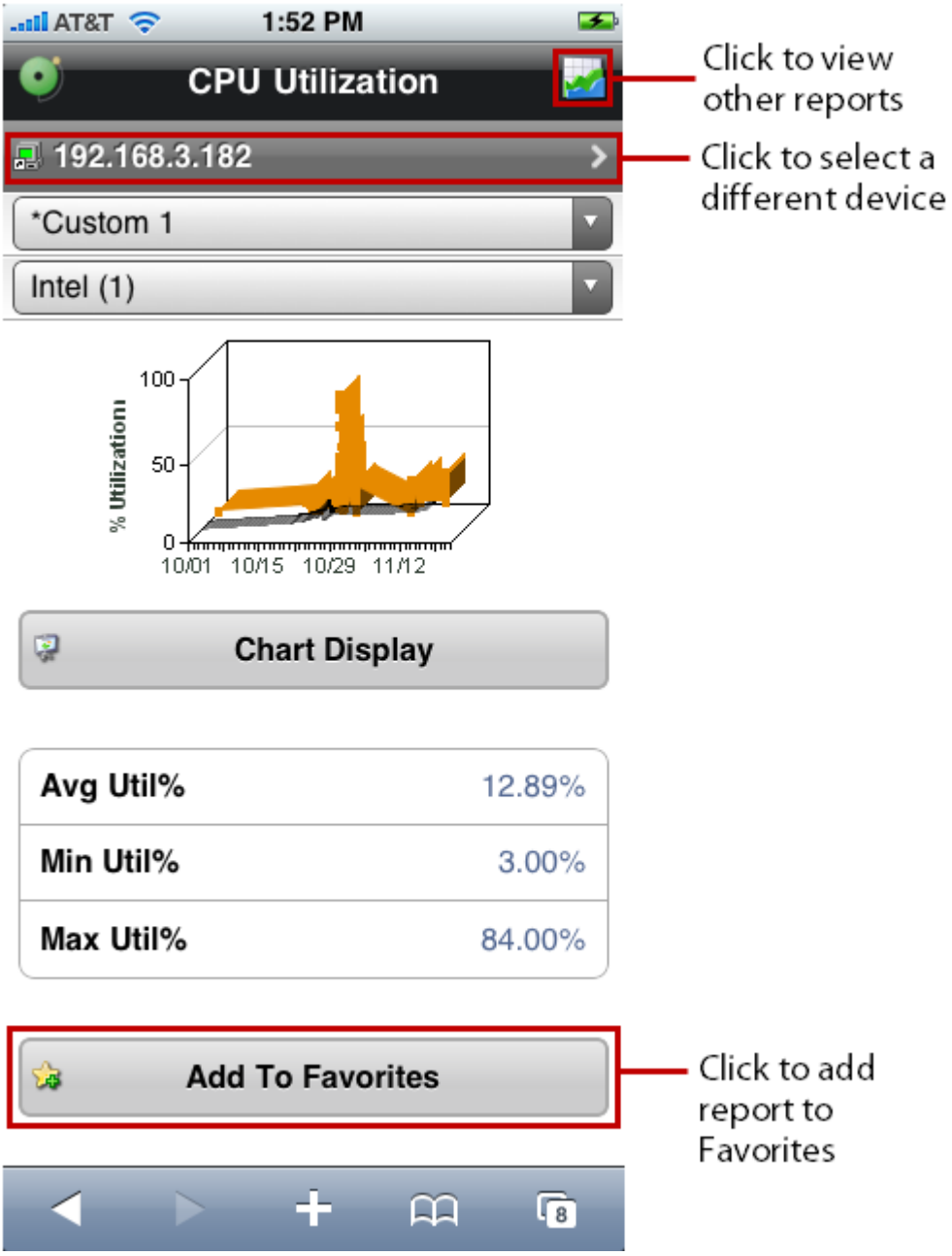
1. From the WhatsUp Gold console or web interface, in the Device View, right-click a device. In the right-click menu, select **Properties**, and then select **Notes** or **Attributes**.
2. In the Attribute or Note field, use standard html code for an email link. For example:
   <a href="mailto:<John Doe> jdoe@ipswitch.com">John Doe

To add a Google Map address as a Note or Attribute:

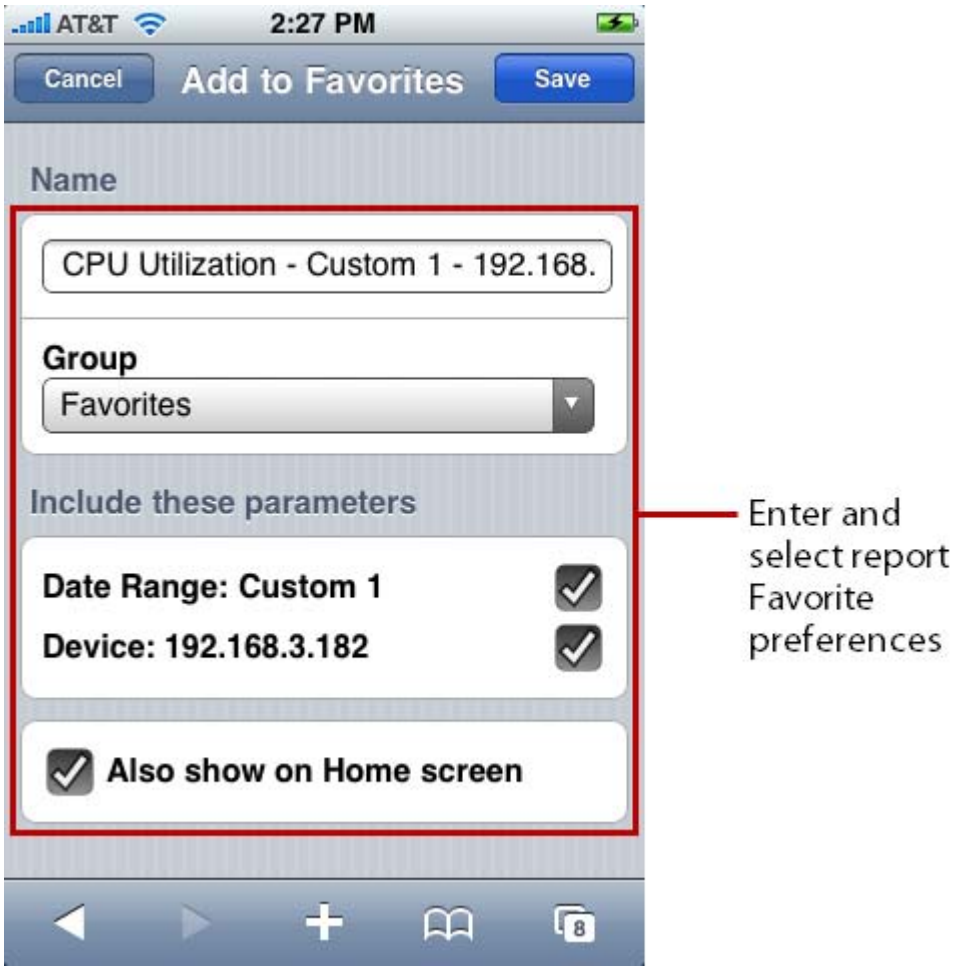
1. From the WhatsUp Gold console or web interface, in the Device View, right-click a device. In the right-click menu, select **Properties**, and then select **Notes** or **Attributes**.
2. In the Attribute or Note field, use standard html code for a Google map link. Google map links can be copied from the link field on the address's map view.

Using Mobile Access Favorites

WhatsUp Gold Mobile Access Favorites lets you view favorite reports that you mark with the **Add to Favorites** button at the bottom of each report.



When you mark a report as a favorite, you can use the options to save the specific report parameters such as the device, date range, and other report range selection criteria for the report. This helps you view your favorite reports with the report preconfigured for your viewing preferences. To add the Favorite report to your mobile device home screen, click **Also show on Home screen**.



On the Home screen, click **Favorites** to expand and view your favorite reports. You can also click **Recent Reports** to view the ten most recent reports you have viewed.

Using Mobile Access Preferences

Click the **Preferences** button on the Home screen to set your WhatsUp Gold Mobile Access preferences.

The Preferences dialog provides information about the browser and OS versions. You can also set a limit on the number rows displayed in a report and set the preferred viewing language.

In the Preferences dialog, when you click **Delete Mobile Start Logins**, all mobile start logins are deleted; no confirmation is required.

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