

highlight 

Quick Start Guide

Contents

Highlight is intuitive to understand and simple to use.
This guide is here to help you quickly get to grips with the basics.

Getting help	3
Screen layout	4
Network explorer	5
Heat tiles	6
Grid	7
Alerting	8
Reporting	9

Getting help

This Quick Start Guide will give you a great start with Highlight but you may need further assistance or more detailed help.

There are three ways to get help in Highlight:



**Use this for
instant help**

Contextual help

Get immediate assistance via our contextual help pop-ups, opened using the orange question mark buttons found throughout Highlight. Contextual help gives you specific information for the element you are looking at and, if needed, a link to detailed documentation.



Help & Support Centre

If you need more detail or assistance then you can use our Help & Support Centre. Here you will find an in-depth knowledge base which gives a detailed breakdown of how elements in Highlight work and how to get the most from Highlight.

The Help & Support Centre is available to everyone at:

<https://support.highlight.net>



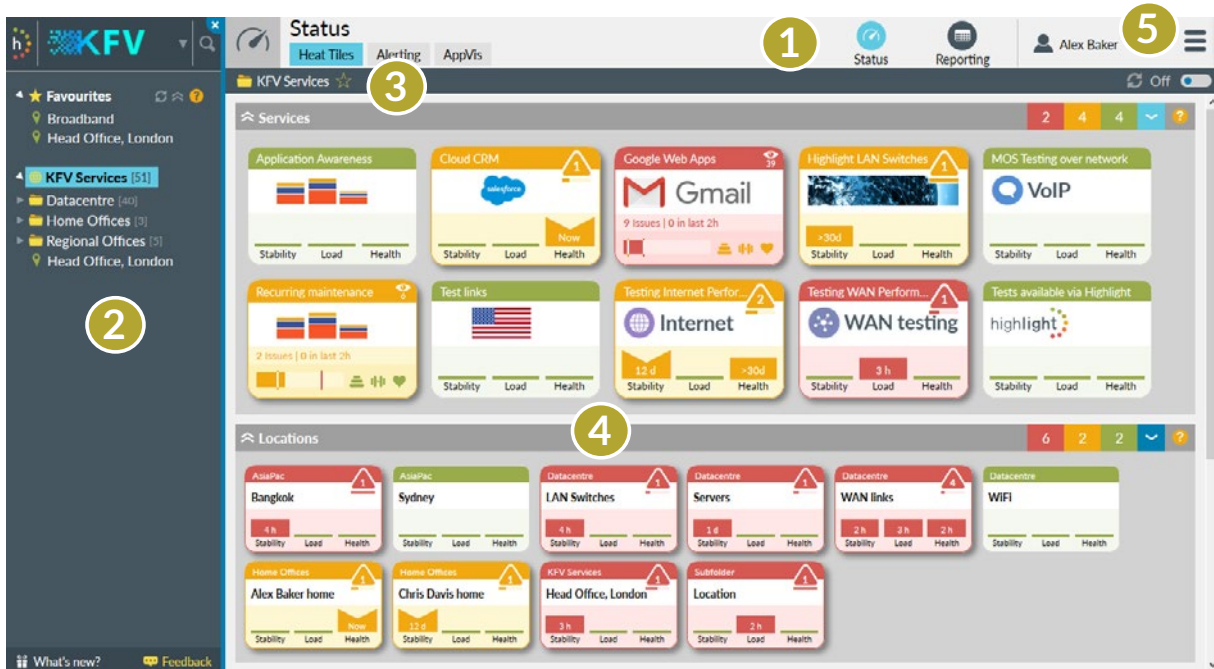
Phone and email support

If you prefer personal assistance you can contact your support team who will be able to help you with any issues or questions. To find your service provider's support team contact details, click the user menu side bar then Domain contact details. Alternatively, click About in the same menu for Highlight's support team details.



Watch video on
Help with Highlight

Screen layout



1 Main navigation

Use the main tabs and the sub menus to select your view

2 Network explorer

Select your location in the network

3 Location bar

Displays the current folder/location and path. On the details page the name of the watch is also shown.

4 Main content

Shows the selected view - in this case the status of your network locations and services

5 User menu

Change your password or log out; quick links to Highlight pages and Support, plus Domain and version information.

Network explorer



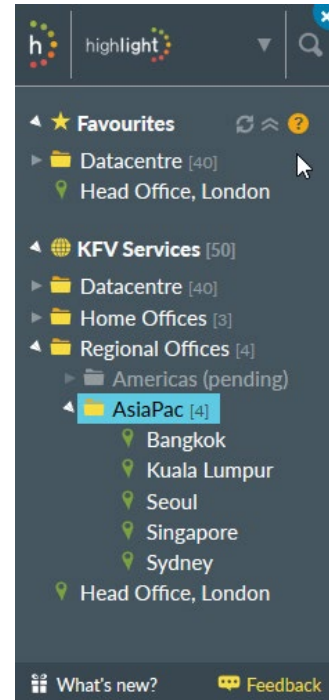
Folders

Can contain locations and subfolders.

- ▶ Use the triangle to expand/collapse a folder
Note: clicking on a folder or location opens the Status Heat Tiles page for that folder or location

[n] The number of devices if greater than 1 in or below this folder, for details see Reporting Inventory

- 📁 Grey indicates a folder with no activated devices
Note: there may be devices in Pending awaiting activation



Locations

Contain individual monitoring tasks (watches)

- 📍 Grey indicates a location with no activated devices.
Note: there may be devices in Pending awaiting activation.

Functions

The following options are available:

- ⊗ **Collapse:** collapse the tree
- ☰ **Expand:** Expand the tree (only visible if the tree is collapsed)
- 🔍 **Search:** Find locations or folders, and devices by name or IP address
- 🔄 **Reload:** Refresh the tree (only appears on hover) which updates it for folders or locations that have been added, changed or removed
- ⌵ **Collapse:** Close all open folders (only appears on hover)
- 📦 **What's new:** Click to see new features in place of the usual tree of folders and locations. A red background dot indicates new information is available. Once viewed, the red dot disappears until the next update.
- 💬 **Feedback:** Opens a fillable-form for passing information to the system provider



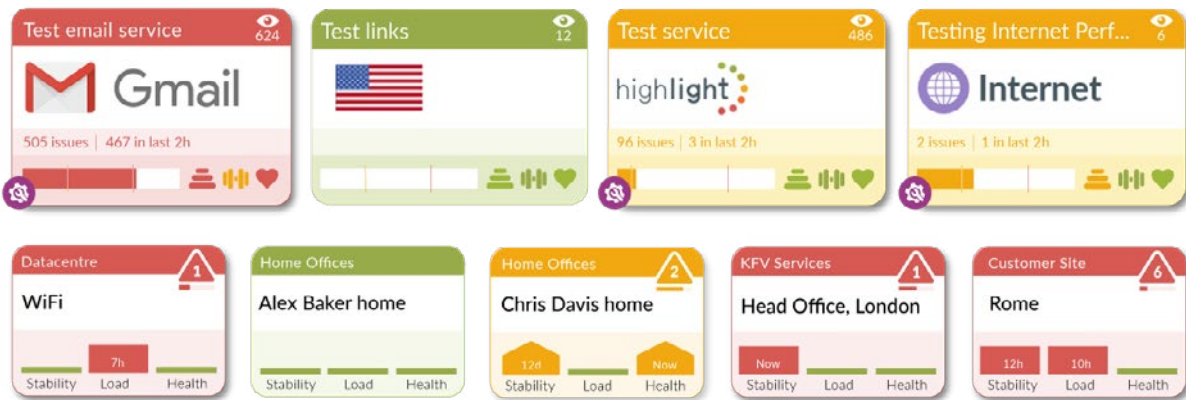
Find out more...

For more details on **favourites** click me.



Watch video
on the Tree

Heat tiles



Highlight uses heat tiles to show you an instant overview of your network and services.

Heat tiles represent the current status of each location or service and are a combination of many monitored elements summarised as three key metrics, Stability, Load and Health.

Heat tiles are more than a simple traffic light system. They have built in intelligence and work like a fuel gauge. Degraded service drives the colour change through amber to red. Indicators show the duration and state of an issue. Up chevrons show a continuing issue and down chevrons show an issue returning to a healthy state.



Find out more...

For more details on **heat tiles** click me.

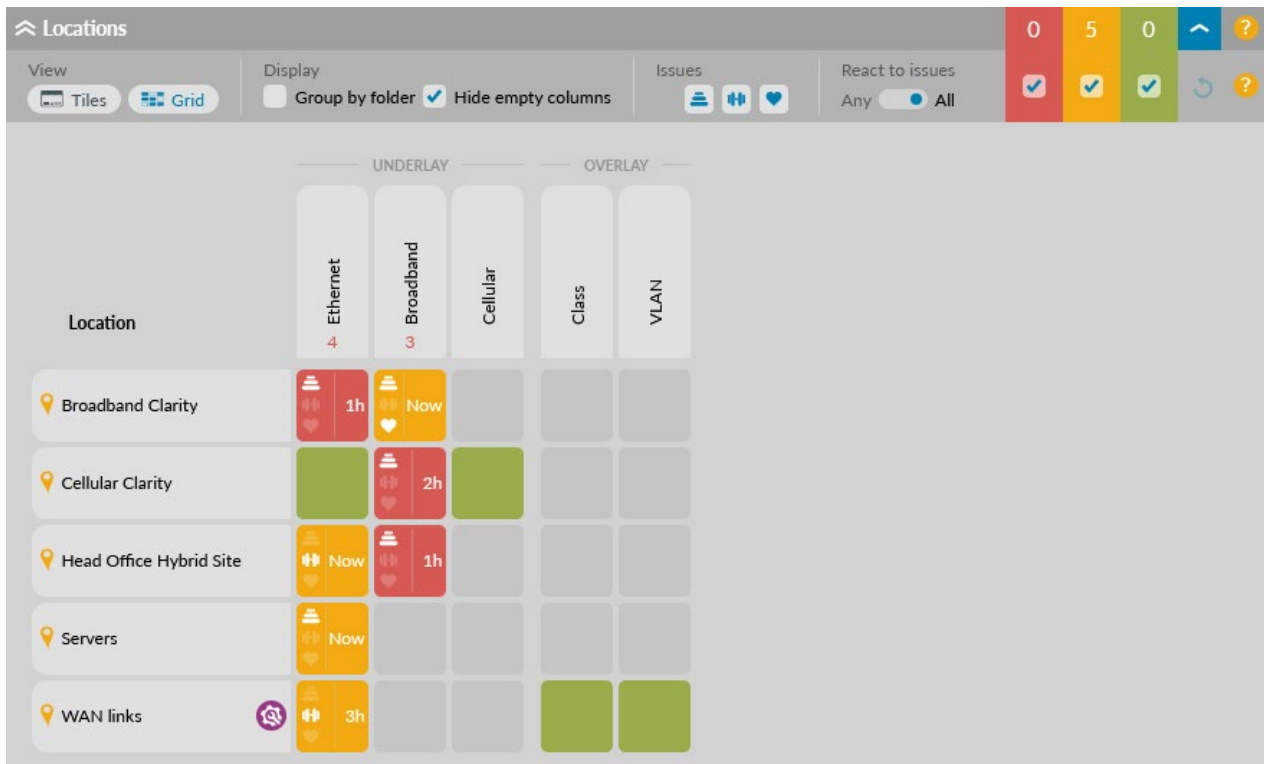


Watch video on
Service tiles



Watch video on
Heat tiles

Grid



Highlight's Grid View offers an alternative way to view your locations and folders by categorising services into Underlay, Overlay and LAN columns:

- Scan across rows to see the status of different services at a location
- Scan down columns to see, at a glance, if issues are occurring with particular services
- Sort by service to find the most recent issues
- Use Group by folder to see multiple locations represented as a single folder - useful for service providers to quickly check on the status of many customers



Find out more...

For more details on **grid view** click me.

Alerting

Name	Type	ID	Method	Send to	React on	React when	Defined in	Status
Webhook sample	Webhook	55410	Webhook	https://webhook.site/895eab52-c8c5-4e04-4	Amber	Amber	KFV Services - Regional Offices - AsiaPac	✓
Multiple addresses	Email	50478	Email	abaker@kfvservices.com.cdavis@kfvservice	Amber	Amber	KFV Services - Regional Offices	✓
IP Address	SNMPTrap	22083	SNMPTrap	172.20.2.160	Red	Red	KFV Services	✗
Service desk webhook	Webhook	55320	Webhook	http://servicedesk.kfv-services.com/webhook	Amber	Amber	KFV Services	✓
Suppressed at subfolders	Email	55322	Email	support@kfvservices.com	Red	Red	KFV Services	✗
Alert with default settings	Email	55411	Email	abaker@kfvservices.com	Amber	Amber	KFV Services	✓
Alert on WAPs only	Email	55412	Email	abaker@kfvservices.com	Red	Red	KFV Services	✓

Sensitivity

Stability

1 ————— 5
React slowly ————— React quickly

When an issue occurs: bad samples to change colour (2) > 2 > 2 > 2

When an issue clears: good samples to change colour (3) > 3 > 3 > 3

Load

1 ————— 5
React slowly ————— React quickly

When an issue occurs: bad samples to change colour (5) > 5 > 5 > 5

When an issue clears: good samples to change colour (6) > 6 > 6 > 6

Health

1 ————— 5
React slowly ————— React quickly

When an issue occurs: bad samples to change colour (10) > 10 > 10 > 10

When an issue clears: good samples to change colour (12) > 12 > 12 > 12

Settings inherited from KFV Services

Alerts are actions that will trigger immediate emails or traps to notify you of problems with your network or services.

Found in the Status screen, alerting will allow you to create alerts and define when, how, and to whom notifications are sent.

Specify whether you want notifications outside business hours, who should be informed (mailing lists or multiple email addresses can be configured) and which folders/locations are to be included.

You can create as many alerts as you require.

Also visible on the Alerting page is the sensitivity panel. This shows how quickly Highlight will change the colour of heat tiles and send alerts for stability, load and health issues.



Find out more...

To learn more about
alerting click me



Find out more...

To learn more about
sensitivity click me



Watch video
on Alerting


Reporting

The screenshot shows the Reporting interface with a table titled "All Performance Tests for Folder 'KFV Services'". The table has columns for Test-Type, Source Country, Source Location, Source Device, Destination [Device or Target], Issue Scores (0 to 10) (Avail, Health, Load), and % Within Target. The data is sorted by Top 20 results.

Test-Type	Source Country	Source Location	Source Device	Destination [Device or Target]	Issue Scores (0 to 10)			% Within Target
					Avail	Health	Load	
HTTP Test	Thailand	Bangkok	62.173.68.110	https://eu3.salesforce.com	1.2	9.9	0.0	0.00 %
HTTP Test	United States	WAN links	194.75.137.4	HSC	10.0	0.0	0.0	0.00 %
HTTP Test	Thailand	Bangkok	62.173.68.110	https://www.google.com/work/apps/...	2.2	9.6	0.0	5.11 %
HTTP Test	United States	WAN links	192.168.100.2	salesforce	0.4	9.7	0.0	9.63 %
HTTP Test	United States	WAN links	192.168.100.2	salesforce	0.0	9.7	0.0	11.25 %
HTTP Test	Thailand	Bangkok	62.173.68.110	https://demo.highlighter.net/	0.0	7.3	0.0	66.56 %
HTTP Test	Thailand	Bangkok	62.173.68.110	https://v7demo.highlighter.net/	0.0	5.3	0.0	86.11 %
ICMP Echo	United States	WAN links	Core router	Internal switch	0.2	4.6	0.0	90.70 %
ICMP Echo	United States	WAN links	Source	Target	1.5	1.5	0.0	98.85 %
MOS Test	United States	WAN links	Head Office	Voice Gateway	0.0	1.3	0.0	98.99 %
Precision Delay	United States	WAN links	Core router	Internal service	0.0	1.0	0.0	99.24 %
ICMP Echo	United States	WAN links	192.168.100.2	192.168.100.20	0.7	0.7	0.0	99.46 %
								33.29 %

Highlight has a powerful reporting engine that generates fully customisable reports on demand or scheduled via email.

You may want a report that shows all issues and outages for the previous month, in your inbox on the first of the month; or a weekly list of circuits that are overloaded sorted by the most congested. Create your own reporting template to define only the data that interests you, in the format you want.

Pick the folder or location you are interested in and choose settings and filters for the report. Click  for an immediate report or Save & Schedule to remember your choices as a new template or to set up scheduled reports via email.



Find out more...

To learn more about **reporting** click me.



Watch video
on Reporting



support.highlight.net



support@highlight.net



+44 (0) 1483 209 970



V2022.1