

User Manual

D-Link Insight

Table of Contents

| | | | |
|---|-----------|---|----|
| Table of Contents | 2 | Network | 16 |
| About This Guide | 4 | Views | 17 |
| Online Resources | 4 | Table | 17 |
| Term/Usage..... | 5 | Report | 17 |
| Copyright and Trademarks..... | 5 | Events..... | 17 |
| Overview | 6 | New/Smart Lists | 18 |
| Insight..... | 6 | Device Status..... | 20 |
| Insight Plus..... | 6 | Summary | 21 |
| How Insight Plus Works (NAP)..... | 6 | General Information | 22 |
| Installation | 7 | Insight Plus (NAP reporting) | 23 |
| Hardware | 7 | Details | 24 |
| Network Considerations (DHCP Server Placement)..... | 7 | Events..... | 25 |
| Registration | 8 | Issue Timeline..... | 26 |
| Portal | 11 | Switch Status | 27 |
| General | 11 | Summary | 28 |
| Login..... | 11 | General Information | 29 |
| Forgot Password | 12 | Insight..... | 30 |
| Reset Password..... | 12 | Details | 31 |
| Navigation | 13 | Events..... | 32 |
| Dashboard..... | 13 | Apps | 33 |
| Insight plus..... | 14 | Backup | 33 |
| Add More PCs..... | 15 | Insight Plus..... | 34 |
| Insight | 15 | Per-Platform Issues and Participation | 35 |
| | | Sharing Installation Instructions | 36 |
| | | Account | 37 |
| | | Personal Info..... | 38 |

| | |
|--------------------------|----|
| Name & E-mail | 38 |
| Password | 39 |
| Memberships | 40 |
| Account..... | 41 |
| Organization Info..... | 41 |
| Notifications | 42 |
| Insight Plus Report..... | 43 |
| List Notifications | 43 |
| Insight Alerts | 43 |
| Portal | 44 |
| Subscription | 45 |
| Admins..... | 46 |

About This Guide

This guide provides instructions to setup D-Link Insight and Insight Plus services for the Insight enabled D-Link Web Smart Switches DES-1210-28/28P/52 and DGS-1210-10P/16/24/48 and how to use and manage the Insight and Insight Plus services.

This guide is mainly divided into three parts:

1. Overview: A concise explanation of D-Link Insight and Insight Plus
2. Installation: A startup guide for new Insight installations
3. Portal: Information about the management and use of Insight and Insight Plus

Online Resources

The website addresses are not prefixed with **http://** because most of the current web browsers do not need it. If you are using an older web browser, you may have to append **http://** in the web address.

For the latest information about the Web Smart Switches and D-Link Insight visit:

| Resource | Website |
|-------------------|--------------------------|
| D-link | www.dlink.com |
| Technical Support | support.dlink.com |
| D-link Insight | insight.dlink.com |

Term/Usage

In this guide, the term “Switch” (first letter is capitalized) refers to the Smart Switch, and “switch” (first letter in lower case) refers to other Ethernet switches. Some technologies refer to terms “switch”, “bridge” and “switching hubs” interchangeably, and both are commonly accepted for Ethernet switches.

NOTE: These NOTE boxes alert you to supplementary information.

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Overview

Insight

D-link Insight is a system that helps keep inventory of devices on your network and maintain a centralized location for switch configuration backups.

Insight Plus

D-Link Insight Plus offers all the same features as D-Link Insight, but also includes computer health reporting. This allows network administrators to see if there are computers with out of date Operating Systems, missing or out of date anti-virus software, disabled firewalls, and other potential security concerns.

How Insight Plus Works (NAP)

D-Link Insight Plus gathers information from attached computers through the use of Network Access Protection (NAP). NAP is a Microsoft technology that allows computers to send health updates to centralized servers via DHCP. With D-Link Insight Plus, the Insight enabled switch acts as the NAP server. As computers send DHCP information to and from your DHCP server, the switch will listen for the NAP traffic and send status updates to the D-Link Insight servers via a secure SSL connection.

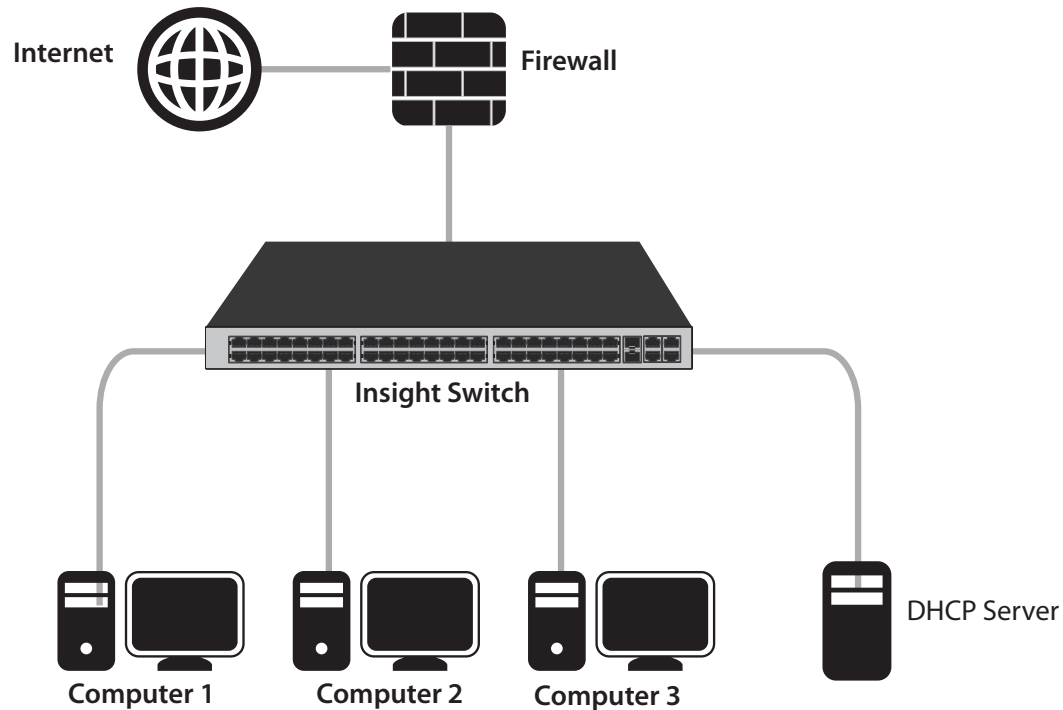
Installation

Hardware

The D-Link Insight enabled switch must have a connection to the Internet for D-Link Insight to function. Please refer to the switch's user manual to setup the switch with an IP Address, Subnet Mask, and Gateway suitable for your network.

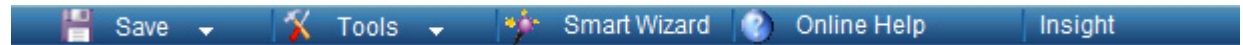
Network Considerations (DHCP Server Placement)

For D-Link Insight to work correctly, the DHCP server must attach directly to a D-Link Insight enabled switch.

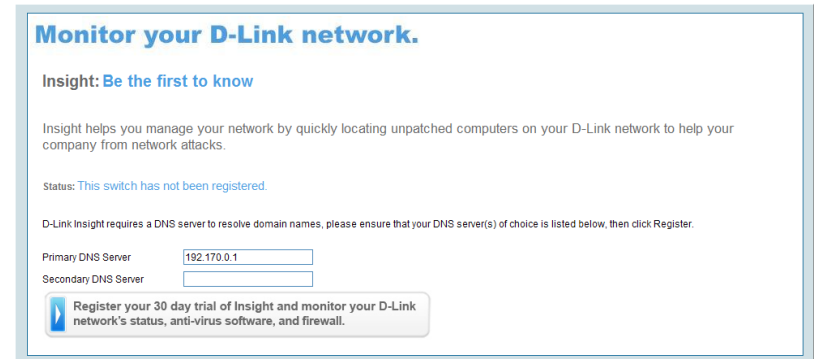


Registration

1. Click the **Insight** link located on the switch's toolbar (located to the right of "Online Help").



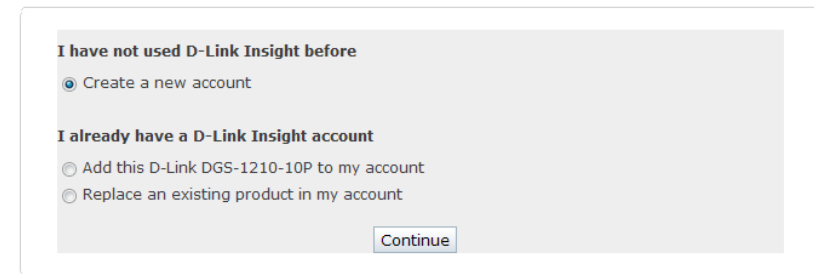
2. Enter the primary (required) and secondary (optional) DNS servers for your network. This is generally the IP address of your router, Domain Server, or provided by your ISP. You may also use publicly available DNS servers at your own discretion



3. Click the Register Button. The switch will register itself with the D-Link Insight servers. Once the switch is registered and recognized, click the **Complete your registration here** link to proceed with the setup process.

4. Select if you want to register the switch with a new account, add the switch to an existing account, or replace a switch on an existing account. Click **Continue** once you have made your selection.

Welcome to D-Link Insight!



NOTE: If you are replacing a switch or are reconfiguring a switch after a factory reset, it is very important that you select replace a switch on an existing account when registering/re-registering the switch. Replacing a switch on an existing account will cause all the Smart Lists to update accordingly. If you do not select to replace the switch, you will be required to update any affected Smart Lists manually.

5. Fill out the form to create your new account. All fields are required. Click **Continue** once you finish filling out the form.

Step 1 of 2: Create an account

Create a new account:

Organization

Time zone

Tell us about yourself:

Your name

E-mail This will be your login

Password

Confirm password

By clicking **Continue**, I agree to the [Terms of Service](#).

6. Determine if you would like your Windows and Mac OSX to require reporting. If enabled, non compliant computers will be redirected to a portal page asking them to enable reporting on their system. If you skip this step the default to require reporting for both Windows and Mac OSX will be applied. Once you have made your decision, click **Save and Continue**.

Step 2 of 2: Configure Insight Plus

Optional

Require built-in Windows NAP to be enabled

Windows computers will be redirected to a captive portal until they enable reporting. This will happen immediately.

Optional

Require Mac OS X computers to report issues

Mac OS X computers will be redirected to a captive portal until they enable reporting. This will happen immediately.

[More info](#)

7. You will be redirected to the D-Link Insight Dashboard. The setup is complete. Your switch will now begin to report your network status to D-Link Insight. You are now ready to begin using the Insight web portal to monitor attached computers' health status, perform automatic switch configuration backups, and inventory attached network devices

The screenshot shows the D-Link Insight Dashboard interface. At the top, there is a navigation bar with 'D-Link' logo, 'Dashboard', 'Network', and 'Apps' tabs. On the right, there are links for 'Account Settings' and 'Logout', along with a search bar. A notification banner at the top states: 'Your trial period ends Sep 29, 2011. Please sign up now to ensure uninterrupted service.'

The main content area features a message: 'We have not detected any PCs in your D-Link Insight account. Get all your computers reporting to D-Link Insight to expose avoidable security risks.' Below this, 'NEXT STEPS' are listed: 'Connect PCs to your D-Link DGS-1210-10P', 'Enable DHCP on more PCs in your network.', and 'Ensure the DHCP server is plugged into its own port on your D-Link DGS-1210-10P'.

On the left, there is a 'News for D-Link Systems' section dated 'Tuesday, Aug 30' with a sub-header 'Created account with F3YO1A3000006 (D-Link DGS-1210-10P)' and a timestamp '3:55pm'.

On the right, there is an 'Insight Plus' section with a 'Configure' link. It shows 'Monitoring 0 PCs' and 'Add More PCs' button. A status bar indicates 'No Issues (0 PCs)' and 'Issues (0 PCs)'. Below this is a table of system issues:

| Issue | Count |
|-------------|-------|
| Firewall | 0 |
| OS update | 0 |
| Antivirus | 0 |
| Antispyware | 0 |
| Reporting | 0 |
| Auto-login | 0 |

At the bottom right, there is an 'Insight' section with a 'Configure' link, showing the device 'F3YO1A3000006 - D-Link DGS-1210-10P' with a status of 'Online'.

Portal

General

You may view the status of your network by going to <https://insight.dlink.com/>.

Login

Enter your email address and click the **Login** button, this will direct you to the D-Link Insight Sign In page.

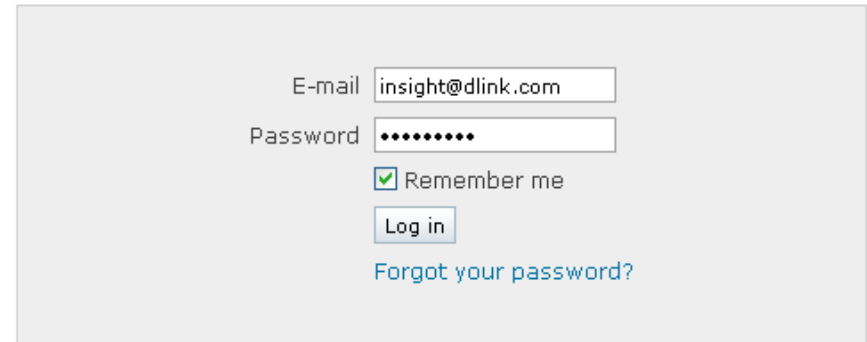
To finish the Sign In process, enter your Password and click the **Log In** button.

D-Link Insight can remember your login credentials if you check the Remember me option.

If you decide to have D-Link Insight remember you, when you visit <https://insight.dlink.com/> you will automatically login to your Dashboard.

This page also allows you to reset lost passwords by clicking on the **Forgot your password?**

Sign in to D-Link Insight



The screenshot shows a sign-in form with the following elements:

- E-mail:
- Password:
- Remember me
-
- [Forgot your password?](#)

Forgot Password

To reset your password enter your e-mail address and click the Reset my Password button. An e-mail will be sent to you with a link to reset your password.

Forgot your password?

E-mail:

Reset Password

This page is accessible via a onetime use link provide to your email via the Forgot Password page.

Enter your desired password in the **New Password field**. Then, retype your new password in the **Confirm field**.

Click the **Save Password** button to save your new password and login to D-Link Insight.

Reset your password.

New password

Confirm

Navigation

The Navigation header contains all your navigation options and is available at all times while on the D-Link Insight portal.

To see your dashboard, click on the **Dashboard** link.

To see devices on your network, click on the **Network** link.

To modify D-Link Insight and D-Link Insight Plus settings, click on the Apps link.

To modify your account, click on the **Account Settings** link.

To logout of your D-Link Insight account, click the **Logout** link.

To perform a search of your network devices, enter your desired search query in the search network field and press **Enter/Return** on your keyboard. Some example search items might include the IP address, name, or the manufacture of the network interface card.

Dashboard

This is the first page you see after logging in to you D-Link Insight account and contains an overview of your network. The page is split into two sides. The left side contains recent events concerning your D-Link Insight account and the right side contains the Insight Plus and Insight overviews.



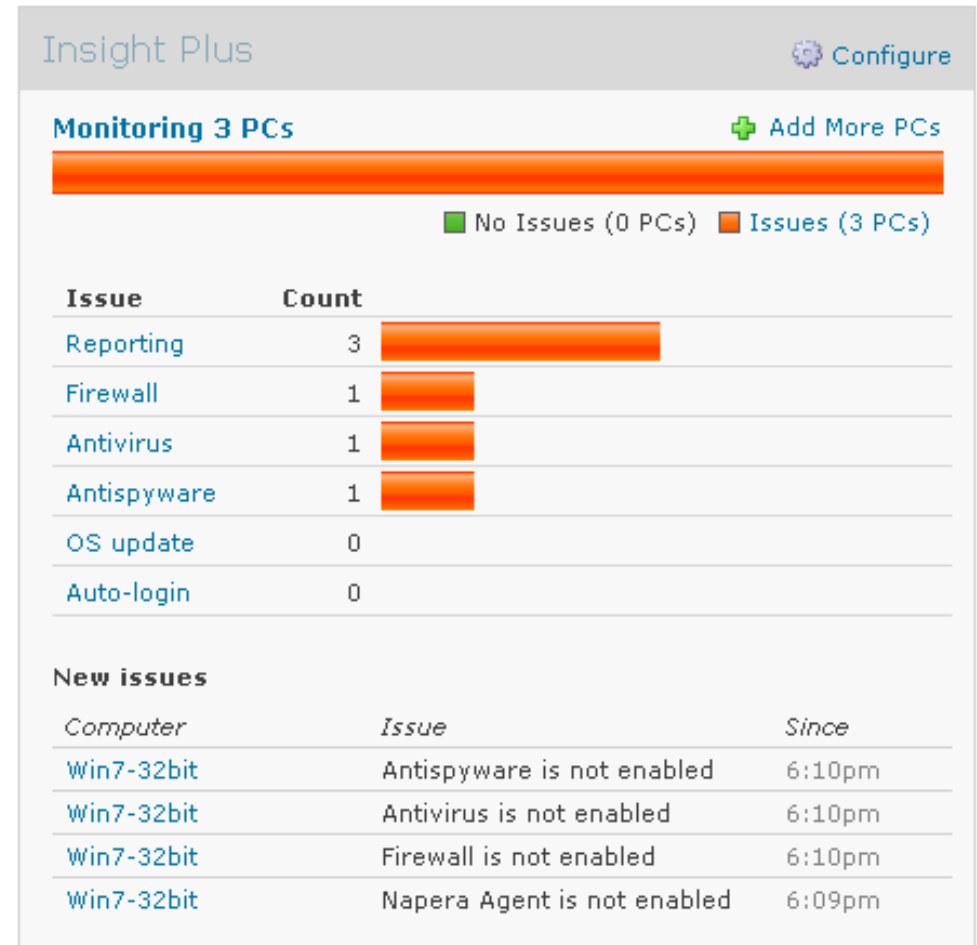
Insight plus

This section allows you to configure Insight Plus options by clicking on the **Configure** link.

It also gives you an overview of your monitored devices, helps you enable monitoring on more PC's by clicking the **Add More PCs** link, and gives you a breakdown of computers that have issues with reporting, antispyware software, antivirus software, operating system updates, firewall software, and if auto-login is enabled.

You may click on any Issue category to see the list of computers with that issue.

Lastly it presents you with a recent list of new issues. You may click on any of the computers in this list to be taken to the Device Status page.

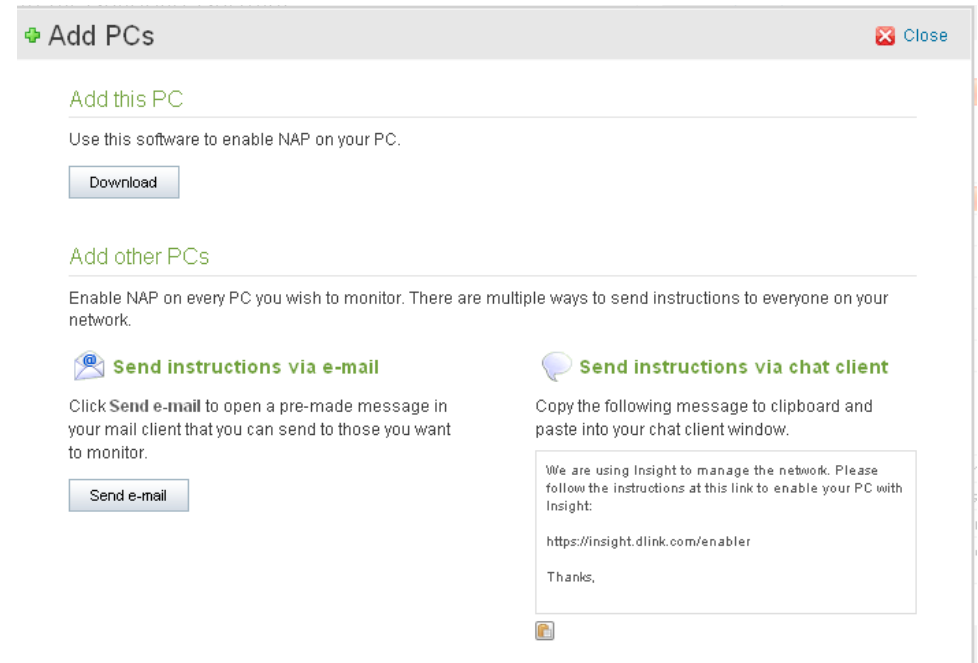


Add More PCs

This window helps you enable reporting on computers in three ways:

1. You may download the NAP enabler for the computer that you are currently on by clicking the **Download** button.
2. Send an e-mail containing instructions on how to enable reporting by clicking the **Send e-mail** button.
3. Send instructions via a chat client by copying the text in the text field and pasting it in a chat window.

To exit the window, click the **Close** button on the top right or click outside the window.



Insight

This section allows you to configure Insight options by clicking on the **Configure** link.

It also contains a list of D-Link Insight enabled switches that are attached to your account and their status.

You may click on the switch name to be taken to the Switch Status Summary page.

| Insight | |  Configure |
|----------------------------------|----------------------|---|
| DGS-1210-24-NKN2 | - D-Link DGS-1210-24 | Online |
| DES-1210-28-NKN | - D-Link DES-1210-28 | Online |

Network

This page contains Smart Lists of the devices on your network. The default view displays the Everything Smart list which lists all discovered devices on your network.

The menu on the left hand side of the page contains the list of Smart Lists. View a list by clicking on it.

You may create a new list by clicking on the New List link. The main section of the network page contains the devices that meet the selected Smart List rules.

You may view the devices in the Smart List in three ways: Table, Report, and Events. Click on one of the links to change the display type.

If there are over 30 devices listed in a given Smart List, they will be split across multiple pages. Use the page navigation at the top right to jump to pages or go to the previous or next page.

Network

View: **Table** | Report | Events

1 - 23 of 23

| Computer | User | Operating System | Issues | Last Activity |
|--------------------------|------|------------------|---------------------------------------|---------------|
| DLINK-WLAN-AP | | | | 6:29pm |
| DLINK-WLAN-AP | | | | 6:29pm |
| JAG | | Windows | Napera Agent not enabled | 6:28pm |
| Win7-32bit | | Windows 7 | Firewall not enabled, Antivirus no... | 6:28pm |
| Ubuntu-64bit | | | | 6:28pm |
| 10.33.33.220 | | | | 6:27pm |
| HP Color LaserJet 2605dn | | | | 6:27pm |
| Odin-New | | Linux | | 6:27pm |
| Canon MX870 | | | | 6:25pm |
| Hemidall | | | | 6:23pm |
| Verizon Fios STB1 | | | | 6:23pm |
| Verizon Fios STB2 | | | | 6:23pm |
| Odin | | | | 6:22pm |
| Onkyo TX-NR609 (MBR) | | | | 6:22pm |
| Asgard-IPMI | | | | 6:15pm |
| DES-1210-28-NKN | | DES-1210-28 | | 6:04pm |
| 10.33.33.156 | | | | 6:03pm |
| DGS-1210-24-NKN | | DGS-1210-24 | | 5:59pm |
| DWC-1000-NKN | | | | 5:49pm |
| Hemidall-New | | | | 4:53pm |
| 10.33.33.178 | | iPhone OS | | 4:52pm |
| Asgard | | | | 3:54pm |
| 10.33.33.50 | | | | 3:36pm |

Network

- Everything
- PCs
- Registered Switches
- Insight Plus
 - Any Issue (3)
 - Firewall (1)
 - OS update
 - Antivirus (1)
 - Antispyware (1)
 - Reporting (3)
 - Auto-login
- Lists
 - Everythingelse
 - New computers
 - Servers
 - Windows
 - New list

Views

Table

The Table view is the default view for all Smart Lists. This view will list the device name or IP address under Computer, the logged in user for devices that report it, the detected or reported operating system on the device, any issues the device may have, and the last time there was any activity from the device.

Clicking on a list item will show additional information about the device, such as; NIC MAC address and manufacturer, IP address and if it was obtained by DHCP.

Clicking on the device name will take you to the Device Status Summary page.

Report

This view will list the devices and an eight day overview of whether the device had any issues or not. Clicking on the device name will take you to the Device Status Issue Timeline page.

Events

This view will give you a list of events related to the devices in the selected Smart List. The List is organized in reverse chronological order. Example events include things like if the operating system was updated or if a device changed ports on the switch. Each event will contain the device identifier or the switch name. Some events will contain both. If you click on the Device Name/IP address you will be taken to the device Summary page. Clicking on the switch name will take you to the Switch Status Summary page.

New/Smart Lists

This page allows you to edit or create new Smart lists. All Smart Lists must have a name.

Enter the desired name of the Smart List in the **Name** field.

A Smart List may have multiple Match Lines to determine if a device should appear in the list. You may require a device to meet all the Match Lines or any single Match Line in order to appear in the list. To change how the Smart List includes devices in the list, change the **Match selection** to either all or any. Match Lines are made up of three sections: **Search Source**, **Search Function**, and **Search Value**.

Examples:

“Operating System” “is” “Windows 7”

This will match all devices that are detected as “Windows 7” Operating System.

“NIC Vender” “contains” “vm”

This will match all devices that have a NIC that contains the word “vm”.

Note: Search Values are case insensitive. E.G. “Work Computer” is the same as “work computer.”

Add addition Match Lines by clicking the + button.

Remove Match Lines by clicking the - button.

New computer list

Name: VMware Virtual Machines

Match: all of the following:

NIC Vendor contains vmware

Order computers by: most recent activity

Send an e-mail when new computers enter this list: Hourly

Save

Choose how to order the list with the **Order computers by**: drop down. Available options are: **Most recent activity, Most recent report, and Name.**

If you would like to have an email sent to you when a device enters the list, check **Send an e-mail when a new computer enters this list.**

You may also decide on how often the email is sent by selecting one of the following schedules from the drop down menu.

- **Hourly** - An email will be sent at the end of the hour if a device has entered the list in the past hour.
- **Daily (each morning)** - A single email will be sent every morning if a new device has entered the list since the last email was sent (24 hours prior)
- **Weekly (every Monday)** - A single email will be sent on Monday morning if a device has entered the list in the past week. Click the **Save** button to save the new or modified Smart List.

Device Status

To access the Device Status page for any device, click on the device name/IP address.

***NOTE:** If you click on an Insight switch's name, you will be taken to the Switch Status Page.*

The Device Status page is divided into 4 sub-pages: **Summary, Details, Events, and Issue Timeline**. All pages contain the current identifier for the device as well as the option to remove the device from the network.

Summary

The Summary page is the default page for Device Status. This page contains an overview of the current device including: **User configured name, Hostname, Operating System, Network interface information, which switch(es) detected the device, and Insight Plus** (if the device supports and has NAP enabled).

The page is divided into two sides, the General Information side and the Insight Plus side. The General Information will be available for all network devices. The Insight Plus section will only be available for devices that support NAP and have it enabled.

Network / Win7-32bit [Delete this computer](#)

Summary | [Details](#) | [Events](#) | [Issue Timeline](#)

Name: [edit](#)
 Hostname: Win7-32bit
 Operating System: Windows 7, version 6.1 build 7601 SP 1.0

| MAC | Vendor | IP Addresses |
|-------------------|--------------|---------------------|
| 00:0c:29:cd:14:41 | VMware, Inc. | 10.33.33.159 (dhcp) |

Recently Seen Via

- DGS-1210-24-NKN2** on port 8
about 2 hours ago
- DES-1210-28-NKN** on port 27
about 2 hours ago

Insight Plus
Last updated Today at 1:11pm

- Firewall** Status: **not enabled**
Product: MICROSOFT PRODUCT
- Antispyware** Status: **not enabled**, up-to-date
Product: Microsoft Security Essentials
- Antivirus** Status: **not enabled**, up-to-date
Product: Microsoft Security Essentials
- OS update** Status: enabled, up-to-date
Product: Microsoft Update
Last check for updates: Yesterday at 7:14pm
- DPSWAT Agent** Status: **not enabled**
Product: Unknown
Current version: N/A

[Ignore security issues on this computer](#)

General Information

Name: This is the user configured name for this device. This will be the text displayed in the Network List if set.

- To set or edit the Name of the device, click the edit link. Enter the desired name, then click the Save link. If you decided not to save the Name, clicking the Cancel link will return the Name to its previous value.
- To remove a user configured name, first click the edit button, and then click the Save button without entering any text.

Hostname: If Insight was able to detect the hostname of the device, it will be listed here. If no Name has been set by the user, this will be used to identify the device in the Network List.

Operating System: If Insight was able to detect the Operating System of the device, it will be listed here. This information will also appear in the Network List under the Operating System column.

Network Interface Information: This is a table that contains the MAC address, NIC Vendor, and detected IP addresses of the NIC. Insight will also provide information if the IP addresses were obtain via DHCP. If no Name has been configured and no Hostname detected, the IP address will be used to identify the device on the network.

Recently Seen Via: This section will display which Insight enabled switch detected the device, on which port, and how long ago the device was detected.

Insight Plus (NAP reporting)

This section contains information about the security status of the device. Insight Plus will monitor each security item to see if it is enabled, up-to-date, and what security product is in use. It may also include when the information displayed was last updated.

- A Green circle with a White check signifies that everything is OK for the specific item.
- A Yellow triangle with a Black exclamation mark signifies that there is an issue with the specific item.

You may choose to ignore all security issues on any reporting device by clicking the **Ignore security issues** on this computer link. If a device has had its security issues ignored, you may re-enable reporting by clicking the Re-enable Security Informer for this computer link.

Details

This page provides detailed information about the device. The type of information displayed on this page is dependent on what Insight was able to detect about the device. This page will generally list information about the device's network interface card including IP address what switch detected the unit, when it received its most recent DHCP address, when the device was last seen. It can also include information about the logged on user if Insight was able to gather the information

Network / Win7-32bit ✕ Delete this computer

[Summary](#) | [Details](#) | [Events](#) | [Issue Timeline](#)

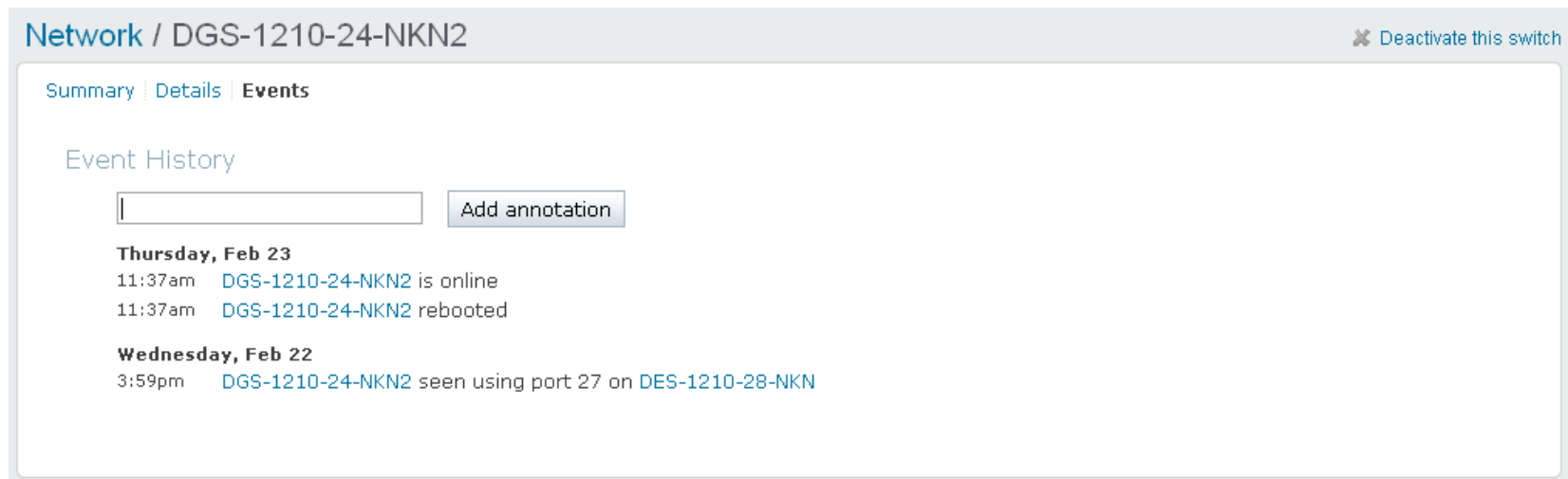
00:0c:29:cd:14:41 (VMware, Inc.)

| | |
|----------------------|--|
| Interfaces: | 10.33.33.159 (dhcp) |
| DHCP Address: | 10.33.33.159 assigned on Today at 1:11pm |
| Seen On: | Port 27 from DES-1210-28-NKN Port 8 from DGS-1210-24-NKN2 |
| Last Seen: | Today at 1:11pm |

Events

This page contains the events recorded by Insight for the current device. The events are listed in reverse chronological order. You may also add annotations to the event list from this page.

To add an annotation, type in the desired annotation in the annotation field, then click the **Add annotation** button. The annotation will be added to the event list with the current time as its timestamp.



The screenshot displays the 'Events' page for a network device. At the top, the breadcrumb 'Network / DGS-1210-24-NKN2' is shown, along with a 'Deactivate this switch' link. Below this, there are tabs for 'Summary', 'Details', and 'Events'. The 'Event History' section contains an input field for adding annotations and an 'Add annotation' button. The event list is organized by date, with the most recent events at the top.

Network / DGS-1210-24-NKN2 Deactivate this switch

Summary | Details | **Events**

Event History

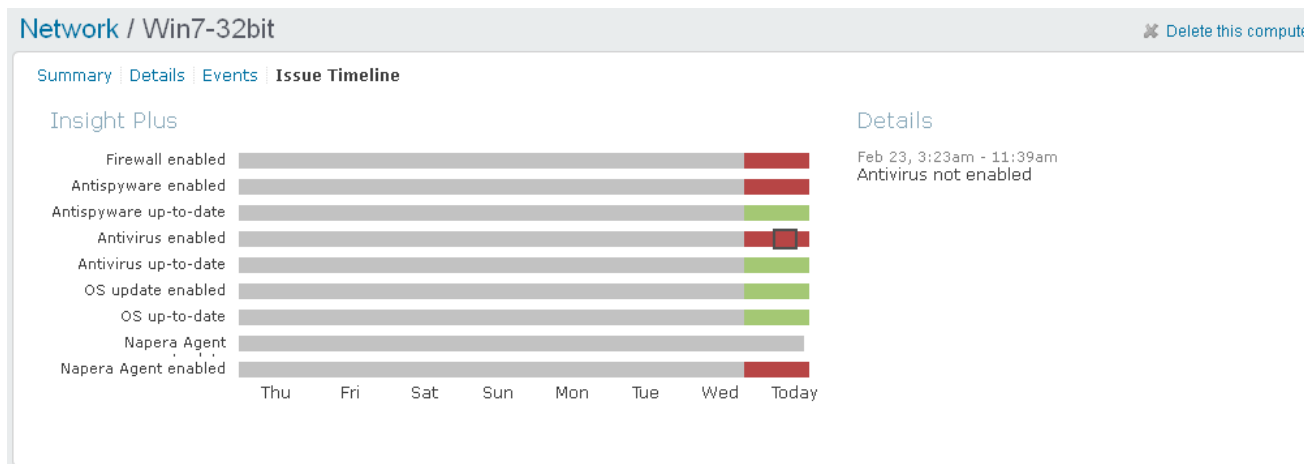
Add annotation

Thursday, Feb 23
11:37am DGS-1210-24-NKN2 is online
11:37am DGS-1210-24-NKN2 rebooted

Wednesday, Feb 22
3:59pm DGS-1210-24-NKN2 seen using port 27 on DES-1210-28-NKN

Issue Timeline

This page contains an eight day overview of the individual issue of the device. If there is no reporting of an issue, the bar will be gray. If everything is OK with a security issue, the bar will be green. If there is a problem with a security issue, the bar will be red. To gather detailed information about any security issue, mouse over the chart. The detailed information will be displayed on the right side of the page.



Switch Status

To access the Switch Status page, click on the **switch name**.

NOTE: If you click on a non-Insight switch, you will be taken to the Device Status page.

The Switch Status page is divided into 3 sub-pages: **Summary, Details, and Events**. All pages contain the current identifier for the switch as well as the option to deactivate the switch.

If you click on the **“Deactivate this switch”** link you will be prompted to confirm this action. If you click the **OK** button, the switch will be removed from the account. If you click the **Cancel** button, the switch will remain in the account.

Summary

The Summary page is the default page for Switch Status. This page contains an overview of the current switch including: User configured name, Model, Firmware Version, Serial Number, Detected devices, Operating System, Network interface information, where the switch was seen from last, and Insight information.

The page is divided into two sides, the General Information side and the Insight side.

Network / DGS-1210-24-NKN2
[✕ Deactivate this switch](#)

Summary | [Details](#) | [Events](#)

Name: DGS-1210-24-NKN2 [edit](#)

Model: D-Link DGS-1210-24

Firmware Version: 2.01.A014

Serial Number: QB161A2000005

Computers: 25

Operating System: DGS-1210-24, version 2.01.A014

| MAC | Vendor | IP Addresses |
|-------------------|--------------------|--------------|
| 00:26:5a:f0:25:a7 | D-Link Corporation | 10.33.33.222 |

Insight

Last rebooted Today at 11:37am (about 4 hours ago)

Connectivity

Online

Backups

Last Backup: Yesterday at 12:00pm

Next backup: Feb 29th at 12:00pm

[Request New Backup](#) | [Download Backup](#) | [Restore to switch](#)

Recently Seen Via

WAN address [172.16.1.100](#)

DNS: [172.16.1.100](#)

Location: [Westminster, CA, US](#)

less than a minute ago

[DES-1210-28-NKN](#) on port 27

14 minutes ago

General Information

Name: This is the user configured name for this device. This will be the text displayed in the Network List if set. If a System Name was configured in the switch before registering with D-Link Insight, Insight will use the System Name as the Name.

- To set or edit the Name of the device, click the **edit link**. Enter the desired name, then click the **Save link**. If you decided not to save the Name, clicking the Cancel link will return the Name to its previous value.
- To remove a set name, first click the edit button, and then proceed to click the Save button without entering any text.

Model: Model number of the switch.

Firmware Version: The current running firmware version.

Serial Number: The serial number of the switch.

Computers: The number of devices detected by the switch.

Operating System: The Insight switch model and firmware version.

Network Interface Information: This is a table that contains the MAC address, NIC Vendor, and detected IP addresses of the NIC. Insight will also provide information if the IP addresses were obtain via DHCP.

Recently Seen Via: This section will display information about where the Insight switch was detected. Information includes the WAN address, the DNS name, the approximate location, and when the switch last reported in to Insight.

Insight

This section contains information about the health of the switch.

Connectivity: this displays whether the switch is online or offline.

NOTE: A switch may appear offline for a variety of reasons; some such reasons may include the switch being powered off, having a miss-configured gateway or DNS servers, or Internet connectivity may be down at the switches location.

Backups: This appears when the last configuration backup was performed and when the next configuration is to be performed. You may force a configuration backup by clicking the **Request New Backup** link. To download the latest configuration backup, click the **Download Backup** link.

NOTE: D-Link only supports restoring the Backup Configurations to switches of the same Model and Firmware Version.

NOTE: The backup configuration does not save the Insight configuration of the switch. If you restore the configuration, you must manually reconfigure the switch to work with Insight. During the activation of the switch, select to replace an existing switch and replace the switch with itself.

Details

This page contains detailed information about the Insight switch.

The first section displays the public IP address the switch is reporting from. It also displays the DNS name of the public IP address that was detected by a Reverse DNS lookup.

Using the public IP address, a GeolIP lookup is performed to obtain the switch's physical location including City, Region, Country, and Postal Code.

NOTE: The system cannot detect any further than the City in which the public IP address is assigned.

Using the GeolIP information, the switch's general location will be plotted on a map. The second section contains the switches network interface configuration, such as MAC address, IP address and when the switch last reported in.

Events

This page contains the events recorded by Insight for the current device. The events are listed in reverse chronological order. You may also add annotations to the event list from this page.

To add an annotation, type in the desired annotation in the annotation field, then click the **Add annotation** button. The annotation will be added to the event list with the current time as its timestamp.

The screenshot shows the 'Events' tab for a network device. At the top, it says 'Network / DGS-1210-24-NKN2' and has a 'Deactivate this switch' link. Below that are tabs for 'Summary', 'Details', and 'Events'. The 'Event History' section contains an input field and an 'Add annotation' button. The event list shows two dates: Thursday, Feb 23, with two events (device online and rebooted) at 11:37am, and Wednesday, Feb 22, with one event (device seen using port 27) at 3:59pm.

Network / DGS-1210-24-NKN2 [Deactivate this switch](#)

[Summary](#) | [Details](#) | **Events**

Event History

[Add annotation](#)

Thursday, Feb 23
11:37am [DGS-1210-24-NKN2](#) is online
11:37am [DGS-1210-24-NKN2](#) rebooted

Wednesday, Feb 22
3:59pm [DGS-1210-24-NKN2](#) seen using port 27 on [DES-1210-28-NKN](#)

Apps

Insight

To modify Insight related option, click the **Configure** button.

Backup

Enable configuration backups for your D-Link Insight enabled switches every day or once a week. The back will copy the current running configuration to the D-Link Insight servers. These backups can then be downloaded by the user and reapplied to a switch manually. Please note that D-Link Insight will not restore or push configuration files to the switch, they are only stored on the server.

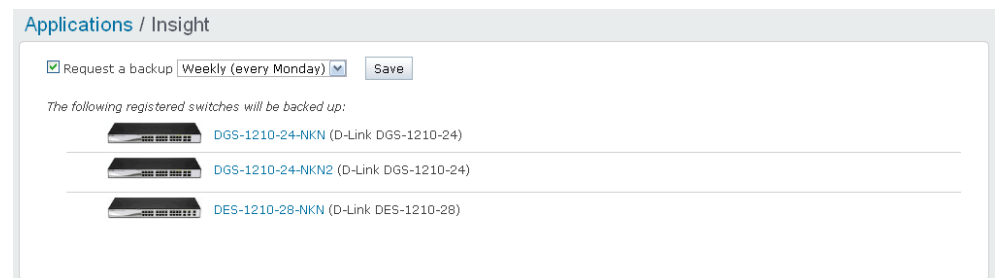
NOTE: D-Link only supports restoring the Backup Configurations to switches of the same Model and Firmware Version.

To enable global (all supported switches) backups, check the **Request a backup** item and click the **Save** button.

You may choose to have backups performed every day by selecting **Daily (every morning)** or once a week by selecting **Weekly (every Monday)**.

This page also lists the switches that are associated with your account.

Click on the name of the switch to be taken to the Switch Status Summary page.



Insight Plus

To modify Insight Plus options, click the **Configure** button. If you do not have D-Link Insight Plus, you may click the **Sign up for Insight Plus now** button to obtain access to these pages and features.

This page is divided into two sections. The left side deals with issue reporting and participation on a per-platform dependant nature. The right hand side provides links to help users participate in reporting their current statuses.

Applications / Insight Plus

Insight Plus uses NAP to prevent avoidable security compromises caused by missing security patches, ineffective anti-malware software and inoperative desktop firewalls. [\(What is NAP?\)](#)

Windows Computers

| | Ignore | Show issues | Show issues and warn user |
|--------------|-----------------------|-----------------------|----------------------------------|
| Firewall | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| OS update | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Antivirus | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Antispyware* | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

* Windows Vista / Windows 7 only

Participation:

Optional

Prompt Windows users to enable NAP

Mac OS X Computers

| | Ignore | Show issues | Show issues and warn user |
|------------|-----------------------|-----------------------|----------------------------------|
| Firewall | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| OS update | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Auto-login | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Participation:


Optional

Prompt Mac users to install OPSWAT Agent


Sharing Installation Instructions

Enable NAP on every PC you wish to monitor. Use this software to enable NAP:

<https://insight.dlink.com/enabler>

 Share link via e-mail

Click Send e-mail to open a pre-made message in your e-mail client that you can send to those you want to monitor.

 Share link via chat client

Copy the following message to your clipboard, and paste into your chat client window

We are using Insight to manage the network. Please follow the instructions at this link to enable your PC with Insight:

<https://insight.dlink.com/enabler>

Thanks,
Raghnall Mordecai

Per-Platform Issues and Participation

Configure Insight Plus to ignore or show individual issues types.

- To ignore a particular issue type, select **Ignore**
- To show a particular issue type, select **Show issues** or **show issues and email warnings to administrators**
- **Show issues and email warnings to administrators** selected, the administrator will be notified via email that the computer is not compliant with the network security settings.

You can have all new devices receive a prompt to enable NAP on their machine when they first try to access the internet.

- To enable this for Microsoft Windows based machines select **Prompt Windows** users to enable NAP.
- To enable for Apple OSX based machines select **Prompt Mac users to install Napera Agent**.
- With the participation prompt enabled, computers will be directed to the NAP enabler portal page the first time they try to access the Internet. Users have the option to enable NAP on their computers or to proceed anyway.
- If you would not like users to be redirected to the portal page, select **Optional** under Participation.

Save changes by clicking the **Save** button.

Sharing Installation Instructions

This section gives you quick access to ways to enable or advise users to enable NAP on their systems.

You may click on the link or go directly to <https://insight.dlink.com/enabler> on any computer to download and enable NAP on that computer.

You may send an e-mail with instructions on how to enable NAP on a user's computer by clicking the **Send e-mail** button. Additionally, you may copy and paste the instructions to a chat client to inform the user directly.

Account

This page will give you an overview of the Personal Info and Account info attached to your login credentials. Click any Edit link to modify the information.

| Personal Info | | |
|-------------------|---|----------------------|
| Name & E-mail | D-Link Technical Support support@dlink.com | Edit |
| Password | ***** | Edit |
| Memberships | Member of D-Link Systems Inc. | Edit |
| Account | | |
| Organization Info | D-Link Systems Inc. Pacific Time (US & Canada) | Edit |
| Notifications | Issue report sent weekly | Edit |
| Portal | D-Link Systems Inc. | Edit |
| Subscription | Insight Plus | Edit |
| Admins | 2 admins | Edit |

Personal Info

Name & E-mail

This page allows you to change your name and e-mail.

Enter your desired contact e-mail address in the E-mail field

NOTE: The supplied e-mail address will be used as your login credentials for D-Link Insight. It is also used to reset your password should you forget it.

Enter your desired display name in the Full Name field.

NOTE: The Full Name field determines how your name is displayed in all Accounts you have membership.

Click **Save** to commit your changes to the system.

The screenshot shows a web interface for 'Settings / Personal info'. At the top, there are three tabs: 'Name & E-mail' (which is selected), 'Password', and 'Account Settings'. Below the tabs, there are two input fields. The first is labeled 'E-mail' and contains the text 'support@dlink.com'. The second is labeled 'Full name' and contains the text 'D-Link Technical Support'. Below these fields is a 'Save' button.

Password

This page allows you to change the password you use to access your D-Link Insight Account.

To change your password:

1. Enter your current password in the **Current password** field.
2. Enter your desired password in the **New password** field.
3. Reenter your new password in the **Confirm password** field.
4. Click the **Save** button.

The screenshot shows a web interface for changing a password. At the top, there is a header 'Settings / Personal info' with a blue underline. Below this, there are three tabs: 'Name & E-mail', 'Password' (which is selected and highlighted in blue), and 'Account Settings'. The 'Password' section contains three input fields: 'Current password' with 7 dots, 'New password' with 12 dots, and 'Confirm password' with 12 dots. Below these fields is a 'Save' button.

Memberships

This page allows you to access Accounts for which you have administrative access and configure which Accounts you receive e-mail notifications from.

To change which Account you are currently viewing, click on the **Account name**.

To enable or disable receiving of e-mail from a specific account check or uncheck the box entitled Receive e-mails (default). Changes made to the Receive e-mails preference are saved immediately.

The screenshot shows a web interface for account settings. At the top, there is a breadcrumb trail: "Settings / Personal info". Below this, there are three tabs: "Name & E-mail", "Password", and "Account Settings", with "Account Settings" being the active tab. The main content area displays "Account Settings" for the account "D-Link Systems Inc.". There is a checked checkbox for "Receive e-mails" and a link for "Leave account".

Account

These following options are only available if your login is not marked for read-only access for the Account.

Organization Info

This page allows you to modify the Organization Name and the Time Zone. To make changes to the Organization name, modify the Name field. To adjust the Time Zone, select your desired time zone from the drop down list.

Save changes by clicking the **Update Account** button.

The screenshot shows a web interface for account settings. At the top left, it says "Settings / Account". Below this, there are several tabs: "Organization" (which is selected), "Portal", "Notifications", "Subscription", and "Admins". The main content area contains two fields: "Name" with a text input field containing "D-Link Systems Inc.", and "Time zone" with a dropdown menu currently set to "(GMT-08:00) Pacific Time (US & Canada)". Below these fields is a button labeled "Update Account".

Notifications

This page allows you to specify when and what will generate notification e-mails. Insight supports sending e-mail notifications in three time periods as defined below:

- **Hourly** - An email will be sent at the end of the hour if a device has entered the list in the past hour.
- **Daily (each morning)** - A single email will be sent every morning if a new device has entered the list since the last email was sent (24 hours prior)
- **Weekly (every Monday)** - A single email will be sent on Monday morning if a device has entered the list in the past week.

Click the **Save** button to save any changes.

The screenshot shows the 'Settings / Account' page with the following configuration:

- Organization** | **Portal** | **Notifications** | **Subscription** | **Admins**
- Insight Plus Report**
- Send an issue report about my network: **Weekly (every Monday)**
- List Notifications**

| | |
|---|--|
| Everythingelse | <input type="checkbox"/> Enable: Hourly |
| New computers | <input type="checkbox"/> Enable: Hourly |
| Servers | <input type="checkbox"/> Enable: Hourly |
| VMware Virtual Machines | <input type="checkbox"/> Enable: Hourly |
| Windows | <input type="checkbox"/> Enable: Hourly |

- Insight Alerts**

Send e-mail alerts for:

 - Reboot
 - Offline
 - Online

Save

Insight Plus Report

To enable network issue reporting, check the option **Send an issue report about my network**. If this option is enabled, you will receive an e-mail notification **Weekly (every Monday)** or **Daily (each morning)**. This is configurable via the **selection box** at the right.

List Notifications

Each configured Smart List can have notifications enabled and disabled individually.

To modify a Smart List, click the **Smart List's** name. You will be taken to the New/Edit Smart List page.

To enable notifications for a specific list, check the **Enable box** next to the list name.

Each notification enabled Smart List can be set to send an e-mail **Hourly, Daily (each morning), or Weekly (every Monday)**.

Insight Alerts

Insight alerts determine what switch events will generate notification e-mails. Possible events include when a switch reboots, when a switch goes offline, or when a switch comes online.

To enable or disable reporting for a specific switch event, check or un-check the desired event.

Portal

The Portal is presented to users when their computers do not have NAP enabled and the system is configured to Show issues or Show issues and warn user. This page will allow you to adjust the text seen on the Portal page.

- To adjust the Title of the Portal, modify the **Title** field
- To change the Subtitle of the Portal, modify the **Subtitle** field.
- You can see a real-time preview of the title page on the right hand side of the page.
- To apply the changes to the Portal page, click the **Save Changes** button

Settings / Account

[Organization](#) | **Portal** | [Notifications](#) | [Subscription](#) | [Admins](#)

This portal may be used to communicate messages to your end users, for example if their PC is not reporting, but should be.

Title

Subtitle

D-Link Systems Inc.
subtitle displayed here

D-Link


Subscription

This page allows you to monitor the account subscriptions. It provides information about your plan (Insight or Insight Plus), when your plan expires, the current total number and maximum number of switches allowed on the account, and the number of devices monitored out of the 500 total monitor slots available. This page also allows you to upgrade your plan from Insight to Insight Plus as well as add already purchased license keys.

To upgrade your plan to D-Link Insight Plus, click on the **Upgrade Plan** in the Your Plan information section. You may extend your plan period or add additional switches by clicking the **Add a license key** link located on the right hand side of the page, under the Subscription section.

Settings / Account

Organization | Portal | Notifications | **Subscription** | Admins

Your plan: Insight Plus
Expiry date: Aug 19, 2013
Switches: 2 / 100
Computers: 
■ Used (32) □ Available (468)

Subscription

Your Insight Plus trial expires in 543 days.

- [Sign up now](#)
Enter your billing information and sign up now.
- [Add a license key](#)
Extend your current period or add a switch with a license key.

Admins

This page allows you manage the Admins for the account you are currently viewing. This page will display a list of the current Admins as well as the pending invitations to new Admins. You can remove pending admin invitations, remove admin access to an account, or mark a user as read-only.

To invite a user to manage your account, simply enter their email address into the field and click the **Send invitation** button. You may also allow them read-only access by checking the **Only allow read-only access** option.

- To invalidate a pending invitation, click the **Remove link** for the email address that has the invitation pending.
- To remove a user as an Admin for an account, click the **Remove link**.
- To change a user from full access to read-only access, click the **Make read-only link**.
- To change a user from read-only access to full access, click the **Remove read-only link**.

The screenshot shows the 'Admins' management interface. At the top, there is a breadcrumb trail: 'Settings / Account' followed by 'Organization | Portal | Notifications | Subscription | Admins'. Below this, the 'Admins' section is displayed. On the left, there is a list of current admins, with one entry: 'D-Link Technical Support' with the email address 'support@dlink.com'. To the right of this list is a form to 'Add an admin'. This form includes a text input field for 'Enter e-mail address:', a checkbox labeled 'Only allow read-only access', and a 'Send invitation' button. Below the form is a grey box titled 'What is read-only access?' which contains the text: 'Admins with read-only access can view network information, but cannot change account settings, modify computers, edit lists, or configure Apps.'