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Getting Started

# SNMPc OnLine 12

*with NetFlow/sFlow Support*

June, 2012

**Castle Rock**  
*Computing*

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- Apache Web Server (*Copyright © 2000-2008 The Apache Software Foundation*)
- PHP (*Copyright © 1999 - 2009 The PHP Group*)
- Microsoft SQL Server 2005 Express Edition (*Copyright © 2005 Microsoft Corp.*)





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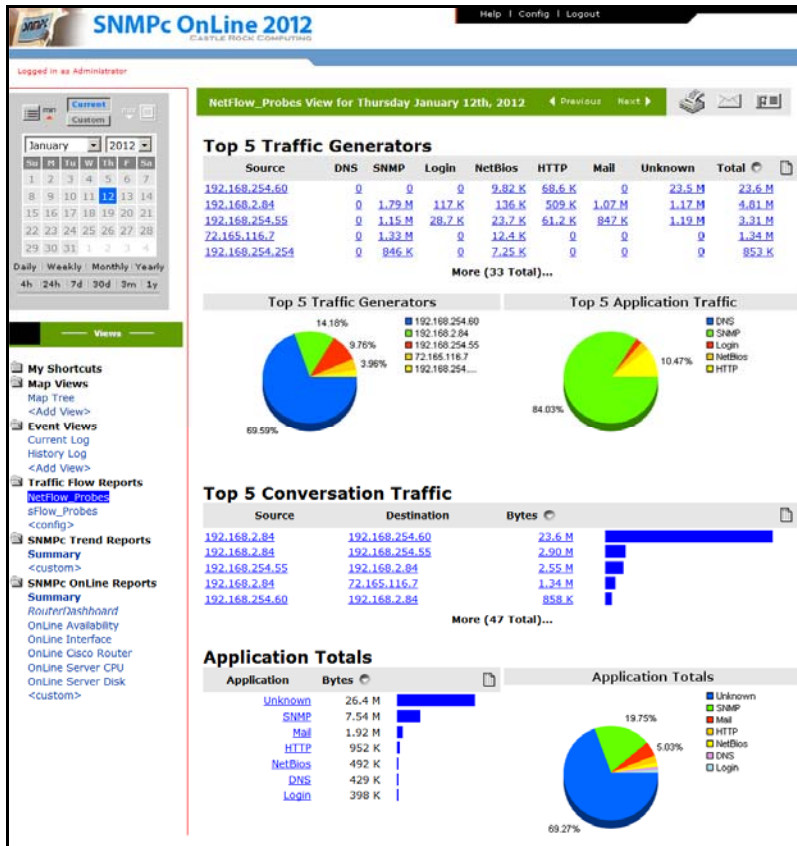
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# NetFlow® Support

SNMPc OnLine 12 introduces support for a broad suite of application monitoring technologies including NetFlow, SFlow, JFlow and IPFIX. An intuitive front end delivers in-depth understanding of network traffic, application usage and user traffic flows.



Utilizing NetFlow and sFlow enabled switches and routers in the network from manufacturers including Cisco, HP, Juniper and Allied Telesyn, SNMPc OnLine delivers network wide traffic insight without requiring the overhead of deploying separate hardware probes.

Benefits of NetFlow type technologies include:

- Monitoring which applications are utilizing bandwidth on the network.
- Tracking server usage and access requirements
- Identifying network usage of non-business applications and websites
- Creating baseline traffic profiles for modeling and capacity planning
- Intrusion detection
- Application License Compliance

# Microsoft Visio® Support

SNMPc OnLine includes the capability to display Microsoft Visio network drawings associated with subsets of the SNMPc topology map. The status of network elements is represented by different symbol colors and you can click on icons to drill down into other Visio drawings or to display a detailed node information page.

Any existing Visio diagrams can be easily imported into SNMPc OnLine. If you are already using Microsoft Visio to document your network infrastructure, this new feature saves a great deal of time in creating a highly customized representation of your managed network.

Even if you are not currently a Visio user, you will benefit from the many included symbol types and the extensive drawing capabilities of the Visio application when creating new network drawings. Visio stencils, templates and drawings are also available from many network device vendors and third party developers.



Visio drawings are created or imported using the included **MapDraw** tool. Each drawing is associated with an SNMPc OnLine **Map View**. You can also create customized dashboard views that include a Visio map drawing along with other SNMPc OnLine elements such as graphs, bar charts, data tables and event log views.

For information on creating, importing, and displaying Visio drawings, please see to the **Custom Map Views** section of this document.



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## Using this Document

This document provides an overview description of the most commonly used SNMPc OnLine features. For a complete description of SNMPc OnLine, please use the **Help** link at the upper right area of the SNMPc OnLine Web console. The Help system includes a high level **Table of Contents** and also provides **Context Sensitive Help** relevant to the page you are viewing.

This Getting Started manual is the only printed documentation available with SNMPc OnLine. This document is available in Adobe PDF format at the **Products** page of [www.castlerock.com](http://www.castlerock.com) and in the SNMPc OnLine WEB console **Help** link.

**NOTE 1:** SNMPc OnLine is an Add-On product for the **SNMPc Network Management** system. You should be familiar with using SNMPc before attempting to install, configure or use SNMPc OnLine.

**NOTE 2:** The SNMPc OnLine installation can automatically create a set of reports in SNMPc. This document assumes you have enabled this feature during the install. Many of the descriptions in this document pertain to the automatically created reports.

**NOTE 3:** In order to use Visio drawings in SNMPc OnLine you must separately purchase and install Microsoft Visio from a Microsoft Reseller.

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## Getting Technical Support and Updates

SNMPc OnLine includes free technical support via email and web downloadable updates for a period of one year from purchase. With technical support, you can get help when installing or using SNMPc OnLine. We do not provide telephone support or training.

For continued technical support and downloadable updates after the first year you must purchase an Extended Software Updates license on a yearly basis. Please go to the Sales page at [www.castlerock.com](http://www.castlerock.com) for more information.

For technical support, please go to the **Support** page at [www.castlerock.com](http://www.castlerock.com). Press “Click Here to Create a New Account” to register at our HelpDesk system.

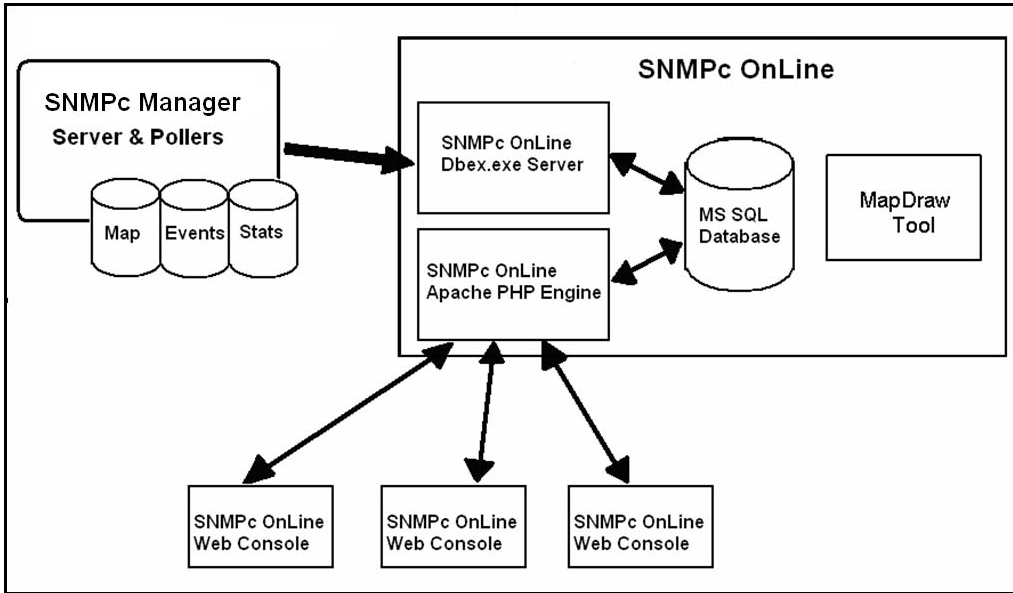
After creating your HelpDesk account, log on and click the “Support Tickets” link. Then use the Post link in the upper right of the page to add a new support ticket. Once you have created a HelpDesk account you can also send email to [support@castlerock.com](mailto:support@castlerock.com).

The Evaluation and Express editions of SNMPc OnLine do not include technical support. If you have any pre-sales questions please email [sales@castlerock.com](mailto:sales@castlerock.com).

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## Architecture Overview

SNMPc OnLine provides *Automatic SQL Database Storage* and a *Dynamic WEB Based User Interface* for the SNMPc Network Management System (NMS). The following diagram shows the overall architecture of SNMPc OnLine:



SNMPc OnLine exports information from the SNMPc NMS, including map topology, event log entries, and trend reports, into a Microsoft SQL database. Data is exported automatically through a background process (dbex.exe) at different intervals depending on the source. For example, map and event records are stored as they are generated and report data is updated once every several minutes.

SNMPc OnLine also includes an *Apache Web Server* and a set of *PHP Scripts* for dynamically displaying the stored data through a Web Browser. Any number of users can concurrently access the data from different locations on the Internet.

SNMPc OnLine takes advantage of SNMPc data structuring and user access controls to present only the data required by each user in an organized fashion. The console interface includes powerful tools for viewing data in summary and detail formats as well as selectively combining data into custom dashboard views. Simplified and advanced calendar controls let you easily navigate large amounts of data and quickly zoom in to specific time periods.

SNMPc OnLine also includes the MapDraw tool for creating Map View drawings of SNMPc nodes. MapDraw allows you to import, create and display Visio graphics. You can then view dynamic status information of SNMPc nodes in the SNMPc OnLine Map View.

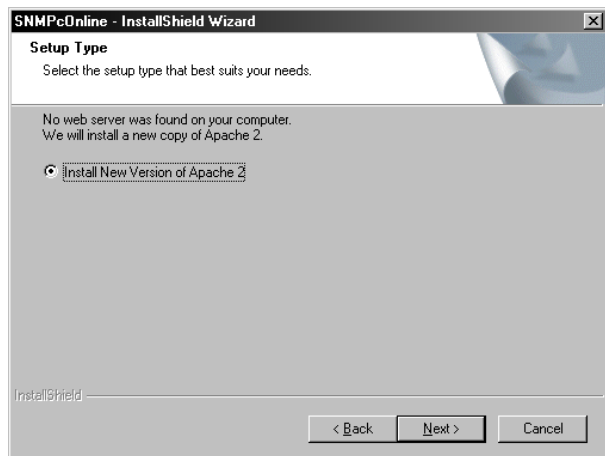
# Installing SNMPc OnLine

The following table lists the minimum recommended system requirements.

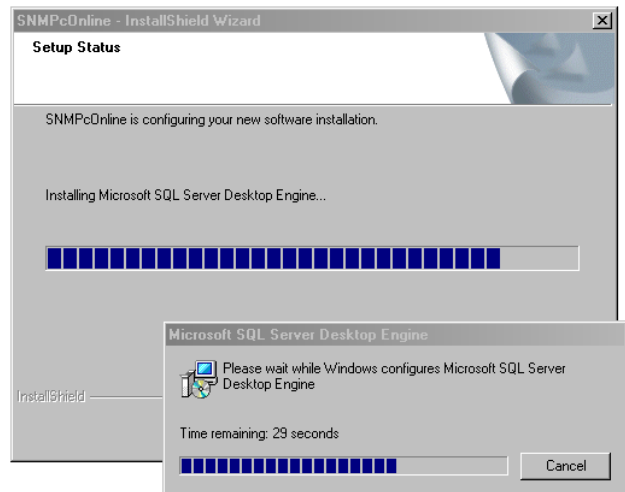
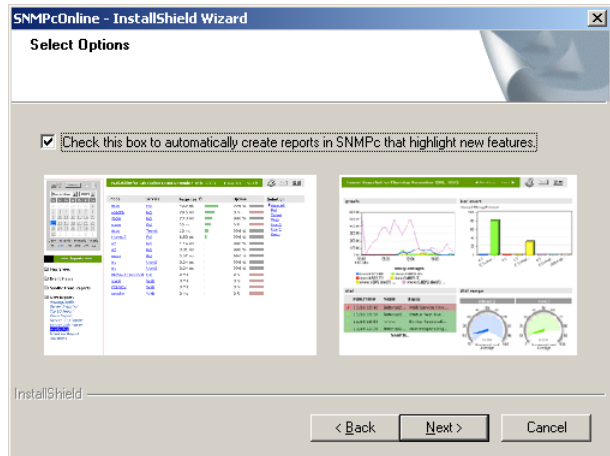
PARAMETER	REQUIREMENT
Management Platform	SNMPc Enterprise or Workgroup 7.1.7 or above
Web Server	Apache (included) or Microsoft IIS
Database	Microsoft SQL Server 2005 (Express Edition included).
Server Operating System	Windows Vista, XPsp2, 2008, 2003, 2000
Graphics Application	Microsoft Visio 2003 or 2007 (optional)
CPU	Pentium III 1Ghz
Memory	1 GB RAM
Disk Space	100 GB
WEB Console Operating System	Any Windows with Internet Explorer

Perform the following steps to install SNMPc OnLine.

- Log on to Windows with Administrator permission.
- Shut down any running SNMPc components including the SNMPc task bar icon.
- Insert the SNMPc OnLine CDROM into the CDROM drive.
- Use the **Windows Start/Run** menu and enter d:\setup, where d: is the CDROM drive.
- The install program will show a welcome dialog, a license agreement dialog, and an install directory dialog. We recommend you install SNMPc OnLine in a subdirectory of the SNMPc Network Management System installation.
- The install program will check your system for an installed Web server. SNMPc OnLine can operate with Apache or Microsoft IIS Web servers.
- At the next dialog you can choose which web server you want SNMPc OnLine to use. Note that even if you are already running Apache or Microsoft IIS, you can still install a new Apache server as it uses a different server port (8080).



- SNMPc OnLine can automatically configure the SNMPc NMS to create a set of trend reports using a small number of map devices. These reports highlight the main features and new report styles of SNMPc OnLine and are used as examples throughout this document.
- The next dialog lets you enable or disable automatic report setup. **We strongly recommend that you enable this feature.**
- The setup program will now proceed to install SNMPc OnLine. This will normally install a copy of the Apache Web server and Microsoft SQL Server 2005 (Express Edition) and can take a considerable time to complete. You will see progress dialogs showing what component is being installed and the estimated time to completion.
- The setup program can optionally reboot your system at the end of the install. This is required to start the new services. We recommend you reboot the system after the install has completed.



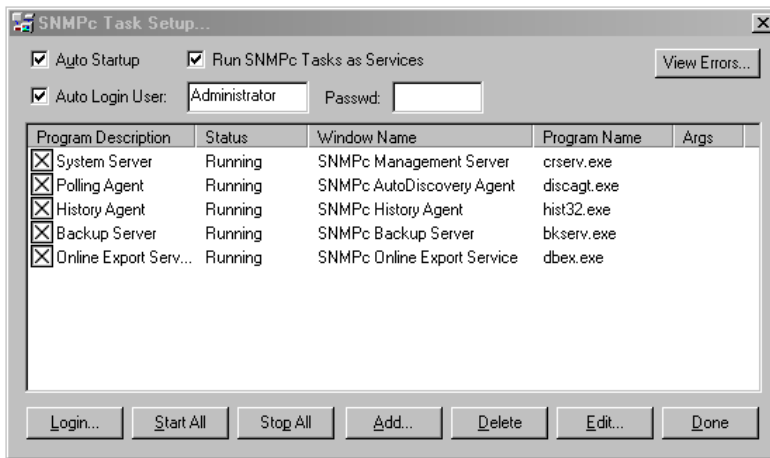
The next two sections describe how to start and control SNMPc OnLine server components and how to access SNMPc OnLine through a WEB Browser.

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## Starting the Server

The SNMPc OnLine background server is installed and configured to start automatically. Use the **SNMPc Network Manager/Login Console** command from the **Windows Start/Programs** menu to start the SNMPc Console. After you login to SNMPc the SNMPc OnLine Web Console will be displayed in a Web Browser. The next section describes different ways to start the SNMPc OnLine Web Console.

SNMPc OnLine server functions are implemented by the **dbex.exe** program. During the installation this program is added to the list of SNMPc background tasks. Use the SNMPc Console **Config/System Startup** dialog (shown below) to configure how the server is started.



The SNMPc OnLine server entry is shown here as the last item, named **Online Export Service**. The server will start along with other SNMPc tasks.

Check the **Run SNMPc Tasks as Services** box to run all tasks as Windows services. Otherwise the tasks will run as regular Windows applications and you must first log on to Windows before starting them.

Check the **Auto Startup** box to have the tasks start automatically when you reboot Windows (when running as services) or when you log on to Windows (when running as regular apps).

If **Auto Startup** is disabled, use the **Start All** button to start all tasks. You can also use the SNMPc **Startup System** and **Shutdown System** commands from the SNMPc program group in the Windows Start menu.

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# Starting the WEB Console

The SNMPc OnLine user interface is provided through a web browser session.

After installation the SNMPc OnLine web console is configured to start automatically when you log on to the SNMPc Windows console on the server computer. The standard SNMPc OnLine login screen is shown below:

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying 'http://192.168.1.5:8080/SNMPcOnline/'. The page title is 'SNMPcOnline' and the logo for 'CASTLE ROCK COMPUTING' is visible. The main heading is 'Welcome to SNMPcOnline'. Below this, it says 'Please enter your name and password:'. There are two input fields: 'Name:' with 'Administrator' entered, and 'Password:' which is empty. A 'Submit' button is next to the password field, and a 'Check to remember' checkbox is to its right. Below the login fields, a message states: 'Use your SNMPc user credentials to log into SNMPcOnline. The default user name is Administrator with no password'. A blue-bordered box titled 'Getting Started' contains four numbered instructions on how to start an SNMPcOnline session. At the bottom of this box is a link '[Read Getting Started Guide]'. Below the box is a checkbox labeled 'Don't show these instructions again.'.

http://192.168.1.5:8080/SNMPcOnline/ - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Favorites Media

Address http://192.168.1.5:8080/SNMPcOnline/ Go Links Norton AntiVirus

**SNMPcOnline**  
CASTLE ROCK COMPUTING

Help

## Welcome to SNMPcOnline

Please enter your name and password:

Name: Administrator

Password:

Submit ☐ Check to remember

Use your SNMPc user credentials to log into SNMPcOnline  
The default user name is Administrator with no password

### Getting Started

Use one of the following options to start an SNMPcOnline session:

1. Use the SNMPc Console 'Tools/SNMPcOnline' menu at the server computer.
2. Choose the SNMPcOnline item from the Windows Start menu in the SNMPc program group.
3. Use the WEB address 'http://<address>:8080/SNMPcOnline/', replacing 'address' with the IP address of your server computer.
4. Add 'ONLINE=online.exe' to the [Startup] section of SNMPC.INI on the server computer to automatically start a session after you log on to snmpc.

[\[Read Getting Started Guide\]](#)

☐ Don't show these instructions again.

Enter an SNMPc username and password. If you are using a new install of SNMPc the default username is **Administrator** with no password (i.e., blank).

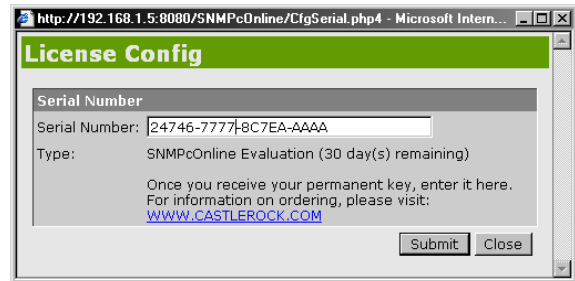
Instructions on starting the SNMPc OnLine web console are displayed below the username/password text boxes. These instructions include a link for displaying the Getting Started Guide (this document). If you don't want to see these instructions again, enable the checkbox at the end of the instructions.

Enable the **Check to Remember** checkbox to perform an auto-login with the same username and password next time you open the SNMPc OnLine web console.

Press **Submit** to login to the SNMPc OnLine web console.

After the first installation, the SNMPc OnLine server will go through a series of configuration steps, including the import of the SNMPc map and settings. This can take several minutes. A warning screen will be displayed if you try to login during this period. In this case you should wait five minutes and then press the web browser refresh button to display the login page again.

SNMPc OnLine automatically assigns a temporary 30 day license. After you login a license key dialog will be displayed. If you have purchased a permanent license, enter it here and press the **Submit** button. Once a permanent key is set this dialog will not be displayed again. If you don't have a permanent key, press the **Close** button to continue to the console screen.



There are a number of ways to start the SNMPc OnLine web console as described below.

#### 1. Auto Start from SNMPc Console

This is the default. A program named **online.exe** is added by the SNMPc OnLine installation to the **[Startup]** section of the **snmpc.ini** file at the server computer. The online.exe program will start the SNMPc OnLine web console whenever you login to the SNMPc Windows console. To disable auto start, edit **snmpc.ini** and remove the **ONLINE=online.exe** setting from the **[Startup]** section. To change automatic startup on the SNMPc server only, you can also use the **Launch SNMPc OnLine Browser with Console** setting on the **Config/Display** page.

#### 2. Tools Menu Option in SNMPc Windows Console

A new menu named **SNMPc OnLine** is added by the SNMPc OnLine installation to the **Tools** menu of the SNMPc Windows console. Use this menu to open an SNMPc OnLine web console at any time while using SNMPc.

#### 3. Manually Entered Web Browser URL

Launch a web browser and use one of the following URLs to start an SNMPc OnLine web console:

- Apache Server installed by SNMPc OnLine: ***http://<address>:8080/SNMPcOnline***
- Pre-existing Apache Server or Microsoft IIS: ***http://<address>/SNMPcOnline***

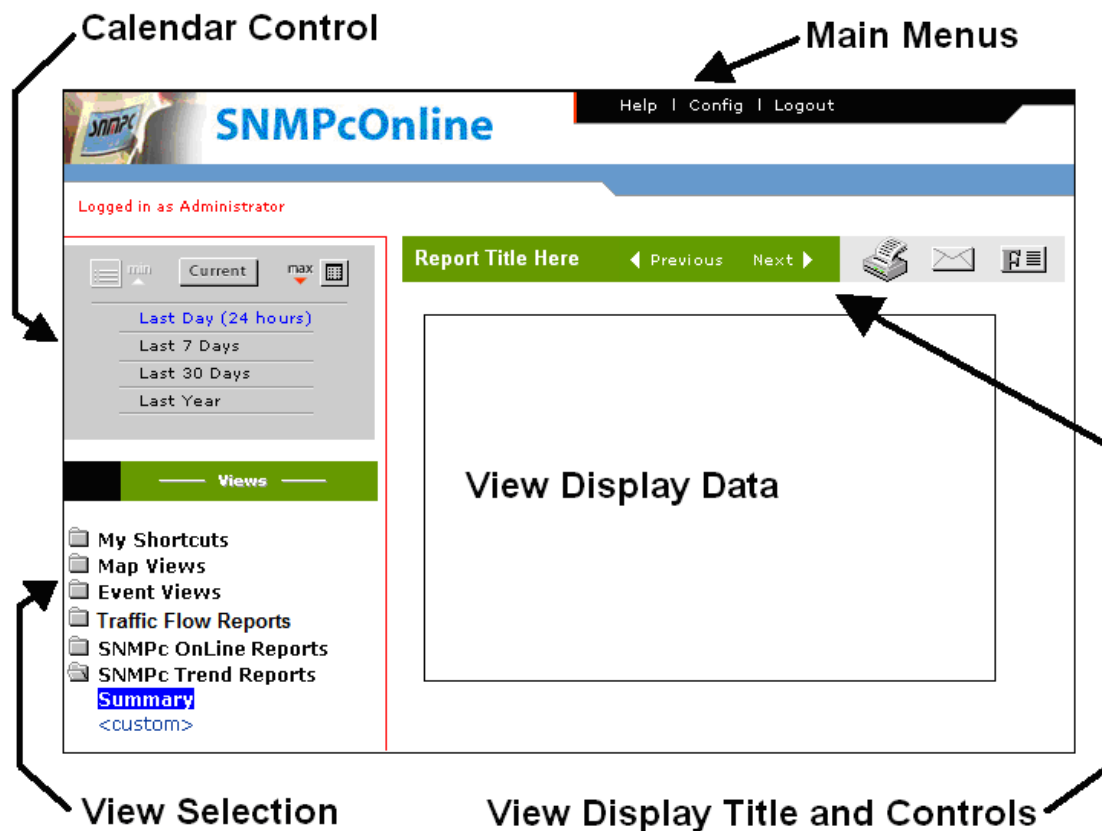
Replace **<address>** with the IP address of your SNMPc OnLine server computer, in dot notation. For example, ***http://127.0.0.1:8080/SNMPcOnline***. Use this URL format in a Windows shortcut to start the SNMPc OnLine web console directly from your desktop.

#### 4. Windows Start Menu

From the Windows **Start** menu select **Programs/SNMPc Network Manager** group. Use the **SNMPc OnLine** menu to start an SNMPc OnLine web console.

## WEB Console Overview

The following diagram shows the SNMPc OnLine web console.



SNMPc data such as map topology, map drawings, event log entries, and trend statistics are shown in the *View Display Data* frame. This frame can display a variety of data formats including tables, graphs and custom dashboards. The remaining frames contain control tools that maintain a consistent format at all times. Settings in the control tools determine what is displayed in the *View Display Data* frame.



## Main Menus

There are three global menus along the top right of the page. These menus are not related to a specific data display but rather affect global settings.

Use the **Help** menu to display a context sensitive help screen for the currently selected view.

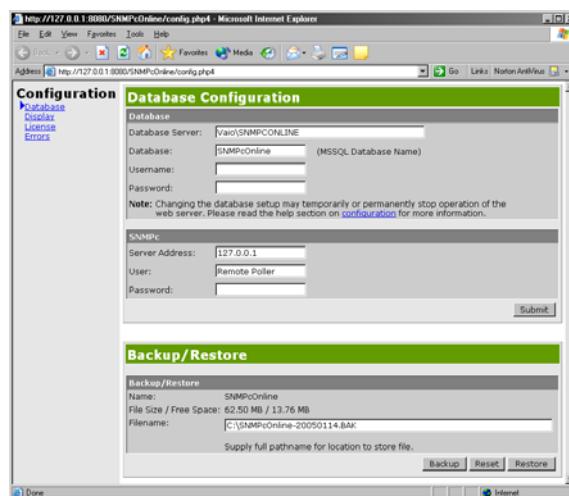
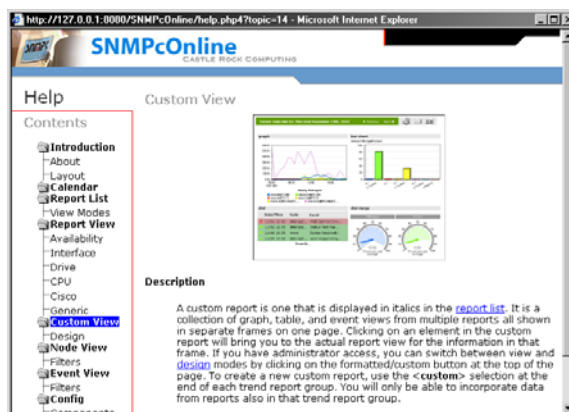
Use the selection tool at the left side of the Help screen to select another topic or subtopic. Help information for the selected topic is displayed at the right side of the Help screen.

Refer to the OnLine Help for detailed descriptions of the web console's elements.

Use the **Config** menu to change global settings for the web console. A popup configuration screen is displayed, containing several sub pages:

- Use the **Database** page to manage the Microsoft SQL database and the SNMPc Server connection.
- Use the **Display** page to change the appearance and startup mode of the web console.
- Use the **License** page to set your permanent SNMPc OnLine license key.
- Use the **Errors** page to view any global errors related to the operation of SNMPc OnLine.
- Use the **Users** page to specify a default View for each user when they log into SNMPc OnLine. You can also disable user navigation to prevent the Calendar and Views folders from displaying. Providing a Default View and turning off Show Navigation limits a user to a single View.
- Use the **Email** page to edit scheduled email report settings.
- Use the **NetFlow** page to define probes, application port assignments and database sizes.

Use the **Logout** menu to close your SNMPc OnLine session. The login page displays to re-login.



# Calendar Control

Use the Calendar Control to select the beginning and ending date and time of displayed data and also the granularity of the data (raw or condensed samples).

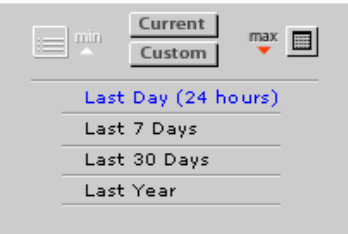
The calendar control has two modes, *Minimized* and *Maximized*, each described in the next two sections. Use the *Max* button to change to the *Maximized Calendar* mode and the *Min* button to change back to the *Minimized Calendar* mode.

It is important to understand how the calendar control works and interacts with the data displays. Zooming in to the minimum granularity level in a data graph or using the graph *Previous/Next* controls will automatically change the calendar control to the *Maximized* mode.

If you are not seeing the expected data in a display the first thing to check is that the calendar control is set appropriately. When in doubt, use the *Min* button and select *Last Day (24 Hours)*.

## Minimized Calendar

Use the *Minimized* Calendar to select common reporting periods of day, week, month and year, based on the current date. This is the default mode displayed when you first use the web console. Use the *Min* button to show this mode.



## Maximized Calendar

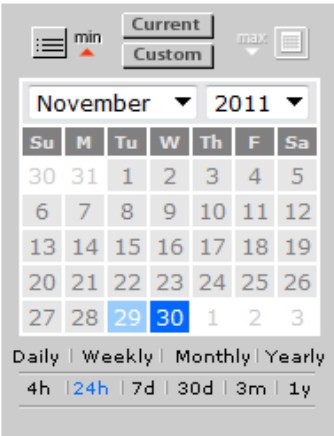
Use the *Maximized* Calendar to select a specific date and more detailed time ranges.

Select one of the *named links* at the bottom of the frame to display common calendar periods (daily, weekly, monthly, yearly). These settings will always show the full calendar period. For example, the Weekly setting shows Sunday to Saturday. Use the month, year and date controls to select which week to display.

Select one of the *numbered links* at the bottom of the frame to display a fixed time period going back from the selected date. For example, select 24h (24 hours) and November 30, to display data for November 29 and 30.

Use the *Current* button to force the selected date to stay on the current day and also to show most recent values instead of averages.

Use the *Custom* button to select specific start and stop date and times.



## View Selection Area

The View Selection Area includes a set of view groups. Each view name within a group is of the same general type. Select the group name to show a list of items in the group. Select one of the items in a group to display the associated view in the View Display Area at right.

Within each View Selection Area group, some view names are fixed, some are added by SNMPc, and some are customized dashboard or search views you can add. Use the command links at the end of the list of view names, delimited by '<' and '>' to access advanced features (e.g., <Add View>).

Each of the View Selection Area groups is described further below.

### My Shortcuts

The **My Shortcuts** group contains quick links to previously selected views of any type. This is a similar notion to Favorites links in a Web Browser. Shortcuts are particularly useful to show zoomed-in displays which normally would require traversal of several links in a report.

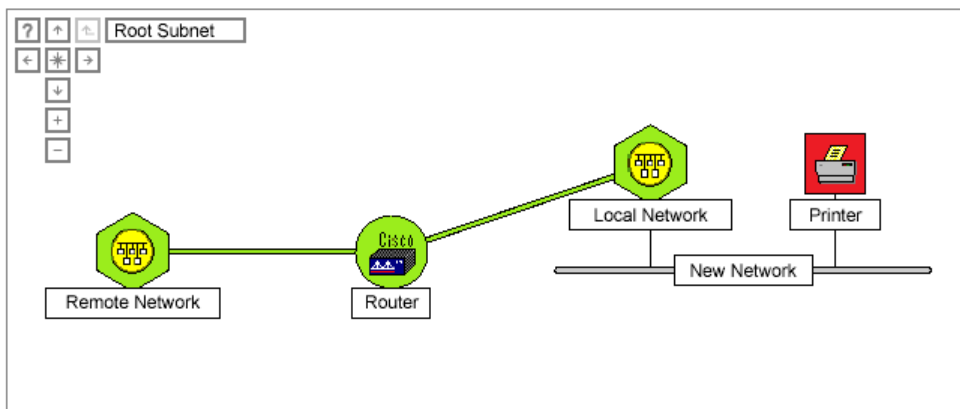
At any point during your SNMPc OnLine session use the <Add> link under **My Shortcuts** to add a shortcut to the currently displayed view. A dialog popup prompts for the shortcut name. Use the <Sort> link under **My Shortcuts** to rearrange the shortcuts list and to remove unwanted shortcuts.

Items in the **My Shortcuts** group are only visible to the user who created them. Each user has a different and unique set of **My Shortcuts** links.

### Map Views

Use the **Map Views** group to show a graphical image (default) or list display of nodes in your SNMPc Map. This group contains one fixed view named **Map Tree**. Select **Map Tree** to show the top-level SNMPc map subnet.







An example graphical image display is shown below.



The top left corner of the graphical image display includes buttons to zoom and pan the view.

- Use the Up, Down, Left and Right arrows to pan the view. You can also pan the view by clicking and holding the mouse on an empty area and dragging the view.
- Use the central Star button to reset the zoom to the level at which the entire image is visible.
- Use the GoUp button (3<sup>rd</sup> from left) to go up one subnet layer. You can click on any subnet icon to show the child subnet view and on any network or device icon to show a device specific summary (see below for more information).

An example of a list map display is shown below.

Show 10   <a href="#">25</a>   <a href="#">50</a> per page		Subnet: <span>Root Subnet ▾</span>		First   Prev   1-4 of 4   Next   Last	
Node 	Status	Address	Group	Description	
 192.168.1	Normal	192.168.1.0	Unknown		
 207.212.33	Normal	207.212.33.0	Unknown		
 67.116.138.148	Normal	67.116.138.148	Unknown		
 cisco	Normal	207.212.33.19	Unknown	Cisco Internetwork Operating System S...	

- The icon at left indicates the entry type of device (circle) or subnet (folder) and shows the current status (i.e., color) of a device or the worst status of all devices under a subnet.
- Select a subnet name to drill down into the subnet. The table will show all subnets and devices residing under the selected subnet. Note that the current subnet name is also displayed in the **Subnet** pull-down. Select the relevant subnet name from this pull-down to go back up the topology tree.
- Select a device name to show more detailed information for the device.

Use the **Show Drawing** button at the right of the title bar to switch between graphical and list display styles. You can also select what type of display style to use by default with the **Show Map Tree as Image by Default** option in the **Config/Display** page.



Use the **<Add View>** command in the Map Views group to search for specific nodes or to add custom map view names. This command is described further in the Custom Map Views section later in this document.

## Event Views

Use the **Event Views** group to show a tabular display of event log entries. This group contains two fixed views named **Current Log** and **History Log**, which are analogous to the Current and History tabs in the SNMPc console event tool. Select **Current Log** to show active, unacknowledged, events or select **History Log** to show acknowledged and informational events. An example of a current log view is shown below.

Show 10   <a href="#">25</a>   <a href="#">50</a> per page		First   Prev   1-10 of 49   <a href="#">Next</a>   <a href="#">Last</a>	
Cur	Date/Time	Node	Event
	12/16/04 17:09:20	Vaio	Smtp Service Up
	12/16/04 17:09:11	Vaio	Device Responding to Poll
	12/16/04 17:09:10	Vaio	Object Changed by Administrator at 192.168.1.7: Va...
	12/16/04 17:08:48	mail	Device Responding to Poll
	12/16/04 17:08:48	watchdog	Device Responding to Poll
	12/16/04 17:08:48	207.212.33.138	Device Responding to Poll
	12/16/04 17:08:48	crc	Device Responding to Poll
	12/16/04 17:08:48	207.212.33.140	Device Responding to Poll
	12/16/04 17:08:48	207.212.33.129	Device Responding to Poll
	12/16/04 17:08:48	192.168.1.254	Device Responding to Poll

When viewing acknowledged (History) events, note that the view only shows events within the selected calendar control time period. This is different than how SNMPc typically shows events. When viewing Current events the selected time period is ignored. The number of events shown in the scroll controls at upper right of the view represents the entire number of active events.

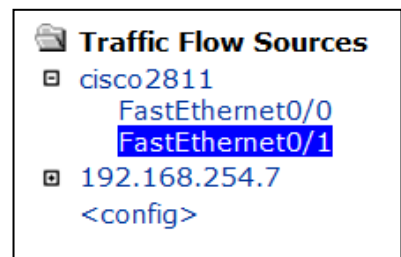
Use the **<Add View>** command in the Event Views group to search for specific events or to add custom event view names. This command is described further in the **Custom Event Views** section later in the document.

## Traffic Flow Sources

The **Traffic Flow Sources** group includes one entry for each router, switch or probe that is sending **Netflow/Sflow** data to SNMPc. Select any interface name under the source to show a protocol distribution report organized by device and by conversations between devices.

Use the **<config>** link to set the UDP listening ports for Netflow/Sflow data and to name each source device. This command is described further in the **Configuring Traffic Flows** chapter later in this document.

Please refer to the **Traffic Flow Sources Group** chapter of this document for more information about these reports.



## SNMPc OnLine Reports

The **SNMPc OnLine Reports** group and all following groups are directly associated with SNMPc **Trend Report Groups**. Each of these groups contains one report **Summary** view, one or more user created **Dashboard** views, and one view for each corresponding SNMPc **Trend Report**.

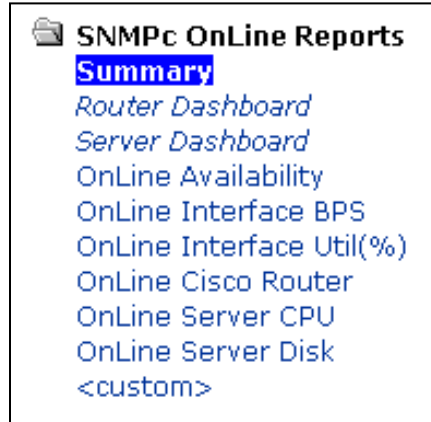
The **SNMPc OnLine Reports** trend report group is created automatically by SNMPc OnLine if you enabled automatic report creation during the installation.

This group contains a fixed report **Summary** view, two custom **Dashboard** views for one router and one server system, and one **Report View** for each of the automatically generated trend reports. Each of the automatic reports is associated with the SNMPc **OnLine Reports** Node Group. SNMPc OnLine will place up to 300 SNMPc objects into this group (100 routers/switches, 100 Windows systems, and 100 other SNMP devices).

Each of the fixed and automatically generated views is described in detail in the **SNMPc OnLine Reports Group** chapter of this document. At this stage just note that you can select each of these view names to see the associated summary, dashboard, or example built-in trend report style.

Use the **<custom>** command to add a new Dashboard view. This command is described in the **Custom Dashboard Views** section later in this document.

Each report in this group uses a built-in SNMPc OnLine trend report definition. These reports have highly formatted views that best convey the underlying management information.



## Other Trend Report Groups

If you installed SNMPc OnLine over an existing SNMPc system you will see an additional group for each named trend report group that exists in SNMPc. Every time you add a trend report group to SNMPc, a new group is automatically added to SNMPc OnLine.

Each of the trend report groups contains one report **Summary** view, user created **Dashboard** views, and one view for each corresponding SNMPc **Trend Report**.

Use the **<custom>** command to add a new Dashboard view. This command is described further in the **Custom Dashboard Views** chapter later in this document.

Legacy trend reports in SNMPc use unformatted report styles. They will all be displayed in a generic fashion. Variable and instance names are taken from your SNMPc trend report settings.

## View Display Area

The View Display Area is the main data viewing and configuration section of the SNMPc OnLine web console. This area includes a data frame, title, and various data controls. The different sections that make up the View Display Area are described in the following sections.

### Data Frame

The Data Frame shows the selected data, for the selected time period, in one of several styles, including tables, graphs and custom *dashboard* views. Types of information displayed include map topology, event log entries, and trend report statistics.

SNMPc OnLine includes several *built-in trend report styles* that are specially formatted to highlight the information contained in the report. In some cases you can select from different sub views of the report from a list of names at the right side of the data display.

The following is an example data display for the *OnLine Availability* built-in trend report style. Note the list of *Selection* sub views at right.

Node	Service	Response	Uptime		Selection
<a href="#">interop2</a>	<a href="#">Web</a>	0.96 ms	88.3 %		<a href="#">View All</a>
<a href="#">mail</a>	<a href="#">Smtp</a>	0.91 ms	88.3 %		<a href="#">Poll</a>
<a href="#">SERVER2000</a>	<a href="#">Web</a>	1.06 ms	88.5 %		<a href="#">Web</a>
<a href="#">mail</a>	<a href="#">Poll</a>	4.59 ms	99.2 %		<a href="#">Smtp</a>
<a href="#">interop2</a>	<a href="#">Poll</a>	1.10 ms	99.5 %		
<a href="#">www</a>	<a href="#">Poll</a>	19.5 ms	99.8 %		
<a href="#">67.116.138.149</a>	<a href="#">Poll</a>	0.29 ms	99.9 %		
<a href="#">peer-gw</a>	<a href="#">Poll</a>	2.21 ms	99.9 %		
<a href="#">SERVER2000</a>	<a href="#">Poll</a>	2.58 ms	100 %		
<a href="#">DIEM</a>	<a href="#">Poll</a>	0.07 ms	100 %		
<a href="#">cisco</a>	<a href="#">Poll</a>	18.9 ms	100 %		

Select any link in the data frame to zoom in to a more detailed view. In most cases this will zoom into a formatted graph but in some reports there is an intermediate information display from which you can choose different graph views.

*Legacy SNMPc trend report styles* do not include special formatting. These reports are displayed in the *Generic* table and graph styles. Please see the section on the *Formatted/Design* button below for more information.

In some situations it is possible to configure the included information or the layout of the data frame. Use the *Formatted/Design* button to switch between the viewing (Formatted) display and configuration (Design) display. Each of the different configuration mechanisms is described in separate sections of this document.

## Title and Time Selection

The title frame above the data frame shows the name of the displayed data or report and the time period included in the display. The described time period corresponds to the selection in the Calendar Control.

Summary for 24h Ending 14:00 December 16th, 2004

◀ Previous   Next ▶

Use the *Previous* and *Next* links to change the displayed time period. The amount of change depends on what you have selected in the calendar control (day, week, etc.).

Note that the calendar control will always change to the *Maximized* mode when you use the *Previous* or *Next* buttons. This means that the calendar time period is not changed back when you select another report. If the displayed data doesn't look right, always check the calendar control and use the *Min* button to get back to the *Minimized* mode.

## Print Button

Use the Print button to print the view display data. A formatted screen is displayed ready for printing, with any control elements removed.



## Email Button

Use the Email button to immediately send the view display data to an email address or to schedule the report view to be automatically emailed on a daily, weekly or monthly basis.



## Formatted/Design Button

Use the *Formatted/Design* button to switch between the Formatted and Design display styles for the currently displayed view. This button is context sensitive and behaves differently for each view type, as indicated in the table below.



View Type	Formatted Style	Design Style
Map	Map Table or Graphic Image	Map Table with Search Bar
Event	Event Table	Event Table with Search Bar
Built-in Report	Formatted Display	Generic Display
Legacy Report	Generic Display	Generic Display
Custom Dashboard	Dashboard Display	Dashboard Setup
Report Summary	Summary Display	Summary Setup

Most of the Design styles include configuration or search mechanisms. Each of these mechanisms is further described in separate sections of this document.

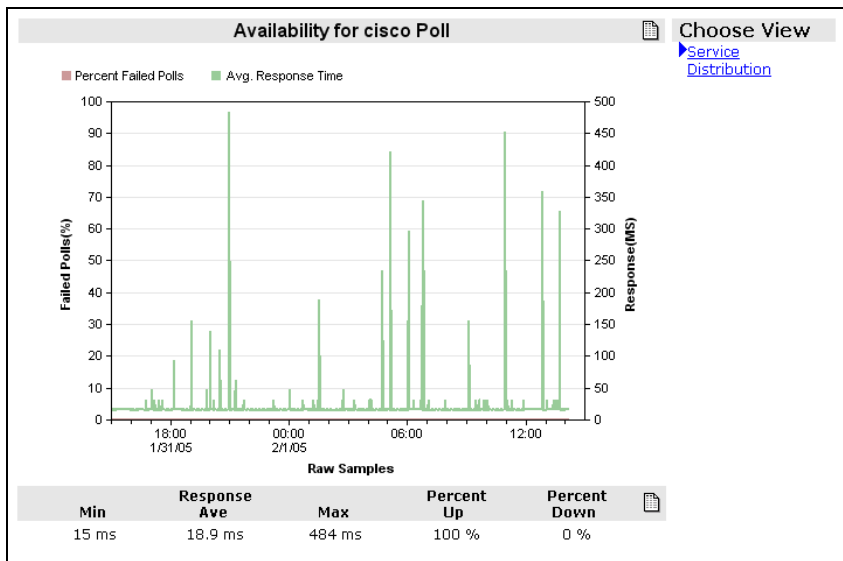


The following is a **Generic** view of the built-in **OnLine Availability** report shown earlier in the Data Frame section. Use the **Formatted/Design** button to switch between these two styles.

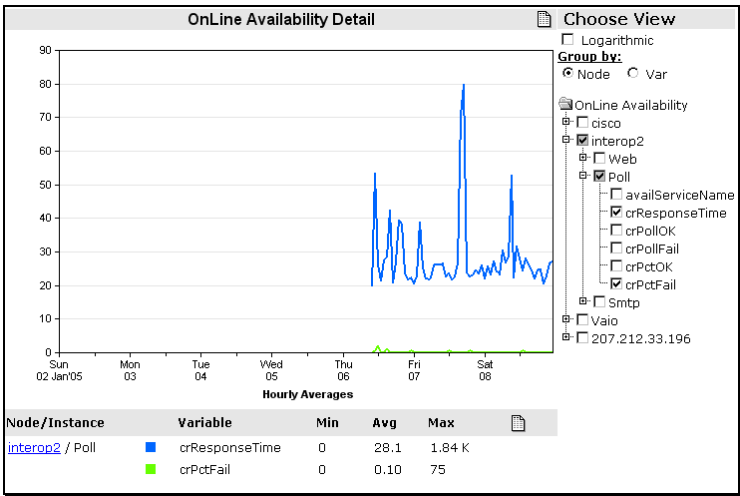
Node	Instance	crResponseTime	crPollOK	crPollFail	crPctOK	crPctFail
<a href="#">207.212.33.196</a>	<a href="#">Poll</a>	<a href="#">20</a>	<a href="#">0.03</a>	<a href="#">0</a>	<a href="#">100</a>	<a href="#">0</a>
<a href="#">cisco</a>	<a href="#">Poll</a>	<a href="#">40</a>	<a href="#">0.03</a>	<a href="#">0</a>	<a href="#">100</a>	<a href="#">0</a>
<a href="#">cisco</a>	<a href="#">Smtip</a>	<a href="#">9.00</a>	<a href="#">0.01</a>	<a href="#">0</a>	<a href="#">100</a>	<a href="#">0</a>
<a href="#">interop2</a>	<a href="#">Poll</a>	<a href="#">21</a>	<a href="#">0.03</a>	<a href="#">0</a>	<a href="#">100</a>	<a href="#">0</a>
<a href="#">interop2</a>	<a href="#">Smtip</a>	<a href="#">11</a>	<a href="#">0.01</a>	<a href="#">0</a>	<a href="#">100</a>	<a href="#">0</a>
<a href="#">interop2</a>	<a href="#">Web</a>	<a href="#">27</a>	<a href="#">0.01</a>	<a href="#">0</a>	<a href="#">100</a>	<a href="#">0</a>
<a href="#">Vaio</a>	<a href="#">Poll</a>	<a href="#">0</a>	<a href="#">0</a>	<a href="#">0.1</a>	<a href="#">0</a>	<a href="#">100</a>
<a href="#">Vaio</a>	<a href="#">Smtip</a>	<a href="#">0</a>	<a href="#">0</a>	<a href="#">0</a>	<a href="#">0</a>	<a href="#">0</a>

Note that all data columns are shown in this generic view versus combined or selected columns. The generic view does not have a list of sub view names or other graphic elements and the column names come straight from the underlying MIB instead of being converted to more meaningful names. Legacy SNMPc trend reports will all have this generic display style.

When you zoom in to a graph view in a formatted report style, the graph will show only the most useful information and the various axis and legends will be appropriately labeled. The following is an example zoomed-in graph view for the **OnLine Availability** report style.



Use the **Formatted/Design** button to change the graph to the generic style, which includes a selection tool at right to specify which nodes, variables and instances are included in the graph. The following is an example of a generic graph view.



Legacy SNMPc trend report graphs always use the generic graph style.

Show Drawing Button

Use the Show Drawing Button to toggle between List display and Graphical Image display for a Map View. This button is only shown for Map Views that represent an SNMPc Subnet view (i.e., not a search view) or custom map views that have an associated Visio Map Drawing. Please see the Custom Map Views section for more information.



Spreadsheet Export Button

All of the graphic elements shown in the Data Frame including tables, graphs and graph legends include a **Spreadsheet Export** button. Use this button to export the displayed data into a spreadsheet program such as Microsoft Excel.



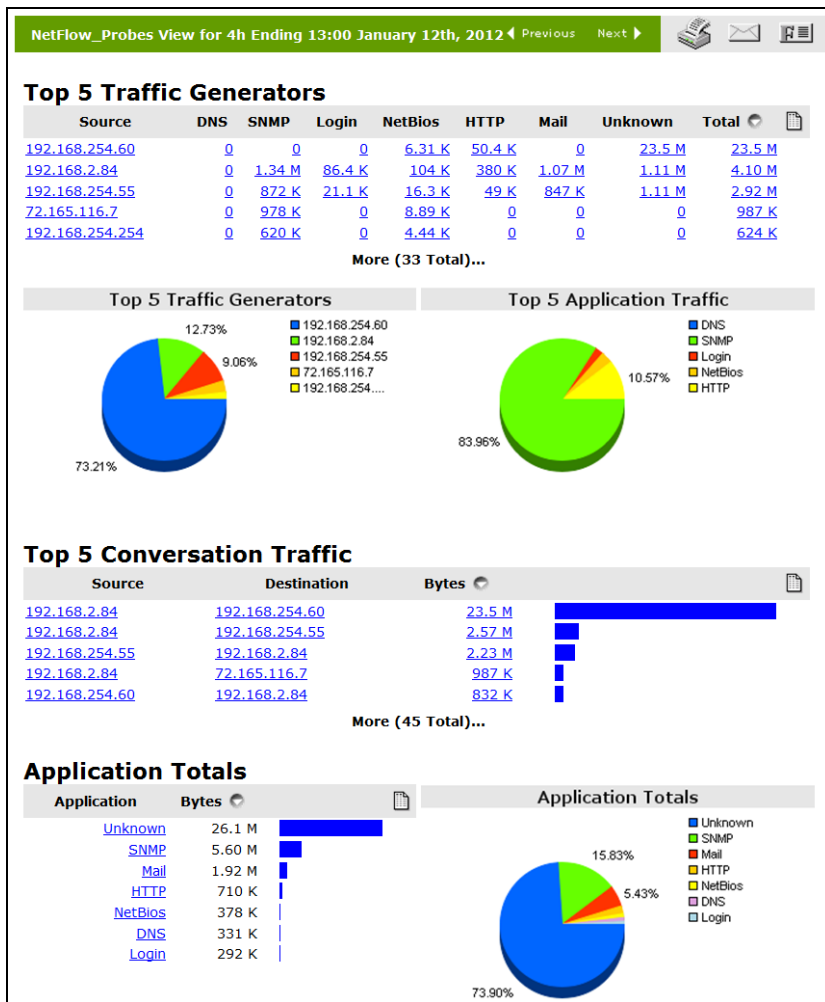
The following is an example spreadsheet export.

	A	B	C	D
1	Node	Service	Response	Uptime
2	Vaio	Poll	0 ms	0%
3	Vaio	Smtp	0 ms	0%
4	207.212.33.196	Poll	20 ms	100%
5	interop2	Smtp	11 ms	100%
6	interop2	Poll	21 ms	100%
7	cisco	Smtp	9.00 ms	100%
8	interop2	Web	27 ms	100%
9	cisco	Poll	40 ms	100%

# Traffic Flow Sources Group

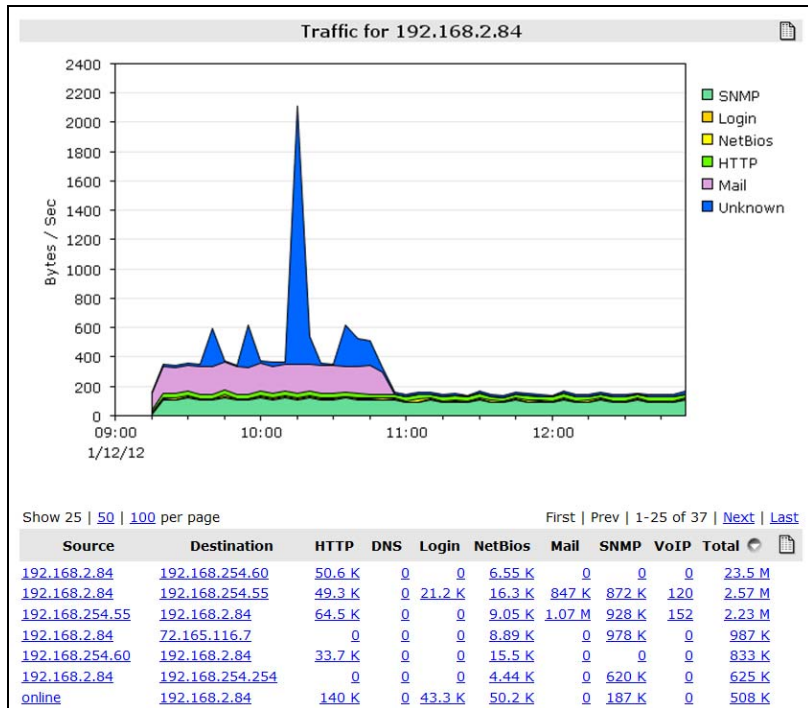
The *Traffic Flow Sources* group includes a set of *Netflow/Sflow* protocol distribution reports organized by device and conversations between devices. Each entry in this group represents a single router, switch or probe that has been configured to send *Netflow/Sflow* data to SNMPc, also known as a *Flow Source* or *Probe*.

Select any interface name under a Flow Source to show a dashboard view with summarized data for *Top 5 Traffic Generators*, *Top 5 Conversations*, *Application Totals* and *Interface Totals*. The following is an example summary dashboard view:



Use the *More (nn Total)...* link below a table to expand the table to all contents. In the case of the *Application Totals* table this expanded view also shows unknown applications by TCP/UDP number.

Select any highlighted field to show a detail report view including an application traffic graph at the top of the view and an application traffic table at the bottom of the view. The following is a sample detail report view.



The application traffic graph displays either a single application or a combination of all applications depending on the statistic value you selected (application or total). Within the detail view select one of the application column titles or the Totals title to change what is displayed in the graph.

From any detail report view select a highlighted field to drill down into a more filtered detail view. Depending on the context of the field you selected, the detailed view shows data for all devices, for all conversations of a specific device, or for all conversations between two specific devices.

The following table shows the traversal possibilities between report views styles:

View Style	Level	Select	Detail
Application Totals	Summary	Protocol Name	Traffic Generators
Traffic Generators	Summary, Detail	Device or Count	Device Conversations
Device Conversations	Detail	Device or Count	Peer Conversations
Conversation Traffic	Summary, Detail	Device	Device Conversations
Conversation Traffic	Summary, Detail	Count	Peer Conversations

Use the **<config>** command in the Traffic Flow Reports group to set the UDP ports that SNMPc uses to listen for *Netflow/Flow* data and to edit Flow Source and application protocol names.

# SNMPc OnLine Reports Group

## Introduction

The *SNMPc OnLine Reports* trend report group is created automatically by SNMPc OnLine if you enabled automatic report creation during the installation. The rest of this chapter briefly describes the automatically created reports.

This group contains a fixed report *Summary* view, two custom *Dashboard* views for one router and one server system, and one *Report View* for each of the automatically generated SNMPc trend reports. Each of the automatic reports contains a small number of devices and is for demonstration purposes only. Each of the automatic reports is associated with the SNMPc *OnLine Reports* Node Group. SNMPc OnLine will place up to 300 SNMPc objects into this group (100 routers/switches, 100 Windows systems, and 100 other SNMP devices).

## Availability Report

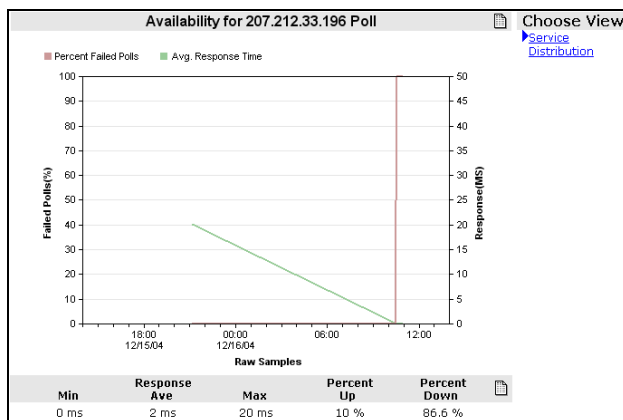
The Availability Report shows response time and percent uptime for regular SNMPc polling (ICMP or SNMP) and configured TCP poll services. Use the Selection list at right to display all information or just for a specific service. The following is an example top level Availability Report view.

Node	Service	Response	Uptime	Selection
<a href="#">cisco</a>	<a href="#">Smtb</a>	0.9 ms	6.66 %	<a href="#">View All</a>
<a href="#">Vaio</a>	<a href="#">Smtb</a>	0.79 ms	6.89 %	<a href="#">Poll</a>
<a href="#">207.212.33.196</a>	<a href="#">Poll</a>	2 ms	10 %	<a href="#">Smtb</a>
<a href="#">interop2</a>	<a href="#">Smtb</a>	1.03 ms	10 %	<a href="#">Web</a>
<a href="#">interop2</a>	<a href="#">Poll</a>	2 ms	10 %	
<a href="#">cisco</a>	<a href="#">Poll</a>	6.36 ms	10 %	
<a href="#">interop2</a>	<a href="#">Web</a>	2.43 ms	10 %	
<a href="#">Vaio</a>	<a href="#">Poll</a>	0 ms	10.3 %	

Select a link from the *Service* column to show a zoomed-in graph view.

Choose one of two views from the selection at right of the graph display. The *Service* view shows a line graph of *Failed Polls %* and *Response Time* (ms).























The *Distribution* view shows a bar graph of response time distribution.



## Interface Reports

There are two interface reports based on Percent Utilization and Bandwidth Usage (BPS). In some cases it may not be possible to calculate Percent Utilization because the line speed is not available or because it varies (e.g., in virtual circuits). In these cases the BPS report is more useful.

The following is an example of the BPS Usage report.

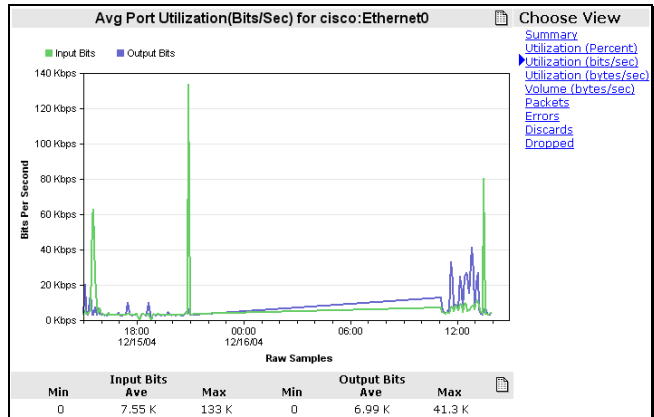
Node	Interface	Input Usage		Output Usage		Dropped
<a href="#">cisco</a>	<a href="#">Serial0</a>	<a href="#">6.63 K bps</a>		<a href="#">7.11 K bps</a>		<a href="#">&lt;0.001 %</a>
<a href="#">cisco</a>	<a href="#">Ethernet0</a>	<a href="#">7.96 K bps</a>		<a href="#">7.27 K bps</a>		<a href="#">&lt;0.001 %</a>
<a href="#">207.212.33.196</a>	<a href="#">3Com 3C90x Ethernet ...</a>	<a href="#">660 bps</a>		<a href="#">334 bps</a>		<a href="#">0 %</a>
<a href="#">207.212.33.196</a>	<a href="#">MS TCP Loopback inte...</a>	<a href="#">0 bps</a>		<a href="#">0 bps</a>		<a href="#">0 %</a>
<a href="#">Vaio</a>	<a href="#">NETGEAR WAG511 802.1...</a>	<a href="#">1.36 K bps</a>		<a href="#">1.17 K bps</a>		<a href="#">0 %</a>
<a href="#">Vaio</a>	<a href="#">Intel(R) PRO/100 VE ...</a>	<a href="#">0 bps</a>		<a href="#">0 bps</a>		<a href="#">0 %</a>
<a href="#">Vaio</a>	<a href="#">MS TCP Loopback inte...</a>	<a href="#">33 K bps</a>		<a href="#">33 K bps</a>		<a href="#">0 %</a>
<a href="#">interop2</a>	<a href="#">Intel(R) PRO/100 VE ...</a>	<a href="#">2.19 K bps</a>		<a href="#">2.44 K bps</a>		<a href="#">0 %</a>
<a href="#">cisco</a>	<a href="#">Serial1</a>	<a href="#">0 bps</a>		<a href="#">0 bps</a>		<a href="#">0 %</a>
<a href="#">cisco</a>	<a href="#">Null0</a>	<a href="#">0 bps</a>		<a href="#">0 bps</a>		<a href="#">0 %</a>
<a href="#">interop2</a>	<a href="#">MS TCP Loopback inte...</a>	<a href="#">19.8 K bps</a>		<a href="#">19.8 K bps</a>		<a href="#">0 %</a>

Select a name from the Interface column to view detailed port information, as shown below.

Device	cisco		<div>Choose View</div> <div><a href="#">Summary</a></div> <div><a href="#">Utilization (Percent)</a></div> <div><a href="#">Utilization (bits/sec)</a></div> <div><a href="#">Utilization (bytes/sec)</a></div> <div><a href="#">Volume (bytes/sec)</a></div> <div><a href="#">Packets</a></div> <div><a href="#">Errors</a></div> <div><a href="#">Discards</a></div> <div><a href="#">Dropped</a></div>
IP Address	207.212.33.19		
Interface Name	Ethernet0		
Current Admin Status	<div><div></div>Up</div>		
Current Oper Status	<div><div></div>Up</div>		
Percent Uptime	100 %		
Link Speed	10 M bps		
	Input	Output	
Average Utilization	0.07 %	0.07 %	
Peak Utilization	1.33 %	0.58 %	
Packets per Second	2.36 Kpps	1.78 Kpps	
Average Packet Size	126 bytes	152 bytes	
Errors	59	0	
Discards	0	0	
Total Dropped Packets	0.02 %	0 %	

Select one of the views from the list at right of the port detail page. These views show various port metrics as line or bar graphs. The following is an example graph for Usage BPS.

Move the mouse over the graph and click on any interesting area. The graph will zoom in to the next more detailed time period. Note that when you do this the calendar control will change from the *Minimized* to *Maximized* mode.



Use the *Previous* and *Next* links in the **Display Area Title Bar** to move the time period backwards or forwards. Again, note that the calendar control changes to match the new selected time period.

You can always use the browser *Back* and *Forward* buttons to get back to your starting point. Or use the Calendar *Min* button and the *Last Day (24 Hours)* link to get back to the current time.

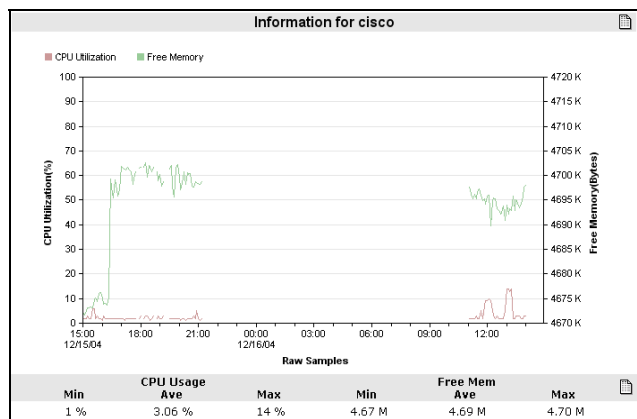
## Cisco Router Report

The Cisco Router Report shows CPU and Memory usage statistics and some other basic system information. The following is an example Cisco Router Report.

Node	CPU	Free Mem	IOS	Image	Time Since Last Boot
<a href="#">cisco</a>	<a href="#">3.06 %</a>	<a href="#">4.69 M</a>	12.2(16a)	flash:/c2500-i-l.122-16a.bin	258 days 00:30:20

Select one of the links under the **CPU** or **Free Mem** columns to show a zoomed-in graph of both variables.

Click on the graph to zoom in further and use the calendar and title bar *Previous/Next* links to change the time period.



# Server CPU Report

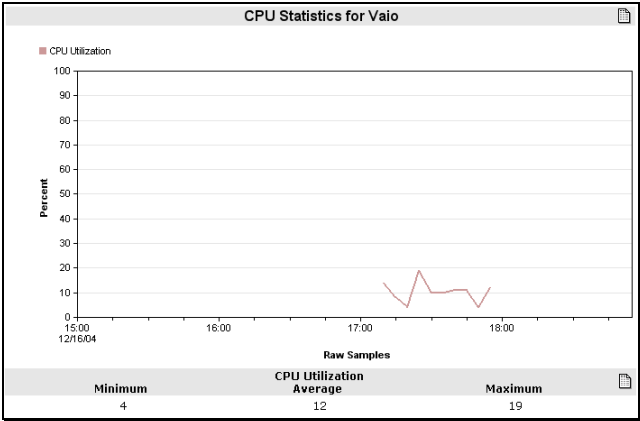
The Server CPU Report contains information gathered from Microsoft servers which have the Microsoft SNMP agent installed and running. The Server report shows the CPU usage for each processor on the system. The following is an example Server CPU Report.

Node	CPU	Usage	
<a href="#">Vaio</a>	<a href="#">3</a>	12 %	<div></div>
<a href="#">interop2</a>	<a href="#">2</a>	0 %	<div></div>

Note that this report style and the *Server Disk Report* will also work with any device that supports the standard *SNMP Host MIB*.

Select one of the labels under the CPU column to show a zoomed-in graph of CPU usage.

Click on the graph to zoom in further and use the calendar and title bar *Previous/Next* links to change the time period.



# Server Disk Report

The Server Disk Report contains information gathered from Microsoft servers which have the Microsoft SNMP agent installed and running. The Server Disk report shows the information about mounted drives including the name, type, size and amount of free space. The following is an example Server Disk Report. Select one of the drive names to show a graph of free space for that drive.

Node	Drive	Disk Type	Size	Free	
<a href="#">interop2</a>	<a href="#">A:\</a>	Removable	0	0	<div></div>
<a href="#">interop2</a>	<a href="#">C:\ Label: Serial N...</a>	Fixed	36.6 G	7.39 G	<div></div>
<a href="#">interop2</a>	<a href="#">D:\</a>	Removable	0	0	<div></div>
<a href="#">interop2</a>	<a href="#">E:\</a>	CD-ROM	0	0	<div></div>
<a href="#">interop2</a>	<a href="#">F:\ Label:Backup Se...</a>	Fixed	81.9 G	38.8 G	<div></div>
<a href="#">interop2</a>	<a href="#">G:\</a>	CD-ROM	0	0	<div></div>
<a href="#">interop2</a>	<a href="#">H:\</a>	Removable	0	0	<div></div>
<a href="#">interop2</a>	<a href="#">I:\</a>	Removable	0	0	<div></div>
<a href="#">interop2</a>	<a href="#">J:\</a>	Removable	0	0	<div></div>
<a href="#">Vaio</a>	<a href="#">C:\ Label: Serial N...</a>	Fixed	15 G	4.80 G	<div></div>
<a href="#">Vaio</a>	<a href="#">D:\ Label: Serial N...</a>	Fixed	25 G	12.5 G	<div></div>
<a href="#">Vaio</a>	<a href="#">E:\ Label:HotBurn De...</a>	CD-ROM	599 M	0	<div></div>
<a href="#">Vaio</a>	<a href="#">F:\</a>	Removable	0	0	<div></div>
<a href="#">Vaio</a>	<a href="#">Virtual Memory</a>	Virtual	1.31 G	1.31 G	<div></div>



## Report Summaries

SNMPc OnLine provides two types of Summaries views, **Report** and **Node**. Use the **Summary** view name under a report group to show a **Report Group Summary** for all reports in that group. From any displayed view, select a **Node Name Link** to show a **Node Summary** for that node.

### Report Group Summary

The **Report Group Summary** view shows a top-N display of all built-in reports in the SNMPc OnLine Reports group. This is a fixed report that exists under all trend report groups. The following is a partial display of an example Summary report.

Top 5 Availability Response				Top 5 Interface Input Percent			
Node	Instance	Resp. Time		Node	Instance	Input Util	
<a href="#">cisco</a>	Poll	6.36 ms		<a href="#">cisco</a>	Serial0	0.40 %	
<a href="#">interop2</a>	Web	2.43 ms		<a href="#">Vaio</a>	MS TCP Loopb...	0.34 %	
<a href="#">207.212.33.196</a>	Poll	2 ms		<a href="#">interop2</a>	MS TCP Loopb...	0.19 %	
<a href="#">interop2</a>	Poll	2 ms		<a href="#">cisco</a>	Ethernet0	0.07 %	
<a href="#">interop2</a>	Smtip	1.03 ms		<a href="#">Vaio</a>	NETGEAR WAG5...	0 %	

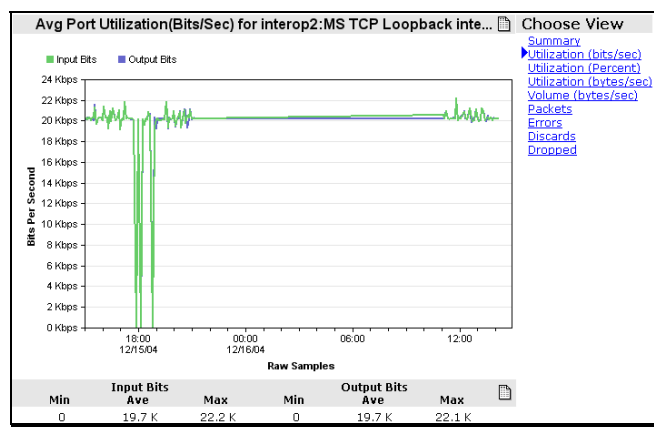
  

Top 5 Availability				Top 5 Interface Output Percent			
Node	Instance	Downtime		Node	Instance	Output Util	
<a href="#">207.212.33.196</a>	Poll	86.6 %		<a href="#">cisco</a>	Serial0	0.43 %	
<a href="#">cisco</a>	Poll	86.6 %		<a href="#">Vaio</a>	MS TCP Loopb...	0.34 %	
<a href="#">interop2</a>	Poll	86.6 %		<a href="#">interop2</a>	MS TCP Loopb...	0.19 %	
<a href="#">Vaio</a>	Poll	86.2 %		<a href="#">cisco</a>	Ethernet0	0.06 %	
<a href="#">Vaio</a>	Smtip	0 %		<a href="#">Vaio</a>	NETGEAR WAG5...	0.01 %	

Each report is represented by a **mini report view** that includes the device name, table instance name, one statistic column and a bar graphic representing the statistic value. There are several mini views available for each of the related trend reports, representing the different statistic variables in each report.

Select any instance or statistic value to show a zoomed-in graph view. A formatted graph will be shown for the associated built-in report.

The example at right shows an Interface Report graph, which would be shown if you select any of the Top-N Interface mini-view links.



Use the **Formatted/Design** button to show the configuration screen for the Summary view.

Use the **Mini View** pull-down lists to select which report mini-views you want included in the summary.

Use the **Top N** pull-down lists to select how many entries to show in each mini-view.

Press the **Save as Default** button to save your changes. Press the **Formatted/Design** button to view the summary selection without saving.

Summary Selection

Availability Response	Top N: 5
Availability	Top N: 5
Interface Input BPS	Top N: 5
Interface Output BPS	Top N: 5
Interface Errors Percent	Top N: 5
Interface Input Percent	Top N: 5
Interface Output Percent	Top N: 5
Interface Errors Percent	Top N: 5
Server CPU	Top N: 5
Server Disk	Top N: 5
Cisco CPU	Top N: 5
Cisco Memory	Top N: 5

Save as Default

The Report Summary view can also optionally show a **Graphical Map Display** above the summaries. To enable this mode, use the **Config/Display** link and enable **Show Map in Summary View**.

Node Summary

Select any **Node Name Link** in any view (map, event, trend report) to show a report summary for that node. The **Node Summary** view includes some basic information about the node, two dials showing poll response and CPU usage (for Server and Cisco systems), a summary of each trend report for the node, and a display of active events for the node. The following is an example Node Summary view.

Node: 207.212.33.196

Address: 207.212.33.196

Status: Normal

Response: 10.000%

Description: Hardware: x86 Family 6 Model 3 Stepping 4 AT/AT COMPATIBLE - Software: Windows NT Version 4.0 (Build Number: 1381 Uniprocessor)

Group: Unknown

Subnet: [207.212.33](#)

Response Time(MS)

405060

3020

100

6.367

Milliseconds Average

CPU Usage

405060

3020

100

3.046

Percent Average

OnLine Availability

Service	Response	Uptime
<a href="#">Poll</a>	2 ms	10 %

OnLine Interface BPS

Interface	Input Usage	Output Usage	Dropped
<a href="#">3Com 3C90x Ethernet ...</a>	658 bps	327 bps	0 %
<a href="#">MS TCP Loopback inte...</a>	0 bps	0 bps	0 %

OnLine Interface Util(%)

Interface	Input Util	Output Util	Dropped
<a href="#">3Com 3C90x Ethernet ...</a>	<0.001 %	<0.001 %	0 %
<a href="#">MS TCP Loopback inte...</a>	0 %	0 %	0 %

Current Events

Cur Date/Time	Node	Event
<span>12/16/04 10:59:28</span>	207.212.33.196	Device Responding to Poll

Search...

Select any active link in this view to display the associated full view. The node summary is a particularly useful view to use as a shortcut, whereby you can create a list of quick links for your most important nodes.

# Router and Server Dashboards

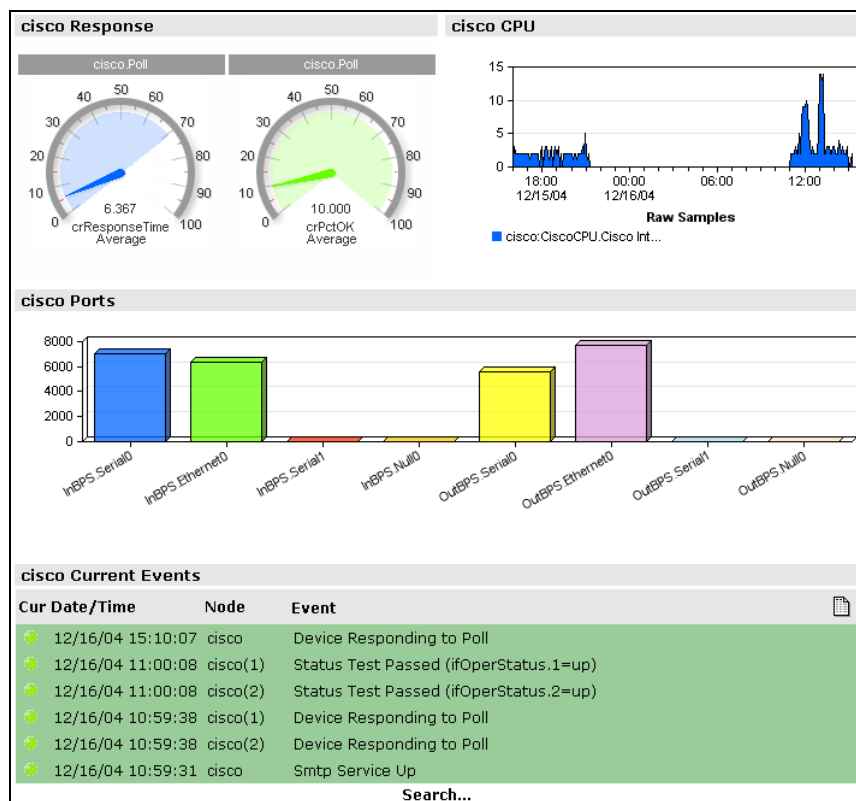
## Introduction

**Dashboard Views** include a customizable collection of **Mini-Views** of map, event, and trend report views. Dashboard views can be added to any trend report group (*SNMPc Trend Reports* and below) and are shown in *italics* immediately beneath the report group **Summary** link.

SNMPc OnLine creates two example dashboards, one for a Cisco Router and one for a Microsoft Server. If you do not have devices of one or both of these types then these dashboards will not be created. Note that these dashboards are for demonstration purposes only. You must manually create any other dashboards, as described in the **Custom Dashboard Views** section later in this document.

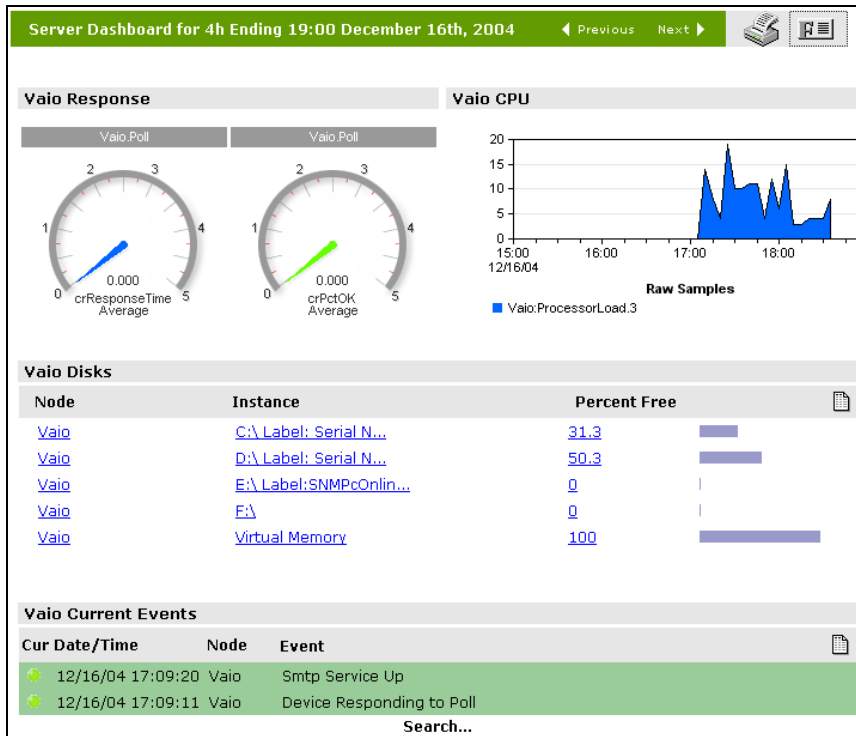
## Router Dashboard

The **Router Dashboard** includes a selection of useful views for a Cisco router. At the top are two dials showing **Response Time** and **Percent Uptime**, followed by an area graph of **CPU usage**. In the center is a bar graph for **Interface BPS Usage** and at the end is a **Current Event View** for the router. The following shows an example of the Router Dashboard.



## Server Dashboard

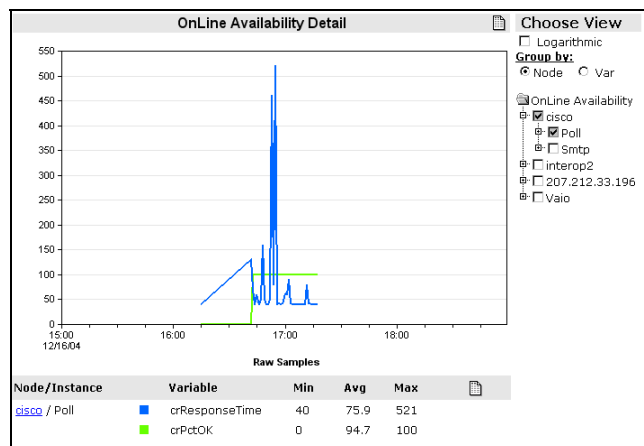
The *Server Dashboard* includes a selection of useful views for a Microsoft server. At the top are two dials showing *Response Time* and *Percent Uptime*, followed by an area graph of *CPU usage*. In the center is a table of disk drive *Percent Free Space* and at the end is a *Current Event View* for the server. The following shows an example of the Server Dashboard.



Click on any link or graphic in a dashboard mini-view to show an expanded view.

Dashboard mini-views only work with specific variables and instances so there is no direct connection to a formatted built-in report. Therefore the expanded graph view is always shown in the generic style.

The image at right shows an example expanded view for the *Response Time* dial.



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## Custom Map Views

Use the **<Add View>** link in the **Map Views** group to show an advanced map search dialog. From this dialog you can specify various search criteria to show a map view that matches your requirements. For example, you can display nodes that have active critical events, nodes that match a name pattern string, or nodes contained in a particular submap or node group.

Node	Status	Address	Group	Description
192.168.1	Normal	192.168.1.0	Unknown	
Root Subnet	Normal		Unknown	
192.168.1.103	Normal	192.168.1.103	Unknown	
192.168.1.245	Normal	192.168.1.245	Unknown	
192.168.1.254	Normal	192.168.1.254	Unknown	
BIGSONY	Normal	192.168.1.6	Unknown	Hardware: x86 Family 15 Model 3 Stepp...

The row of colored rectangles at the top shows the different event priorities and how many active events of each type exist. Beneath are two pull-down lists for event priority and node match criteria.

Depending on which node match style you select another pull-down or text box will be displayed to let you enter additional matching criteria. For names you can use the asterisk (\*) character as a wildcard.

Selecting from a pull-down list will perform the search automatically. If you are entering text in an edit box, press the **Search** button to start the search. Use the browser **Back** button to return to the search dialog and make further changes. Alternatively, use the **Formatted/Design** button to switch between the search results and search dialog.

If you use the **Subnet** selection from the Nodes pull-down list you can optionally select the **Show Graphical Representation if available** checkbox to show a Graphical Image (i.e., SNMPc Map Window) display versus the default List display style.

Enter a name in the **Name** edit box and press the **Save** button to save your search for future use. The custom view names are shown in *italics* in the Map Views group.

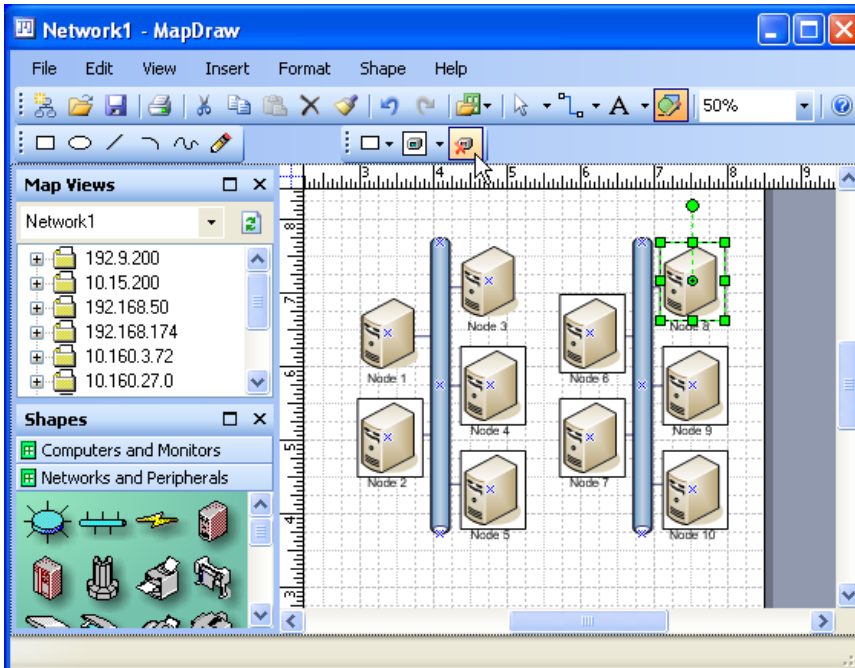
To edit a custom map view, first display the view and then use the **Formatted/Design** button to show the search dialog for that view. Make your changes and press **Save**. Or press the **Delete** button to remove the custom view.

## Adding a Visio Drawing to a Map View

After creating a Map View, use the **MapDraw** tool to associate it with a Visio graphic image. Unlike the main SNMPc OnLine web interface, MapDraw is a Windows application that you can only run on the computer where your web server is running and SNMPc OnLine is installed.

- From the SNMPc Console running at the server system, use the **Tools/MapDraw** menu to run the MapDraw tool.
- Select the name of a Map View from the **Map Views** drop-down list to create an empty drawing on the workspace.
- Use the **File/Import** menu to import an existing Visio drawing. Alternatively, drag symbols from the Shapes area at left onto the workspace.
- To associate an icon in the workspace with an SNMPc node, simply drag the SNMPc node name onto a shape to associate the node with the shape.

The following shows a Map View drawing named Network1 being created in MapDraw.



When you are done, use the **File/Save** menu to save the Map View drawing. This drawing will be associated with the Map View that you originally selected and can now be displayed in the SNMPc OnLine web interface.

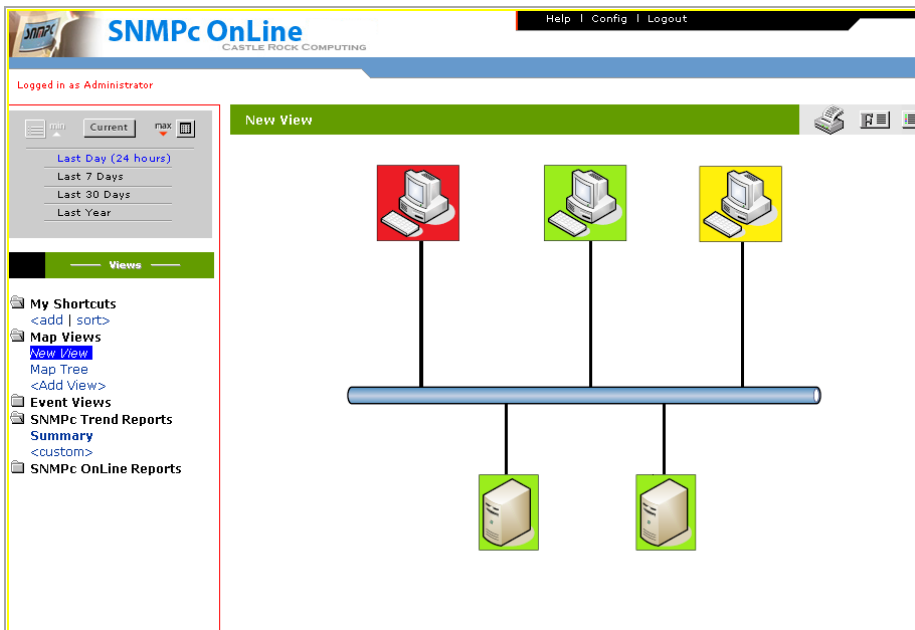
## Displaying a Visio Map View Drawing

From the **Map Views** group, select the Map View name for which you have created a Visio Map Drawing. At the far right of the **View Display Title and Controls** bar you will see the **Show Drawing** button.



The Show Drawing button is only shown for Map Views that represent an SNMPc Subnet view or those that have an associated Visio Map Drawing. Use the Show Drawing button to toggle between the List Display style and the Graphical Image Display style.

The following shows an example Visio Map Drawing display:



You can also configure a Map View to show the associated Visio Drawing by default. Use the **Formatted/Design** button to show the search dialog. Enable the **Show Graphical Representation if Available** checkbox. Press the **Save** button to save the new setting. Now when you select a Map View name the Visio drawing will be displayed instead of the list/tree format.

Since custom dashboards can include a Map View frame, it is possible to create a customized page that includes a Visio Map Drawing and other SNMPc OnLine elements such as graphs, charts, data tables, and event log views.

---

## Custom Event Views

Use the **<Add View>** link in the **Event Views** group to show an advanced event log search dialog. From this dialog you can specify various search criteria to show an event view that matches your requirements. For example, you can display events for nodes that have active critical events, for nodes that match a name pattern string, or for nodes contained in a particular trend report or node group.

The following shows the Event Search selection dialog.

Cur Date/Time	Node	Event
12/16/04 15:10:07	cisco	Device Responding to Poll
12/16/04 11:00:08	cisco(1)	Status Test Passed (ifOperStatus.1=up)
12/16/04 11:00:08	cisco(2)	Status Test Passed (ifOperStatus.2=up)
12/16/04 10:59:38	cisco(1)	Device Responding to Poll
12/16/04 10:59:38	cisco(2)	Device Responding to Poll
12/16/04 10:59:31	cisco	Smtip Service Up

The row of colored rectangles at the top shows the different event priorities and how many active events of each type exist. Use the pull-down lists and edit boxes below to specify your event matching criteria.

Use the **Summary** checkbox to display an event summary instead of a list of events. The event summary shows each event type once with a count of duplicate events in a new column at left.

Press the **Search** button to display the results of your match criteria. You can use the browser **Back** button to return to the search dialog and make further changes. Alternatively, use the **Formatted/Design** button to switch between the search results and search dialog.

Enter a name in the **Name** edit box and press the **Save** button to save your search for future use. The custom view names are shown in **italics** in the Map Views group.

To edit a custom event view, first display the view and then use the **Formatted/Design** button to show the search dialog for that view. Make your changes and press **Save**. Or press the **Delete** button to remove the custom view.



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## Custom Dashboard Views

**Dashboard Views** include a customizable collection of **Mini-Views** of a Map View (Tree or Drawing), Event Views, and Trend Report Views. Dashboard views can be added to any trend report group (i.e., *SNMPc Trend Reports* and below) and are shown in *italics* immediately beneath the report group *Summary* link.

- To **Create** a new dashboard, use the **<custom>** link at the end of any trend report group.
- To **Edit** an existing dashboard, first select a dashboard view name such as the **Router** or **Server** dashboards in the **SNMPc OnLine Reports** group. Then use the **Formatted/Design** button to show the dashboard configuration screen.

Use the controls in the configuration screen to add and delete components of the dashboard, to rearrange the layout, or to modify individual cells. The following is an example of a dashboard configuration screen for the demonstration Server dashboard.

<b>Add Row:</b> <a href="#">Single</a>   <a href="#">Double</a>		<b>Order:</b> <input type="text" value="2"/>	<b>Name:</b> <input type="text" value="Server Dashb"/> <input type="button" value="Save"/> <input type="button" value="Save As"/> <input type="button" value="Delete"/>
<p><b>Title:</b> <b>Vaio Response</b> <b>Type:</b> Dial - Range(Average) <b>Time:</b> User <b>Variables:</b> OnLine Availability (crResponseTime, crPctOK) <b>Instances:</b> <input checked="" type="checkbox"/> Vaio : Poll <b>Options:</b> Click for details</p>		<p><b>Title:</b> <b>Vaio CPU</b> <b>Type:</b> Area(Average) <b>Time:</b> User <b>Variables:</b> OnLine Server CPU (ProcessorLoad) <b>Instances:</b> <input checked="" type="checkbox"/> Vaio : All Instances <b>Options:</b> Click for details</p>	
		<p><a href="#">Delete</a> <a href="#">Copy</a> <a href="#">Bigger</a> <a href="#">Single</a> <a href="#">Move Down</a></p>	
<p><b>Title:</b> <b>Vaio Disks</b> <b>Type:</b> Table(Average) <b>Time:</b> User <b>Variables:</b> OnLine Server Disk (StoragePctFree) <b>Instances:</b> <input checked="" type="checkbox"/> Vaio : All Instances <b>Options:</b> Click for details</p>			
<p><a href="#">Move Up</a> <a href="#">Delete</a> <a href="#">Copy</a> <a href="#">Bigger</a> <a href="#">Double</a> <a href="#">Move Down</a></p>			
<p><b>Title:</b> <b>Vaio Current Events</b> <b>Type:</b> Log <b>Time:</b> User <b>Select Nodes:</b> Name = Vaio* <b>Options:</b> Priority: Normal and up Event Type: All Status: Current Mode: Normal</p>			
<p><a href="#">Move Up</a> <a href="#">Delete</a> <a href="#">Copy</a> <a href="#">Bigger</a> <a href="#">Double</a></p>			

## Adding and Arranging Cells

A dashboard is divided into multiple independent cells arranged in a symmetrical grid. Each row in a dashboard can have one or two cells. Each row can be small or large height. All cells in the same row must be the same height.

The topmost frame is always displayed and contains controls that make global changes to the dashboard as follows:

- Use the **Single** link to add a small row with one cell.
- Use the **Double** link to add a small row with two cells.
- Use the **Order** pull-down list to set the order of the dashboard name in the report group.
- Set a name for the dashboard in the **Name** edit box.
- Use the **Save** button to save your changes to the current dashboard.
- Use the **Save As** button to save the dashboard to a new name (i.e., make a copy)
- Use the **Delete** button to delete the dashboard.

After adding some cells to the configuration screen, use the links at right to resize and rearrange them as follows:

- Use the **Move Up** and **Move Down** links to move the row up or down one level.
- Use the **Delete** link to remove the entire row.
- Use the **Copy** link to make a new row with the same attributes.
- Use the **Bigger** link to change all cells in the row to the large height size.
- Use the **Smaller** link to change all cells in the row to the smaller height size.
- Use the **Double** link to split a single cell row into two cells. The second cell will have the same attributes as the original.
- Use the **Single** link to convert a row of two cells into two rows of full width cells.

Use the **Formatted/Design** button to switch between the view and configuration modes. This lets you view your changes before committing to save them permanently. Note that if you select a different view to display (e.g., map, event, trend report) without pressing the **Save** or **Save As** button, your changes will be lost.

## Changing Individual Cells

Each cell in a dashboard is completely independent of all others and can display data in a variety of formats for one or more nodes and one or more variable instances. Use the controls inside the cell to specify what the cell displays and the format of the display. Each control shows a wizard screen to help you make your selections.

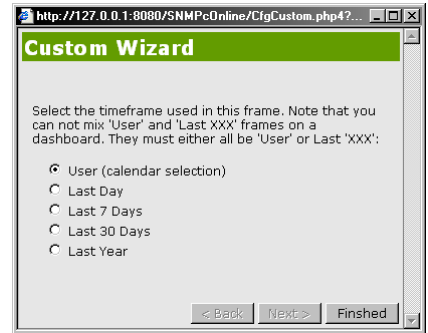
- Use the **Title** link to change the name of the cell.
- Use the **Time** link to set the time period used by the cell (fixed or calendar based).
- Use the **Type** link to set the display type (map, log, table, pie, dial, etc.)
- Use the **Variables** link to set the SNMP variables used in the cell.
- Use the **Instances** link to add node and variable instances to the cell

- Use the **Select Nodes** link to set the nodes used in a Map or Log cell.
- Use the **Options** link to set display options for different cell Types.

## Setting the Time Period for a Cell

Use the **Time** link to set the cell time period. The time period can either be fixed for all cells or calendar based (User selection) for all cells. However, in the fixed case, each cell can use a different fixed period.

In general you would use different fixed periods for different cells that otherwise have the same attributes. For example, you could have two graphs of an interface usage report that shows the last day and last month to provide a current and historical view for the same port.

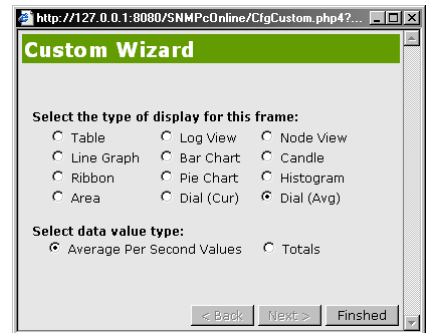


## Setting the Display Type

Use the **Type** link to set the cell display type. The basic types are **Table**, **Log View**, **Node (Map) View**, and **Graph**.

For Graph types there are further subtypes of line graph, bar chart, dial and so on.

Select the data value type as **Average Per Second** for graphs such as line and ribbon, or **Totals** for styles such as pie and bar charts.

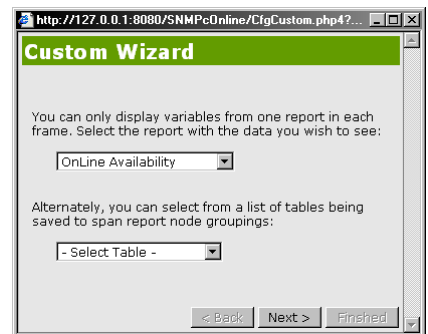


## Setting the Variables

Use the **Variables** link to set the SNMP variables used in the cell.

Select a trend report from the first pull-down list to only show nodes and variables from that report. This list only includes reports in the group where you are adding the dashboard.

Select an SNMP table from the second pull-down list if you want to include nodes from different reports in the cell.



After selecting the base report or table press the **Next** button to move to select specific variables to display in the cell.

The next screen in this wizard lets you select from a list of built-in **Mini-Views** for the report or individual variables contained in the report.

The mini-views are only available for SNMPc OnLine built-in reports. If you are using a legacy SNMPc trend report or a report that uses a manually selected SNMP table, you will need to select specific variables from the four **Variable** pull-down lists.

The screenshot shows a web browser window with the address bar displaying 'http://127.0.0.1:8080/SNMPcOnline/CfgCustom.php4?...' and a title bar 'Custom Wizard'. The main content area has a green header 'Custom Wizard'. Below it, the text reads: 'Select a pre-defined view for this table (only the first instance will be visible in graphs):'. There is a dropdown menu with 'Response' selected. Below this, the text says: 'Otherwise, select the individual variables you want to see (only the first 8 instances will be visible in graphs):'. There are four dropdown menus labeled 'Variable 1:', 'Variable 2:', 'Variable 3:', and 'Variable 4:', all with '- None -' selected. At the bottom, there are three buttons: '< Back', 'Next >', and 'Finished'.

## Setting the Device and Variable Instances

Use the **Instances** link to specify the nodes and variable instances to show in the cell.

Select a node name from the first pull-down list. Only nodes that have data saved for the selected report or variables will be available.

Select an instance name from the second pull-down list.

Press the **Add** button to add the selected node/instance pair. This will close the wizard.

The screenshot shows a web browser window with the address bar displaying 'http://127.0.0.1:8080/SNMPcOnline/CfgCustom.php4?...' and a title bar 'Custom Wizard'. The main content area has a green header 'Custom Wizard'. Below it, the text reads: 'Select the node you wish to use in this frame:'. There is a dropdown menu with 'cisco' selected. Below this, the text says: 'Select instances to view (only the first 8 instances will be shown in a chart)'. There is a dropdown menu with '- Select Instance -' selected. At the bottom, there are three buttons: '< Back', 'Add >', and 'Close'.

For graph displays you can have up to eight instances per cell. Use the **Instances** link to add more instances. Each node/instance pair is listed in the cell configuration screen. Use the **Delete Graphic** to the left of the node/instance name to remove an instance from the cell.

## Setting Display Options

Depending on what attributes you have selected for the cell, there may be optional styles you can set. Use the Options link to view the available options.

- Event log options include the event priority, event type, active status and table/summary style.
- Graph options include line colors for different variable instances.
- Table options include sorting variable and direction.

The screenshot shows a web browser window with the address bar displaying 'http://127.0.0.1:8080/SNMPcOnline/CfgCustom.php4?...' and a title bar 'Custom Wizard'. The main content area has a green header 'Custom Wizard'. Below it, there are four dropdown menus: 'Priority:' with 'Info and up' selected, 'EventType:' with 'All' selected, 'Status:' with 'Current' selected, and 'Mode:' with 'Normal' selected. At the bottom, there are three buttons: '< Back', 'Next >', and 'Finished'.

## Scheduled Email Reports

Use the Email button on the Title Bar to immediately send the displayed view display data to an email address or to schedule the report view to be automatically emailed on a daily, weekly or monthly basis.




You can email any type of report view including tables, detailed graphs, dashboards or event views. Map list views can be emailed but graphical map displays are not supported.

The Email Properties wizard will prompt you for the following information:

- Destination Email Address
- Schedule (Immediate, Daily, Weekly or Monthly)
- Time of Day to deliver the email.
- Day of Week or Day of Month to deliver Weekly and Monthly emails.
- Report period (Daily, Last 24hr, Weekly, Last 7 Days, etc.).

After the Wizard has finished the email will either be sent immediately or the Email Configuration page will be displayed. The following is an example of the Email Configuration page:

### Email Configuration

To add scheduled emails, click on the  icon on any report page.

<input type="checkbox"/> Title	Address	Schedule	Time	
<input type="checkbox"/> <a href="#">Map Tree</a>	support@castlerock.com	Monthly	09:00	<input type="button" value="Edit"/>
<input type="checkbox"/> <a href="#">OnLine Availability</a>	support@castlerock.com	Daily	09:00	<input type="button" value="Delete"/>
				<input type="button" value="Close"/>

Email settings are configured through the SNMPc console Config->Event Options menu.  
**SMTP Server:** smtp.castlerock.com  
**From Address:** support@castlerock.com  
**Authentication:** enabled

You can access this page at any time from the **Email** selection of the **Config** menu at the top right of the SNMPc OnLine main window. Select one or more entries and press the Edit button to change schedule settings or press the Delete button to remove the entry.

SNMPc OnLine uses Email Server information from the SNMPc Management Server as follows:

- **SMTP Server** address in the SNMPc Console **Config/Event Options** Menu.
- **Email From** address in the SNMPc Console **Config/Event Options** Menu.
- **Authentication Password** from the **AuthPass**= setting in the SNMPc Server **snmpc.ini** file.

# Configuring Traffic Flow Reports

Use the *Netflow* selection of the *Config* menu at the top right of the SNMPc OnLine main window to configure Traffic Flow reports. The following is an example of the Netflow Configuration page:

**Netflow Configuration**

Enter UDP listening ports here for NetFlow and sFlow packets. Separate multiple ports with commas.

**Traffic Flow UDP Configuration**

NetFlow Listening Ports	2055
sFlow Listening Ports	6343

Submit

Enter probe report parameters here. The probe name must not be left blank. New probes sending data will be added to this list automatically. [See the help for more information.](#)

**Traffic Flow Sources**

Probe Name	Source Address	Flow Type	UDP Port	Last Flow Received*			
Cisco2811	192.168.253.66	Netflow	2055	06/27 15:01	Change	Delete	
192.168.254.7	192.168.254.7	Netflow	2055	12/31 16:00	Change	Delete	

Enter TCP/UDP protocol monitoring parameters here. Separate port ranges with a dash (-) character and multiple ports/ranges with the or (|) character. Changes will not take effect until you restart the SNMPc OnLine Netflow monitoring service. [See the help for more information.](#)

**Monitored Protocols**

Name	TCP/UDP Port		
FTP	20 21	Change	Delete
HTTP	80 443 3128	Change	Delete
DNS	42 53	Change	Delete
Login	23 513 22	Change	Delete
NetBios	137 138 139 445	Change	Delete
Mail	109 110 1109 25 143 465 585 993 995	Change	Delete
DHCP	67 68	Change	Delete
SNMP	161 162	Change	Delete
NNTP	119 563	Change	Delete
NFS/AFS	1110 2049 7000-7009	Change	Delete
VoIP	5060 2000 54045	Change	Delete
X11	6000-6010	Change	Delete
Skype	41652	Change	Delete
eDonkey	4661-4665	Change	Delete
BitTorrent	6881-6999 6969	Change	Delete
Messenger	1863 5000 5001 5190-5193	Change	Delete
		Add	

Enter a list of comma separated UDP ports that SNMPc should listen for Netflow and SFlow data in the first two edit boxes. The defaults are 2055 and 6343, respectively.

Flow Sources are added automatically when data is received from a probe. Use the Delete button to remove an entry for a probe that has been configured to stop sending data to SNMPc. Use the Change button to update the name for the probe source.

Use the *Monitored Protocols* list to define the Application names used in Traffic Flow Reports. Each entry specifies a set of TCP/UDP ports separated by a vertical bar (‘|’) or a range of ports separated by a dash (‘-’).

Ports which are not in this list are aggregated as the Unknown application name. Use the **More (nn Total)...** link under the **Applications Total** table on a report summary page to see a full list of unknown application protocol numbers.

The Netflow Config page also includes settings to specify how much database space is used for traffic flow data and how often to age the data.

## NetFlow Easy Setup Configuration Tool

After installing SNMPc OnLine 12 a new program is added to the SNMPc Console interface for configuring Cisco Netflow devices. This tool is only available on the SNMPc Server computer where you installed SNMPc OnLine.

Select a Cisco device icon in the SNMPc Console map view. Then use the **Tools / Netflow Configuration** menu. The following dialog is displayed.

The NetFlow Config dialog box is divided into two main sections: Collectors and Interfaces.

**Collectors Section:**

Address	Port
72.165.116.53	2056
72.165.116.55	2055

Max Collectors: 2

Buttons: Add, Change, Delete

Address: 192.168.1.129 Port: 2055

**Interfaces Section:**

Interf...	Name	Alias	Direc...
1	Fa0/0	internet	Ingress
2	Fa0/1	subnet	Ingress
4	Nu0		None
5	Tu0	Hurricane Electric IPv6 ...	None

Buttons: None, Ingress, Egress, Both

NetFlow Packet: 5 (dropdown menu)

Close button

Note that the Cisco icon definition must include the correct Read and Write SNMP community strings in order for the tool to operate. You can edit the community string by right-clicking on the icon and selecting **Properties**. The Community Strings are settable via the **Access** tab.

The Tool will display any existing NetFlow configuration on the Cisco Device. You can **Add**, **Change** or **Delete** Collectors and specify which version of NetFlow to enable. If this is an initial configuration then you will need to **Add** the IP address of the SNMPc server. As default the SNMPc collector is listening on port 2055.

For each interface on the device you can specify whether NetFlow is monitoring Ingress, Egress or both traffic directions.

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## SNMPc OnLine Express Edition

SNMPc OnLine installs as a free 30 day evaluation edition. During the evaluation period all features are available without limitations. This is the same as a purchased version of SNMPc OnLine.

The SNMPc OnLine **Express Edition** is automatically enabled after the evaluation period expires. The Express Edition is free of charge but includes the following limitations:

- There is a maximum of 2000 report objects allowed per SNMP Table.
- Visio map graphics are not supported.
- Only SQL Express Edition is supported (max 4GB data per SNMPc report).
- Technical Support is not included.
- Supports a maximum of five (5) Netflow/sFlow sources.

The object limit spans multiple SNMPc reports and devices and is for each SNMP MIB Table. For example, you can report interface statistics on 10 routers, each having 200 ports. At the same time you can report on up to 2000 disk entries total, across multiple servers.

The **Availability** report table is exempted from the report object limit so you can monitor availability and response times for any SNMPc map size.

You can limit the number of report objects imported by SNMPc OnLine by using one or more of the following methods in the SNMPc Windows Console:

- Set global Instance Filters in the **Config/Trend Report** dialog.
- Select **Exclude from SNMPc OnLine** in the **Trend Report Properties** dialog.
- Filter specific instances using the **Instances** button in the **Trend Report Properties** dialog.

If the maximum object limit is reached a warning dialog is displayed every 10 minutes thereafter, advising you to limit the report object counts. If the number of report objects ever reaches 2500 then SNMPc OnLine data import will be disabled.

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## How to Buy SNMPc OnLine

We hope this document has helped you to get acquainted with SNMPc OnLine and that you will soon purchase a permanent license. If you have any pre-sales questions or comments, please send an email to [sales@castlerock.com](mailto:sales@castlerock.com) or call us at 408-366-6540 (United States).

There are several options for buying SNMPc OnLine, including online download delivery and direct purchase from one of our resellers. For complete pricing and purchasing information please go to the **Sales** page of [www.castlerock.com](http://www.castlerock.com).

If you want to buy SNMPc OnLine after using the evaluation version, there is no need to reinstall any software components. The evaluation version you downloaded from the WEB includes the latest updates and may be newer than the CDROM you receive. To upgrade your evaluation copy, just enter your purchased license keys at the Welcome dialog when you start the SNMPc OnLine WEB console.