

# MXview User's Guide

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[www.moxa.com/product](http://www.moxa.com/product)

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# MXview User's Guide

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# 1

## Key Features

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Moxa MXview network management software gives you a convenient graphical representation of your Ethernet network, and allows you to configure, monitor, and troubleshoot Moxa networking devices. MXview provides an integrated management platform that can manage Moxa networking devices, such as Ethernet switches and wireless APs, and SNMP-enabled and ICMP-enabled devices installed on subnets. Network components that have been located by MXview can be managed via web browsers from both local and remote sites—anytime, anywhere.

The following topics are covered in this chapter:

- Web-based Operation**
- Auto Discovery and Topology Visualization**
- Event Management**
- Configuration and Firmware Management**
- Traffic Monitoring**

## Web-based Operation

MXview uses the client-server model. You will need to install the MXview server on a Windows computer connected to the network(s) that are to be managed. After installing MXview, the network can be managed with Internet Explorer or Firefox, without installing additional software.

## Auto Discovery and Topology Visualization

Within the scan range, MXview locates networking devices with SNMP or ICMP services enabled. MXview can collect topology information from devices with LLDP capability and draw the topology of the network, which shows physical connections.

## Event Management

For troubleshooting purposes, MXview logs events that match preset conditions, such as link up/down, device unreachable, or traffic overloading. The most recent events will show up on the dashboard. Devices and links that generate events will be highlighted with different colors. When an event occurs, users can be notified in a number of different ways, including SMS, email, popup window, sound, or external program.

## Configuration and Firmware Management

MXview provides an interface for managing Moxa networking devices from a central location. Users can remotely backup or update configuration files, and upgrade firmware.

## Traffic Monitoring

MXview can log the network traffic of network devices that have been discovered.

# 2

## **System Requirements and Supported Devices**

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The following topics are covered in this chapter:

- System Requirements**
- Supported Devices**

## System Requirements

The computer that MXview is installed on must satisfy the following system requirements:

CPU:	Intel Core 2 Duo, 2.4 GHz or faster.
RAM:	1 GB or more
Hard Disk Space:	10 GB or more
Operating System:	Windows XP Professional/7/Server 2008
Browser:	IE 6/7/8, Firefox 3 with JRE 6
User Interface Language:	English or Simplified Chinese

## Supported Devices

- The Moxa networking devices listed in the “Required Firmware Version Table” below can be used with MXview, provided the device is running the firmware version listed in the table. These Moxa networking devices support a wide range of functions, such as network status, traffic log, and configuration / firmware file management (see the “Function Support Table” below).
- For other SNMP-enabled devices, MXview supports standard management functions, such as link up, link down, and SNMP MIBII information.
- MXview can only monitor the connectivity of devices that support ICMP.

**Function Support Table**

	Moxa Device		Non-Moxa Device	
	Managed switch supportive firmware (table below)	1. Managed switch with old firmware 2. Other SNMP devices	SNMP device	ICMP device
Auto Topology	✓	–	–	–
Device Recognition	✓	–	–	–
Active Event Notification	✓	–	–	–
Configuration/Firmware Management	✓	–	–	–
Traffic Report	✓	✓	✓	–
Passive Event Notification	✓	✓	✓	✓
Availability Check	✓	✓	✓	✓



**Required Firmware Version Table**

<b>Model Name</b>	<b>Required Firmware Version</b>
EDS-400A	2.6 or higher
EDS-500A	2.6 or higher
EDS-G509	2.6 or higher
EDS-P510	2.6 or higher
EDS-600	2.6 or higher
EDS-728	2.6 or higher
EDS-828	2.6 or higher
IKS-6726	2.6 or higher
PT-7710	1.2 or higher
PT-7728	2.6 or higher
PT-7828	2.6 or higher
PT-G7509	1.1 or higher
TN-5508/TN-5510	1.1 or higher
TN-5516/TN-5518	1.2 or higher
Additional model names will be added. Please check Moxa's website for the most up-to-date information.	

# 3

## Installation and Migration

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The following topics are covered in this chapter:

- Installation Pcedure**
- Uninstallation**
- Migration**
- Version Upgrade**

## Installation Procedure

1. Execute the installation program or insert the auto-run CD.
2. During the installation, you can choose the directory in which MXview will be installed and the default language, or leave the settings at the default values.
3. For the commercial version, you will be asked to enter the license key; input the character string printed on the cover of the CD.
4. After the installation is complete, shortcuts for launching the MXview server will be created on the desktop and in the start menu.

## Uninstallation

1. Select **Start → Control Panel**, and then select **Add or Remove Programs**.
2. Select MXview
3. Select Remove

You can also uninstall the software by selecting  
**Start → All Programs → Moxa → MXview → Uninstall MXview**.

## Migration

To migrate the software from one computer to another, first use **Project → Export** to save the system's current device list and topology to a file, and then use **Project → Import** to transfer the system to another computer.

## Version Upgrade

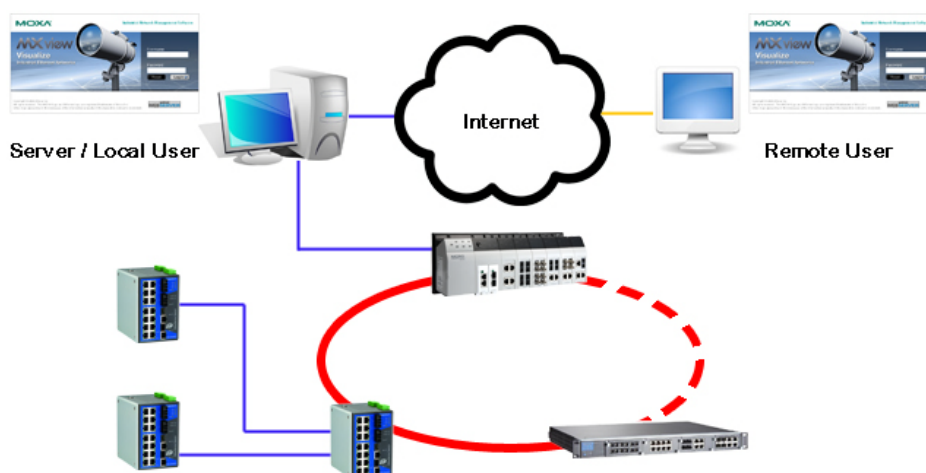
To upgrade the software to a new version, first use **Project -> Export** to save the system's current device list and topology to a file. Then, install the new version. Finally, use **Project -> Import** to upgrade the system to the new version.

# 4

## Getting Started

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MXview is implemented as a web server to realize remote management through a single portal. The following figure illustrates the operational model.



The MXview server runs in the background on a Windows PC and communicates with network devices using SNMP Plus, a Moxa proprietary protocol that periodically polls specific MIB data and stores data in a local database.

The MXview client uses web browsers to provide a uniform web interface that enables network operators to access and operate over an intranet or the Internet.

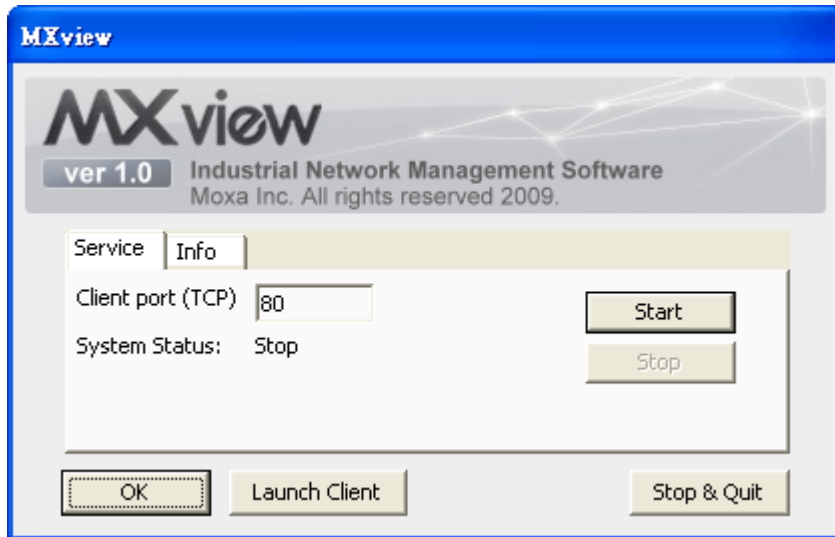
This chapter covers the following topics:

- MXview Server Startup**
- Login**
- Account**
- Auto Installation of Runtime Environment (Java Runtime Environment)**

## MXview Server Startup

To start the MXview server, first double-click the MXview desktop shortcut. When the MXview window (shown below) pops up, configure the listening port of the server (or leave it at the default value of 80) and examine the runtime information. The server will launch when you click **Start**.

Clicking **Launch Client** will start the MXview client on the local computer. To learn how to use the MXview client remotely, refer to the **Login** section below.



## Login

To launch the MXview client, open a web browser and input the MXview server's IP address or domain name in the address field. Note that if the server's listening port changes, you will need to input the IP address as follows: `http://192.168.1.250:8080`. If you are using the server computer as the client, you may also click **Launch Client** on the control panel. The default account is **admin** with no password.



**Note: At most 3 users can log in to the system at the same time.**

## Account

There are 2 accounts: admin and guest. The admin account possesses the privileges to change configurations in MXview, such as topology and scan range. The guest account is a read-only account. By default, the password of both accounts is empty, which can be changed in Preferences.

## Auto Installation of Runtime Environment (Java Runtime Environment)

The MXview client must run in a JRE 6 environment. For IE users who do not have the appropriate version of JRE, installation of the update will start automatically.

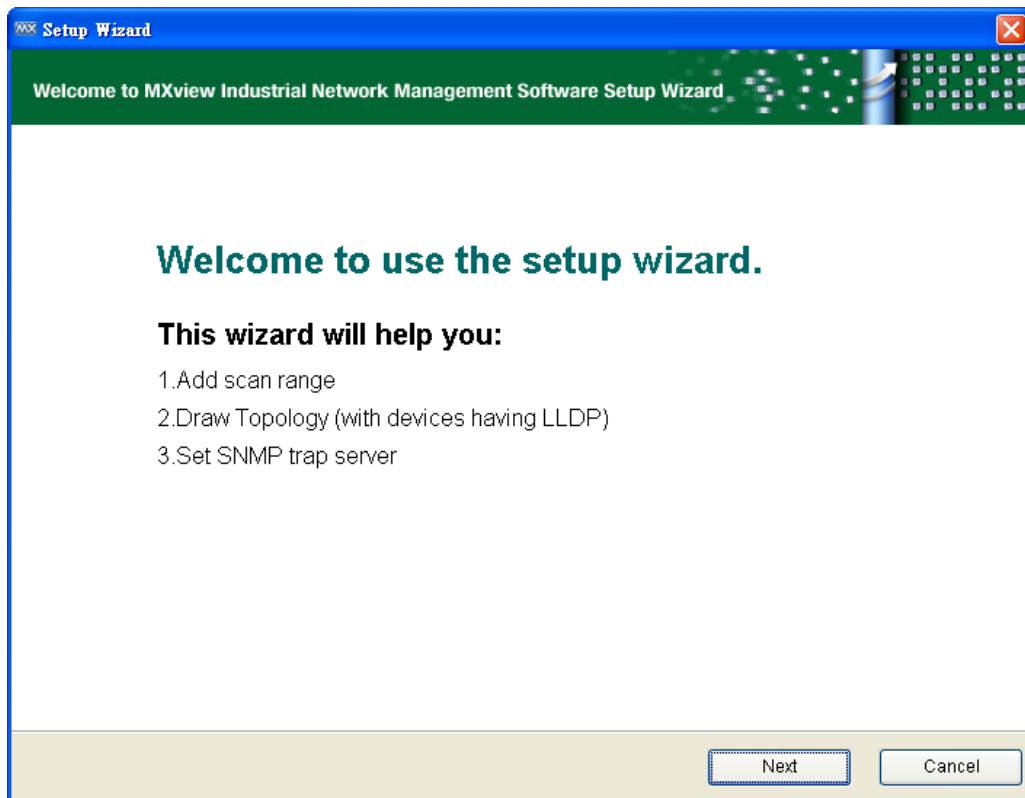
If you are using a browser other than IE, you will need to download JRE 6 from Java's official website (<http://java.sun.com/javase/downloads/index.jsp>) and then install it on your computer.

# 5

## Quick Start Using the Setup Wizard

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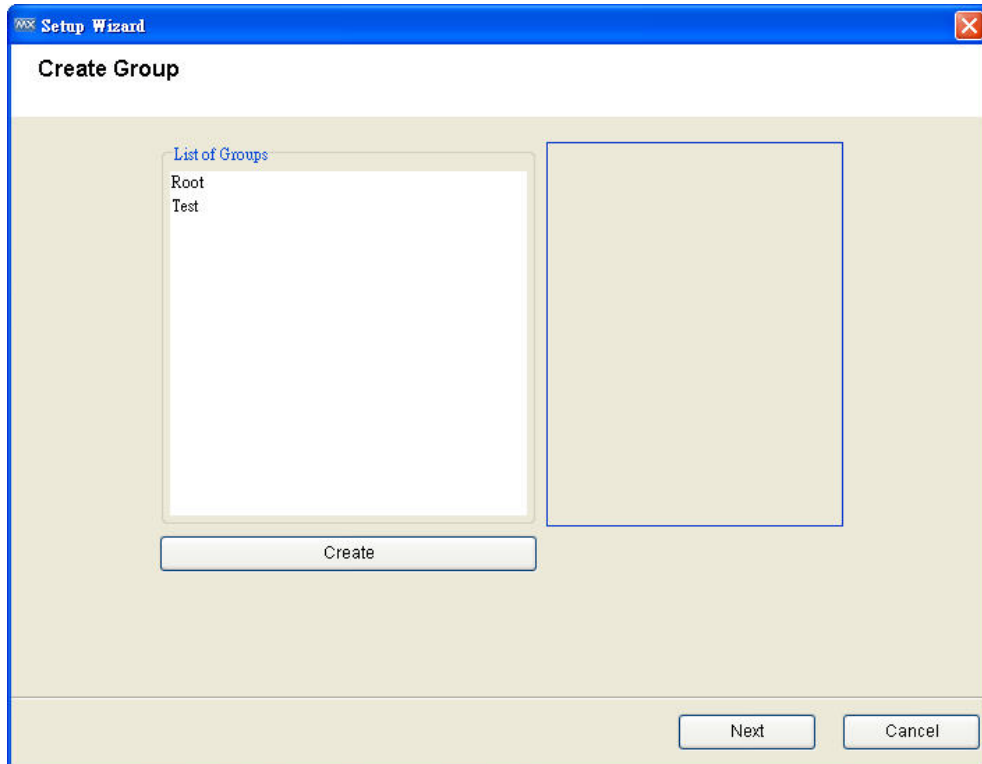
MXview provides a Setup Wizard that can be used to quickly determine the network topology and handle basic configuration tasks. The wizard will launch automatically when the software does not contain any nodes. To launch the Setup Wizard manually, select **Project → Wizard**. You should see the following window:



The wizard will guide you through four basic steps, described below.

## Step 1: Create Group

Devices scanned by MXview can be organized into a two-layer tree structure. Before finding devices, groups need to be created. Root is the only default group. All other created groups are placed under the next level of Root.



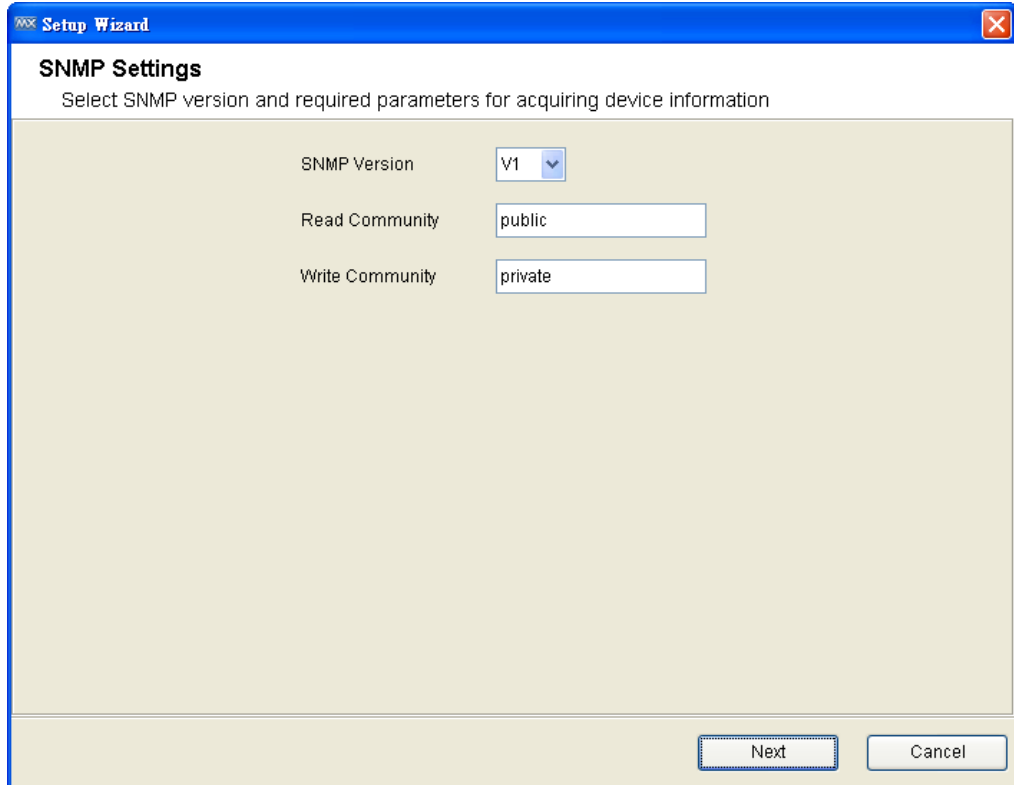


## Step 2: Configure the SNMP Community String

MXview uses SNMP to collect device information. The default SNMP configurations are:

- Version: v1
- Read community string: public
- Write community string: private

If necessary, update this information at this time:

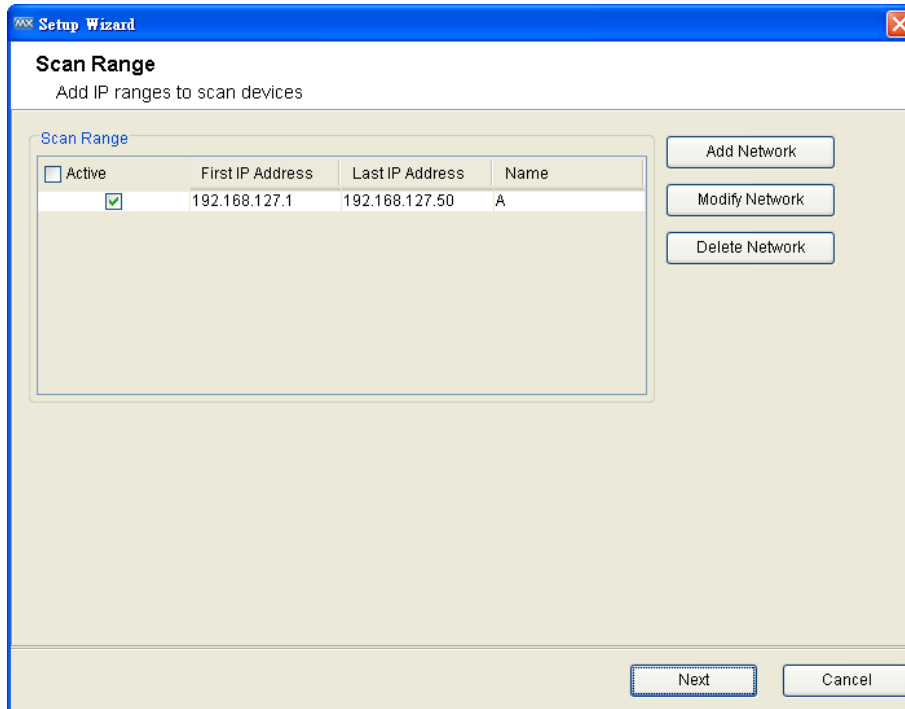


The screenshot shows a window titled "Setup Wizard" with a sub-header "SNMP Settings". Below the sub-header is the instruction "Select SNMP version and required parameters for acquiring device information". The form contains three fields: "SNMP Version" with a dropdown menu set to "V1", "Read Community" with a text box containing "public", and "Write Community" with a text box containing "private". At the bottom right, there are "Next" and "Cancel" buttons.

Field	Value
SNMP Version	V1
Read Community	public
Write Community	private

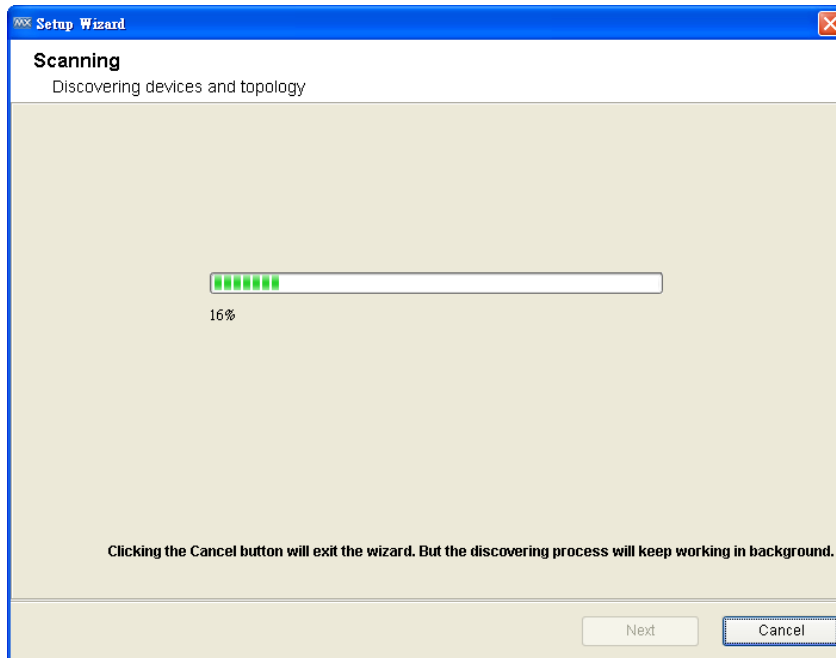
### Step 3: Add the networks you want to scan

MXview's operation is based on IP (Internet Protocol). Other devices in the scan range that use IP to operate will be located and monitored.



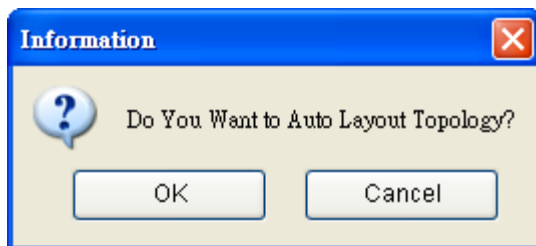
**Note:** A device's IP address must be configured properly before it can be managed by MXview.

At this point, MXview will enter the discovery stage. The time needed to complete this stage depends on the size of the scan range. Click **Cancel** at this point to exit the wizard; however, the configurations entered previously will be saved and the discovery process will continue running in the background.



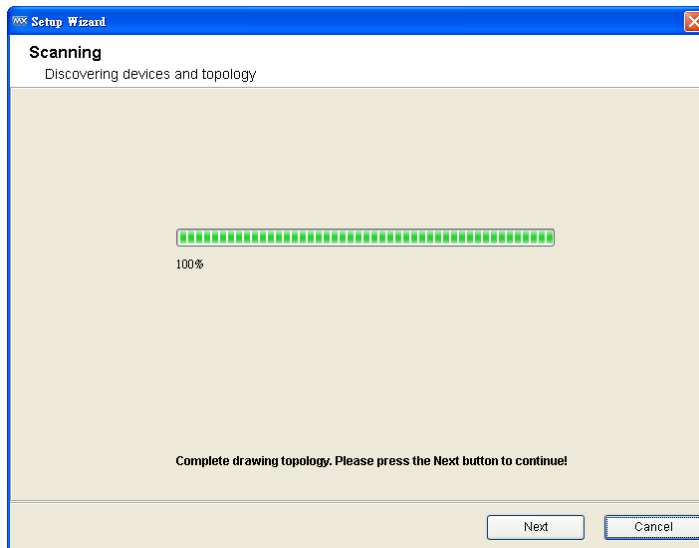
**Step 4: Draw the topology**

After all devices have been located, MXview will be able to draw the topology for LLDP devices.

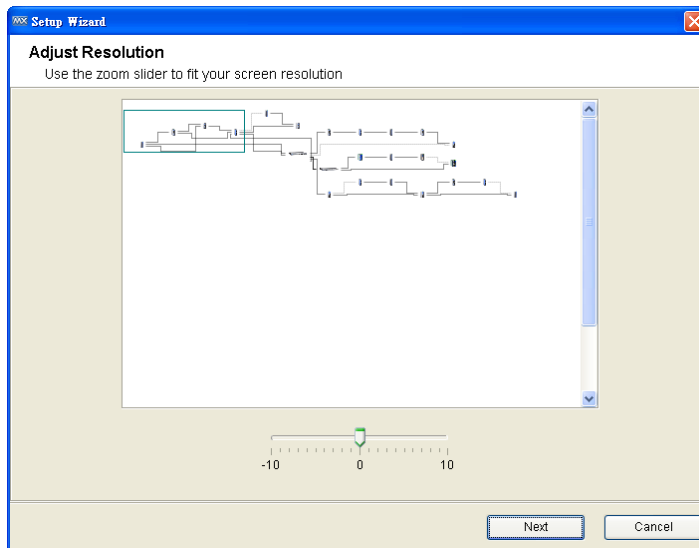


For devices without LLDP functionality, the topology can be drawn manually after the wizard is finished.

After all devices have been discovered and the topology has been created, click **Next** to continue to the next step.



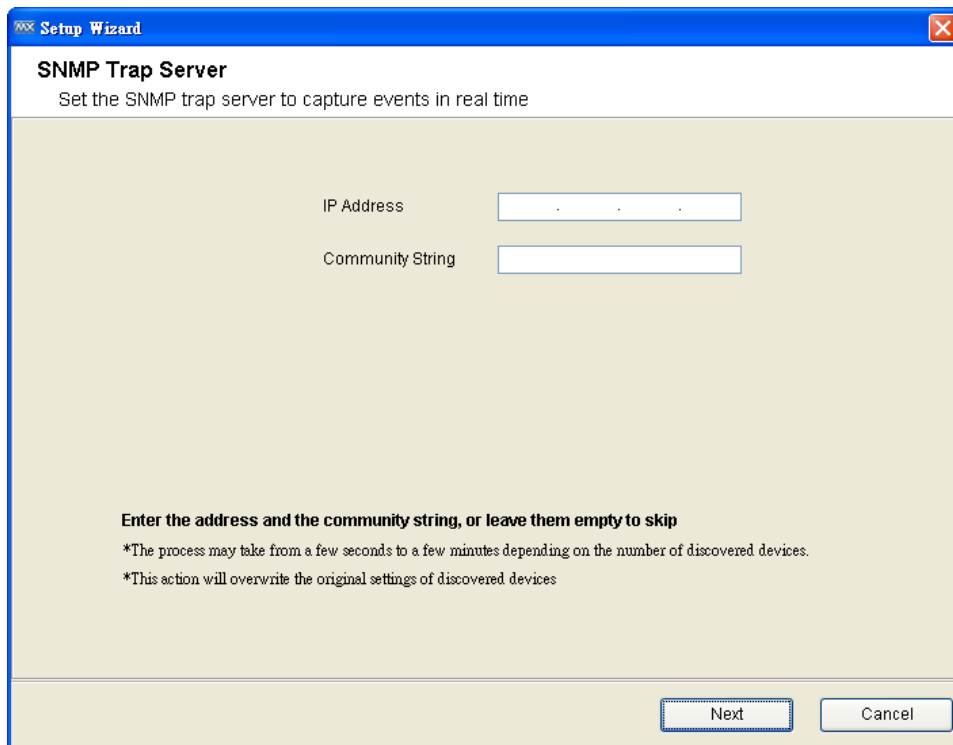
If necessary, use the slider shown in the following figure to adjust the resolution.



## Step 5: Set the SNMP Trap Server to get events in real time

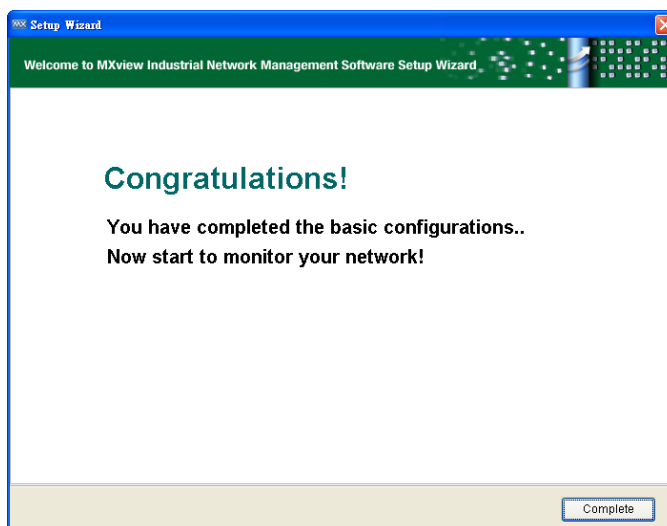
To enable real-time event generation, the MXview server's IP address needs to be configured as a trap server. To do this, enter the IP address of the MXview Server and then click **Set** to activate the change.

If this step is skipped, devices can still be monitored by polling periodically, although a time latency will be introduced.



The screenshot shows a window titled "Setup Wizard" with a sub-header "SNMP Trap Server". Below the sub-header is the instruction "Set the SNMP trap server to capture events in real time". There are two input fields: "IP Address" and "Community String". Below the fields, there is a bold instruction: "Enter the address and the community string, or leave them empty to skip". Two asterisked notes follow: "\*The process may take from a few seconds to a few minutes depending on the number of discovered devices." and "\*This action will overwrite the original settings of discovered devices". At the bottom right, there are "Next" and "Cancel" buttons.

After this point, MXview initialization is complete.

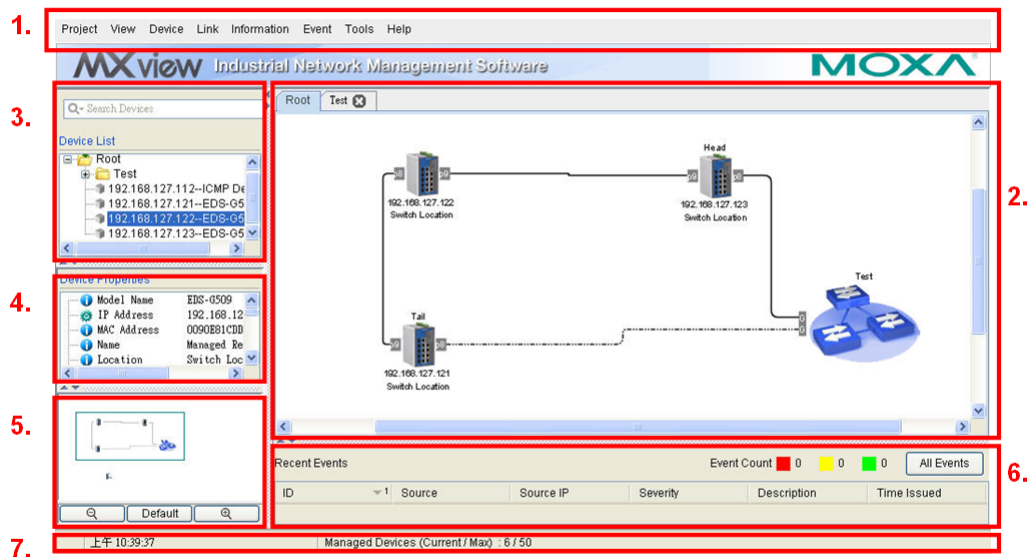


The screenshot shows a window titled "Setup Wizard" with a sub-header "Welcome to MXview Industrial Network Management Software Setup Wizard". The main content area displays "Congratulations!" in large green text, followed by "You have completed the basic configurations.." and "Now start to monitor your network!". At the bottom right, there is a "Complete" button.

# 6

## Dashboard Overview

The Dashboard should appear when you log in to MXview. When using MXview, you will spend most of your time working from the Dashboard, which is divided into the following sections.



- Menu Bar
- Topology Map
- Device List
- Device Properties List
- Recent Events List

## Menu Bar

All operations can be accessed from the following menu bar items:

### Project

Use the **Project** menu to export data and configurations of the monitored networks to a local file, or import a project file to create monitored networks on the fly.

### View

Use the **View** menu to change the appearance of the Topology Map. For example, you can adjust the resolution or create a topology map.

### Device

Use the **Device** menu to configure or examine the properties of objects.

### Link

Use the **Link** menu to delete a link or get traffic reports.

### Information

Use the **Information** menu to examine network-wide properties.

### Event

Use the **Event** menu to examine events.

### Tools

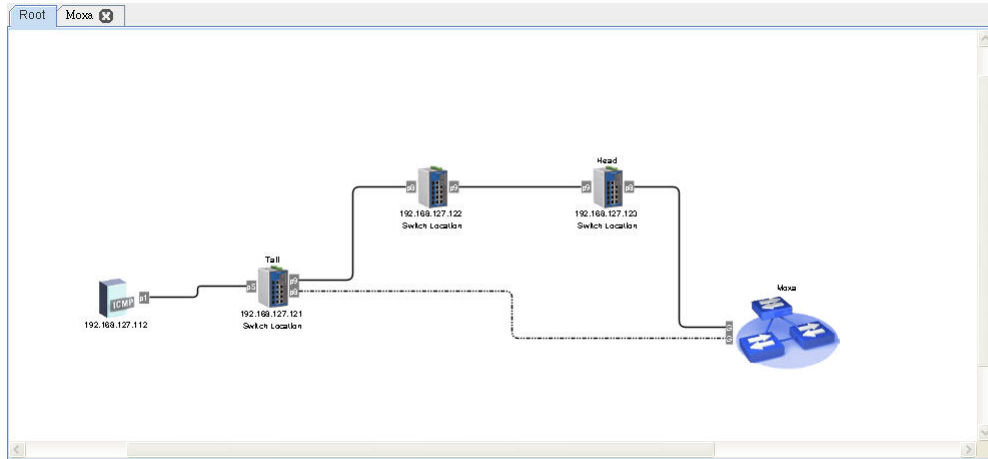
Use the **Tools** menu to launch additional services or programs, such as Moxa IP Configurator.

### Help

Use the **Help** menu to view license information or information about MXview.

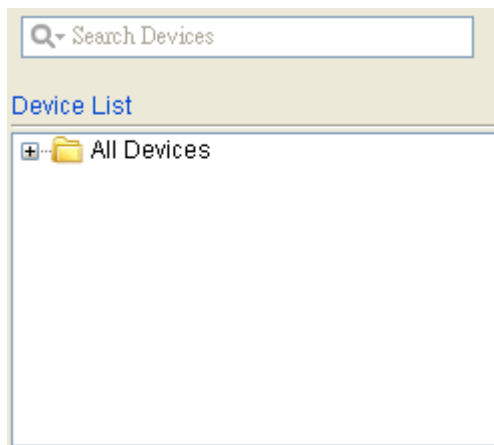
## Topology Map

The **Topology Map** displays connection relationships of monitored devices. For devices with LLDP capability, the connections can be drawn automatically. For other devices, connection links can be drawn manually.



## Device List

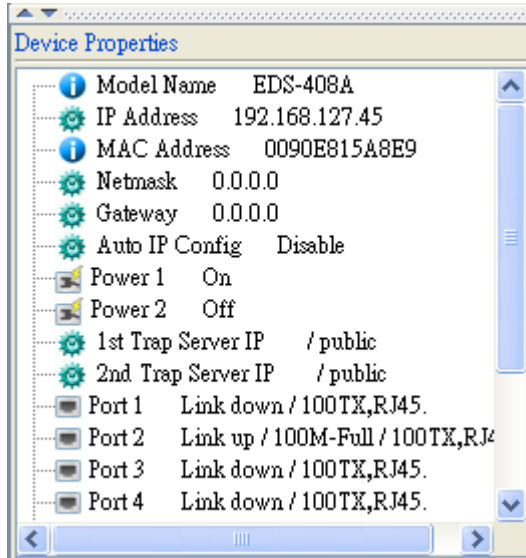
The **Device List** shows the Topology Map structure in tree format. Note that link information is not shown. Type all or part of a device name in the “Search Devices” input box to only show devices whose names contain that keyword (for example, type “EDS” to show all EDS devices, or type “EDS-G509” to show all EDS-G509 switches in the network).





## Device Properties List

The **Device Properties** list shows the properties of the device that is currently selected.



## Recent Events List

This list shows events that have occurred most recently.

**Event Count** lists the total number of events of different types, with different event types identified by different colored rectangles (e.g., red, yellow, and green, as shown in the following screen shot).

**All Events** is the shortcut of the menu item **Event → All**. When you click **All Events**, a window will pop up showing all events.

The screenshot shows a window titled "Recent Event" with an "Event Count" bar at the top right showing 12 red, 0 yellow, and 12 green events. Below the bar is a table with columns for ID, Source, Severity, Description, Issued Time, and User.

ID	Source	Severity	Description	Issued Time	User
1	192.168.127.102	Critical	Port 1 Link Down	2009-11-18 16:02:54	
10	192.168.127.99	Information	Device ICMP Reachable	2009-11-20 11:17:30	
11	192.168.127.99	Critical	Device ICMP Unreachable	2009-11-20 11:48:30	
12	192.168.127.99	Information	Device ICMP Reachable	2009-11-20 11:49:30	
13	192.168.127.99	Critical	Device ICMP Unreachable	2009-11-20 12:07:30	
14	192.168.127.99	Information	Device ICMP Reachable	2009-11-20 12:08:30	

# 7

## Device Discovery and Polling

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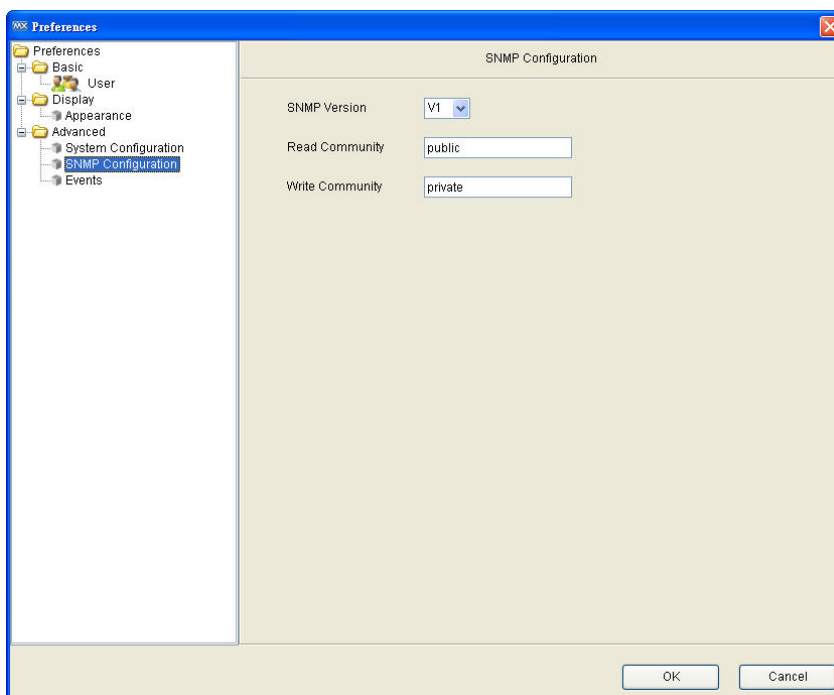
Devices in the assigned scan range can be discovered via SNMP and ICMP protocols. After a device is discovered, MXview will use SNMP and ICMP to poll the device periodically. To configure this function properly, you will need to know the following information:

1. The IP addresses of the devices on the network.
2. The Read community name assigned to the devices on the network.

### Change Read Community String

The default Read community string that is used to discover devices is **public**. Take the following steps to change the value:

1. Select **Project → Preferences → SNMP Configuration**.
2. Enter the new Read community string.

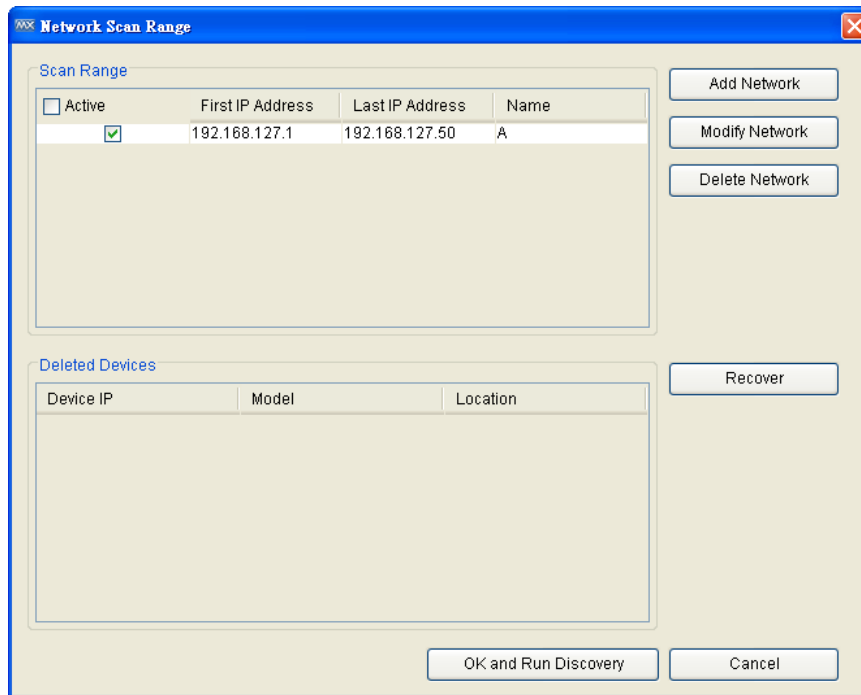


## Scan Range

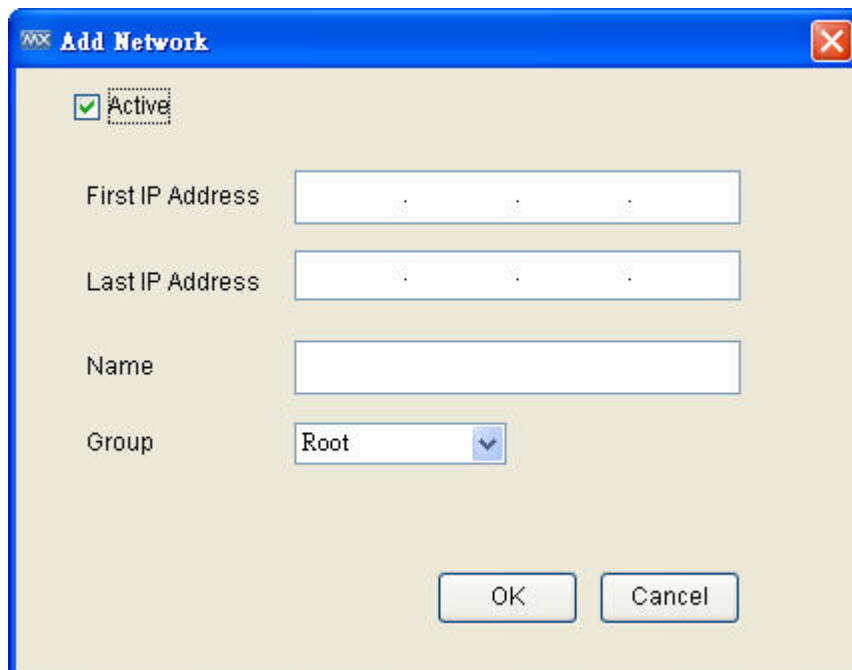
You can assign multiple scan networks, with each network defined by a starting IP address and an ending IP address. MXview will discover all active devices that belong to the scan networks.

Take the following steps to add a scan network:

1. Select **Project** → **Scan Range**.



2. Click **Add Network**.



3. Input the starting and ending IP addresses of the range, and then click **OK**.
4. Click **OK & Discovery** to start discovery.

**Note: Device discovery will require more time for larger networks. For this reason, if possible you should avoid defining large scan ranges.**

Deleting a scan network will remove the monitored devices that belong to the network. Take the following steps to delete a scan network:

1. Select **Project → Scan Range**
2. Select a row in the table **Scan Range**
3. Click **Delete Network**
4. Click **OK** to activate the change

Modifying a scan network will remove devices that do not belong to the new network, and discover new devices within the new network. Take the following steps to modify a scan network:

1. Select **Project → Scan Range**
2. Select a row in the table **Scan Range**
3. Click **Modify Network**
4. Modify the starting and ending IP address of the range, and then click **OK**.
5. Click **OK** to activate the change.

Deselecting the **Active** checkbox of a scanned network will stop device discovery for that network. Previously discovered devices will continue to be monitored, with the current status shown on the topology map.

## Device Discovery

MXview will use SNMP and ICMP to discover devices within the scan ranges. When a Moxa device has been located, MXview will use an actual image of the device, such as the one shown below, to indicate the device's location in the network.



MXview will also list detailed properties and configuration parameters, including the following:

- MAC address
- Model name
- IP address
- Netmask
- Gateway
- Trap server address

- Auto IP configuration
- Type of redundancy protocol
- Role in redundancy protocol
- Status and properties of the port
- Status of the power
- Status and version of the SNMP protocol

MXview will use one of the following graphics to indicate devices:

- Moxa devices with SNMP enabled.
- Third party devices with SNMP enabled.
- Third party devices with ICMP enabled.



The IP address and location name of the discovered device will be shown under the image of the device. Take the following steps to change the location name:

1. Select the device
2. Select **Device** → **Maintenance** → **Configure IP & SNMP**
3. Select the **Basic** tab and then enter the new location name.

MXview will run conduct device discovery periodically to find new devices in the scan ranges. You may also use the following steps to conduct device discovery manually:

1. Select **project** → **Scan Range**
2. Click **OK & Run Discovery**

Discovered devices will be polled periodically by ICMP and SNMP. This is done for the following reasons:

1. To monitor the availability of devices.
2. To update properties and configuration parameters of devices.
3. To update traffic information, such as utilization.

# Topology Management

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The **Topology Map** is the core of MXview, and can be used to complete most actions. The Topology Map shows a graphical representation of the devices in your networks, and can be used to do the following:

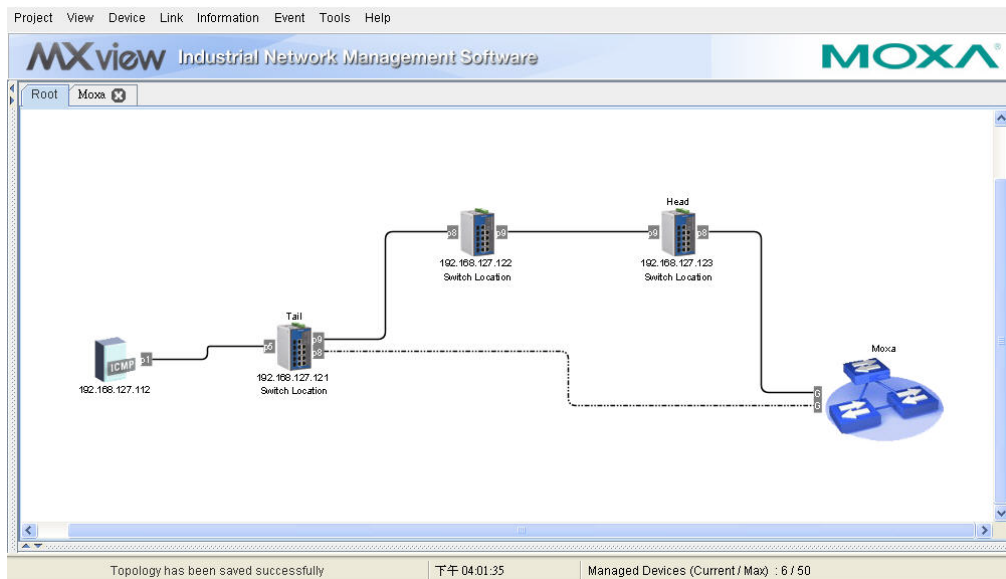
- Display a graphical representation of a real network.
- Show connecting relationships between devices.
- Indicate the status of devices and links.

## Two-layer Tree Structure

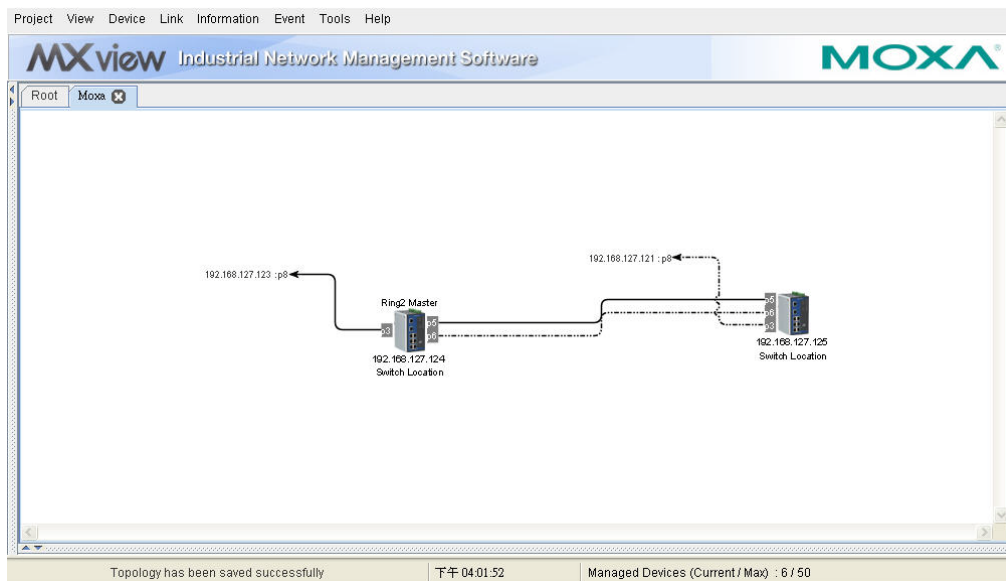
The Topology Map can be organized as a two-layer tree structure. It helps users manage a large number of nodes, up to 1,000, on the computer screen. For example, users can move nodes of the same subnet or location into the same group. Root, which is the only one group at the first layer, exists by default and cannot be deleted. Groups created by users are in the second layer under Root. Devices can be moved between groups. MXview uses an icon to indicate user-defined groups:



The first layer will be shown as:



The second layer will be shown as:



The map is represented as a tabbed window, in which each tab is a group. Double clicking a group icon in Root will open the corresponding tab.

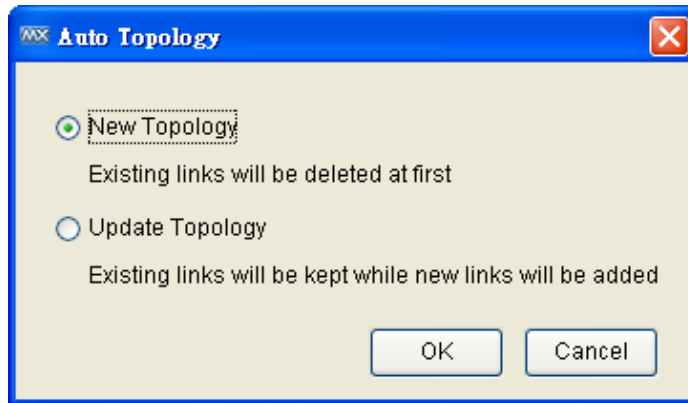
## Auto Topology and Auto Layout

For devices with LLDP functionality, MXview can draw the physical topology map, down to the port level of the devices. MXview can do the following two tasks automatically: (1) Create a new topology, and (2) Update the existing topology.

Creating a new topology deletes all links, requests LLDP information from devices, and draws topology maps based on the gathered information.

1. Select **View** → **Auto Topology**

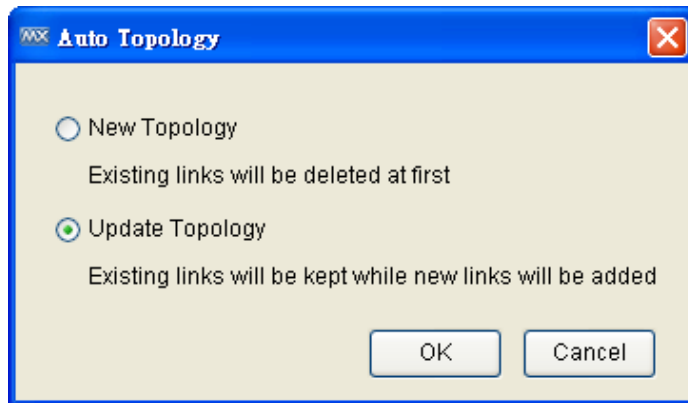
2. Select **New Topology**
3. Click **OK**



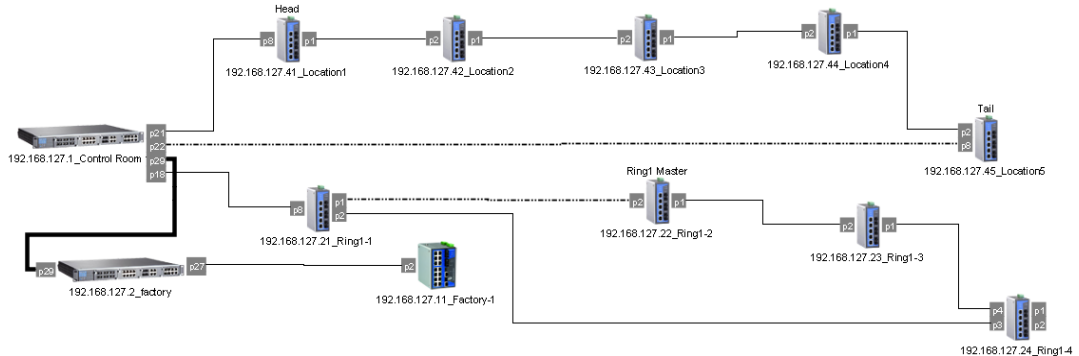
**Note: Links drawn manually will be also deleted by this action.**

Updating the existing topology adds new links and updates existing links, but does not change the status of links that are indicated as having been disconnected or links that were drawn manually.

1. Select **View** → **Auto Topology**
2. Select **Update Topology**
3. Click **OK**



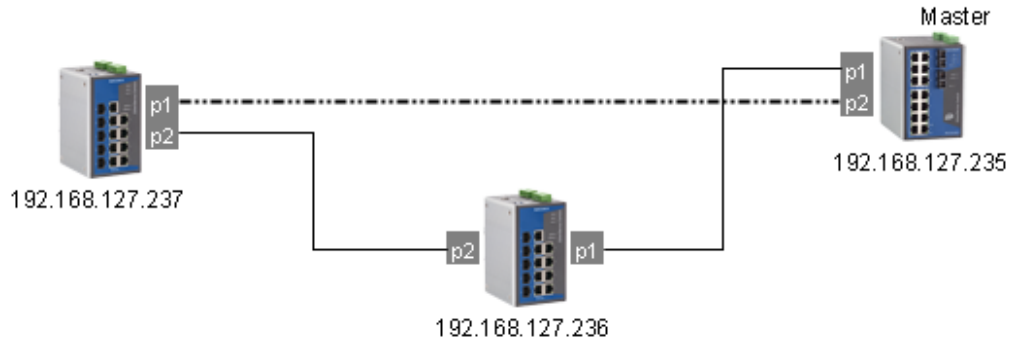
The following figure shows an example of a topology map:





## Redundant Topologies

Redundant topologies have at least one backup link, which will be indicated with a dashed line:



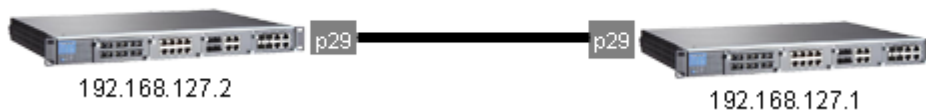
For devices that play a particular role in the topology, MXview will label the devices by displaying the roles above the images of the devices. Backup links will be indicated with dotted lines.

- RSTP has a **Root**
- Turbo Ring has a **Master**
- Turbo Chain has a **Head** and a **Tail**

**Note: Only auto topology can draw dashed lines for redundancy links. Manually drawn redundant links will appear as solid lines.**

## Port Trunking

Port trunking, also called link aggregation, involves grouping links into a link aggregation group. Trunking links will be indicated with thick, solid lines.



**Note: Only auto topology can draw thick lines for trunking links. Manually drawn trunking links will appear as solid lines.**

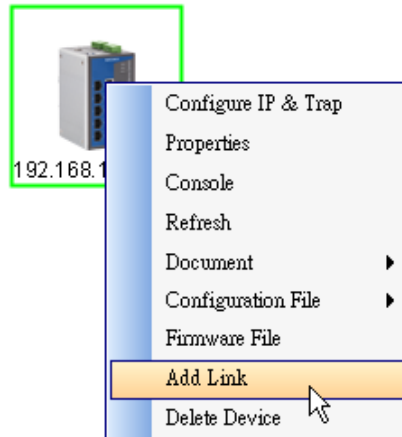
**Note: For trunked link, check “Device Properties” to get the port number corresponding to the trunking group.**

Port 29    Trunk Group 1 : Port 25 (Link up) / Port 26 (Link up)

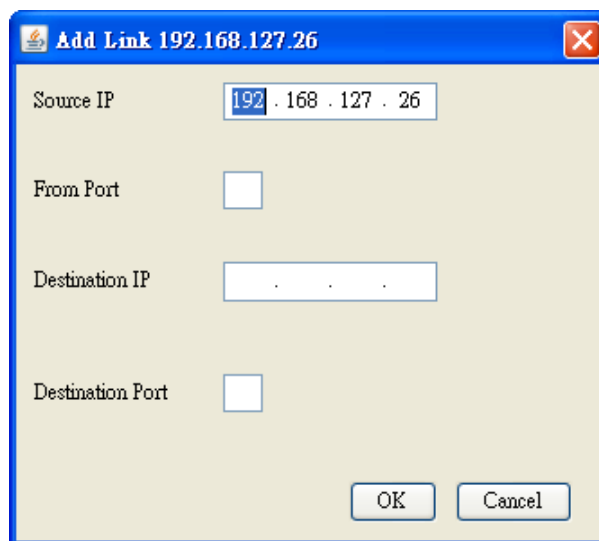
## Adding a Link

Use one of the following two options to connect two devices with a link in a topology map:

1. Right click on a device and then select **Add Link**.
2. Click on a device to select it and then click **Link → Add Link** on the menu bar.



3. Enter the ports and IP addresses corresponding to the link.



**Note:** Trunking and redundancy links added manually will appear as solid lines.

**Note:** Port numbers must be numeric and entered correctly to obtain the correct traffic information.

**Note:** For modular switches, a port number depends on the chassis to which the port belongs, but not on how many modules are inserted. For switches such as the PT-7828, the first module's port numbers are from 1 to 8, the second module's port numbers are from 9 to 16, and so on. The port number depends only on which slot the module is in; in other words, the port number is the same regardless of whether other slots are empty or occupied.

## Delete a Link

Use the following steps to remove a link in the topology map:

1. Select the link.
2. Right-click the link and select **Delete Link**, or select **Link** → **Delete Link**.

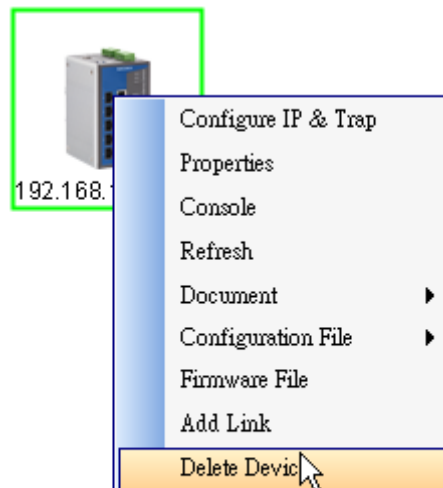


**Note:** Deleting a link will delete a link from the topology map, but it will not affect the actual network configuration.

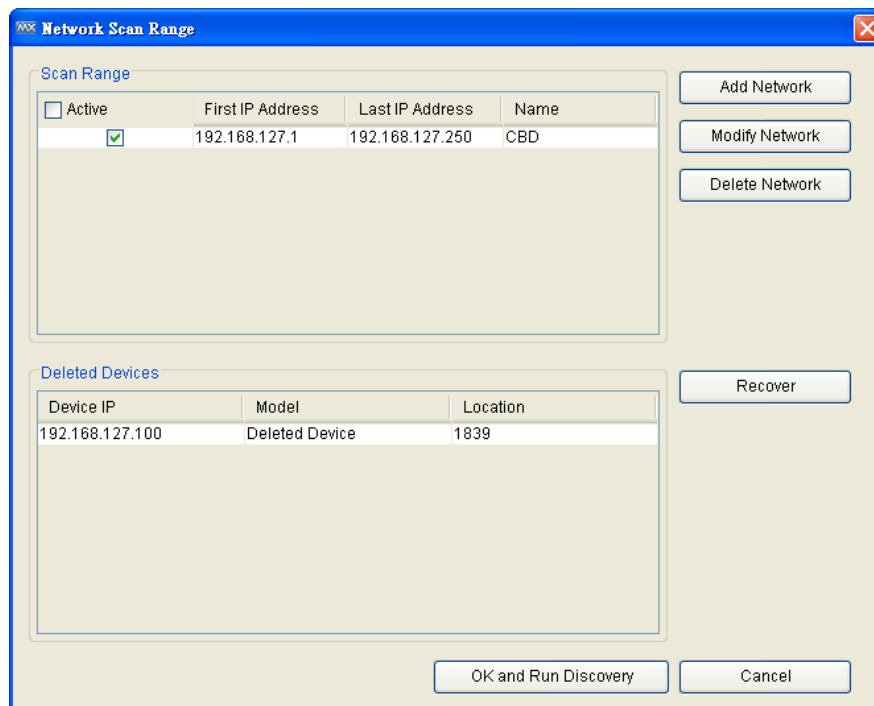
## Delete a Device

You can delete devices from the topology map. After a device is deleted, it will be removed from the topology map and scan range, and the device would not be polled or located when conduction device discovery. Take the following steps to delete a device:

1. Select the device
2. Right-click the device
3. Select **Delete Device**



Deleted devices will be recorded in **Project → Scan Range**.

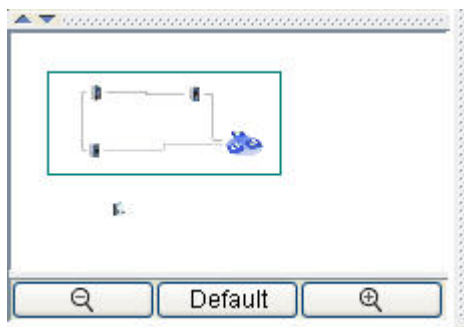


You may recover devices that have been deleted. Once recovered, the devices will be polled and located when conducting device discovery. Take the following steps to recover deleted devices:

1. Select **Project → Scan Range**
2. Select a row in table **Deleted Devices**
3. Click **Recover** and then click **OK**

## Navigation

Mini map is a frame with a slider for adjusting the resolution. This function helps users zoom in to enlarge devices or zoom out to view more devices on the screen.



## Background

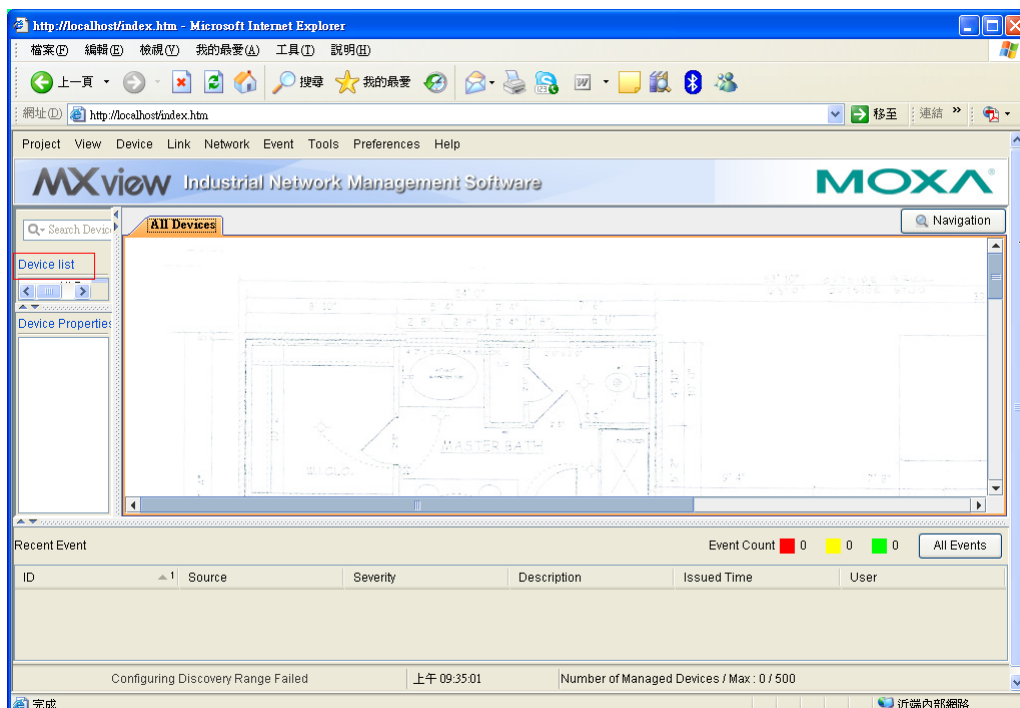
You may insert a background image into the topology map to provide additional references, such as geographical information or deployment layout.

Take the following steps to insert or change a background image:

1. Select **View** → **Background** → **Set**
2. Choose an image from the local file system.

Take the following steps to delete the background image from the topology map:

Select **View** → **Background** → **Delete**



## Export Topology

The topology map can be exported as a JPEG image. Take the following steps to export the topology map:

1. Select **View → Export Topology**
2. Choose the location to which the image is saved.

## OPC Tag Generation

MXview can generate OPC 2.0 compliant tags for device and link properties. Then, OPC clients such as SCADA systems can access and use these tags.

1. Select **Tools -> OPC Server**
2. Click **Start**.

Currently, information that MXview can prepare as tags include: a device's IP address, MAC address, description, location and status, which are labeled beginning with D\_, and a link's corresponding IP addresses and ports, which are labeled beginning with L\_.

## Event and Notification

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### Monitoring Methods

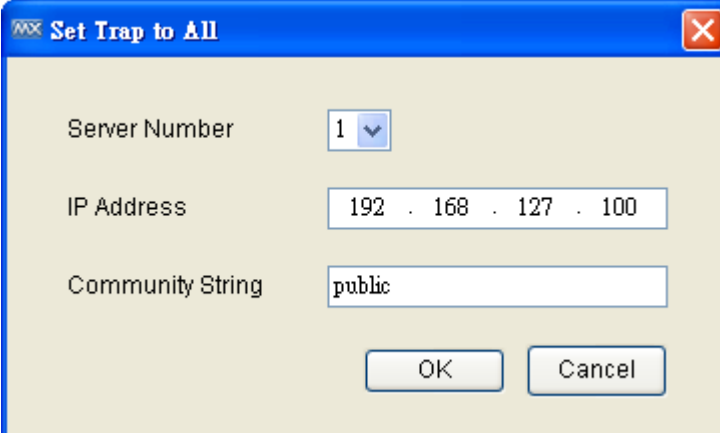
Monitoring can be conducted using SNMP trap messages, periodic polling, or color coding, as described in the following subsections.

### Monitoring via SNMP Trap Messages

By using the MXview server as a trap destination of a device, events associated with the device will be sent to the server in real time, and can be seen by remote clients.

Take the following steps to set the trap destination of all devices:

1. Select **Network** → **Set SNMP to All**.
2. Enter the IP address of the MXview server and the community string.



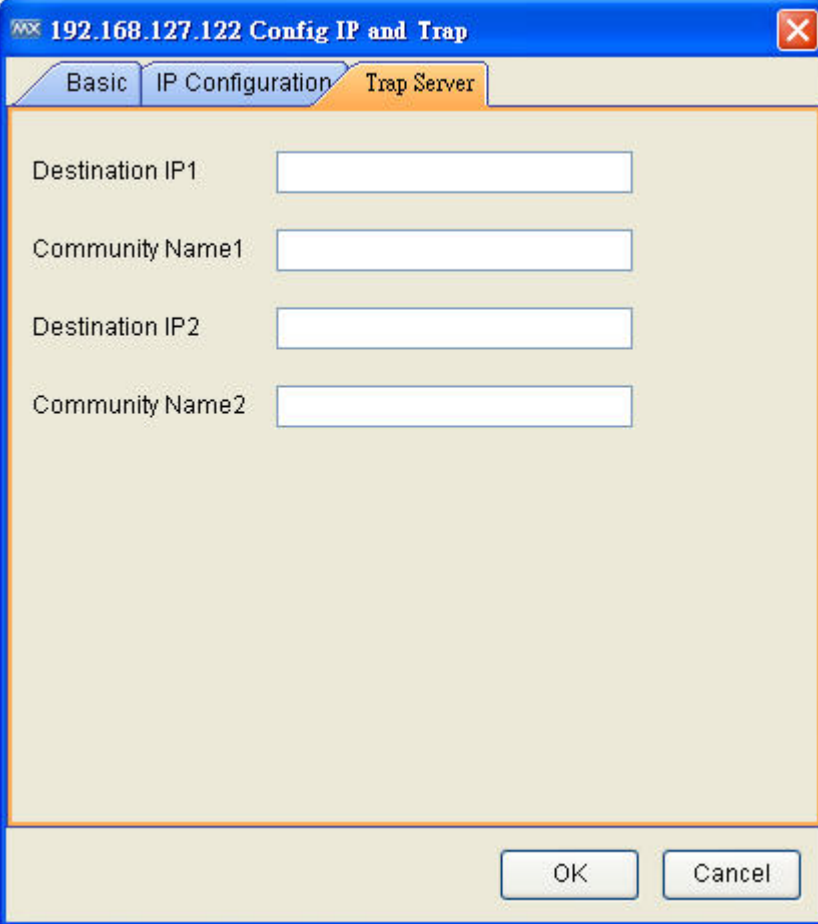
The screenshot shows a dialog box titled "Set Trap to All" with a blue header and a close button. The dialog contains the following fields:

- Server Number: A dropdown menu with the value "1" selected.
- IP Address: A text box containing "192 . 168 . 127 . 100".
- Community String: A text box containing "public".

At the bottom of the dialog are two buttons: "OK" and "Cancel".

Take the following steps to set the trap destination of one device:

1. Select **Device**→ **Maintenance**→ **Configure IP & Trap**
2. Choose tab **Trap Server**
3. Enter the IP address of the MXview server and community string



The screenshot shows a dialog box titled "192.168.127.122 Config IP and Trap". It has three tabs: "Basic", "IP Configuration", and "Trap Server". The "Trap Server" tab is selected. The dialog contains four input fields: "Destination IP1", "Community Name1", "Destination IP2", and "Community Name2". At the bottom right, there are "OK" and "Cancel" buttons.

The event types include port link up/down, power on/off, topology change, and configuration change.

Each discovered device will be monitored automatically by trap once its trap destination is configured correctly.



## Monitoring via Periodic Polling

After a device has been discovered, MXview polls the status of the device's active port periodically. Keep in mind that since trap messages are transmitted by UDP protocol, there is no absolute guarantee that the messages will be received. What periodic polling does is provide a higher level of reliability for monitoring devices.

With periodic polling, MXview can passively monitor the availability of a device's SNMP service, bandwidth utilization, error packet rate, and collision rate. Separate thresholds can be used for bandwidth utilization, error packet rate, and collision rate, respectively. When any of these thresholds are surpassed, the device will indicate that an event has occurred.

## Color Coding Indicates Problems

When a link causes a warning to be issued or a critical event occurs (link down, for example), the color of the corresponding link line will change:



When a device causes a warning or a critical event occurs (device failure, for example), the errant device will be indicated with a box with red borders.



In addition, the events will be added to the recent events list.

ID	Source	Severity	Description	Issued Time	User
225	192.168.127.36	Critical	Port 1 Link Down	2009-11-24 21:36:51	
226	192.168.127.34	Critical	Port 2 Link Down	2009-11-24 21:36:52	

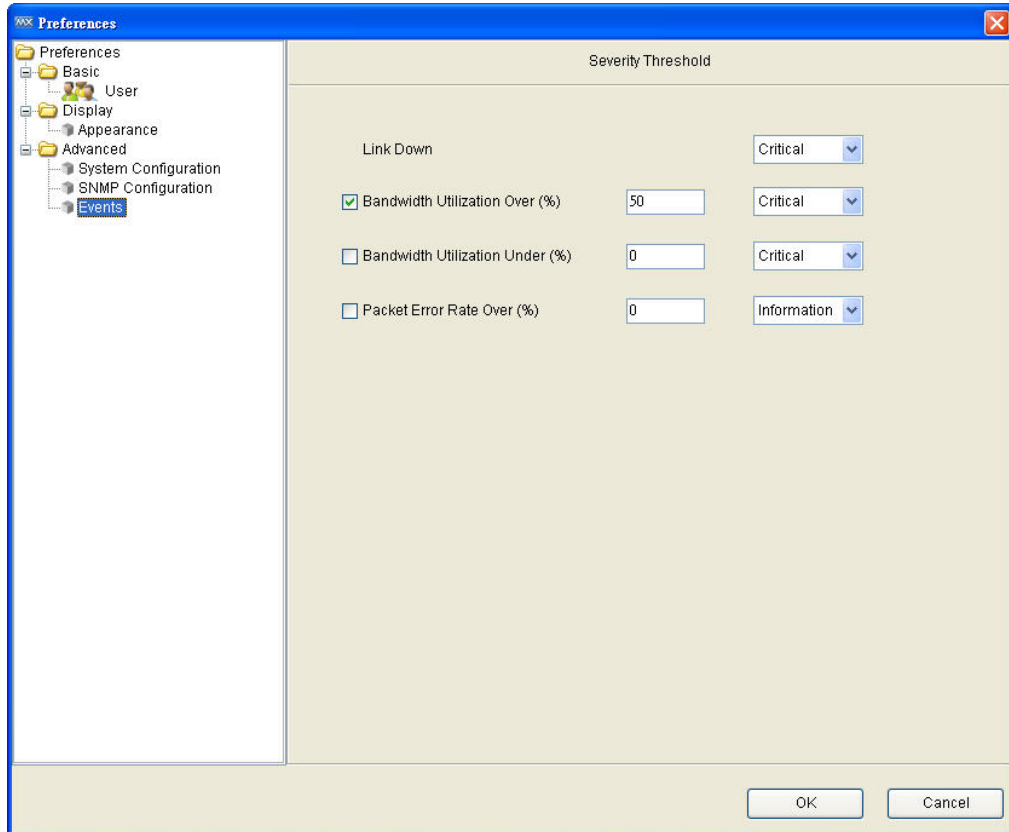
## Event Recovery

Events will be recovered automatically when condition that caused the event is resolved.

ID	Source	Severity	Description	Issued Time	User
225	192.168.127.36	Critical	Port 1 Link Down	2009-11-24 21:36:51	
226	192.168.127.34	Critical	Port 2 Link Down	2009-11-24 21:36:52	
227	192.168.127.36	Information	Port 1 Link Down Recovery	2009-11-24 21:38:14	

## Severity Level

Events can be set to one of three severity levels: critical, warning, or information. The conditions that give rise to a particular severity level can be configured by the user. To configure the severity levels, select **Project** → **Preferences** → **Events**, and then modify the settings.



## Recent Events

MXview shows recent events at the bottom of the Dashboard.

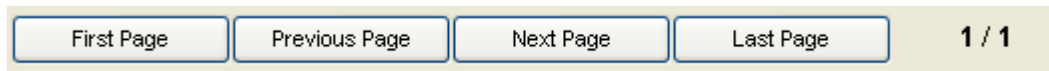
## Event History

To show the event history of all devices, select **Event** → **All** from the menu bar.

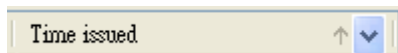
To show the event history of a single device, click the device to select it, and then select **Event** → **Device** from the menu bar.

ID	Source	Source IP	Severity	Description	Time issued
1	MXview Server	192.168.127.42	Critical	Device ICMP unreachable	2010-09-10 15:28:19
2	MXview Server	192.168.127.43	Critical	Device ICMP unreachable	2010-09-10 15:28:19
3	MXview Server	192.168.127.44	Critical	Device ICMP unreachable	2010-09-10 15:28:19
4	MXview Server	192.168.127.150	Critical	Device ICMP unreachable	2010-09-10 15:28:19
5	MXview Server	192.168.127.45	Critical	Device ICMP unreachable	2010-09-10 15:28:19
6	MXview Server	192.168.127.236	Critical	Device ICMP unreachable	2010-09-10 15:28:19
7	MXview Server	192.168.127.99	Critical	Device ICMP unreachable	2010-09-10 15:28:19
8	MXview Server	192.168.127.250	Critical	Device ICMP unreachable	2010-09-10 15:28:19
9	MXview Server	192.168.127.22	Critical	Device ICMP unreachable	2010-09-10 15:28:23
10	MXview Server	192.168.127.101	Critical	Device ICMP unreachable	2010-09-10 15:28:23
11	MXview Server	192.168.127.102	Critical	Device ICMP unreachable	2010-09-10 15:28:24
12	MXview Server	192.168.127.23	Critical	Device ICMP unreachable	2010-09-10 15:28:24
13	MXview Server	192.168.127.103	Critical	Device ICMP unreachable	2010-09-10 15:28:24
14	MXview Server	192.168.127.105	Critical	Device ICMP unreachable	2010-09-10 15:28:24
15	MXview Server	192.168.127.24	Critical	Device ICMP unreachable	2010-09-10 15:28:24
16	MXview Server	192.168.127.25	Critical	Device ICMP unreachable	2010-09-10 15:28:24
17	MXview Server	192.168.127.152	Critical	Device ICMP unreachable	2010-09-10 15:28:26
18	MXview Server	192.168.127.160	Critical	Device ICMP unreachable	2010-09-10 15:28:26
19	MXview Server	192.168.127.26	Critical	Device ICMP unreachable	2010-09-10 15:28:26
20	MXview Server	192.168.127.162	Critical	Device ICMP unreachable	2010-09-10 15:28:26
21	MXview Server	192.168.127.27	Critical	Device ICMP unreachable	2010-09-10 15:28:26
22	MXview Server	192.168.127.163	Critical	Device ICMP unreachable	2010-09-10 15:28:26
23	MXview Server	192.168.127.31	Critical	Device ICMP unreachable	2010-09-10 15:28:26
24	MXview Server	192.168.127.32	Critical	Device ICMP unreachable	2010-09-10 15:28:26
25	MXview Server	192.168.127.106	Critical	Device ICMP unreachable	2010-09-10 15:28:28
26	MXview Server	192.168.127.33	Critical	Device ICMP unreachable	2010-09-10 15:28:28
27	MXview Server	192.168.127.34	Critical	Device ICMP unreachable	2010-09-10 15:28:28
28	MXview Server	192.168.127.235	Critical	Device ICMP unreachable	2010-09-10 15:28:28
29	MXview Server	192.168.127.35	Critical	Device ICMP unreachable	2010-09-10 15:28:28
30	MXview Server	192.168.127.36	Critical	Device ICMP unreachable	2010-09-10 15:28:28
31	MXview Server	192.168.127.238	Critical	Device ICMP unreachable	2010-09-10 15:28:28
32	MXview Server	192.168.127.41	Critical	Device ICMP unreachable	2010-09-10 15:28:28

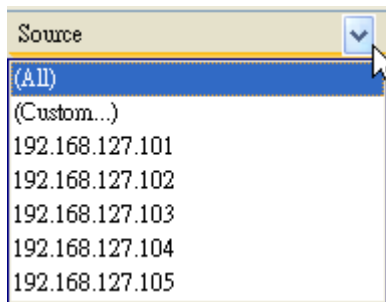
The table contains 40 entries on a page. Use the page controls at the bottom to navigate between pages.



You can sort the table by clicking the header cells.



To filter the table, use the selection box of the header cell and select a value.



**Note:** The sorting and filtering functions only affect table entries currently showing on the screen. They do not regenerate the entire table. This remains true even if there are currently fewer than 40 entries showing.

You can export all events to a CSV file, or delete all events from the database.



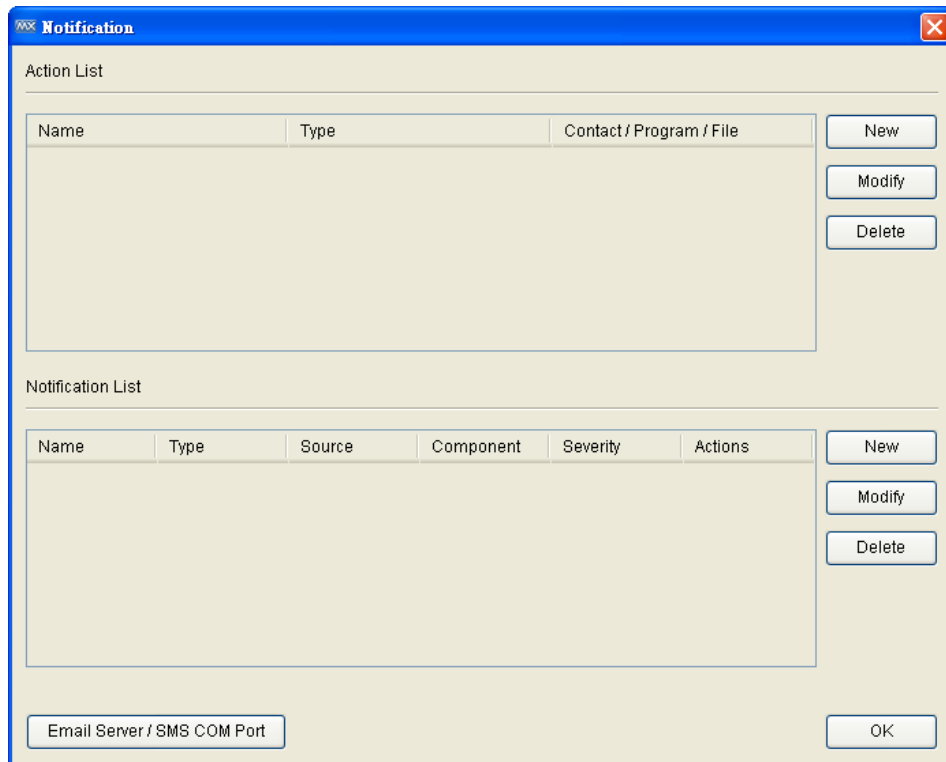
## Notification

You can associate an action, such as send a text message, send an email, make a sound, or run an external program, with a combination of a type of event, a source IP address, and a severity level.

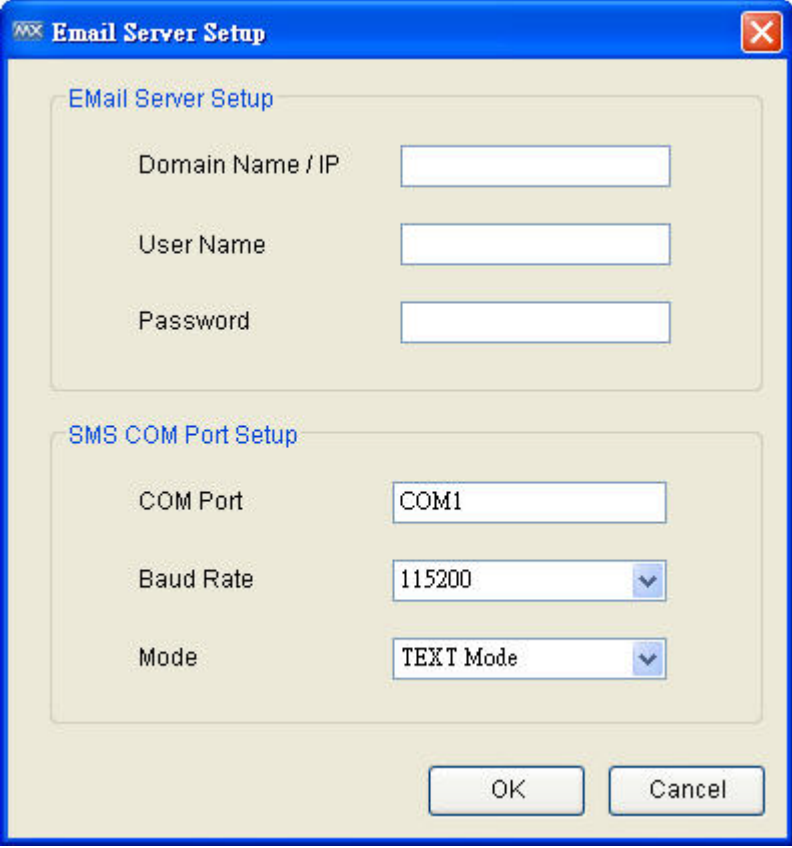
### Add an SMS Action

To send an SMS notification, first connect an SMS modem, such as the Moxa Oncell, to an MXview Server COM port. Take the following steps to configure SMS notification:

1. Select **Event** → **Notification**

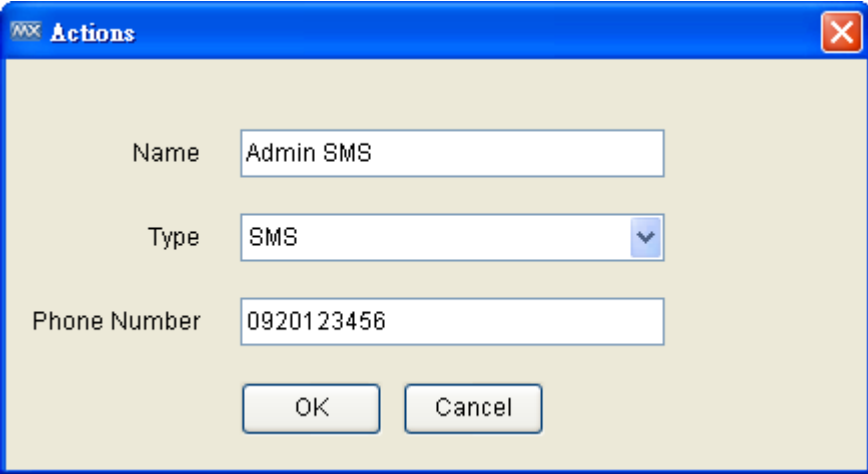


2. Click Email Server / SMS COM Port



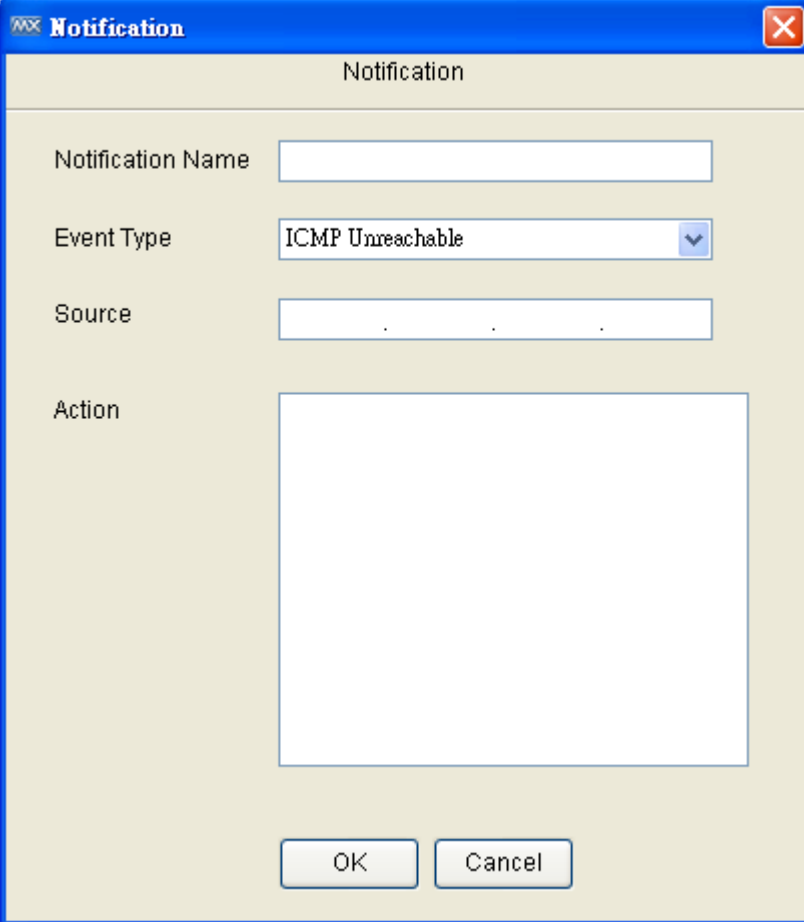
The dialog box is titled "Email Server Setup" and contains two sections. The first section, "Email Server Setup", has three text input fields: "Domain Name / IP", "User Name", and "Password". The second section, "SMS COM Port Setup", has three dropdown menus: "COM Port" (set to "COM1"), "Baud Rate" (set to "115200"), and "Mode" (set to "TEXT Mode"). At the bottom right are "OK" and "Cancel" buttons.

3. Select the COM port to which the modem is connected and then click **OK**.
4. Click **New** in the Action List
5. Select SMS as the type, type the phone number, give the action a name, and then click **OK**.



The dialog box is titled "Actions" and contains three text input fields: "Name" (set to "Admin SMS"), "Type" (set to "SMS" in a dropdown menu), and "Phone Number" (set to "0920123456"). At the bottom are "OK" and "Cancel" buttons.

6. Click **New** in the Notification List.
7. Select the action just added and the corresponding event type, source IP.



The screenshot shows a dialog box titled "Notification" with a blue title bar and a close button in the top right corner. The dialog has a light beige background. It contains the following fields:

- Notification Name:** A text input field.
- Event Type:** A dropdown menu with "ICMP Unreachable" selected.
- Source:** A text input field.
- Action:** A large, empty text area.

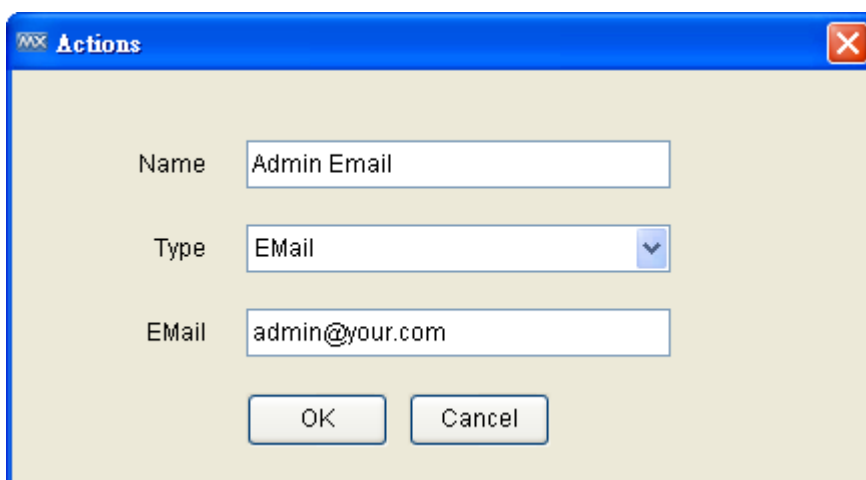
At the bottom of the dialog are two buttons: "OK" and "Cancel".

8. Click **OK**.

## Add an Email Action

Take the following steps to configure the Email (SMTP) server to send an Email notification:

1. Select **Event** → **Notification**
2. Click **Email Server / SMS COM Port**
3. Input the SMTP server that can send an e-mail and the user name and password needed to log in to the server, and then click **OK**.
4. Click **New** in the Action List.
5. Select **Email** as the type, type the email address, give the action a name, and then click **OK**.



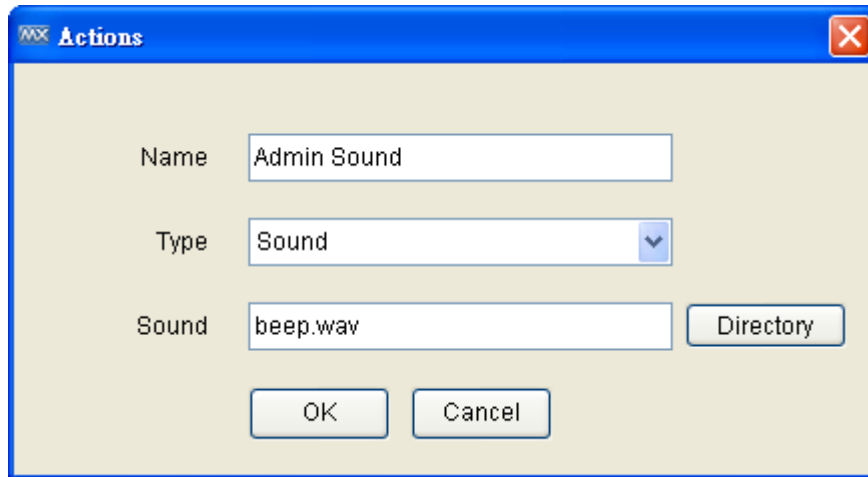
The screenshot shows a dialog box titled "Actions" with a close button in the top right corner. The dialog contains three input fields and two buttons. The first field is labeled "Name" and contains the text "Admin Email". The second field is labeled "Type" and is a dropdown menu with "EMail" selected. The third field is labeled "EMail" and contains the text "admin@your.com". At the bottom of the dialog are two buttons: "OK" and "Cancel".

6. Click **New** in the Notification List.
7. Select the action just added and the corresponding event type, source IP.
8. Click **OK**.

## Add a Sound

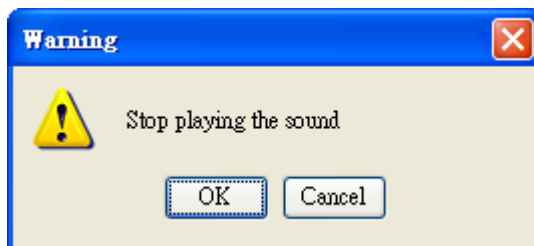
When a sound notification is triggered, the MXview server will play the associated sound file. The sound will play repeatedly until some stops it manually. Take the following steps to add a sound:

1. Select **Event** → **Notification**
2. Click **New** in Action List.
3. Select Sound as the type, select a file from the local computer, give the action a name, and then click **OK**. The file will be uploaded to the MXview server.



4. Click **New** in the Notification List.
5. Select the action just added and the corresponding event type, source IP.
6. Click **OK**.

When a associated event occurs, the sound file will be played and a window will pop up:



The sound will not stop until someone clicks **OK**.

**Note:** When more than one event occurs, the sound file corresponding to the first event will be played first, and the sounds corresponding to subsequent events will be queued. After first sound is stopped, the next sound in the queue will be played.

**Note:** Only the wav format is supported.



## Add an External Program

When a program notification is triggered, the MXview server will execute the associated program. Take the following steps to add a program:

1. Select **Event → Notification**.
2. Click **New** in the Action List.
3. Select **Program** as the type, select a file from the local computer, give the action a name, and then click **OK**. The file will be uploaded to the MXview server.
4. Click **New** in the Notification List.
5. Select the action just added, the corresponding event type, and the source IP.
6. Click **OK**.

When an associated event occurs, the program file will be executed.

# 10

## Traffic Reporting

MXview compiles traffic statistics for devices running on the network. The statistics are used to create reports that show trend utilization and performance of the device interfaces. Statistics are compiled for the following items:

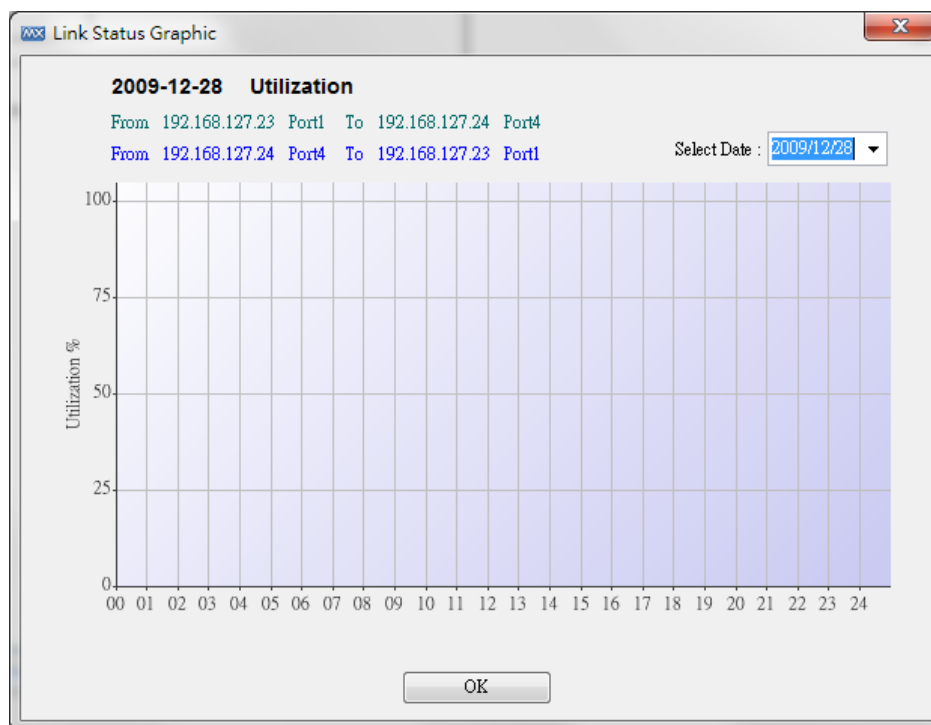
- Traffic utilization (%)
- Error packet rate (%)
- Collision rate (%)

Events will be generated when one of these items is above or below the corresponding thresholds.

### Checking the Trend

Before MXview can collect traffic statistics between two devices, a link must be created (see the section “Adding a Link” in chapter 8 to see how to add a link).

The graph shows data for a particular day. The x-axis unit is hours. To check the graph for a different date, use **Select Date**.



## Threshold & Event Notification

There are 4 conditions related to traffic that can trigger events:

1. Bandwidth utilization is over a threshold.
2. Bandwidth utilization is under a threshold.
3. Packet error rate is over a threshold.
4. Packet collision rate is over a threshold.

Since a link is bidirectional, the event will be triggered when one of the directions satisfies any event's trigger condition.

To learn how to change the threshold, refer to **Monitoring Methods → Color Coding Indicates Problems → Severity Level** in Chapter 9.

To learn how to configure notification, refer to **Monitoring Methods → Color Coding Indicates Problems → Notification** in Chapter 9.

## Device Management

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### Properties

You may select a device and check its properties in Device Properties. Properties that are listed include model name, MAC address, IP address, netmask, gateway, port type and status, power status, redundancy protocol, SNMP, and ICMP availability.

## Changing Device Properties

Take the following steps to change a device's location, name, contact, IP, netmask, gateway, trap server, and SNMP configuration:

1. Select a device.
2. Select **Device** → **Maintenance** → **Configure IP & Trap**.

Click the **Basic** tab to change the name, location, and contact information for a device. The new values will be written to the device's firmware.

Click the **IP Configuration** tab to change a device's IP address, netmask, gateway, DNS server, and method of obtaining the IP.

Click the **Trap Server** tab to change IP addresses and community strings of trap servers. Moxa switches can send trap messages to at most 2 trap servers.

Click the **SNMP Configuration** tab to choose the SNMP version and enter the corresponding parameters.

The screenshot shows a configuration window titled "192.168.127.122 Config IP and Trap". It has three tabs: "Basic", "IP Configuration", and "Trap Server". The "IP Configuration" tab is selected. The fields are as follows:

IP Address	192 . 168 . 127 . 122
Netmask	255 . 255 . 255 . 0
Gateway	0 . 0 . 0 . 0
DNS1 IP	0 . 0 . 0 . 0
DNS2 IP	0 . 0 . 0 . 0
Auto IP	Disabled

At the bottom, there are "OK" and "Cancel" buttons.

## Web Console Login

To log in to the device's web console, select **Device → console**.

**Note:** For IE6, MXview will open the console in the window of the MXview Client.

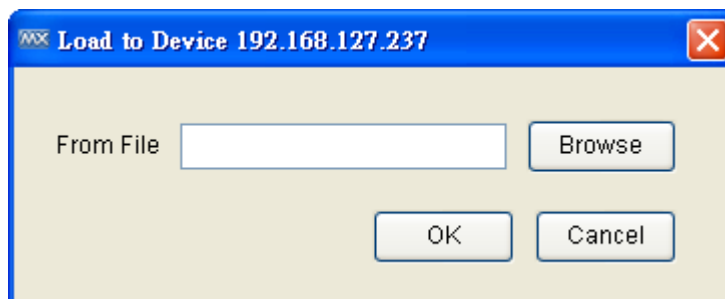
## Configuration Backup and Restoration (Moxa devices only)

Take the following steps to back up a device's configuration file to a local computer:

1. Select **Device → Maintenance → Configuration → Load from Device**.
2. Choose the location where you would like to save the file.

Take the following steps to restore a device's configuration file:

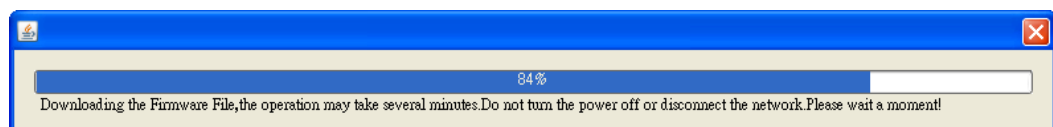
1. Select **Device → Configuration → Load to Device**.



2. Choose the file and click **OK**.

## Firmware upgrade

To upgrade a device's firmware, select **Device → Firmware Upgrade**. The firmware will be uploaded to and installed on the device.



**Note:** After the firmware has been installed successfully, the device will restart. This action could take a few seconds.

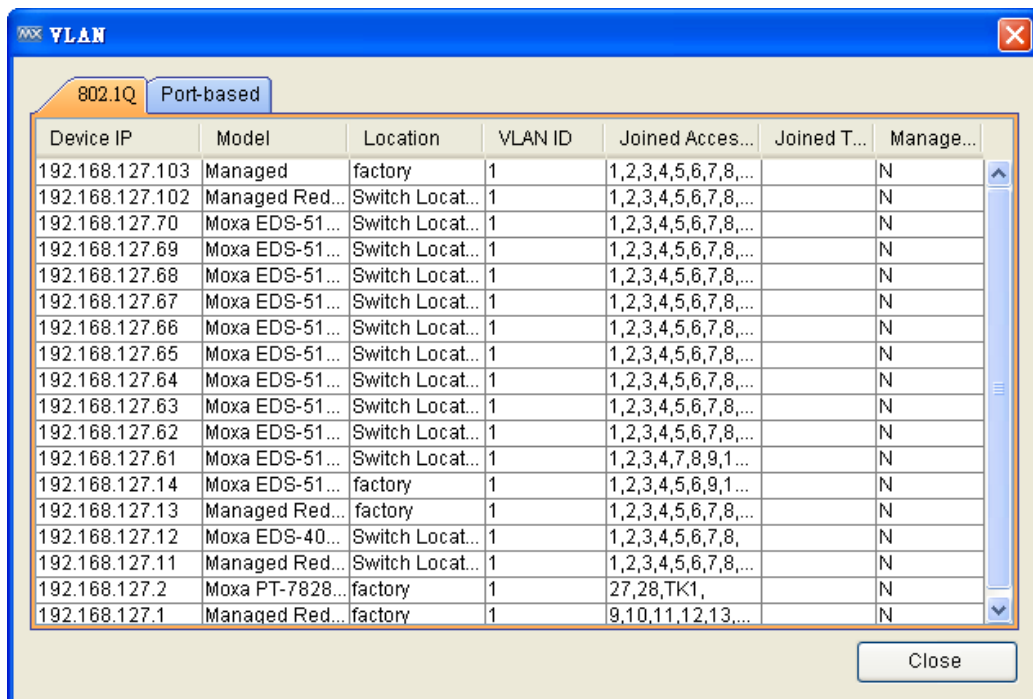
## Refresh Status

Since some device data is collected by polling, there may be a time delay for some data. To refresh a device to get its updated status, select **Device → Refresh**.

# 12

## VLAN

Moxa switches support 802.1Q tagged VLAN and port-based VLAN. MXview collects each device's VLAN configuration and integrates the configurations into one table to provide a network-wide view. To view the table, select **Network** → **VLAN**.



The screenshot shows a window titled "VLAN" with two tabs: "802.1Q" (selected) and "Port-based". The window contains a table with the following columns: Device IP, Model, Location, VLAN ID, Joined Acces..., Joined T..., and Manage... The table lists 18 devices with their respective configurations.

Device IP	Model	Location	VLAN ID	Joined Acces...	Joined T...	Manage...
192.168.127.103	Managed	factory	1	1,2,3,4,5,6,7,8,...		N
192.168.127.102	Managed Red...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.70	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.69	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.68	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.67	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.66	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.65	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.64	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.63	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.62	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.61	Moxa EDS-51...	Switch Locat...	1	1,2,3,4,7,8,9,1...		N
192.168.127.14	Moxa EDS-51...	factory	1	1,2,3,4,5,6,9,1...		N
192.168.127.13	Managed Red...	factory	1	1,2,3,4,5,6,7,8,...		N
192.168.127.12	Moxa EDS-40...	Switch Locat...	1	1,2,3,4,5,6,7,8,		N
192.168.127.11	Managed Red...	Switch Locat...	1	1,2,3,4,5,6,7,8,...		N
192.168.127.2	Moxa PT-7828...	factory	1	27,28,TK1,		N
192.168.127.1	Managed Red...	factory	1	9,10,11,12,13,...		N

Close

# 13

## MXview License

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MXview is available in different versions, which the different versions supporting different numbers of nodes. For example, if your version of MXview supports 250 nodes, then during device discovery MXview will only recognize up to 250 nodes. MXview will stop the device discovery procedure once it reaches the 250-node limit.

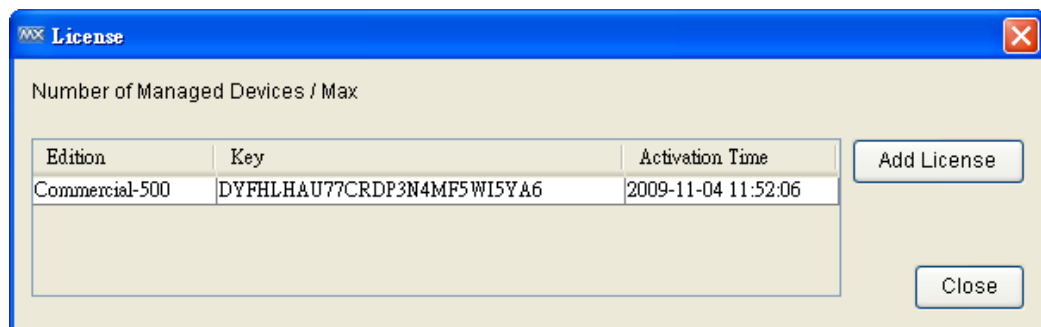
The MXview license that you purchase specifies the node limit for that version of MXview. To increase the node limit, you can purchase license upgrade and import the upgrade into MXview.

### Checking the License

The number of currently managed nodes and the node limit is shown in the Status Bar on the Dashboard.

The Number of Managed Devices / Max : 24 / 50

To check the details, select **Help** → **License**.

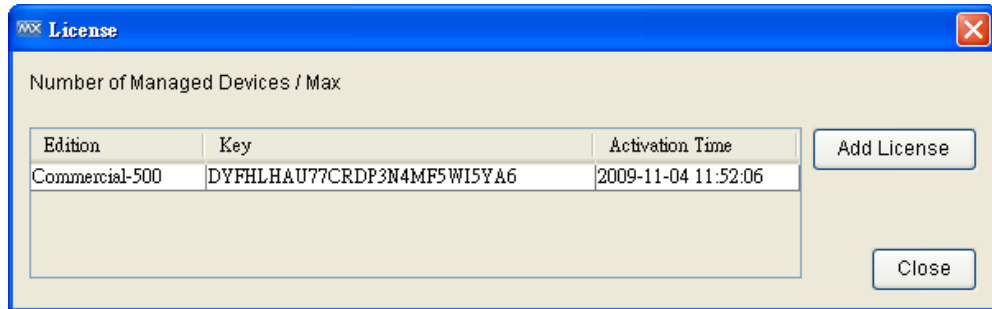




## License Upgrade

To increase the node limit of your MXview, you need upgrade the license.

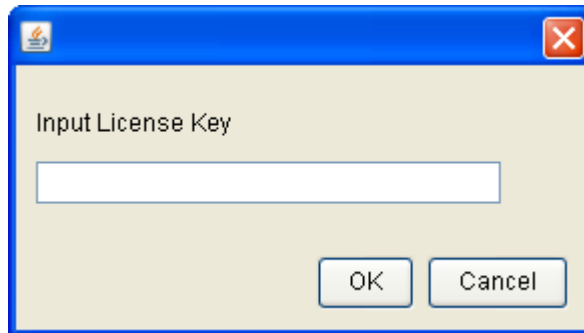
1. Select **Help** → **License**.
2. Click **Add License**.



3. Find the license label in the software package, which is shown as:

MXview Upgrade-50  
Key: XXXXXXXXXXXXXXXXXXXXXXXXXXXXX

4. Enter the key of the new license and click **OK**.



5. **Restart** the MXview client.

### **Why do events show up late?**

Make sure you have configured your switches' SNMP trap server to the MXview server's IP address, since doing so will provide real-time responses to events. Otherwise, MXview will collect information periodically.

### **Why can't I discover all of the devices on my network?**

Please check the following:

1. Make sure your license supports a sufficient number of nodes.
2. Make sure your scan range includes all of the IP addresses of devices on your network.
3. Make sure your switches do not go into protection mode because they consider MXview packets to be part of a broadcast storm.

### **Why does one device have more than one icon?**

MXview identifies devices by IP address. For this reason, if one device has more than one IP address within the scan range, the device will be viewed as multiple devices.

### **Will deleting a link in MXview cause the link to be disconnected in the real network?**

No. The topology map shows the status of the real network, but cannot be used to configure the real network.

### **After a link in a ring is disconnected, why does it take a few seconds for the redundant link to become solid in the topology map?**

MXview uses polling to determine if redundant links have become non-redundant. For this reason, the topology map will not be updated until all devices in the network have been polled. In addition, since it takes a finite amount of time to transmit the network status to the MXview server, it will take at least that amount of time for the topology map to be updated.

# B

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/\* zlib.h -- interface of the "zlib" general purpose compression library version 1.2.3, July 18th, 2005

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