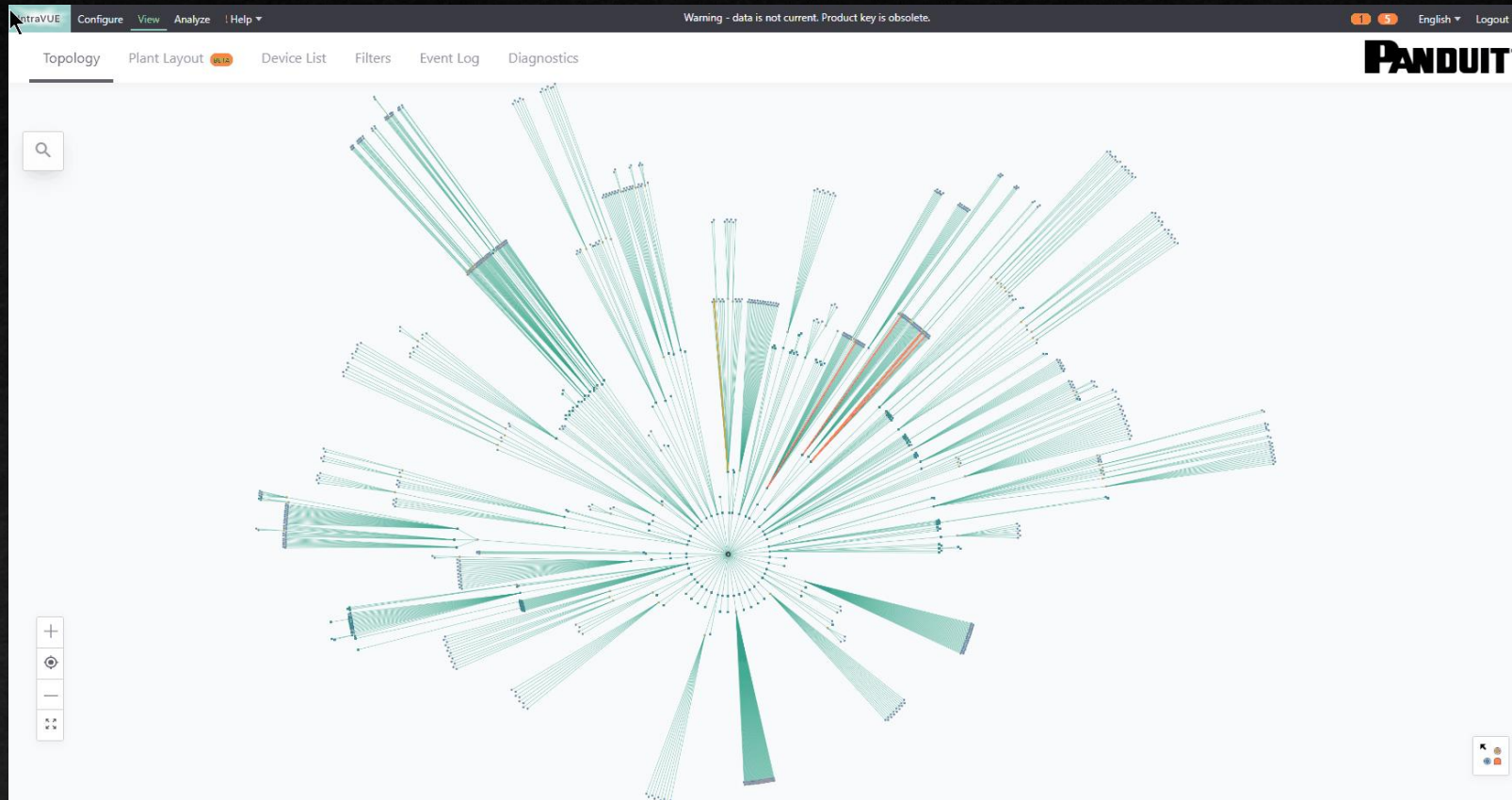


# Maintenance of IntraVUE



# Maintenance of IntraVUE

(These steps need to be done weekly)

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# Admin Verification of Devices

Admin verifying devices makes it easy to tell a new device was discovered and where in the network that new device has moved. All devices will have a blue inner circle except unverified which will have a yellow inner circle.

Admin verifying devices makes it easy to tell that a device has changed its location. The old location will now be a red Ghost Node having dashes instead of dots in the IP address and the new location will not be admin verified.

- If the move is unintentional, physically move it back to the original switch port and the Ghost will be removed and the device re-verified.
- If the move is permanent, delete the Ghost node and verify the device's new location in the upper side bar.

See the blog [All About Admin Verification](#) for a full understanding of this function of IntraVUE





# Identifying Critical Devices

The critical state of a device is set to Unknown upon discovery.

- IntraVUE's Analytics keeps statistics on devices that are set the "Critical Always On" or "Critical Intermediate"
- Devices that are not critical for Production should be set to "Critical Ignore"

See the blog [All About Critical Devices and its Benefits](#) for a full understanding of this function of IntraVUE

States can be changed individually in the sidebar or in bulk [Using Export/Import](#)

- All managed switches, PLCs, devices essential for production should be Critical Always On
- Other important devices should be Critical Intermittent and all others Ignore



# Giving Names to Devices

Having a device name in addition to the devices IP Address is very helpful knowing what a device is in the topology map as well as when looking at Events and other Dialogs in IntraVUE.

IntraVUE has two methods of discovering and assigning names to devices.

- If a device supports SNMP its name will be periodically requested and updated
- If a device responds to netbios requests its name will be updated

All other names must be entered by the user

- In the sidebar when in Edit mode
- By doing an export, editing names in a spreadsheet using copy/paste from other sources, and then importing the changes. See [Using Export/Import](#)





# Deleting Devices no longer in network

A common situation when IntraVUE has been running for a long time can be a large number of red lines going to disconnected devices which have been disconnected for a long time

This can clutter the topology graph and make it harder to recognize important disconnections

To determine how long a device has been disconnected, open the side bar and the most recent event should be a disconnection showing the date of disconnection.

- To delete a single device, go to the Advanced tab and select 'Delete this Device'
- If there are more than one device to delete, it is easier to select the multiple devices holding the control key when selecting the devices. Then the Multiple Devices sidebar will appear and at the top you can 'Delete These Devices'



# Removing or Fixing Ghost Nodes

Ghost nodes appear when an Admin Verified device moves from the current Switch and Port number. The ghost node marks the original position of the device and an unverified node shows where the device moved.

If the move is intentional and permanent, you should delete the ghost node and Admin Verify the new position

If the move is to be changed back, the ghost node will disappear, and the device will be Admin Verified when the change back is made.

When a switch is replaced and in some other situations a very large number of ghost nodes may be created. To delete many ghost nodes at once go to Configure / Advanced / Remove Ghost Nodes. Then use the Configure / Scanner / Admin Verify All Devices to reverify the devices.





# Resolving 'n/a' Nodes

A 'n/a' or Auto Inserted node is created when the scanner detects more than one device (mac address) on the port of a managed switch and no Managed Switch below that port claims the mac address on one of its ports.

There are several causes:

- The switch for that device is missing from the scan range.
- The switch does not have its SNMP properly recognized or is not reporting the Bridge Mib, it will be one of the devices under the n/a.
- One of the devices under the n/a is a Network Address Translator (NAT). Open the NAT in the sidebar and click on Advanced / NAT. It will take the place of the n/a and the other devices will become its children
- One of the devices under the n/a is an Unmanaged Switch. Open the device in the sidebar and click on Advanced / 'VM, Hub, or Unmanaged Switch'. It will take the place of the n/a and the other devices will become its children





# Using Export/Import

The IntraVUE Export function saves all the data that can be edited by a user from the various database locations and saves it as a .CSV file which can be edited in a spreadsheet program and then imported back into IntraVUE to make the changes.

See the [Export / Import IntraVUE Help](#) for a full understanding of this function of IntraVUE

- The column labeled 'PKI.critical' contains the Critical Device settings. Blank or 0=unknown, 1=ignore, 2=critical intermittent, 3=critical always on
- The column 'DeviceViewName' is the column to use to set the name
- You may delete any columns to the right of column L, UplinkPort, for ease of use

