

Monitoring: Management

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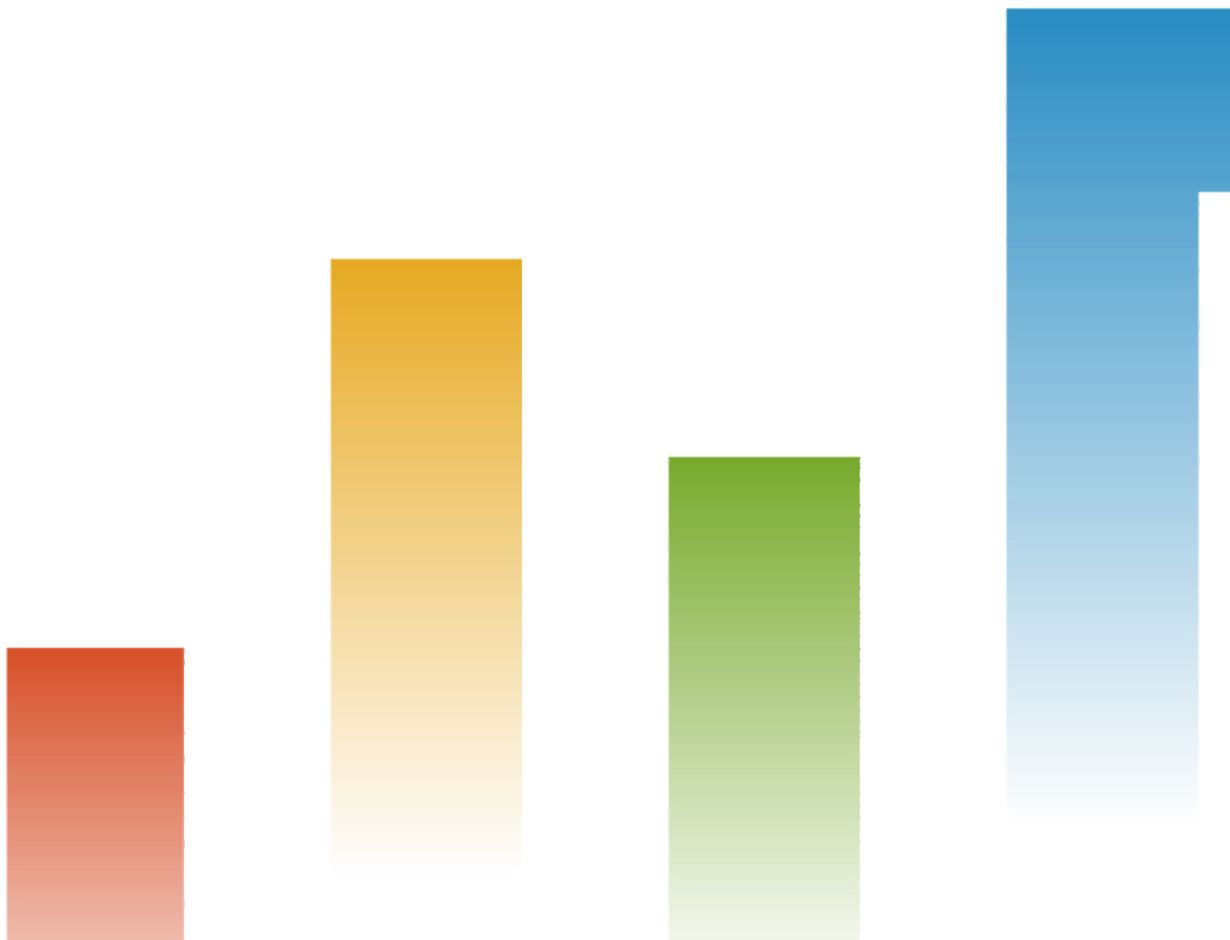


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Management

It introduces how to manage accounts, projects, groups, and such of WhaTap Monitoring.

My Account

3 items

Project Management

9 items

Integrated Report

You can create and share a consolidated report combining multiple projects that you are involved in.

Real-time Alert List

You can see the alerts of all projects for which you have permission in real time and check their status at a glance.

WhaTap AI Chatbot

WhaTap AI Chatbot allows users to ask questions in natural language, and the AI responds intelligently through a conversational interface.

Account Information

You can view and modify your WhaTap monitoring service account information in the profile icon at the top right of the screen > **Manage Accounts**.

Manage account settings such as user information, password, and multi-factor authentication, as well as notification settings such as phone number and alert reception.

Modifying user information

1. Go to the profile icon (👤) at the top right of the screen > **Manage Accounts**.
2. In the **User information** section, modify the information.
 - **Name:** Modify the user name.
 - **Company:** Modify the company name.
 - **Language:** Select the language displayed on the WhaTap service screen. Korean, English, and Japanese are supported.
 - **Notification language:** Select the language for notification messages such as email and SMS.
 - **Timezone:** Set the timezone used in the service.
3. Click the **Save** button to save the modified information.

ⓘ The email address is a unique identifier for the account and cannot be changed. To change the email, you must sign up with a new account.

Changing the password

1. Go to the profile icon (👤) at the top right of the screen > **Manage Accounts**.
2. In the **User password** section of **Account Management**, enter the **Current password**.
3. Enter the **New password** and **Confirm new password**.

- The password must be at least 9 characters long and contain at least 3 of the following: lowercase letters, uppercase letters, numbers, and special characters.
4. When the **Update Password** button is activated, select it.

Resetting the password

1. On the [login page](#), select **Forgot password?**.
2. Enter your registered email account and the CAPTCHA code. A temporary password will be sent to your email account.
3. Log in with the temporary password and proceed with the password change process.

ⓘ If you cannot access your registered email account, contact [WhaTap Labs Online Support](#).

Multi-factor authentication

Multi-factor authentication (MFA) enhances account security by requiring additional authentication at login. You can choose between OTP and email token methods.

For detailed setup instructions, see the [Multi-factor authentication](#) document.

Adding the user phone number

The phone number is used for alert SMS notifications. SMS verification is required to add or change the phone number.

1. Go to the profile icon (👤) at the top right of the screen > **Manage Accounts**.
2. In the **User phone** section of **Account Management**, you can add a phone number.

General mobile phone

1. Select **Cell phones**.
2. Enter the phone number to add and click the **Save** button.

WhatsApp

1. Select **WhatsApp**.
2. Enter the phone number to add and click the **Send Credentials** button.
3. Enter the 6-digit verification code sent to the number and click the **Verify** button.
 - a. If the verification code does not arrive within 10 minutes, click **Resend** above.

Changing the user phone number

SMS verification is required to change the phone number.

1. Go to the profile icon (👤) at the top right of the screen > **Manage Accounts**.
2. In the **User phone** section of **Account Management**, select **Cell phones** or **WhatsApp**.
3. Select  **Change**.
4. When the change confirmation message appears, select **Change**.
5. Enter the new phone number in the phone number field.
6. Select **Send Credentials**.
7. Enter the verification code sent to your mobile phone or WhatsApp app.
8. Select **Verify**.

ⓘ Only Korean mobile phone numbers can be registered for SMS alert reception.

Deleting the user phone number

1. In the **User phone** section, select **Cell phones** or **WhatsApp**.

2. Select  **Delete**.
3. When the deletion confirmation message appears, select **Delete**.

 If you delete the phone number, you can no longer receive SMS or WhatsApp notifications. To receive notifications again, add your phone number.

Setting alert reception

You can configure alert reception channels such as email, SMS, and mobile.

 To receive alerts, you must add a user phone number. For details on adding, changing, and deleting user phone numbers (SMS or WhatsApp), see [the following](#).

Adding to the SMS alert reception

If SMS notification is required to be received, set the user phone number in **Manage Accounts**.

User phone
Phone number is used for SMS notification.SMS authentication is required to change the phone number.

Cell phones

WhatsApp

Phone

KR (+82) 

Enter a phone number

Send Credentials

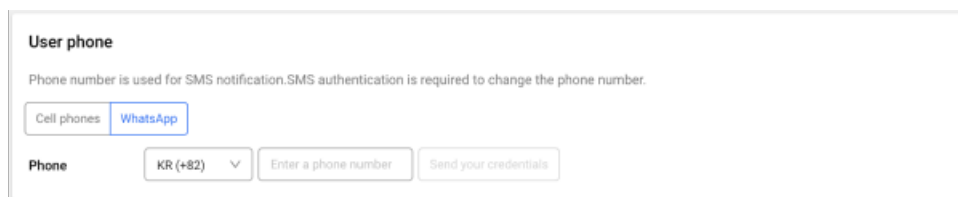
1. Select the profile icon on the upper right of the screen.
2. If a pop-up menu appears, select **Manage Accounts**.
3. In the **User phone** section, select **Cell phones**.
4. Enter the phone number to receive authentication numbers in **Phone**.
5. Select **Send Credentials**.
6. Enter a 6-digit authentication number on your mobile phone.

7. Select **Verify**.

- For more information about changing the registered phone number, see [the following](#).
- Only **Korean mobile phone numbers** can be registered because they can receive SMS notifications.

Adding to receive WhatsApp notifications

The notifications can be received through WhatsApp.



User phone

Phone number is used for SMS notification. SMS authentication is required to change the phone number.

Cell phones **WhatsApp**

Phone KR (+82) Enter a phone number Send your credentials

1. Select the profile icon on the upper right of the screen.
2. If a pop-up menu appears, select **Manage Accounts**.
3. In the **User phone** section, select **WhatsApp**.
4. Enter the phone number to receive authentication numbers in **Phone**.
5. Select **Send Credentials**.
6. Enter the 6-digit verification code sent through your WhatsApp application.
7. Select **Verify**.

- For more information about changing the registered phone number, see [the following](#).

Setting the reception level and alert time

Set the level of alerts received via email and SMS.

Alert notification setting

This setting does not apply to notification receipt settings for projects that have already been created or invited. Receipt settings for existing notifications can be changed in each project's "Event Receipt Settings" menu.

Email

Level **Fatal** ▾ Date Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Time 00:00 ~ 00:00

SMS

Level **Fatal** ▾ Date Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Time 00:00 ~ 00:00

Save

1. In the **Level** item of the **Alert notification setting** section, select the desired level.
 - **All**: Receive all alerts.
 - **Fatal**: Receive only fatal-level alerts.
2. In the **Date** and **Time** items, set the date and time to receive alerts. After completing all settings, select the **Save** button.

ⓘ These settings do not apply to alert reception for already created or invited projects. Alert reception settings for existing projects can be changed in the **Notification setting** menu of each project.

Setting mobile device alert reception

When you install the WhaTap mobile app on your mobile device, the alert settings for the mobile device are automatically added.

Alert notification setting

This setting does not apply to notification receipt settings for projects that have already been created or invited. Receipt settings for existing notifications can be changed in each project's "Event Receipt Settings" menu.

Email

Level Date ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Time ~

SMS

Level Date ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Time ~

WhatsApp

Level Date ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Time ~

Mobile device(s)

Level Date ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Time ~

- **Test:** You can check whether alerts are sent to the mobile device successfully. Connection may fail due to app restoration or reinstallation on the mobile device. Mobile devices that fail to connect are automatically excluded from alert recipients.
-  : You can delete alerts for the registered mobile device.

 For more information about the WhaTap mobile app, see [the following](#).

Checking the API token

The API token is a parameter required to extract monitoring data through the Open API. To reissue the token, select the **Reissue token** button.

 For more information about the Open API, see [the following](#).

Setting marketing message reception

You can opt in or out of receiving marketing information from WhaTap. In the **Marketing option** section, select **Agree** or **Disagree**, and then select the **Save** button.

Withdrawal

1. Go to the profile icon (👤) at the top right of the screen > **Manage Accounts**.
2. In the **Withdrawal** section of **Account Management**, select a **Reason for withdrawal**.
3. Select the **(Required) I agree to the deletion of personal information. (Your account information will be deleted from the WhaTap.)** checkbox.
4. Select the **Withdrawal** button.
5. In the confirmation message window, enter 'membership withdrawal' and then select the **OK** button.

⚠ After withdrawal, all information including projects, promotion coupons, and other data will be deleted and cannot be recovered.

⚠ For smooth withdrawal, check the following items.

- If you have any paid projects in use, you can only withdraw when there are no unpaid balances. Check your unpaid balances in **My usage > Billing History** or **My usage > Invoice Preview History**.
- If you have the **Billing** role, you must delegate it to another member or delete the project. For more information about billing role transfer, see [the following](#).
- If you are the only member with the **Member Management** role in a project, you must assign the role to another member. For more information about role modification, see [the following](#).
- A withdrawn account cannot be reused or recovered by anyone.

Multi-factor Authentication

Multi-factor authentication (MFA) is an authentication method that verifies users through two or more authentication steps. You can enhance the security of your account and services by using multi-factor authentication.

Setting up multi-factor authentication

The WhaTap monitoring service provides **OTP** and **Email** as multi-factor authentication methods. The OTP method is recommended.

! **What is OTP?** OTP stands for **One Time Password**, an authentication method that uses a randomly generated one-time password instead of a fixed password.

Navigate to the **Manage Accounts** page by following the steps below, and then set up multi-factor authentication.

1. Log in to the [WhaTap monitoring service](#).
2. Select the profile icon at the top right of the screen. A drop-down menu appears.
3. Select **Manage Accounts**.
4. Scroll down the page to the **Multi-factor authentication** section.

The screenshot shows a 'My Profile' interface. At the top, there's a header with 'My Profile' and some icons. Below it, the 'User password' section contains three input fields: 'Current password *', 'New password *', and 'Confirm new password *'. A red error message below these fields states: 'Password must contain at least 9 digits long with a combination of upper case letters (A-Z) or lowercase letters(a-z), numbers(0-9), and special characters.' To the right of the 'Confirm new password *' field is an 'Update Password' button. Below this is the 'Multi-factor authentication' section. It includes a brief explanation: 'Multifactor authentication is an additional authentication process to ensure account security. It can require a verification code after signing in, in case your password is leaked.' There are two tabs: 'Email' (selected) and 'OTP'. Under the 'Email' tab, there's a 'Send Auth Token via Email' button. Below that, in the 'Verify' section, there's an 'Email token' input field and a 'Validate Email Token' button.

5. Select your preferred authentication method: **OTP** or [Email](#).

OTP authentication

If you selected OTP as the multi-factor authentication method, you must install an OTP app on your mobile device.

- Android: [Google OTP](#)
- iOS: [Google Authenticator](#)

! You can also perform OTP authentication through the WhaTap mobile app. For more information, see [the following](#).

Setting up OTP-based multi-factor authentication

Multi-factor authentication

Multifactor authentication is an additional authentication process to ensure account security. It can require a verification code after signing in, in case your password is leaked.

Email

OTP

Authentication key

 (Re)Create OTP key

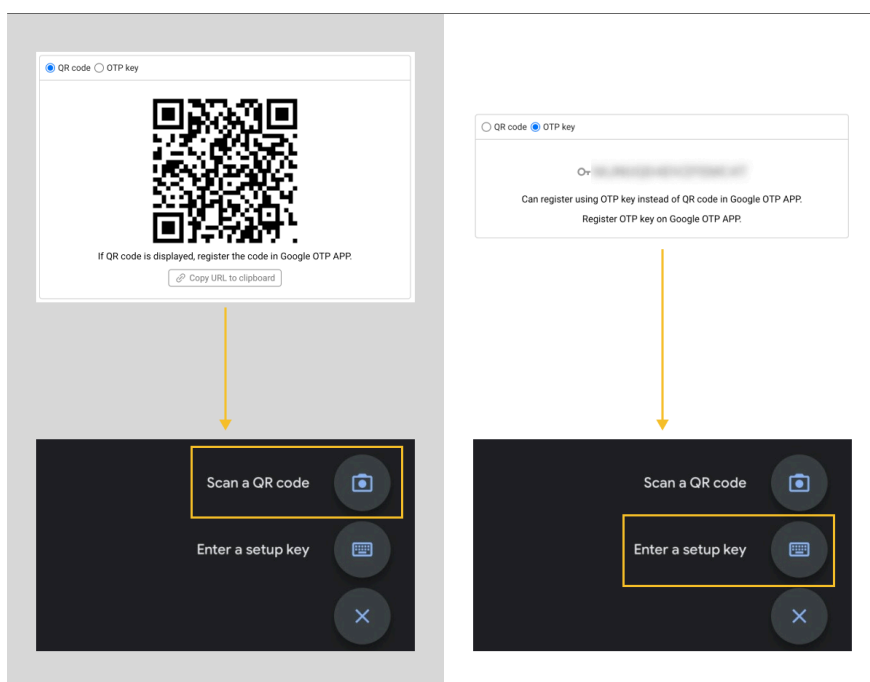
Send OTP key via email

Verify

OTP key

Validate OTP key

1. Select **OTP** as the multi-factor authentication method, and then select **(Re)Create OTP key**.
2. After checking the **Do you want to (re)generate OTP key?** message, click the **Confirm** button.
3. Select **Copy URL** or **Copy OTP key**, and then register the key in the OTP app on your mobile device.
 - To use the QR code, select **Scan a QR code** and scan the QR code with your mobile device. (The QR code method is recommended for convenience.)
 - To use the OTP key, select **Enter a setup key** and enter your account and OTP key on your mobile device.



4. Enter the issued OTP token in the **Verify** text box.
5. Select the **Validate OTP key** button.
6. When the **Recovery code** window appears, select the **Save recovery code** button to download or copy and save the code.

! The recovery code is an alternative to the OTP key in case you lose your OTP authentication device. Keep the downloaded recovery code file ([WhaTap-recovery-codes.txt](#)) in a safe place.

7. When you close the **Recovery code** window, the OTP-based multi-factor setup is complete. To verify the multi-factor authentication settings, log out and then log in again.

! For how to log in using the recovery code when you lose your OTP authentication device, see [the following](#).

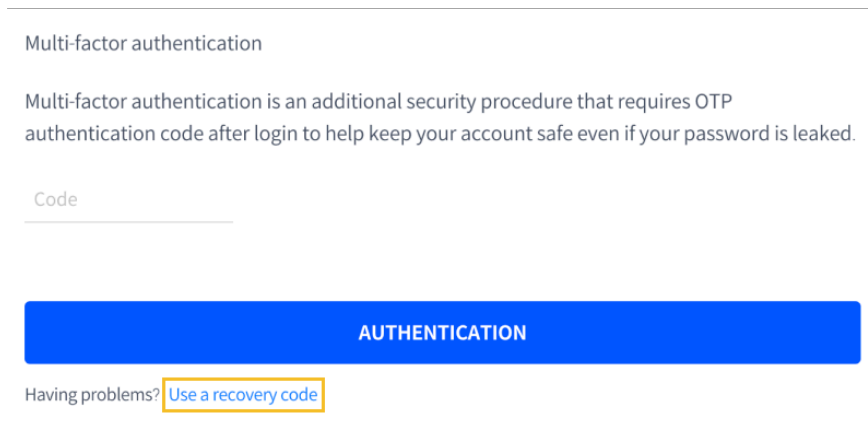
Using OTP-based multi-factor authentication

1. On the [Login](#) page, enter your email and password to log in.
2. When the multi-factor authentication screen appears, check your OTP key in the OTP app on your mobile device.
3. Enter the issued OTP key and then select the **Authentication** button.
4. If the OTP token validation is successful, you can access the service screen.

Authenticating with the recovery code

If you have lost your OTP authentication device, you can log in using the recovery code.

1. On the [Login](#) page, log in.
2. When the multi-factor authentication screen appears, select **Use a Recovery Code**.



Multi-factor authentication

Multi-factor authentication is an additional security procedure that requires OTP authentication code after login to help keep your account safe even if your password is leaked.

Code

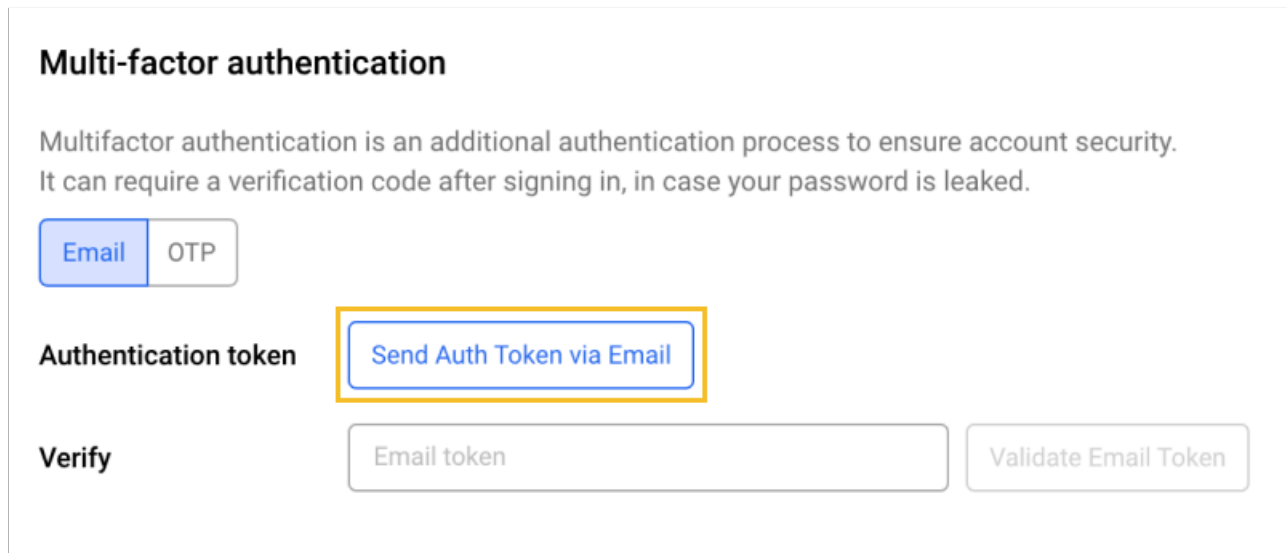
AUTHENTICATION

Having problems? [Use a recovery code](#)

3. Copy a code from the downloaded recovery code file ([WhaTap-recovery-codes.txt](#)) and paste it in the recovery code field.
4. Select the **Authentication** button.
5. Go to the **Multi-factor authentication** section in the **Manage Accounts** menu and attempt email or OTP authentication.

Email token authentication

Setting up email token-based multi-factor authentication



The screenshot shows a 'Multi-factor authentication' setup screen. At the top, there's a title 'Multi-factor authentication' and a descriptive paragraph: 'Multifactor authentication is an additional authentication process to ensure account security. It can require a verification code after signing in, in case your password is leaked.' Below this, there are two tabs: 'Email' (selected) and 'OTP'. Under the 'Email' tab, there's a section labeled 'Authentication token' with a button 'Send Auth Token via Email' highlighted by a yellow border. Below that, there's a 'Verify' section with a text input field labeled 'Email token' and a button 'Validate Email Token'.

1. Select **Email** as the multi-factor authentication method, and then select **Send Auth Token via Email**.
2. After checking the **Do you want to send an authentication token to your email?** message, click the **Confirm** button.
3. Check the verification token (Verification Code) received from no-reply@whatap.io in your email. If you did not receive the email, check your spam folder.
4. Enter the received verification token in the **Verify** text box.
5. Select the **Validate Email Token** button.
6. The email-based multi-factor setup is now complete. To verify the multi-factor authentication settings, log out and then log in again.

Using email token-based multi-factor authentication

1. On the [Login](#) page, log in.
2. When the multi-factor authentication screen appears, check the authentication code sent to your email.

3. Enter the authentication token received via email and then select the **Authentication** button.
4. If the email authentication token validation is successful, you can access the service screen.

Disabling multi-factor authentication

You can disable multi-factor authentication only when it is currently enabled. Go to the **Multi-factor authentication** section in the [Manage Accounts](#) menu, and then select **Clear OTP key** or **Clear multi-factor authentication**.

Multi-factor authentication

Multifactor authentication is an additional authentication process to ensure account security. It can require a verification code after signing in, in case your password is leaked.

Email

OTP

Authentication key

 (Re)Create OTP key

Send OTP key via email

Verify

OTP key

Validate OTP key



Clear OTP key

Multi-factor authentication

Multifactor authentication is an additional authentication process to ensure account security. It can require a verification code after signing in, in case your password is leaked.

Email

OTP

Authentication token

Send Auth Token via Email

Verify

Email token

Validate Email Token

Clear multi-factor authentication

Access Control

You can allow or block access to the WhaTap service based on IP addresses.

- **When registering an IP as allowed**, all unregistered IPs are blocked.
- **When registering an IP as denied**, only the added IPs are blocked.

Registering an IP address

1. Go to the profile icon () at the top right of the screen > **Manage Accounts**.
2. Go to **Access control** and select the + **Add IP** button.
3. Enter the new IP information (IP address, description, access permission).
4. Select the **Confirm** button.

Important note when registering allowed IPs (whitelist mode)

Once the allowlist is registered, the whitelist mode is applied and all access from IPs not on the list is blocked. To prevent disruption, register the current operator's IP in the allowlist first.

 To modify a registered IP address, select the  icon next to the IP address.

Deleting an IP address

Select the  icon next to the IP address you want to delete. Deleting an IP address changes the access permissions.

- **When deleting an allowed IP**: Previously blocked IPs can now access the service.
- **When deleting a denied IP**: That IP can now access the service.

SSO Integration

By setting up Single Sign-On (SSO), you can log in to the WhaTap monitoring service and external applications with a single account. You can access the WhaTap service using an Identity Provider (IdP) account used in your organization, or build an environment where you access external services with your WhaTap account.

WhaTap supports integration with the following IdPs:

- [Okta Integration](#)
- [Microsoft Entra ID Integration](#)

Integration flow

SSO integration proceeds in the following order:

1. **Generate an SSO key from WhaTap:** Create an SSO key in the WhaTap service and verify the authentication information (EntityID, Sign-On URL).
2. **Configure the application in the IdP:** Create a WhaTap integration application in the IdP you are using (Okta, Microsoft Entra ID, etc.) and complete the SAML setup.
3. **Register IdP metadata in WhaTap:** Register the metadata issued by the IdP in WhaTap to complete SSO integration.

Generating an SSO key

Generate an SSO key from the WhaTap service and verify the authentication information required for IdP integration.

- Up to 5 SSO keys can be issued, and each key has unique authentication information.
- Select from the **Key Name** list to view the added SSO information.
 1. Log in to the [WhaTap monitoring service](#).
 2. Click the **profile icon** at the top right of the screen and go to **Manage Accounts**.

3. Go to the **SSO Integrations** menu.
4. In the **Service provider ID (WhaTap)** section, enter a **Key Name** in **Issue SSO Key**. Enter a name that identifies the IdP to integrate (e.g., `okta-production` , `entra-dev`).

Service provider ID (WhaTap)

WhaTap's Single Sign On (SSO) service allows you to easily create and register keys and credentials from the management console. You can be issued up to 5 keys, each with its own credential value.

Issue SSO Key

Get an SSO key to use the WhaTap SSO service.

*SSO keys can be issued up to 5. 0/5

➤

Issue SSO Key

Check SSO information

The SSO key contains important information to integrate with WhaTap, so please check thoroughly.

No key has been issued. Get a key from [Issue SSO key].

- Click the **Issue SSO Key** button.
 - Click the **Issue additional SSO key** button to add more SSO keys.
- In **Check SSO information**, verify and copy the **EntityID** and **Sign-On URL** values. Use these values when configuring the IdP.

Issue SSO Key

Get an SSO key to use the WhaTap SSO service.

*SSO keys can be issued up to 5. 1/5

Or Issue additional SSO key

Check SSO information

The SSO key contains important information to integrate with WhaTap, so please check thoroughly.

Key Name	whatap-ssso	
EntropyID	...	Copy
Sign-On URL	...	Copy
Issued date	January 10, 2024 6:30 PM Delete SSO Key	

Deleting an SSO key

1. Log in to the [WhaTap monitoring service](#).

- Click the **profile icon** at the top right of the screen and go to **Manage Accounts**.
- Go to the **SSO Integrations** menu.
- In the **Service provider ID (WhaTap)** section, select the **Key Name** to delete from **Check SSO information**.

Check SSO information

The SSO key contains important information to integrate with WhaTap, so please check thoroughly.

Key Name	whatap-sso	
EntityID	whatap-sso	 Copy
Sign-On URL	whatap-test	 Copy
Issued date	January 10, 2024 6:31 PM	

Delete SSO Key

- Click the **Delete SSO Key** button.
- In the deletion confirmation window, click the **Delete SSO Key** button.

Registering External IdP information

Register the metadata issued by the IdP in WhaTap to complete SSO integration.

- Click the **profile icon** at the top right of the screen and go to **Manage Accounts**.
- Go to the **SSO Integrations** menu.
- In the **Credentials** section, click the **Register External IdP** button.

Credentials

Set up your Identity Provider(IdP) credentials by registering the metadata issued.

Register Identity Provider information

Register and provide the information needed for authentication by registering metadata with WhaTap that can be verified.

Register External IdP

- In the **Metadata** field, paste the metadata URL or value copied from the IdP.
- Click the **Register Metadata** button to auto-convert the authentication data.
- Click the **Save** button.

Modifying/deleting External IdP information

1. Click the **profile icon** at the top right of the screen and go to **Manage Accounts**.
2. Go to the **SSO Integrations** menu.
3. In the **Credentials** section, click the **Modify External IdP** button.
4. Paste new metadata in the **Metadata** field.
5. Click the **Register Metadata** button to auto-convert the authentication data.
6. Click the **Save** button.

✓ To delete External IdP information, click the **Modify External IdP** button and then click the **Delete** button in the pop-up window.

Service login restriction settings

To allow only SSO-based login after SSO integration, select the **Allow login only through SSO** option on the **SSO Integrations** screen. Enabling this option blocks email/password login.

⚠ Before enabling this option, make sure the SSO integration is working correctly. If there is an issue with SSO integration, you will not be able to log in to the service.

Okta Integration

This guide explains how to set up SSO login to the WhaTap monitoring service using Okta as the Identity Provider (IdP). You can log in to the WhaTap service with your Okta account and use the service within the assigned permissions.

- ! • An **Okta** account is required for WhaTap login integration.
- For more information about Okta, see the [Okta official website](#).

Prerequisites

Complete the following before starting the Okta integration.

- [Generate an SSO key from WhaTap](#): Copy the **EntityID** and **Sign-On URL** values.

Creating an Okta app and configuring SAML

1. Log in to the **Okta Admin page**.
2. Go to **Applications > Applications**.
3. Click the **Create App Integration** button.
4. Select **SAML 2.0** and then click **Next**.
5. Enter the **App name** and then click **Next**.
6. Enter the **SAML Settings > General** items.

A SAML Settings

General

Single sign-on URL [?]

☒ Use this for Recipient URL and Destination URL

Audience URI (SP Entity ID) [?]

Default RelayState [?]

If no value is set, a blank RelayState is sent

Name ID format [?]

Application username [?]

Update application username on

- **Single sign-on URL:** Enter the **Sign-On URL** value copied from WhaTap.
- **Audience URI (SP Entity ID):** Enter the **EntityID** value copied from WhaTap.
- **Application username:** Select **Email**.

7. In **Attribute Statements**, enter **email** in **Name** and select **user.email** in **Value**.

Attribute Statements (optional) [LEARN MORE](#)

Name	Name format (optional)	Value
email	Unspecified	user.email

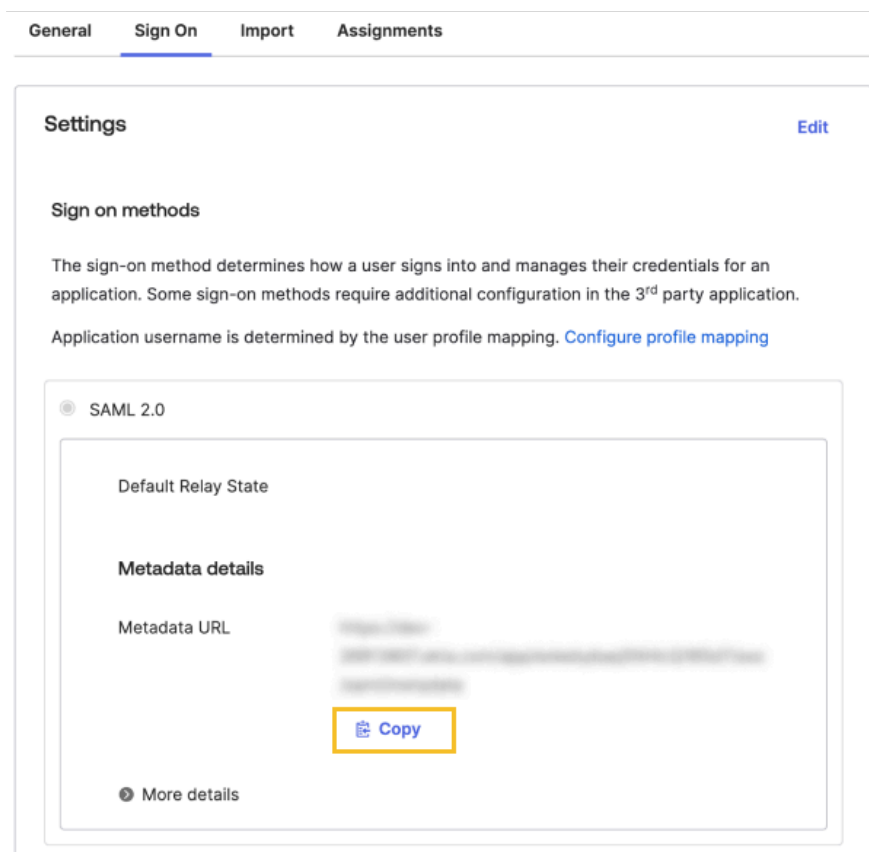
[Add Another](#)

8. Click **Next**.

9. Select **This is an internal app that we have created** and then click **Finish**.

Copying Okta metadata

1. On the **Okta Admin page**, go to **Applications > Applications**.
2. Select the **Sign On** tab.
3. In **Metadata URL**, click the **Copy** button.

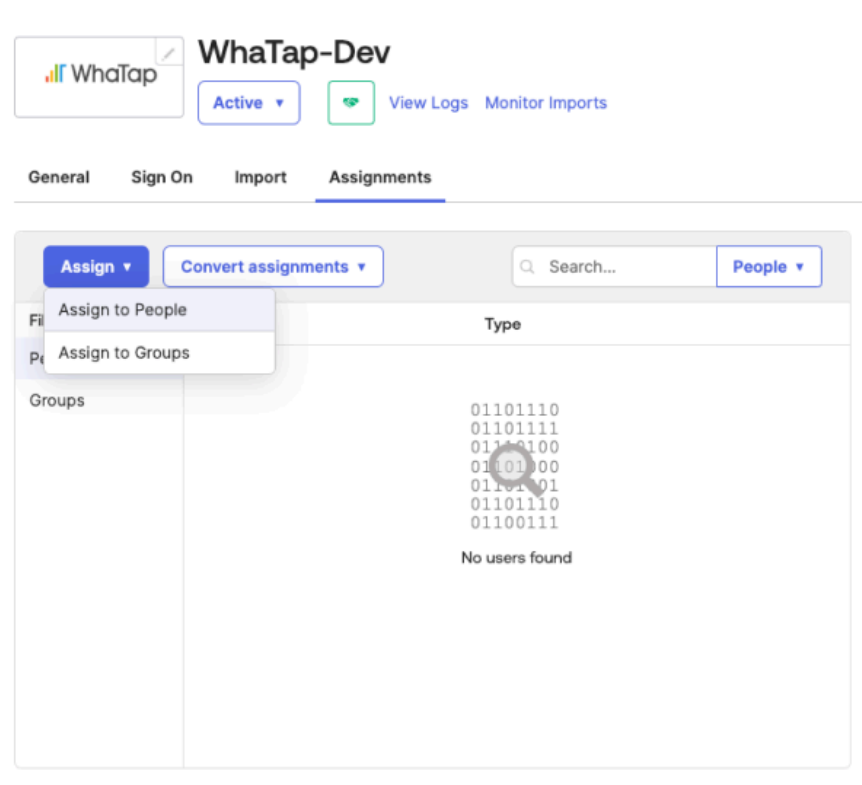


4. Register the copied metadata URL following the [WhaTap External IdP registration](#) procedure.

Assigning users

1. On the **Okta Admin page**, go to **Applications > Applications**.
2. Select the previously created application.

3. Select the **Assignments** tab.
4. Click the **Assign** button and then select **Assign to People** or **Assign to Groups**.



5. Select the users to assign and click the **Assign** button.



6. Click the **Save and Go Back** button.

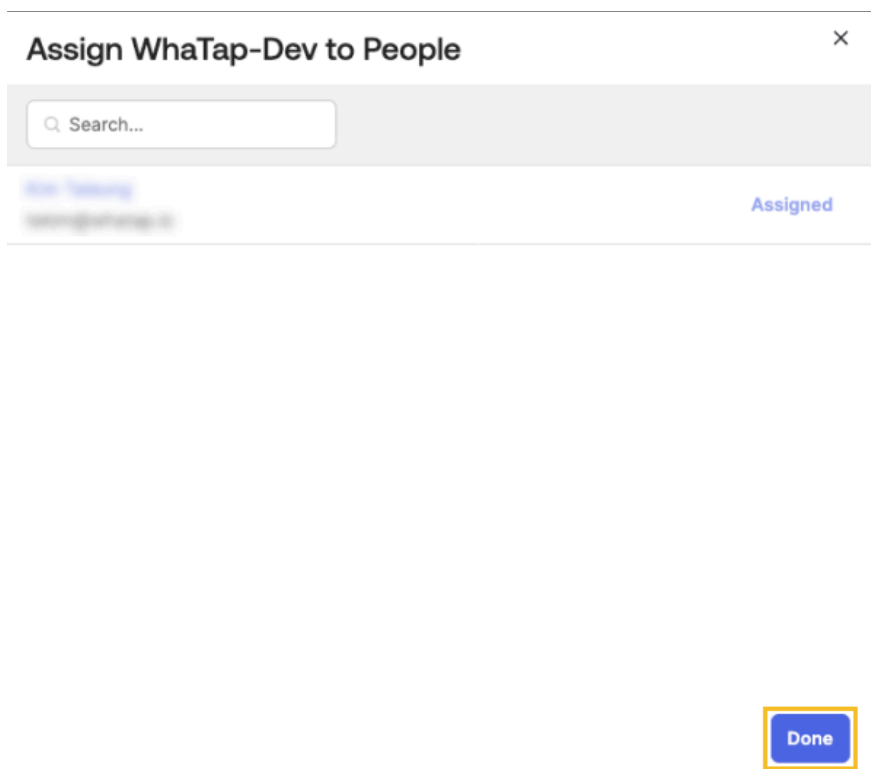


Assign WhaTap-Dev to People

Username

Save and Go Back Cancel

7. Click the **Done** button.



Assign WhaTap-Dev to People

WhaTap-Dev	Assigned
wha@wha.com	

Done

Verifying the integration

1. On the **Okta Admin page**, go to the **General** tab of the previously created application.
2. In the **App Embed Link** section, copy the **Embed Link URL**.

App Embed Link [Edit](#)

Embed Link

You can use the URL below to sign into WhaTap from a portal or other location outside of Okta.

`https://www.whataptap.com/okta/`

`https://www.whataptap.com/okta/`

3. Navigate to the copied URL in your web browser.
4. Verify that the WhaTap monitoring service screen appears. If the screen appears, the integration is complete.

- During the initial SSO integration, if the email account already exists in WhaTap, link information registration is automatically performed through password authentication.
- If the email account does not exist in WhaTap, membership registration and link information registration are automatically processed after entering the required information.

Microsoft Entra ID Integration

This guide explains how to set up SSO login to the WhaTap monitoring service using Microsoft Entra ID as the Identity Provider (IdP). You can log in to the WhaTap service with your Microsoft Entra ID account and use the service within the assigned permissions.

! For more information about Microsoft Entra ID, see the [Microsoft official documentation](#).

Prerequisites

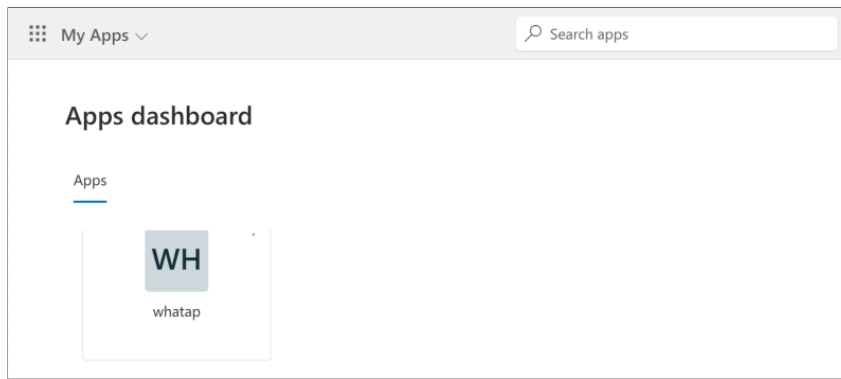
Complete the following before starting the Microsoft Entra ID integration.

- [Generate an SSO key from WhaTap](#): Copy the **EntityID** and **Sign-On URL** values.

Verifying your WhaTap account

The email used in Microsoft Entra ID must match the WhaTap account email for integration.

- **If you have an account:** Verify that the email addresses are the same on both services.
 - WhaTap: [monitoring1@abc.com](#) / Entra: [monitoring1@abc.com](#) → Integration possible
 - WhaTap: [monitoring2@abc.com](#) / Entra: [monitoring3@abc.com](#) → Integration not possible
- **If you do not have an account:** A one-time authentication is required.
 1. Log in to **My Apps portal** with your company or school account.
 2. In **Apps dashboard**, click the registered WhaTap application.



3. Enter your name and company information to complete SSO integration.

WhaTap

이름

회사

☐ 전체 동의

☐ [필수] 개인정보 수집 및 이용 동의 [자세히](#)

☐ [필수] 와탭서비스 이용 약관 동의 [자세히](#)

☐ [필수] 19세 이상

☐ [선택] 마케팅 활동 및 정보 수신 동의 [자세히](#)

본 마케팅 활동 및 정보 수신에 대한 동의를 거부하실 수 있으며, 이 경우 회원가입은 가능하나 일부 서비스 이용 및 이벤트 안내 등의 서비스 제공이 제한될 수 있습니다.

인증 연동

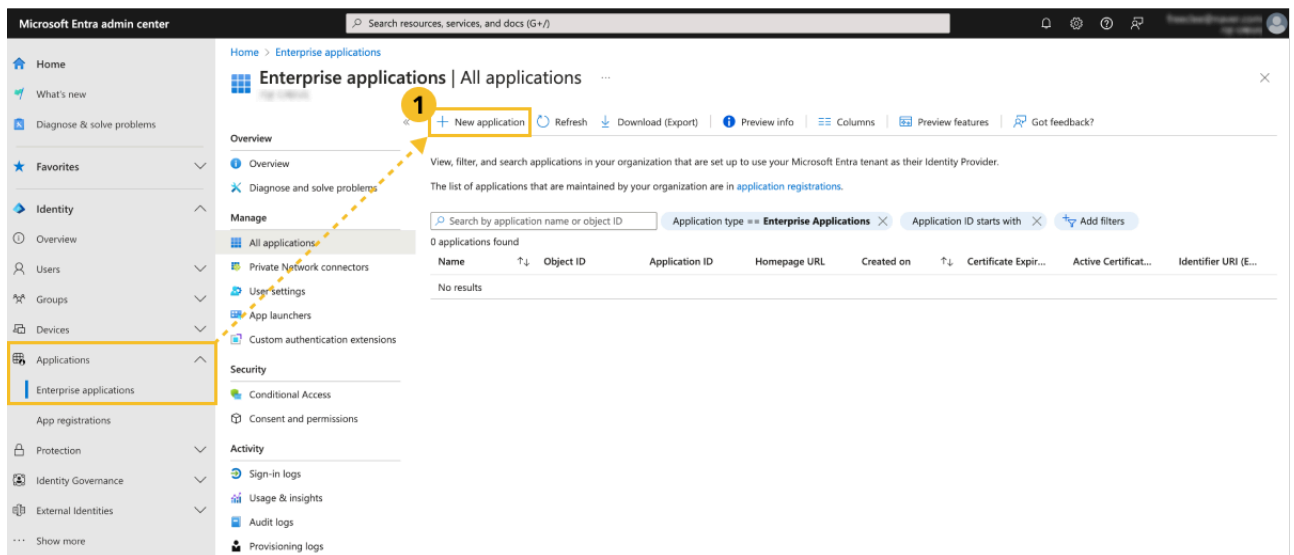
본 사이트는 Chrome 브라우저에 최적화 되어 있습니다.

4. If an error page appears, close it and click the WhaTap application again in **Apps dashboard**.

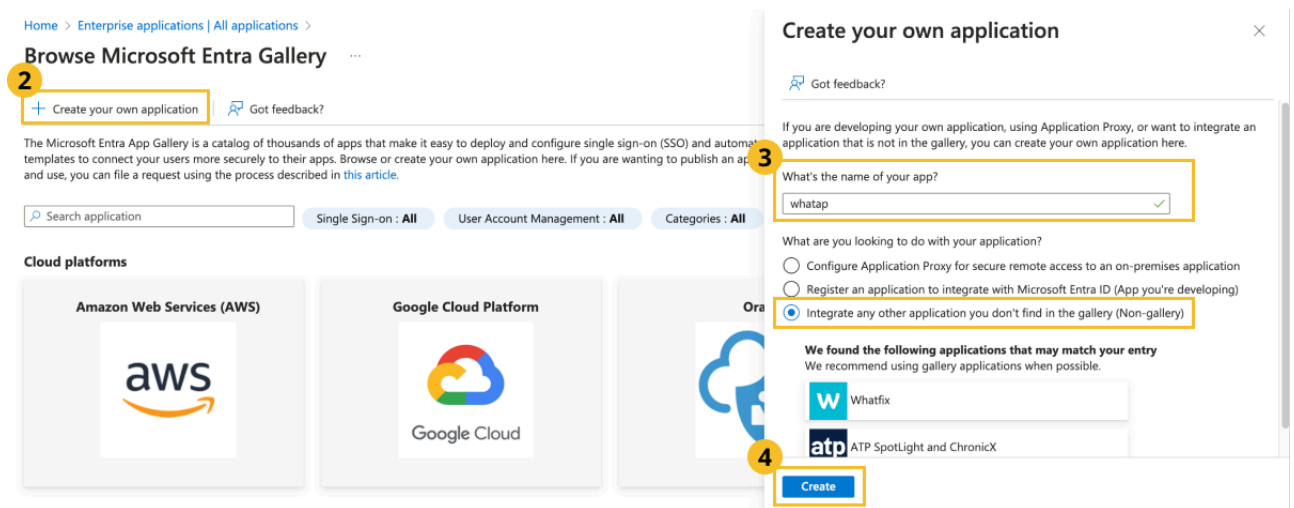
Creating an enterprise application

Log in to the [Microsoft Entra Admin Center](#) and follow the steps below.

1. In **Identity > Applications > Enterprise applications**, click **New application**.



2. Click **Create your own application**.

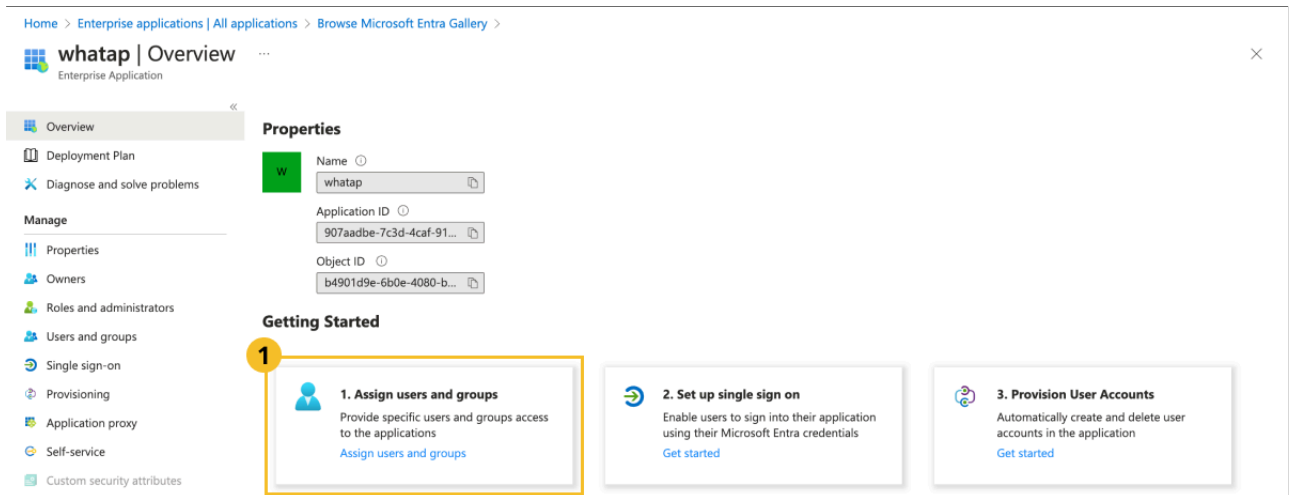


3. Enter the app name and select the **Integrate any other application you don't find in the gallery (Non-gallery)** option.
4. Click the **Create** button.

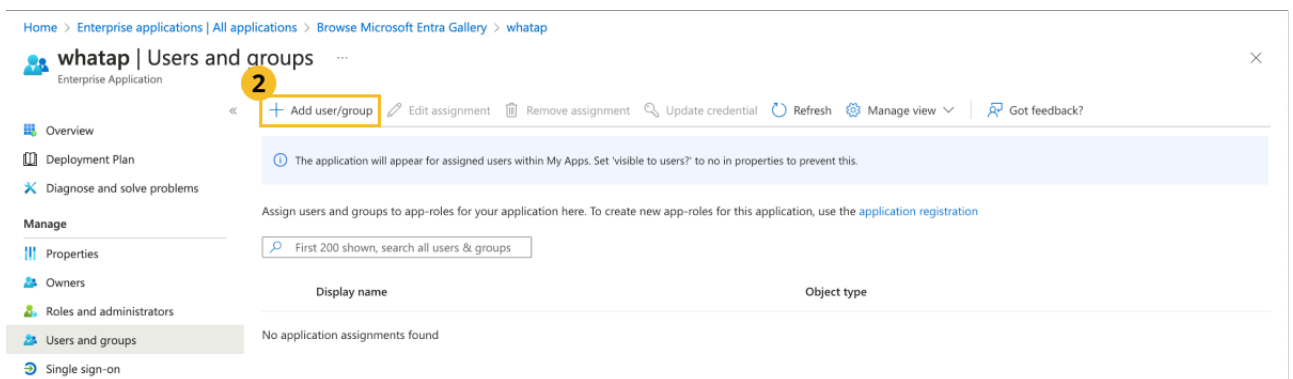
Assigning users

Assign users to the created enterprise application.

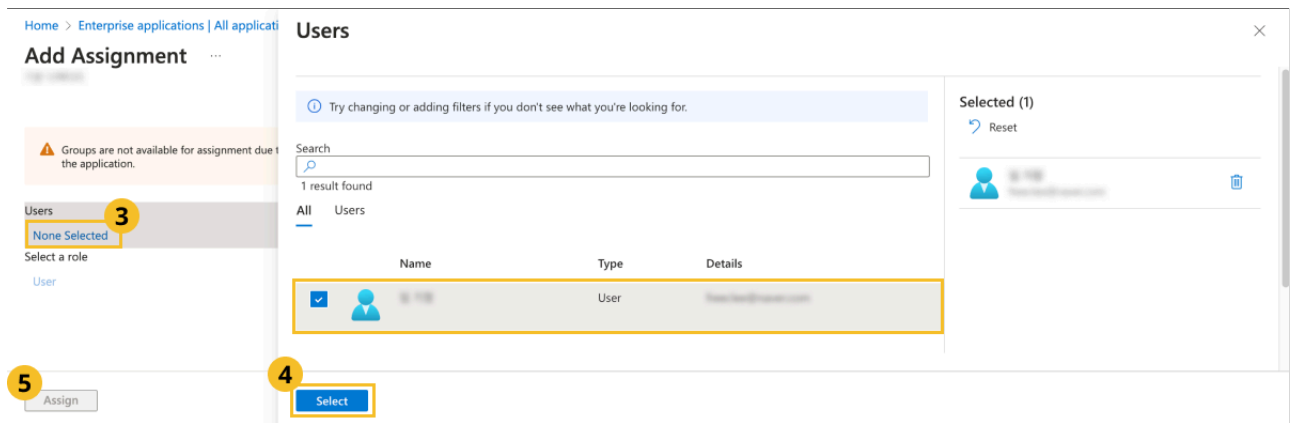
1. Click **Assign users and groups**.



2. Click **Add user/group**.



3. In the **Add Assignment** screen, click **None Selected**.

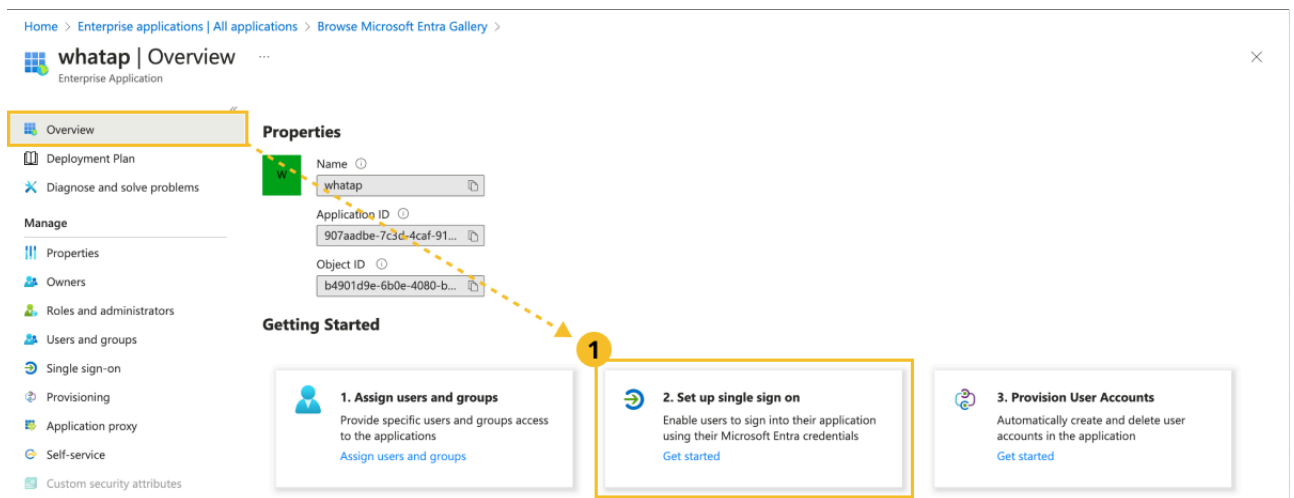


4. Select the users to assign and then click the **Select** button.
5. Click the **Assign** button.

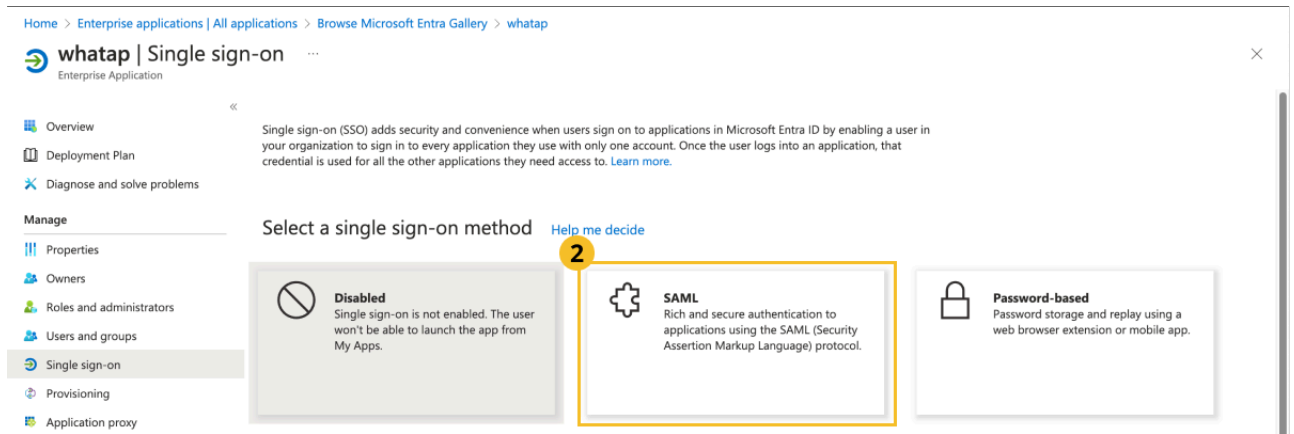
Configuring SAML authentication

Configure SAML so that users can log in to WhaTap with their Microsoft Entra credentials.

1. In the enterprise application's **Overview**, click **Set up single sign on**.



2. In **Select a single sign-on method**, click **SAML**.



3. In **Basic SAML Configuration**, click **Edit**.

Set up Single Sign-On with SAML

An SSO implementation based on federation protocols improves security, reliability, and end user experiences and is easier to implement. Choose SAML single sign-on whenever possible for existing applications that do not use OpenID Connect or OAuth. [Learn more.](#)

Read the [configuration guide](#) for help integrating whatap.

1

Basic SAML Configuration

Identifier (Entity ID)	Required
Reply URL (Assertion Consumer Service URL)	Required
Sign on URL	<i>Optional</i>
Relay State (Optional)	<i>Optional</i>
Logout Url (Optional)	<i>Optional</i>

3

Edit

4. Enter the Whatap SSO information.

Basic SAML Configuration

5 Save | Got feedback?

Identifier (Entity ID) * ⓘ
The unique ID that identifies your application to Microsoft Entra ID. This value must be unique across all applications in your Microsoft Entra tenant. The default identifier will be the audience of the SAML response.

4 Enter an identifier
Add identifier

Reply URL (Assertion Consumer Service URL) * ⓘ
The reply URL is where the application expects to receive the authentication token. This is the "Consumer Service" (ACS) in SAML.

4 Enter a reply URL
Add reply URL

Issue SSO Key
Get an SSO key to use the WhaTap SSO service.
*SSO keys can be issued up to 5. 1/5

Enter a key name. Or: Issue additional SSO key

Check SSO information
The SSO key contains important information to integrate with WhaTap, so please check thoroughly.

Key Name	whatap-sso	
EntityID	http://dev.whatap.io/saml/service-provider-metadata/98a986a22252402a43d7e6b5dc735c74	Copy
Sign-On URL	http://dev.whatap.io/whatap-sso/saml/2024-01-10/98a986a22252402a43d7e6b5dc735c74	Copy
Issued date	January 10, 2024 6:30 PM	

Delete SSO Key

- **Add identifier:** Paste the **EntityID** value from WhaTap.
- **Add reply URL:** Paste the **Sign-On URL** value from WhaTap.

5. Click the **Save** button.

6. In **Attributes & Claim**, click **Edit**.

2 **Attributes & Claims**

givenname	user.givenname
surname	user.surname
emailaddress	user.mail
name	user.userprincipalname
Unique User Identifier	user.userprincipalname

6 Edit

7. Click **Unique User Identifier (Name ID)**.

Attributes & Claims ...

[+ Add new claim](#)
[+ Add a group claim](#)
[≡ Columns](#)
[🗨 Got feedback?](#)

Required claim

Claim name	Type	Value
Unique User Identifier (Name ID) 7	SAML	user.userprincipalname [...]

Additional claims

Claim name	Type	Value
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailadd...	SAML	user.mail ...
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname	SAML	user.givenname ...
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name	SAML	user.userprincipalname ...
http://schemas.xmlsoap.org/ws/2005/05/identity/claims/surname	SAML	user.surname ...

8. In **Source attribute**, select **user.mail** and then click **Save**.

Manage claim ...

[Save](#)
[✕ Discard changes](#)
[🗨 Got feedback?](#)

Name
 Namespace

^ Choose name identifier format

Name identifier format *

Source * ☒ Attribute ☐ Transformation ☐ Directory schema extension

Source attribute * **8**

✓ Claim conditions

✓ Advanced SAML claims options

9. In **SAML Certificates**, copy the **App Federation Metadata Url** value.

3

SAML Certificates

Token signing certificate		 Edit
Status	Active	
Thumbprint	28FCFFA2B6045F31D74972A6F64A7E8997532879	
Expiration	11/19/2027, 5:50:36 PM	
Notification Email	feedback@microsoft.com	
App Federation Metadata Url	https://login.microsoftonline.com/b8f94f1a-132d-... 	
Certificate (Base64)	Download	
Certificate (Raw)	Download	
Federation Metadata XML	Download	

9

Verification certificates (optional)		 Edit
Required	No	
Active	0	
Expired	0	

10. Register the copied metadata following the [WhaTap External IdP registration](#) procedure.

Testing the integration

Test whether SSO works correctly from the Microsoft Entra ID screen.

1. In **Test Single Sign-On**, click the **Test** button.

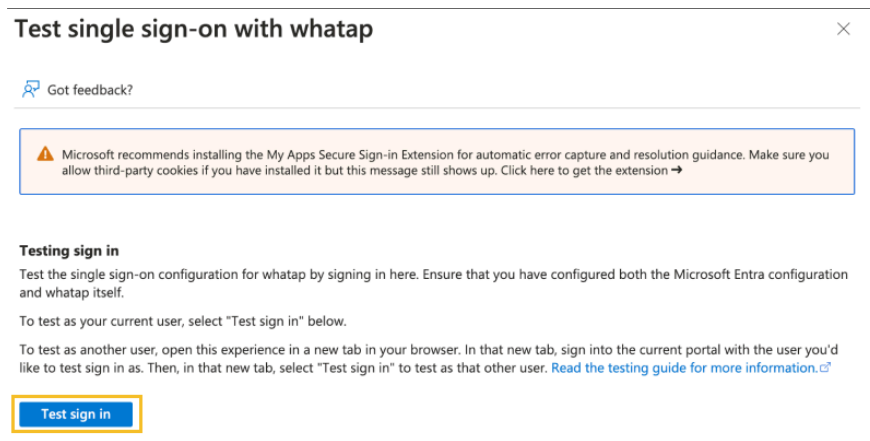
5

Test single sign-on with whatap

Test to see if single sign-on is working. Users will need to be added to Users and groups before they can sign in.

[Test](#)

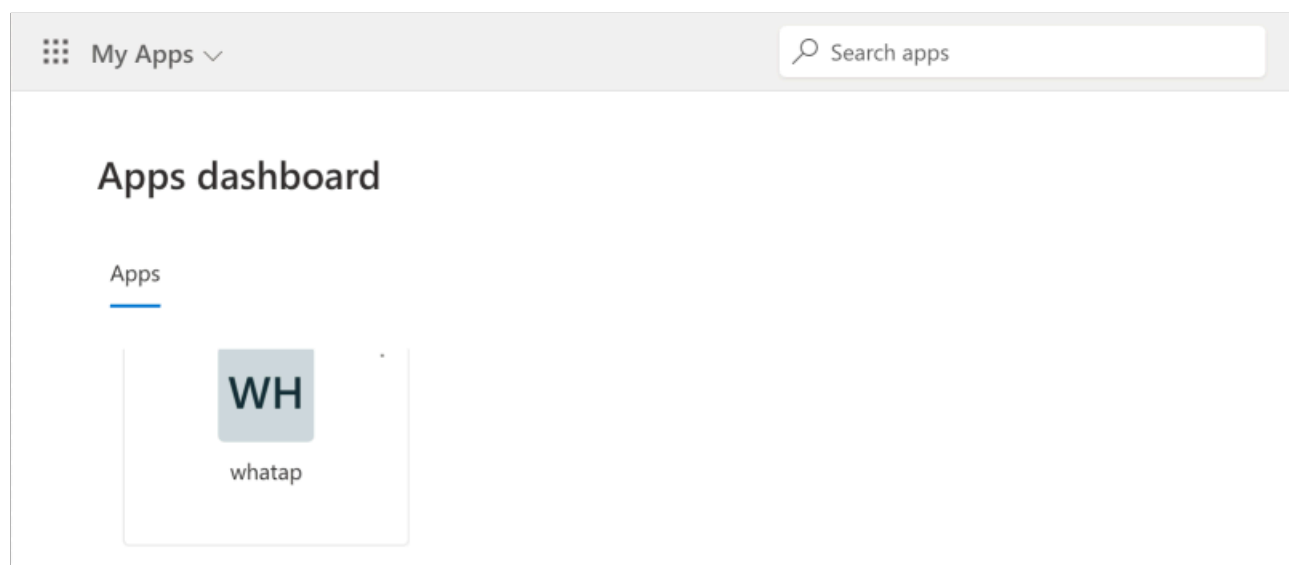
2. Click the **Test sign in** button.



- If you have a WhaTap account, the WhaTap monitoring service screen appears.
- If you do not have a WhaTap account, you can create a new account through SSO integration.

Managing accounts in the enterprise application

To manage WhaTap accounts in the Microsoft Entra ID enterprise application, go to the [My Apps portal](#).



Billing

To continue using the WhaTap monitoring service after the free trial period has passed or exceeded the limit of free trial terms, register your payment information and convert to a paid service.

Payment information

Payment information is provided differently depending on the billing currency. The user must have the **BILLING** role to register the payment information.

Prepare the following before proceeding with payment.

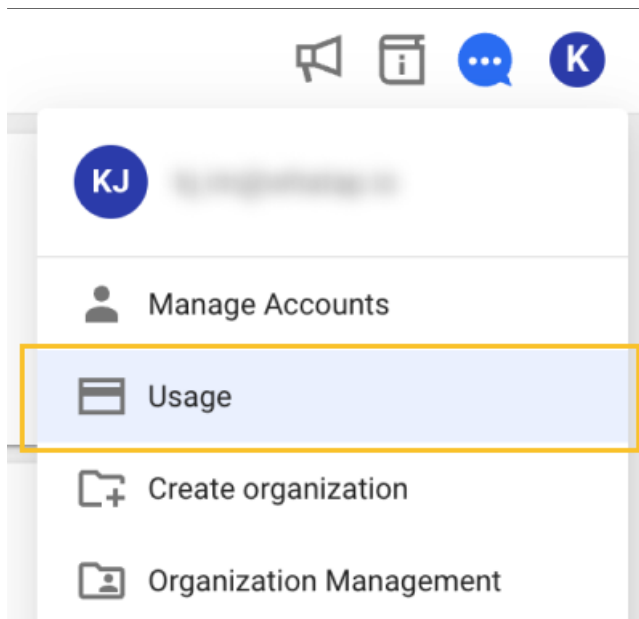
- **KRW**
 - **Credit card(Nicepay):** Payment card number and its expiration date
 - **Bank transfer:** Email address for receipt of business registration certificate and tax invoice
- **JPY, USD**
 - **Credit card (Stripe):** Payment card number and its expiration date
 - **Sending invoice:** Recipient Email

ⓘ For more information about the **BILLING** role, see [the following](#).

Registering the payment information

If this is your first registration for the payment method, keep the following steps:

1. In [WhaTap monitoring service](#), log in with the account to transfer the **BILLING** role to.
2. Select the profile icon on the upper right of Home screen.
3. If the dropdown menu appears, select **My usage**.



4. In the **Payment information** section, select **Register your payment information**.
5. Configure the detailed settings in order. * is required.

Payment information

Currency *

Country/Region *

Phone *

Billing language *

Company Name *

Department

 Payment method will change as a result of change of currency. Please register your payment information.

Payment method *

☐  Credit card (Stripe) Payment information not registered

☐  Sending invoice Payment information not registered

Name *

Email *

CC

You can add Email separated by a comma (,).

6. Register a desired payment method in **Payment method**.

- **Credit card(Nicepay)**
- **Bank transfer**
- **Credit card (Stripe)**
- **Sending invoice**

 Supported payment currencies are **KRW, JPY**, and **USD**. **Payment method** is changed depending on the changed currency.

Credit card (Nicepay)

If you selected **Credit card(Nicepay)** in **Payment method**, keep the following steps:

Edit the billing information [X]

Credit card(Nicepay)

Card number * [0000] [0000] [0000] [0000]

Valid thru * [MM] / [YY] Ex) 01/24

Card Password or PIN * [] (First 2 numbers of the password)

Card type * ☒ Corporation ☐ Individual

Company registration number * [] - [] - [] [Verify]
Please enter your business registration number.

☒ WhaTap service fees are billed in arrears in the following month for the amount used, and WhaTap fees are paid on the 25th of each month using the credit card you entered.

☒ I agree to be charged with the registered card by the financial institute.

[Apply]

1. When the **Register your payment information** window appears, enter the values for card number, valid thru, and first 2 digits of password.
2. In **Card type**, select **Corporation** or **Individual**.
 - **Corporation:** In case of a corporate card, the company name is printed on the card. Enter the business registration number and business name.
 - **Individual:** In case of a personal card, the owner name is printed on the card. Even if you received it from your company but a personal name is printed on it, it is a personal card. Enter 8 digits for your birthday.
3. See the checked terms and conditions.
4. Once you have entered all your card information, select **Apply**. Return to the previous screen.
5. Enter the contact information to receive the invoice, and then select **Save**.

- * is required.
- WhaTap's service fees are billed in arrears the following month according to the usage, and payment is made on the 25th of each month using the registered credit card.
- To receive invoices by multiple email addresses, enter multiple email addresses by using comma (,) as the delimiter in **CC**. e.g. a@whatap.io,b@whatap.io,c@whatap.io

Credit card (Stripe)

If you selected **Credit card (Stripe)** in **Payment method**, keep the following steps:

The screenshot shows a modal window titled "Edit the billing information" with a close button (X) in the top right corner. Inside the modal, the section "Credit card (Stripe)" contains the following elements:

- A label "Card holder name *" followed by an empty text input field.
- A label "Card number *" followed by a card number input field. The input field has a card icon on the left and "MM / YY CVC" on the right.
- Two checked checkboxes with the following text:
 - ✓ WhaTap service fees are billed in arrears in the following month for the amount used, and WhaTap fees are paid on the 25th of each month using the credit card you entered.
 - ✓ I agree to be charged with the registered card by the financial institute.
- An "Apply" button in the bottom right corner.

1. When the **Register your payment information** window appears, Enter values for credit card's owner name and number, expiration date, and CVC number.
2. See the checked terms and conditions.
3. Once you have entered all your card information, select **Apply**. Return to the previous screen.
4. Enter the contact information to receive the invoice, and then select **Save**.

- * is required.
- WhaTap's service fees are billed in arrears the following month according to the usage, and payment is made on the 25th of each month using the registered credit card.



- To receive invoices by multiple email addresses, enter multiple email addresses by using comma (,) as the delimiter in **CC**. e.g. a@whatap.io,b@whatap.io,c@whatap.io

Bank transfer

If you selected **Bank transfer** in **Payment method**, keep the following steps:

Edit the billing information

Bank transfer

Representative *

Please input the Name.

Company registration number *

Verify

Please enter your business registration number.

Electronic tax invoice email *

Please input the Email.

This is an invalid email format.

Only one e-mail can be registered for issuing an electronic tax invoice, and an additional e-mail for reference can be added when registering account information.

Address *

Please input the Address.

Tax invoice issue date *

☐ 25th
☒ Last
☐ Date of issue

BIZ. class

BIZ. type

Apply

- When the **Register your payment information** window appears, enter the billing information.
 - Enter the representative name, business registration number, and e-tax invoice email on the business registration certificate.
 - The tax invoice issuance date is as follows:
 - 25th:** Invoice is issued on the 25th of the month.

- **Last:** Invoice is issued on the last day of the month.
 - **Date of issue:** Invoice is issued at the beginning of the following month based on the used month.
 - If necessary, enter the item and type of the business.
2. Once you have entered all your billing information, select **Apply**. Return to the previous screen.
 3. Enter the contact information to receive the invoice, and then select **Save**.

Once you have completed entry of the invoice issuance information, the copies for WhaTap Labs' business registration certificate and bankbook are automatically sent via the email to the person in charge. Please check the content of the email and then send your business registration certificate to billing@whatap.io.

- ❗ • Enter your business registration number and then select **Verify** to proceed with authentication.
- To receive invoices by multiple email addresses, enter multiple email addresses by using comma (,) as the delimiter in **CC**. e.g. a@whatap.io,b@whatap.io,c@whatap.io
- To reversely issue a tax invoice, contact us at billing@whatap.io.

Sending invoice

If you selected **Sending invoice** in **Payment method**, keep the following steps:

Edit the billing information

Sending invoice

Person in charge * Please enter The person in charge to receive the invoice.

Email * Please enter Email to receive the invoice.

CC email@company.com,email2@company.com
You can add Email separated by a comma (,).

Address * Please input the Address.

Apply

1. When the **Register your payment information** window appears, enter the invoice delivery information.
2. Check for **Person in charge** and **Email**. If necessary, you can modify the values.
You can add email addresses to send to in the **CC** field. When entering multiple items, use comma (,) as the delimiter.
3. Enter the value in **Address**.
4. Once you have entered all your invoice delivery information, select **Apply**. Return to the previous screen.
5. After all settings are finished, select **Save**.

- ! Invoices are sent on the 25th of every month.
- To receive invoices by multiple email addresses, enter multiple email addresses by using comma (,) as the delimiter in **CC**. e.g. a@whatap.io,b@whatap.io,c@whatap.io

Modifying the basic information

You can modify the basic information such as **Country/Region**, **Phone**, and **Billing language** that have been set upon registration of the payment information.

1. Select the profile icon on the upper right of Home screen.
2. If the dropdown menu appears, select **My usage**.
3. In the **basic information** section of the **Payment Information** menu, select [Edit](#).
4. Modify the desired items and then select **Save**.

Basic Information

Country/Region *

Phone *

Billing language *

Company Name *

Department

[< Back To](#) [Save](#)



- * is required.
- If you do not want to save the modifications, select **Back To**.

Modifying the payment information

Modifying the payment method

You can change your registered payment method or billing currency.

1. Select the profile icon on the upper right of Home screen.
2. If the dropdown menu appears, select **My usage**.
3. In the **Payment information** section of the **Payment Information** menu, select [Edit](#).
4. Modify **Currency** or **Payment method**.
 - If you have modified **Currency**, the payment method options are changed.
 - To change a registered credit card to another one, select **Re-register**.

- To modify **Sending invoice** or **Sending invoice**, select .

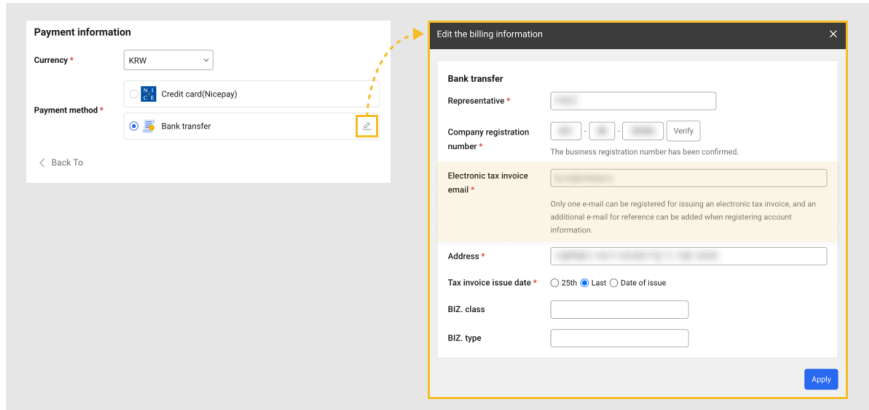
- You can select a payment method from the credit card as **Bank transfer** or **Sending invoice**.
- When the **Edit the billing information** window appears, set the required information and then select **Apply**. Return to the previous screen.
 - Select **Save**.
 - When the payment information change message appears, check the following and then select **Apply**.

-  • * is required.
- If you changed your payment method, your previous entries are not saved.
 - If you do not want to save the modifications, select **Back To**.

Modifying the email address of tax invoice

To change your email address for receiving the tax invoice, keep the following steps:

1. Select the profile icon on the upper right of Home screen.
2. If the dropdown menu appears, select **My usage**.
3. In the **Payment information** section of the **Payment Information** menu, select [Edit](#).
4. On the right of **Bank transfer** in **Payment method**, select [Edit](#).
5. When the **Edit the billing information** window appears, modify **Electronic tax invoice email**.



6. If you select **Apply**, the previous screen appears.
7. Select **Save**.

ⓘ For tax invoice emails, only one recipient email address can be specified.

Modifying the billing information

To change the bill recipient because the person in charge has been changed, keep the following steps:

1. Select the profile icon on the upper right of Home screen.
2. If the dropdown menu appears, select **My usage**.
3. In the **Bill to** section of the **Payment Information** menu, select [Edit](#).
4. Change the staff information (**Name**, **Email**, **CC**) in order.
5. Once you have entered all required information, select **Save**.

- ***** is required.
- To receive invoices by multiple email addresses, enter multiple email addresses by using comma (,) as the delimiter in **CC**. e.g. a@whatap.io,b@whatap.io,c@whatap.io
- If you do not want to save the modifications, select **Back To**.

Project subscription

After registering the payment information, go to **Project Subscription Status**. You can check the full list of registered projects.

Project Subscription Status

Monthly estimation VAT excluded, discount not applied

Subscribe 77 Trial 0 Limited 2

Billing unit summary

- Application Cores 12 Copy
- Server Hosts 9 Copy
- Database Instances 1 Copy
- Logs 3.98G Copy

Project list

Includes projects that were deleted ☐ Shows all paid projects ☐ [Subscribe](#) [CSV](#)

Project	Payment account	Status	Subscribe	Start date of paid subscription	Copy	Monthly estimation (per 1 month)	Delete
☐		Limited	Subscribe				
☐		Pending	Subscribe				
☐		Pending	Subscribe				
☐		Limited	Subscribe				
☒		Paid subscription	Subscribe	2022/05/01 09:00	4 COREs, 3.95G LOGs	View details	
☒		Paid subscription	Subscribe	2022/05/31 17:23	1	View details	
☒		Paid subscription	Subscribe	2022/06/03 00:26	1	View details	
☒		Paid subscription	Subscribe	2022/06/03 15:26			
☒		Paid subscription	Subscribe	2023/03/28 15:27			

- The **2 Subscribe** button is enabled when the project status is Free, Trial, or Use. If you want to convert the project to a paid plan, use the following method.
 - If you select **Subscribe** for each project, you can individually convert it to a paid plan.
 - You can convert all the projects to a paid plan at once, not in the **Paid subscription** status. Click the checkboxes on the left for each project, and then select **1 Go to subscribe**. You can select multiple projects.

If the **Subscribe** window appears, check the project list and then select **Confirm**.

- To check the deleted projects by including them in the list, select the  **Includes projects that were deleted** toggle button.
- To see the list of projects with no **billing role**, select the  **Shows all paid projects** toggle button.
- To download the project list as a CSV file, select  .

- **BILLING** is the right to convert to a paid plan, to register payment methods, and to receive billings.
 - In case of the project whose subscription date is less than 7 days, you can cancel the subscription. Select **Cancel subscription**.
 - In case of the project whose subscription date is 7 days or more, the **Delete project** button is provided for you to delete the project.
 - The **Copy** column displays the **average quantity for calculating billing amount** of the product, excluding logs and browsers.
 - The **Log** product displays the monthly total log unit.
 - The **Browser/session replay** product displays the total number of monthly sessions.

How to calculate the usage fee of WhaTap products

WhaTap products are using the deferred payment billing. You can receive an invoice for the previous month's usage within 5 business days of each month via email through the account with the **BILLING** role. The usage of the previous month is the amount used from the 1st day to the last day of the month. Invoices are created for each account based on the list of paid products registered to the account.

If the subscription period for paid products is in the middle of the month, the period of use is calculated and billed on a pro-rata basis.

Data retention period

The data retention periods for each WhaTap product are provided as follows:

- RAW data (real-time data) retention period: **1 month**

- Statistical data (5 min/1 hour) retention period: **1 year**
- Profile data retention period: **1 month**

- ⓘ • In case of the **Network** product, the statistical data (5 min/1 hour) retention period is **100 days**.
- If the log monitoring feature is enabled, the default retention period for log data is **1 day**. You can change it to a desired period. For more information, see [the following](#).

Project Subscription

You can check the paid subscription status of your projects and convert free or trial projects to paid plans. View the estimated monthly cost and the status of each project at a glance.

Select the profile icon on the upper right of the Home screen, and then select **My usage > Project Subscription Status**.

Project Subscription Status

Monthly estimation VAT excluded, discount not applied
\$100.00

Subscribe 77 Trial 0 Limited 2

Billing unit summary

- Application Cores 12 Copy
- Server Hosts 9 Copy
- Database Instances 1 Copy
- Logs 3.98G Copy

Project list

Includes projects that were deleted ☐ Shows all paid projects ☐ [Subscribe](#) [CSV](#)

Project	Payment account	Status	Subscribe	Start date of paid subscription	Copy	Monthly estimation (per 1 month)	Delete
☐ Project A	Account A	Limited	Subscribe				☐
☐ Project B	Account A	Pending	Subscribe				☐
☐ Project C	Account A	Pending	Subscribe				☐
☐ Project D	Account A	Limited	Subscribe				☐
☐ Project E	Account A	Paid subscription	Subscribe	2022/05/01 09:00	4 COREs, 3.95G LOGs	\$100.00	☐
☐ Project F	Account A	Paid subscription	Subscribe	2022/05/31 17:23	1	\$100.00	☐
☐ Project G	Account A	Paid subscription	Subscribe	2022/06/03 00:26	1	\$100.00	☐
☐ Project H	Account A	Paid subscription	Subscribe	2022/06/03 15:26			☐
☐ Project I	Account A	Paid subscription	Subscribe	2023/03/28 15:27			☐

At the top of the screen, you can check the estimated monthly cost (tax excluded, discounts not applied), and the number of paid, trial, and restricted projects.

Subscribing to a paid plan

The **Subscribe** button is activated when the project status is Free, Trial, or Restricted.

Individual subscription

Click the **Subscribe** button for each project item to individually convert that project to a paid plan.

Batch subscription

To convert multiple projects to paid plans at once, follow these steps.

1. In the project list, select the checkboxes of the projects to convert to paid plans.
2. Click the **Subscribe** button at the top of the list.
3. When the **Subscribe** window appears, check the project list and then click the **Confirm** button.

Managing the project list

- **Show deleted projects:** To include deleted projects in the list, enable the toggle button.
- **Show all paid projects:** To view all paid projects including those you do not have **Billing** permissions for, enable the toggle button.
- To download the project list as a CSV file, click the **CSV** button.

- ! • With **Billing** permissions, you can convert to paid plans, register payment methods, and receive invoices.
- For projects converted to paid plans less than 7 days ago, you can cancel the subscription. Click the **Cancel subscription** button.
- For projects that have been paid for more than 7 days, you can delete them by clicking the **Delete project** button.
- The **Copy** column displays the **average quantity for calculating billing** for products excluding Log and Browser.
 - For **Log** products, the monthly total log units are displayed.
 - For **Browser/Session Replay** products, the monthly total session count is displayed.

Billing And Payment History

You can check payment history, outstanding balances, and billing details. You can also view invoices at the billing email address entered in your payment information.

Select the profile icon on the upper right of the Home screen, and then select **My usage > Billing History**.

Billing History

Billing and payment history

1

Billing month	Usage amount (VAT included)	Unpaid amount	Billing amount	Payment due	Payment date	Invoice
2022/07	2,076.66	409.6	2,486.26	2022/08/25		Detail

Billing history detail

Billing month 2022/8

Total amount (Unpaid excluded) 2,486.26

Usage amount (VAT excluded) 1,887.87

VAT 188.79

Download CSV

Platform	Project	Host	Metered units	Start date	End date	Total time	Product price	Exchan...	Currency	Charge
			1 HOSTs	2022/07/04 01:00:00	2022/07/31 23:59:59	670	76.95	1299.47	USD	69.3
			1 HOSTs	2022/07/01 00:00:00	2022/07/26 23:59:59	742	76.95	1299.47	USD	76.75
			1 HOSTs	2022/07/01 00:00:00	2022/07/31 06:59:59	590	76.95	1299.47	USD	61.03
			1 HOSTs	2022/07/01 02:00:00	2022/07/31 21:59:59	334	76.95	1299.47	USD	34.55

Click the **Detail** button in the **Invoice** column on the far right of the list to view the detailed information.

- !

The WhaTap monitoring service charges on an hourly basis. The monthly base hours are calculated as the number of days in the month × 24 hours.
- 28 days: 28 × 24 = 672 hours
 - 29 days: 29 × 24 = 696 hours
 - 30 days: 30 × 24 = 720 hours
 - 31 days: 31 × 24 = 744 hours

Prepaid Balance

If you have a prepaid balance, it is deducted first from the billed amount. To check the payment amount, payment status, and balance deduction history, select the profile icon on the upper right of the Home screen, and then select **My usage > Balance**.

Invoice Preview

You can check the usage fees with discounts/promotions applied up to the current date of the month, as well as any **outstanding amounts**.

Select the profile icon on the upper right of the Home screen, and then select **My usage > Invoice Preview History**.

Grouping by project or product

You can group billing details by project or product to check the total hours, average cost, and total cost. Click the **Project** or **Product** button above the billing details table. The list in the table is grouped by project or product.

To view detailed information such as total hours, average cost, and total cost grouped by **Project** or **Product**, click the ► button on the left of each item.

By project

Invoice Preview

Billing amount

116,720.2 USD

(12/01 09:00:00 ~ 12/01 14:49:16)

This bill reflects usage from 1 day UTC to the current date.

Usage fee ⓘ

7.08 USD

(Compared to actual use 12.59% discount / Actual amount used 8.10 USD)

VAT

0.70 USD

Unpaid amount

116,712.42 USD

discount ⓘ

- 1.02 USD (12.59% apply discount)

Discount information

[Platform]

[Platform]

- Duplicate discount options are not allowed

Project

Product

	Project	Product name	Metered units	Hours of use	Discount	Total cost
▶		 K8S_CONTAINER	<u>0.122 CONTAINERS</u>	6	-	0.12 USD
▶		 Redis	<u>1 HOSTs</u>	6	-	0.52 USD
▶		 K8S_CONTAINER  K8s Application	<u>0.474 CONTAINERS, 5 APPCONTAINERS</u>	36	-	1.27 USD
▶		 Java  Log	<u>4 COREs, 228.89K LOG UNITS</u>	18	-0.44 USD	0.48 USD
▶		 Java	<u>10 COREs</u>	6	-0.58 USD	0.64 USD
▶		 Server	<u>22 HOSTs</u>	100	-	1.29 USD
▶		 php	<u>1 COREs</u>	6	-	0.16 USD
▶		 UrlCheck	<u>9 URLs</u>	54	-	0 USD

By product

Invoice Preview

Billing amount

116,720.23 USD

(12/01 09:00:00 ~ 12/01 15:02:07)

This bill reflects usage from 1 day UTC to the current date.

Usage fee ⓘ

7.10 USD

(Compared to actual use 12.56% discount / Actual amount used 8.12 USD)

VAT

0.71 USD

Unpaid amount

116,712.42 USD

discount ⓘ

-1.02 USD (12.56% apply discount)

Discount information

[Platform]

[Platform]

- Duplicate discount options are not allowed

Project

Product

	Product name	Project count	Metered units	Hours of use	Discount	Total cost
▶	 K8S_CONTAINER	3	0.617 CONTAINERS	18	-	0.61 USD
▶	 Redis	1	1 HOSTs	6	-	0.52 USD
▶	 K8s Application	2	8 APPCONTAINERS	39	-	1.03 USD
▶	 Java	2	14 COREs	18	-1.02 USD	1.12 USD
▶	 Log	1	228.89K LOG UNITS	6	-	0 USD
▶	 Server	2	27 HOSTs	121	-	1.56 USD
▶	 php	1	1 COREs	6	-	0.16 USD
▶	 UrlCheck	2	11 URLs	66	-	0 USD
▶	 MySQL	1	6 HOSTs	36	-	3.12 USD

Usage preview

Invoice Preview

Billing amount

116,720.2 USD

(12/01 09:00:00 ~ 12/01 14:49:16)

This bill reflects usage from 1 day UTC to the current date.

Usage fee ⓘ

7.08 USD

(Compared to actual use 12.59% discount / Actual amount used 8.10 USD)

VAT

0.70 USD

Unpaid amount

116,712.42 USD

discount ⓘ

- 1.02 USD (12.59% apply discount)

Discount information

[Platform]

[Platform]

- Duplicate discount options are not allowed

Project

Product

	Project	Product name	Metered units	Hours of use	Discount	Total cost
▶		K8S_CONTAINER	0.122 CONTAINERS	6	-	0.12 USD
▶		Redis	1 HOSTs	6	-	0.52 USD
▶		K8S_CONTAINER K8s Application	0.474 CONTAINERS, 5 APPCONTAINERS	36	-	1.27 USD
▶		Java Log	4 COREs, 228.89K LOG UNITS	18	-0.44 USD	0.48 USD
▶		Java	10 COREs	6	-0.58 USD	0.64 USD
▶		Server	22 HOSTs	100	-	1.29 USD
▶		php	1 COREs	6	-	0.16 USD
▶		UriCheck	9 URLs	54	-	0 USD

Select a **Metered units** column item in the billing details table to check the usage. The **Metering information** window appears. Click the **Expand All** button or select the date to view.

ⓘ

When billing details are sorted by product and multiple products are grouped together, the usage preview may not be supported.

Project Usage Preview

You can check usage even for projects where you do not have billing permissions. View usage for all participating projects by project or product.

Select the profile icon on the upper right of the Home screen, and then select **My usage**.

Project Usage Preview				
2025.05 Project Product				
	Project	Product name	Metered units	Hours of use
▶	.NET APM Demo	.NET	4 COREs	744
▶	Amazon CloudWatch Monitoring Demo	VR	8.68K DIMENSIONS	744
▶	Go APM Demo	GO	2 COREs	744
▶	Java APM Demo	Java	4 COREs, 6.51G LOG UNITS	1,488
▶	K8s Namespace Project DEMO	K8s Application K8s Container Kubernetes Namespace	10 APPCONTAINERS, 10 CONTAINERS, 1.76G LOG UNITS	8,928
▶	KAFKA Monitoring Demo	Server	3 HOSTs	2,232
▶	Kubernetes Monitoring Demo(EKS)	K8s Application K8s Container Kubernetes	10 APPCONTAINERS, 58.01 CONTAINERS, 1.77G LOG UNITS	11,160
▶	MS SQL Server Monitoring Demo	MS-SQL	8 COREs	557
▶	Milvus Vector Database Demo	Server	1 HOSTs	171
▶	Mongodb Monitoring Demo	MongoDB	6 HOSTs	2,980
▶	MySQL Monitoring Demo	MySQL	5 HOSTs	1,953
▶	Network Monitoring NPM DEMO	NPM	8 AGENTS	2,232
▶	Nginx Monitoring Demo	Server	1 HOSTs	744
▶	Node.js APM Demo	Node.js	2 COREs, 5.58M LOG UNITS	1,488
▶	PHP APM Demo	php	2 COREs	744

1. Select the year and month for the project usage you want to preview.
2. Click the **Project** or **Product** button.

Usage

You can check monthly usage and daily usage details by project.

Select the profile icon on the upper right of the Home screen, and then select **My usage > Usage**.

The screenshot shows the 'Usage' page in a web application. It features a sidebar on the left with a list of projects, each with a 'Created' timestamp. A date selector at the top left is set to '2023.09'. The main area displays a summary of usage for a selected project, including 'Hourly core count', 'Total core usage', 'Hourly host count', 'Total host usage', and 'Hours of use'. Below this summary is a table of daily usage details for the month of September 2023. Numbered callouts indicate key UI elements: 1 points to the date selector, 2 points to the project list in the sidebar, 3 points to the usage summary section, and 4 points to the daily usage table.

Created	Hourly core count	Total core usage	Hourly host count	Total host usage	Hours of use
Created :2023/04/18 06:58:33	4 Core	700 Core	1 Host	175 Host	175 Hour
Created :2023/07/25 10:44:40					
Created :2022/06/13 02:33:06					
Created :2022/06/27 10:44:58					
Created :2022/12/28 04:15:57					
Created :2023/07/28 03:50:15					
Created :2023/04/18 07:17:47					
Created :2023/06/12 02:10:35					
Created :2023/07/19 09:58:32					
Created :2023/06/27 10:59:12					
Created :2023/04/27 05:45:59					
Created :2023/07/28 02:16:00					

1. In ①, select the period for which you want to check usage.
2. In the project list ② on the left side of the screen, select a project. You can also search for projects in the text input field.
3. In the ③ area, you can check the monthly usage summary for the selected project.
4. To check daily usage details, click the ▶ button in the ④ daily usage list.

▼ 2023/09/02  Application Hourly host count: 1 Hourly core count: 4  Agent Usage: 1 Agent					
Time	Metering summary	Agent name	Ip	Core	Agent type
00:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
01:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
02:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
03:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
04:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
05:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
06:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
07:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java
08:00	Agent : 1 Core : 4 AP-Cores	batch	192.168.1.101	4	 java

- ⓘ • The monthly usage summary and detailed usage information may vary depending on the product type of the project.
- Usage information is measured based on the billing method. For more information about the billing method, see [WhaTap Pricing](#).

AWS Marketplace Subscription

AWS users can subscribe to the WhaTap Monitoring Service in AWS Marketplace and pay the service fee together with the AWS cost. For this purpose, link the AWS account and WhaTap service account. At this time, a new WhaTap service account must be created during this integration. Connection to an existing WhaTap service account is impossible.

ⓘ If you are subscribed to the WhaTap service, to pay the WhaTap service fee together with the AWS Cloud fee, you must sign up with a **new account** by following the AWS Marketplace subscription process . Afterwards, transfer the payment role for the existing service to the newly created account.

Find WhaTap services on AWS Marketplace

1. After logging into AWS, enter “whatap” in the search bar.
2. Three search results appear as follows. Select the service that matches the desired country.
 - WhaTap Observability Platform
 - WhaTap Observability Platform(Japan)
 - WhaTap Observability Platform(Korea)

Subscribe to WhaTap service

After checking the basic information of the selected WhaTap Observability Platform, click the “View purchase options” button in the upper right corner to go to the subscription page.

On the subscription page, you can check various information such as Offer details, Pricing and unit details, Terms and conditions, etc. You can select the billing method for the WhaTap service in Offer details. In AWS Marketplace, the usage-based pay-as-you-go model is provided. A 15-day free trial is also available.

AWSMP WhaTap Subscription Details

After checking the pricing information and terms of use, click the “Subscription” button below.

AWSMP WhaTap service pricing information

AWSMP WhaTap service contract information

Creating WhaTap service account to sync to the AWS account

If the Subscribe button is disabled, go to the top of the page and then proceed with WhaTap service account syncing. Click the “Set up your account” button on the right of the green notification window that appears at the top. To create a WhaTap service account to sync with the AWS account, the WhaTap account creation page appears in a new tab.

AWSMP WhaTap service integration

After creating an account on the WhaTap account creation page, log in to the WhaTap service. Create a [Project creation](#) for the product to monitor and install the agent.

After installing the WhaTap agent on the monitoring target, check whether the performance data is collected normally on the dashboard.

You can check whether subscription has been done through AWS Marketplace by clicking the profile in the upper right corner, and going to **My Usage > Payment Information**.

Cancel subscription

1. Log in to the AWS Console with the subscription account for the WhaTap service.
2. From the Console Home screen, navigate to AWS Marketplace.
3. Click AWS Marketplace > Manage subscriptions. Select WhaTap Observability Platform in the list of subscription services.
4. On the Detail page for the selected product, click Cancel subscription from the Actions drop-down menu in the Agreement area.

AWSMP WhaTap service canceling a subscription

5. When a window appears checking whether your subscription has been canceled, click the Cancel

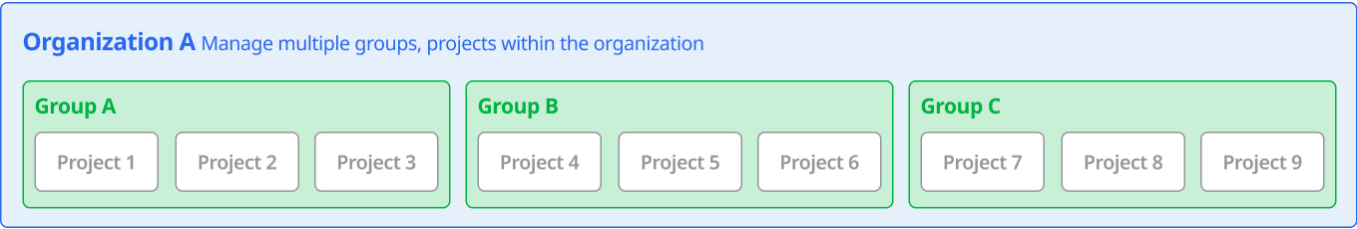
Subscription button.

6. Check that the WhaTap service has been deleted from the subscription history.

Overview

WhaTap manages monitoring targets through a three-level hierarchy of projects, groups, and organizations. You can invite members to each level and assign permissions to set appropriate access scopes based on their roles.

Hierarchical structure



Project

The basic unit of monitoring. Monitoring targets are separated and member permissions are managed on a per-project basis.

Projects are categorized by monitoring agent type, such as application, server, and container.

Select product

Check out the products recommended by WhaTap right away

Kubernetes

Provides fast and accurate Kubernetes Observability through container maps.

Getting started →

Browser

Monitor user interaction with the browser to optimize performance and resolve issues quickly.

Getting started →

Java

Even if you do not have to reproduce the failure situation, you can use your stack to determine the cause of the problem.

Getting started →

Product name search

All Platform

Application

Server

Kubernetes

Database

URL

Cloud

Browser

Java

Application

Applies to all applications running on the JVM environment, such as Web Application Server (WAS) and batch applications etc.

Getting started →

Node.js

Application

Single thread flows can be analyzed every 10 seconds to identify bottlenecks or errors by using asynchronous transaction analysis.

Getting started →

PHP

Application

Supports upto PHP 8.0 and Alpine Linux. SQL, HTTP call, Redis call information can be checked on the profile.

Getting started →

Python

Application

Applies to major applications such as web framework, server, and batch. Delays can be identified by tracing DB queries and extern...

Getting started →

.NET

Application

Monitors .NET based IIS, Console, Service, Windows applications in the .NET Frameworks 4.5 environment.

Getting started →

Go

Application Beta

Go API can be used to trace web requests, response transactions, unit transactions, SQL, HTTP calls, and more of Go application.

Getting started →

Server

Server

Supports physical servers, cloud, scale-out environments. Also, large-scale resources and risky resources with high utilization

Kubernetes

Container

Monitors Kubernetes clusters, nodes, applications, and logs at a glance.

PostgreSQL

Database

Monitors, analyzes and compares PostgreSQL performance indicators, SQL, Lock and Slow SQL

Within the same agent type, you can also split projects by purpose, such as Front, Gateway, and API.

★ .NET APM Demo

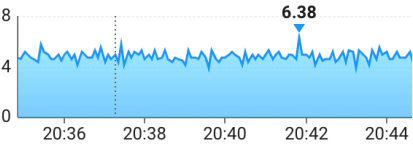


Active Transaction TPS : 140.53 4

Application	1	Inactive	4	Host	1
CPU Core	4	Users	1		

.NET Demo Project 10549

☆ Python APM Demo Migrated



Active Transaction 6.38 4

Application	1	Inactive	0	Host	1
CPU Core	1	Users	1		

TrialID-99693 Python Demo Project 29744

☆ .NET APM Demo migrated



Active Transaction 500.29 10

Application	1	Inactive	0	Host	1
CPU Core	2	Users	1		

TrialID-99594 .NET Demo Project 30092

71

Group

A unit for managing multiple projects together. Adding members to a group applies the same permissions to all projects within the group. Members with permissions granted only at the project level can monitor only that project.

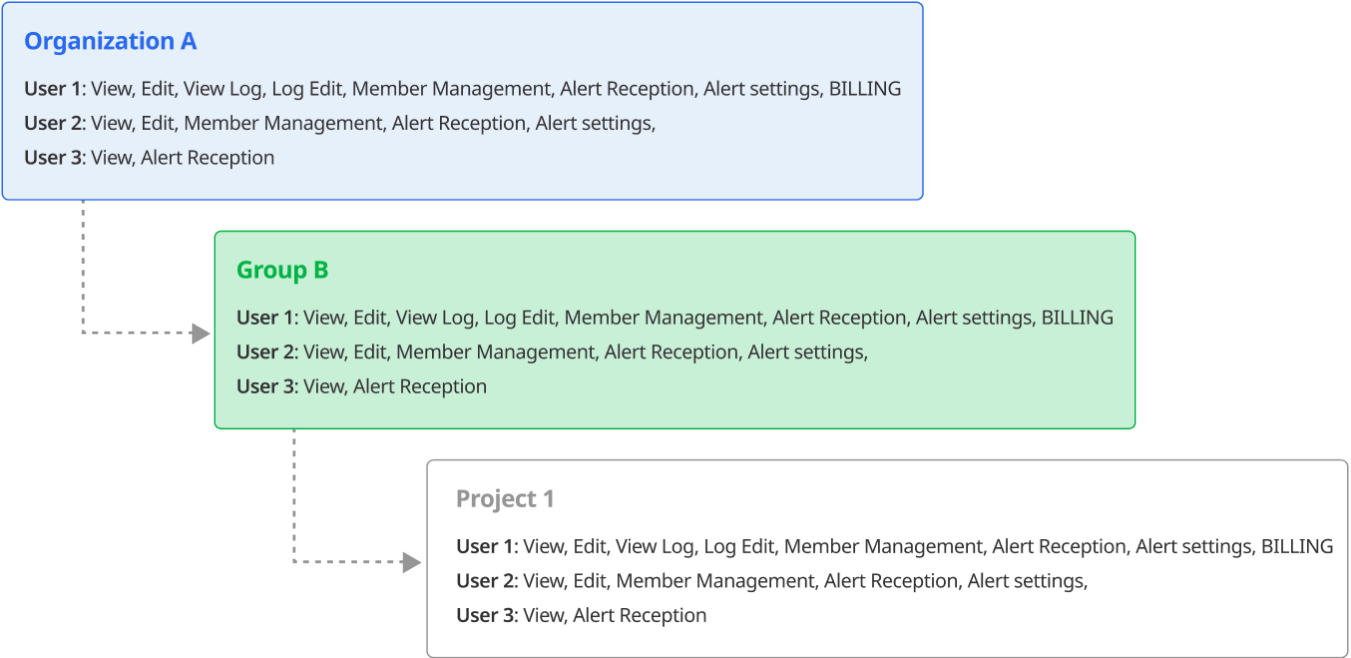
Organization

The top-level unit for managing multiple groups together. In most cases, projects and groups alone are sufficient.

ⓘ For managed service provider (MSP) businesses that manage multiple client companies as groups, organizations allow you to consolidate multiple groups under a single management structure. Granting permissions to each group's members enables independent group management.

Member permission inheritance

Member permissions from a parent level are automatically inherited by child levels. For example, Group B under Organization A inherits Organization A's member permissions, and Project C under Group B inherits Group B's member permissions. Parent-level permissions are retained after inheritance.



Permission types

Different permissions can be assigned to members for each project, group, and organization.

Permission type	Description
View	Project viewing
Edit	Moving, modifying, deleting organizations, groups, and projects; maintenance plans
View log	Log viewing; access to log-related features
Personal information query in log	Permission to view personal information contained in logs
Log edit	Editing log settings
Project flexboard update	Editing Flex board in the project

Permission type	Description
Member management	Modifying member permissions; adding and removing members
Alert reception	Receiving alerts
Alert settings	Alert notification settings, maintenance plans, process grouping for the Server product
BILLING	Billing

ⓘ For details on each permission and how to change them, see [Member permissions](#).

Member Roles

This guide describes the types of roles that can be assigned to members at the project, group, and organization levels, and how to change them.

! For information on hierarchical structure and role inheritance, see [Project Overview](#).

Role Types

Role Type	Description
View	Granted by default when a member is invited. Allows viewing Dashboard and other menu pages.
Edit	Allows adding/modifying/deleting Dashboard , moving/modifying/deleting groups and projects, registering/modifying/deleting maintenance plans , and using the process grouping feature of Server products.
Member management	Allows adding and deleting members and editing roles at the organization, group, and project levels. At least one member must have this role.
Alert reception	Allows managing alert reception settings in the Alert > Notification setting menu. Without this role, you can only change the reception settings for your own account.
Alert settings	Allows adding/modifying/deleting alerts, registering/modifying/deleting maintenance plans , and using the process grouping feature of Server products.
View log	Granted by default when a member is invited. Allows access to the Log menu, the log tab in event settings, the transaction log tab, and the container map log tab.
Personal information query in log	Allows viewing personal information included in logs (unmask). For more details, see the description below .

Role Type	Description
Log edit	Allows editing settings in the Log > Log setting menu. Not available if the access key has not been issued or log monitoring is disabled.
Project flexboard update	Allows access to Edit Mode , Admin mode, and Filter features in the Flex board menu of the project.
BILLING	Allows billing at the organization, group, or project level. For more details, see the description below .

- The **maintenance plan** settings require the **Edit** or **Alert settings** role. For more details, see [Maintenance Plan](#).
- The process grouping feature of Server products requires the **Edit** or **Alert settings** role. For more details, see [Process Grouping](#).
- For more details on Flex Board, see [Flex Board](#).

Log Personal Information View

WhaTap masks personal information included in logs by default.

```
pcode 8 onodeName node-1 stime 1733439102246 oid 23419163 okind 867318026 sqlCnt.n 11 rsCnt.n 4508 wclient -1600866162
dbcTime.n 12 elapsed.n 1760 method GET ip.pii ***** fullUrl /edu/delete/division/kwangju? txid -8818539629330025782
httpHost 127.0.0.1:8091
userAgent Mozilla/5.0 (Macintosh; U; PPC Mac OS X 10_4_11; en) AppleWebKit/525.3+ (KHTML, like Gecko) Version/3.0.4 Safari/523.12.2
rsTime.n 44 url /edu/delete/division/kwangju sqlTime.n 0 mtid -8766115288559153746 oname java-demo1 etime 1733439104006
agenttime 1733439104006 category #DirectReqLog okindName dev-okind-1 onode 334634079 status 200 mdepth.n 1
```

Items classified as personal information are as follows:

- Resident registration number, passport number, driver's license number, alien registration number
- Credit card number, account number
- Biometric information

Users with the Personal information query in log role can unmask personal information by enabling the **Display**

personal information toggle button in log-related menus.

≡

View all 6,073,398 lines

Oldest

Newest

Display personal information ☒

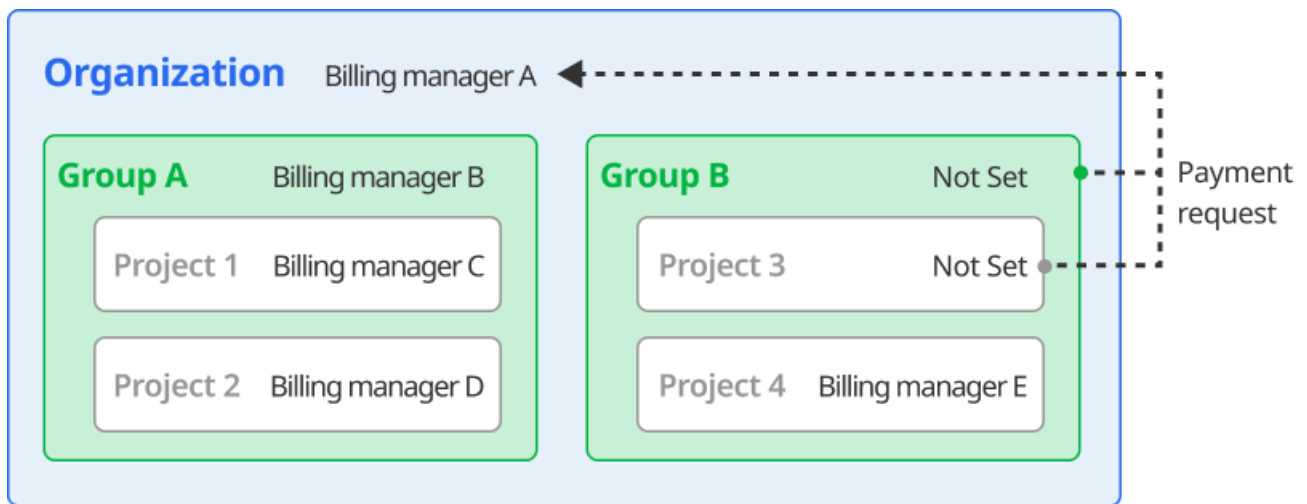
Please input the Keyword.

	oname	Timestamp	Log							
▶	java-demo6	2024-12-06 08:02:19.012	@txid -6460229530543860683	pcode 8	onodeName node-1	oid -1627272008	okind 867318026	agenttime.pii	*****	
			select 'total income is', ((orderqty * unitprice) * (1.0 - unitpricediscount)), ' for ',							
▶	java-demo6	2024-12-06 08:02:19.012	@txid -1022383880683472584	pcode 8	onodeName node-1	oid -1627272008	okind 867318026	agenttime.pii	*****	
			select distinct p.lastname, p.firstname							
▶	java-demo6	2024-12-06 08:02:19.012	@txid 5399436816871233571	pcode 8	onodeName node-1	oid -1627272008	okind 867318026	agenttime.pii	*****	
			select tutorial_id, tutorial_title,							
▶	java-demo6	2024-12-06 08:02:19.012	@txid -1022383880683472584	pcode 8	onodeName node-1	oid -1627272008	okind 867318026	agenttime.pii	*****	
			select productid, total = sum(linetotal)							
▶	java-demo6	2024-12-06 08:02:19.012	@txid -6460229530543860683	pcode 8	onodeName node-1	oid -1627272008	okind 867318026	agenttime.pii	*****	
			select productid, specialofferid, avg(unitprice) as [average price],							
▶	java-demo6	2024-12-06 08:02:19.012	@txid 5399436816871233571	pcode 8	onodeName node-1	oid -1627272008	okind 867318026	agenttime.pii	*****	
			select employee_info.employeeid, employee_info.lastname, employee_sales.commission							

! For more details on personal information de-identification settings, see [Log Settings](#).

Billing

- Only one member per unit can have the **Billing** role, and at least one member must have it.
- The **BILLING** tag is displayed next to the member with the **Billing** role.
- When the **Billing** role is transferred, the previous member's role is automatically revoked. The transfer applies to all sub-groups and projects.
- A verification email is sent to the receiving member, and the **Billing** role is finalized after approval.
- To receive the **Billing** role, payment information must be registered first. You can register it in the **My usage** menu. For more details, see [Payment Information](#).
- If each level has a billing manager, billing is charged in the order of project, group, and organization. If a lower level does not have a billing manager, the billing manager of the upper level is charged.



ⓘ For more details on transferring the billing role, see [Transfer Billing Role](#).

Changing Member Roles

Changing Project Member Roles

You can change member roles from the member list of a project that does not belong to an organization or group.

K

Member role

Member role

The set member roles apply to the project.

Role	Allow/Deny
View You can view dashboard and other menu pages.	☒
Edit You can move and modify settings of group or project.	☒
View log You can view logs	☒
Log personal information inquiry You can check log personal information.	☐
Log edit Log setting can be edited.	☒
Project flexboard update You can modify your project's flexboard.	☒
Member management You can invite or exclude members and edit their roles.	☒
Alert reception You can receive notifications.	☒
Alert settings You can edit alert.	☒
BILLING Only members with registered billing information can pay for the subscribed project.	☐

Apply

Set the roles using the toggle buttons on the right, then click the **Apply** button.

Changing Organization or Group Member Roles

You can change member roles for projects that belong to an organization or group.

× Edit member role
 🗑️

K

12345678901234567890

Member role
 The set member roles apply to the project.
 This member role is inherited from 12345678901234567890.

Role	Change
View You can view dashboard and other menu pages.	☐ Inheritance (Allow) ☒ Allow ☐ deny
Edit You can move and modify settings of group or project.	☐ Inheritance (Allow) ☒ Allow ☐ deny
View log You can view logs	☐ Inheritance (Allow) ☒ Allow ☐ deny
Log personal information inquiry You can check log personal information.	☒ Inheritance (deny) ☐ Allow ☐ deny
Log edit Log setting can be edited.	☒ Inheritance (Allow) ☐ Allow ☐ deny
Project flexboard update You can modify your project's flexboard.	☒ Inheritance (Allow) ☐ Allow ☐ deny
Member management You can invite or exclude members and edit their roles.	☐ Inheritance (Allow) ☒ Allow ☐ deny
Alert reception You can receive notifications.	☐ Inheritance (Allow) ☒ Allow ☐ deny
Alert settings You can edit alert.	☐ Inheritance (Allow) ☒ Allow ☐ deny
BILLING Only members with registered billing information can pay for the subscribed project.	☐ Inheritance (Allow) ☐ Allow

Apply

In the **User role per group** or **User role per project of a group** section, click the  button for the item whose role you want to change. When the **Edit member role** window appears, you can set roles with the following options:

- **Inheritance(Allow):** Inherits the roles from the parent organization or group.
- **Allowed:** Enables the role for the currently selected group or project.
- **deny:** Disables the role for the currently selected group or project.

ⓘ For more details on adding, deleting members, and changing roles, see the following documents:

- [Project Member Management](#)
- [Group Member Management](#)
- [Organization Member Management](#)
- [Integrated Member Management](#)

Project Management

This guide explains how to create, modify, and delete projects, and how to invite members or manage their roles.

! For more information about the project hierarchical structure and roles, see [Project overview](#).

Creating a project

Create a project before installing the agent.

1. Log in to the WhaTap Monitoring Service.
2. In the left side menu, click **All Projects** > **+ Project**.
3. On the **Select product** screen, select the product you want to install.
4. Enter or select the following items:
 - **Project name:** Enter the project name.
 - **Data server region:** Select the data server region. A region is a group of data centers that provide cloud services. Your data will be stored in the selected region.
 - **Time zone:** Set the time zone to be used for alerts and report generation.
 - **Notification language setting:** Set the language for alert notifications. (Supports Korean and English)
 - **Project groups:** Group multiple projects for easier management. Select a group if applicable.
 - **Project description:** Add additional details or a description for your project.
5. After completing all settings, click the **Creating a project** button.

! If you add a project while an organization is selected, you must set the **Groups of organization** field.
For more information about groups, see the related document.

Project management

Home > Select Project > **Management** > **Project Management**

You can check and modify the basic information of the project. The **Edit** role is required.

Project management

Project name :

Project description :

Project description

pcode :

Project access key :

Project region :

DEMO-Seoul-Azure

Application time zone :

(GMT +9:00) Seoul, Tokyo, Yakutsk

Api token :

Reissue

Managing notification languages

Language :

☐ Korean
 ☒ English

Delete project

Save

- **Project name:** You can modify the project name.
- **Project description:** You can enter the description of the project.
- **pcode:** A numeric code to identify the project.
- **Application time zone:** You can change the time zone.
- **Api token:** You can reissue the API token by clicking the **Reissue** button.
- **Managing notification languages:** You can change the language for alert notification messages that occur

in the project.

If you have modified any items, click the **Save** button.

Delete project

You can delete a project in two different ways:

- In the All Projects list under Home, click  on the upper right of the project to delete. In the drop-down menu, select **Delete project**.
- Go to Home > Select Project > **Management** > **Project Management**. Click the **Delete project** button on the lower right of the screen.

 The user list and the collected data are all deleted. Deleted data cannot be restored.

Checking the project members

Home > Select Project > **Management** > **Project Member**

You can check the list of members belonging to the selected project.

Project Member						
Project member (7)		 Invite the WhaTap support team		Invite Member	CSV	Search a member
Name ^		Belong to	Email	Phone	Role	
 WhaTap	 	WhaTap docs Project	WhaTap Trial Support		View, View log	
 WhaTap support	 	WhaTap docs Project			View, View log, Alert reception	
  Login: Recently	 	WhaTap docs Project			View, Edit, View log, Log edit, Member management, Alert reception, Alert settings, BILLING	
 Login: 21 days ago	 	WhaTap docs Project			View, Edit, Project flexboard update, View log, Log edit, Member management, Alert reception, Alert settings	
  Login: Recently	 	Technical Writer Group			View, Edit, Project flexboard update, View log, Log edit, Member management, Alert reception, Alert settings	
 Login: 14 days ago	 	WhaTap docs Project			Alert reception	
 Login: Recently	 	WhaTap docs Project			View, Edit, View log, Member management, Alert reception, Alert settings	

- The **Login: ...** tag on the right of the member name is the record of recent access.
- On the right of the name of the member with the billing role, the **BILLING** tag appears.
- On the right of the user account name, the **My account** tag appears.
- On the right of the email in the member list, the **MFA** or **SSO** tag is displayed depending on whether MFA is applied or SSO is integrated.
- If you invite an account that has not signed up for the WhaTap monitoring service, the name appears as **Waiting for an invitation**. until the invitee signs up. To resend the invitation email, click the **Reinvite** button.

Inviting project members

1. Select a project to invite members to in Home screen.
2. In the side menu, select **Management > Project Member**.
3. Click the **Invite Member** button on the upper right of the screen.
4. In **User role**, set the roles of the user to invite and then click the **Apply** button.
5. Enter the email address of the user to invite in the Email field, and then click the **Add** button. You can add extra users continuously.
6. After adding all users to invite, click the **Complete** button.

- ⓘ • The member visiting feature can be used only by the users with the **Member management** role. For more information about the member roles, see [the following](#). For more information about the member roles, see [the following](#).
- The accounts that have not signed up for the WhaTap monitoring service display the **New account** tag and send emails for sign up.
 - On the right of the email in the member list, the tag like **MFA** or **SSO** is displayed depending on whether MFA is applied or SSO is integrated.
 - If there are invited members to cancel before completion, in **List of members to invite**, select .
 - You cannot invite any by entering email addresses that are not in the desired email format.
 - The members who have already been invited cannot be invited again, and the members in the parent organization or group are automatically added.

WhaTap Support

If you need any support for failures while using the WhaTap monitoring service, you can invite the WhaTap support team as a member to receive supports.

1. From the **Project Member** menu, click the **Invite the WhaTap support team** button on the upper right.
2. If the member invitation window appears, select a project in **Project**.
3. Click the **Complete** button.

- ⓘ • The WhaTap support team accounts are automatically filled in. Depending on the project type, there may be one or more support team accounts.
- The **Invite the WhaTap support team** feature can be used only by the users with the **Member management** role. For more information about the member roles, see [Member roles](#).

Changing the project member role

1. Select a project in the Home screen.
2. In the side menu, select **Management > Project Member**.
3. In the **Project member** list, click  on the right of the member to change.
4. If the **Edit member role** window appears, set the **Member role**. You can set the roles allowed by the project.
5. After all settings are finished, click the **Apply** button.

- ⓘ The member role change feature can be used only by the users with the **Member management** role. For more information about the member roles, see [Member roles](#).

Deleting project members

1. Select a project in the Home screen.
2. In the side menu, select **Management** > **Project Member**.
3. In the **Project member** list, click  on the right of the member to delete.
4. If the message window appears, click the **Delete** button.

- ! • You cannot delete other members if you do not have the **Member management** role. For more information about the member roles, see [Member roles](#).
- You cannot delete other members if there is a single project member.
- The members inherited from the parent group cannot be deleted.
- A user's own account can be removed from a project regardless of roles.
- The members with the billing roles cannot be deleted until the billing roles are transferred.

Downloading the member list

To download the member list as a CSV format file, keep the following steps:

1. Select a project in the Home screen.
2. In the side menu, select **Management** > **Project Member**.
3. Click  on the upper right of the screen.

The member list is saved to the local disk in a CSV format file.

- ! The member list downloading feature can be used only by the users with the **Member management** role. For more information about the member roles, see [Member roles](#).

Group Management

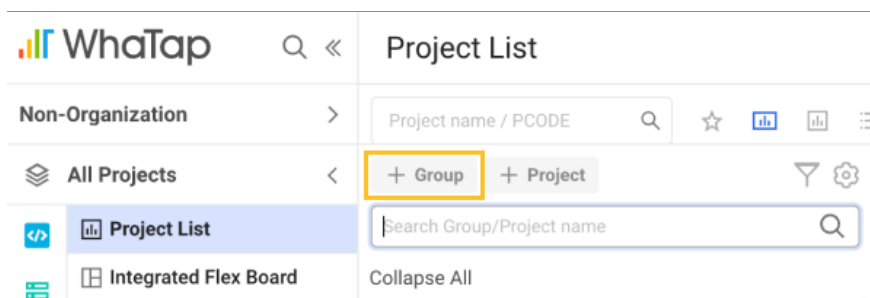
You can group multiple projects to manage members and permissions at once. Instead of adding members to each project individually, adding members to a group applies the same permissions to all projects in the group.

- A project can belong to only one group.
- A project may not belong to a group.

Group members can monitor all projects in the group. Members with permissions granted only on a specific project can monitor only that project.

Adding a group

1. From the side menu, click the **All Projects** > **+ Group** button.

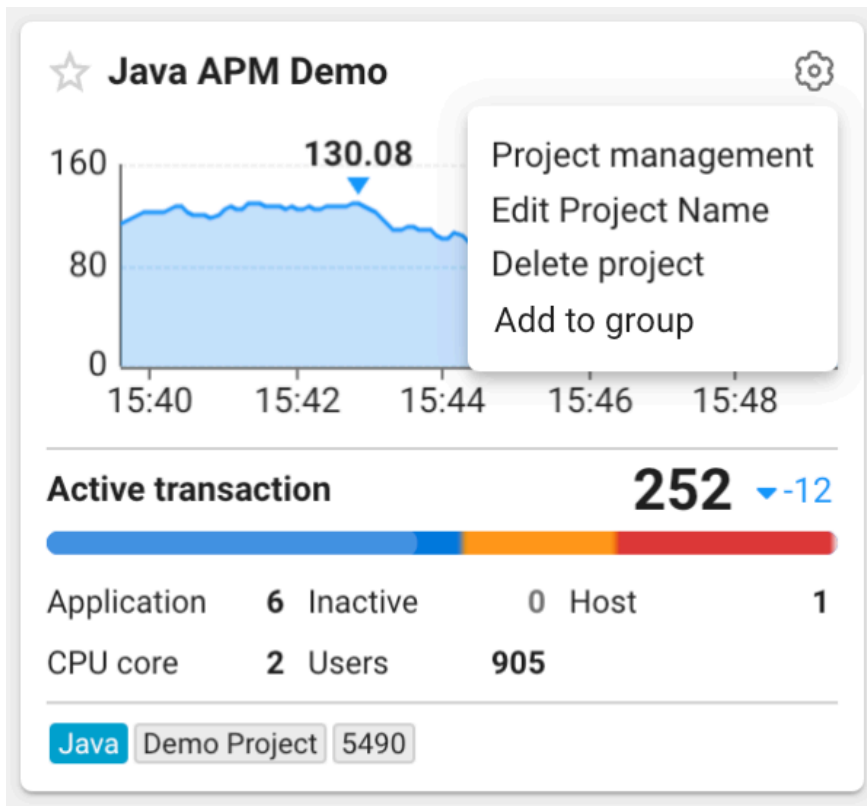


2. On the **Add a Group** screen, enter the name of the group to create in **Group name**.
3. Enter the group description in **Group description**. The **Group description** field is optional.
4. Select a project to add to the group in **Add project**. You can search a desired project for addition.
5. After adding the project, select **Add Group**.

- The projects that can be added to the group are the ones with Edit permission or not part of the group.

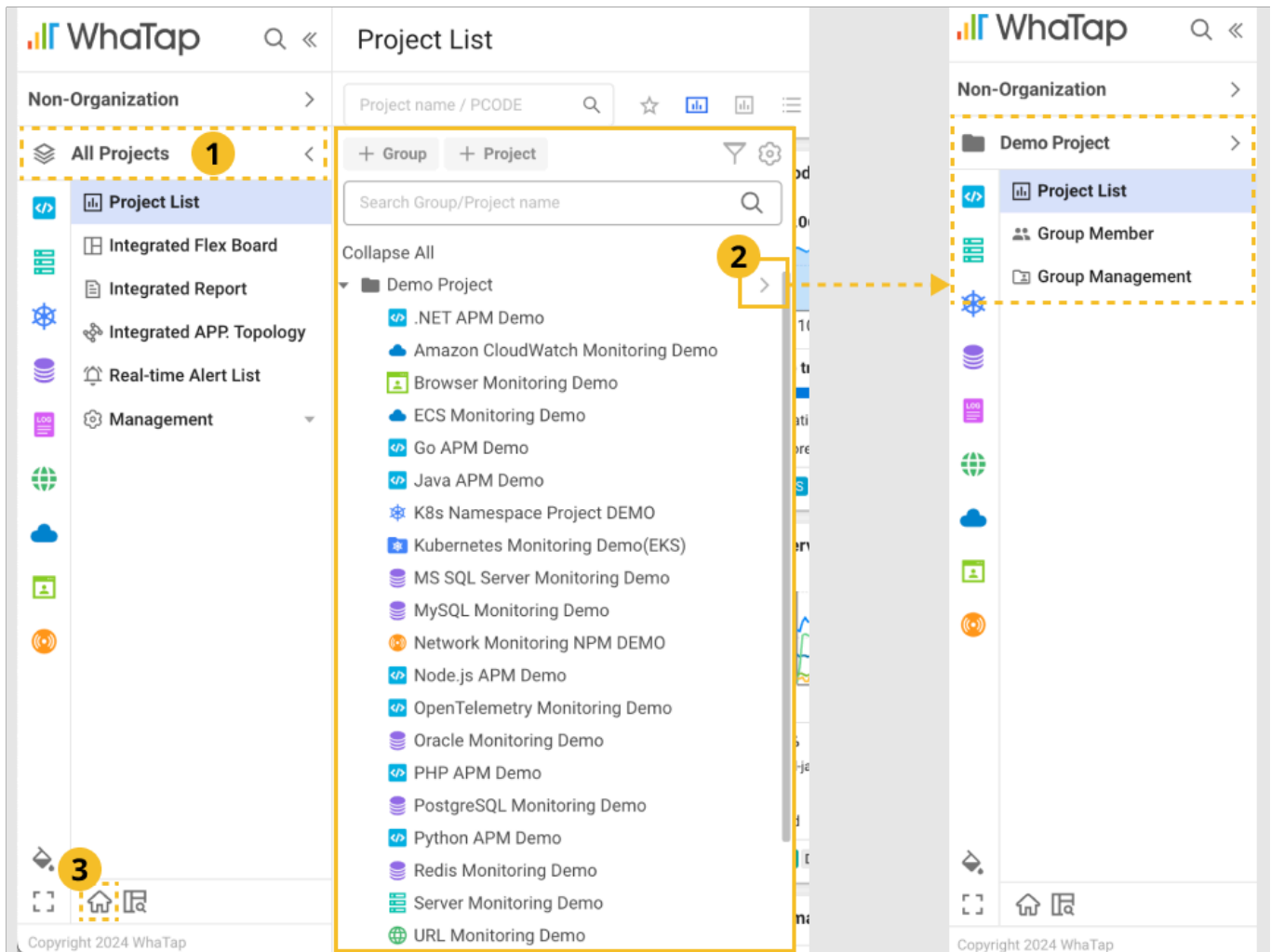
Adding a project into a group

1. On the upper right of a project entry in the **Project List** of Home screen, select ⚙️.



2. Select **Add to group**.
3. Select a group to add a project in.
4. Select **Add to group**.

Viewing the project list in the selected group



1. By selecting **All Projects** in the side menu, open the group and project list panel.

2. In the panel, select the **>** button on the right of the group to view.

Only the projects included in the selected group appear in the list. In this status, you can use the **Group Member** or **Group Management** menu.

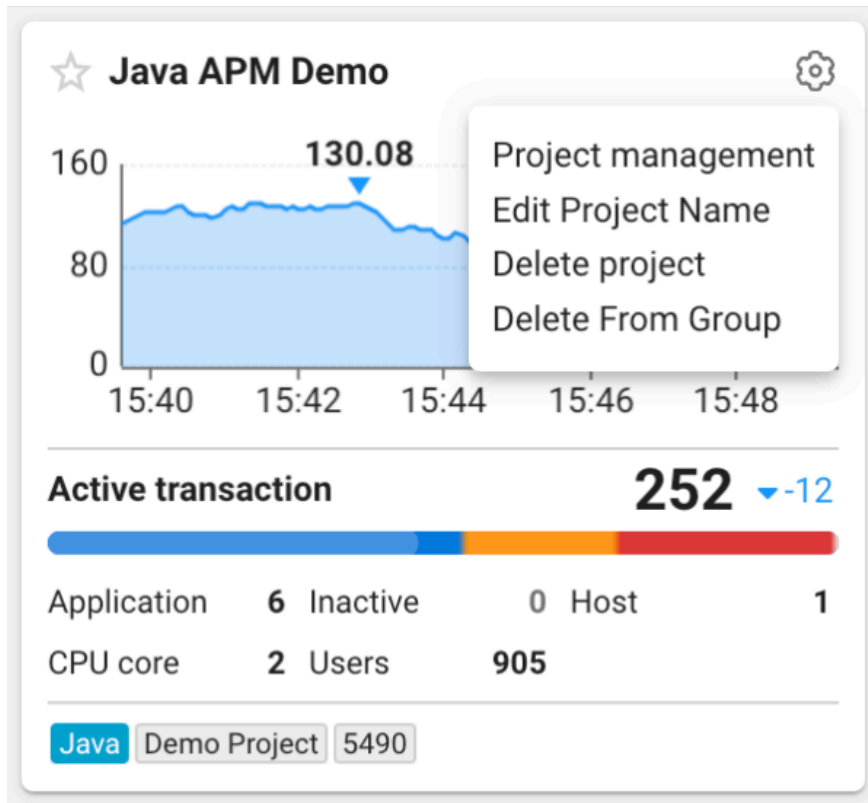
3. To see the full list of projects again, select the **Go to project list** button at the bottom of the side menu.

! To see the projects that are not part of the group, scroll down the list panel.

Excluding projects from the group

Excluding from Home screen

1. On the upper right of a project entry in the **Project List** of Home screen, select ⚙️.

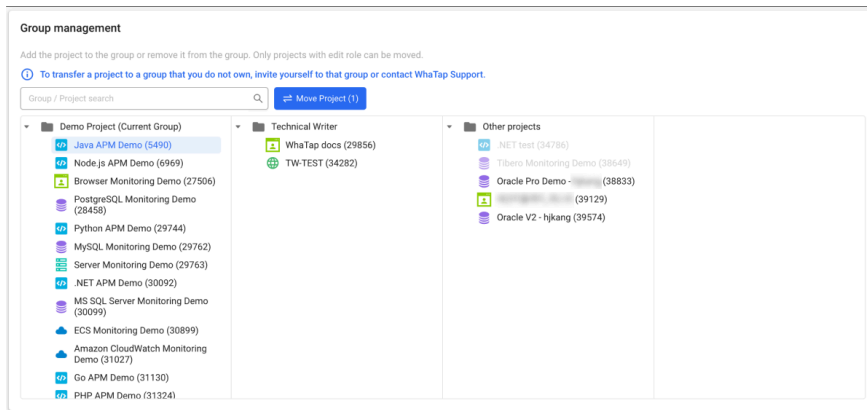


2. Select **Delete From Group**.
3. If the **Delete project from group** window appears, select **OK**.

Excluding from group management

You can move projects in a group to other projects or exclude them.

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the > button on the right of the group to delete.
3. In the side menu, select **Group Management**.
4. In the **Group management** section, select projects to exclude.



5. If **Move Project (N)** is displayed, select the button.
6. When the **Move Project** window appears, in **Select group**, select a group to move or select **Other projects**.
7. Select **Confirm**.

ⓘ If you select **Other projects** in **Select group**, the project is excluded from its group.

Deleting a group

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the > button on the right of the group to delete.
3. In the side menu, select **Group Management**.

4. In the **Group Info** section, select **Delete group**.

5. See the details of the **Delete group** message window, and then select **Delete**.

- To delete a group, the user list is also deleted.
- In case of the projects in the group, only the group information is deleted.
- The deleted information cannot be restored.

Inviting group member

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the > button on the right of the group to invite members to.
3. In the side menu, select **Group Member**.
4. Select **Invite Member** on the upper right of the screen.
5. You can also add members by selecting a sub project in **Group**.
6. In **User role**, set the roles of the user to invite and then select **Apply**.
7. In the Email input field, enter the email address of the user to invite, and then select **Add**. You can continue to add other users.
8. After adding users to invite, select **Complete**.

- The member visiting feature can be used only by the users with the **Member management** role. For more information about the member roles, see [the following](#). For more information about the member roles, see [the following](#).
- The accounts that have not signed up for the WhaTap monitoring service display the **New account**



tag and send emails for sign up.

- On the right of the email in the member list, the tag like **MFA** or **SSO** is displayed depending on whether MFA is applied or SSO is integrated.
- If there are invited members to cancel before completion, in **List of members to invite**, select .
- You cannot invite any by entering email addresses that are not in the desired email format.
- The members who have already been invited cannot be invited again, and the members in the parent organization or group are automatically added.

Checking members for each project

Group Member

Search organization/group/project

Technical Writer

[29856] WhaTap docs

[34282] TW-TEST

Project member (7)

invite the WhaTap support team

Invite Member

CSV

Search a member

Name	Belong to	Email	Phone	Role
W WhaTap	WhaTap docs Project	WhaTap Trial Support	00-000-0000	View, View log
WhaTap support	WhaTap docs Project	support@whaTap.co	00-000-0000	View, View log, Alert reception
K [BILLING] Login: Recently	WhaTap docs Project	kuphrom@whaTap.co		View, Edit, View log, Log edit, Member management, Alert reception, Alert settings, BILLING
B [Login: Recently]	WhaTap docs Project	bsupark@whaTap.co	010-000-0000	View, Edit, Project flexboard update, View log, Log edit, Member management, Alert reception, Alert settings
K [My account] Login: Recently	Technical Writer Group	kyungho@whaTap.co	010-000-0000	View, Edit, Project flexboard update, View log, Log edit, Member management, Alert reception, Alert settings
S [Login: 14 days ago]	WhaTap docs Project	seolbin@whaTap.co		Alert reception
Y [Login: Recently]	WhaTap docs Project	yong@whaTap.co		View, Edit, View log, Member management, Alert reception, Alert settings

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the **>** button on the right of the group to check members from.
3. In the side menu, select **Group Member**.
4. If you select a project in the group, you can check the members in the project.

Changing a group member role

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the **>** button on the right of the group that includes the member whose role to

change.

3. In the side menu, select **Group Member**.
4. In the **Group Member** list, select  on the right of the member to modify.
5. If the **Edit member role** window appears, set the values for **Member role** and **User role per project of a group**.
 - **Member role:** You can set the roles for the group and the projects in the group.
 - **User role per project of a group:** Permissions of the selected members can be set for each project in the group.
6. After all settings are finished, select **Apply**.

ⓘ Member role editing can be used only by the users with the **Member management** role. For more information about the member roles, see [Member roles](#).

Deleting group members

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the  button on the right of the group that includes the member to delete.
3. In the side menu, select **Group Member**.
4. In the **Group Member** list, select  on the right of the member to delete.
5. If the message window appears, select **Delete**.

- ⓘ
- To delete members from subgroups, click any checkbox in the message window and then select **Delete**.
 - If you have not the **Member management** role, you cannot delete other members. For more information about member roles, see [Member roles](#).

Downloading the member list

To download the member list as a CSV format file, keep the following steps:

1. By selecting **All Projects** in the side menu, open the group and project list panel.
2. In the panel, select the > button on the right of the group to download the list from.
3. In the side menu, select **Group Member**.
4. Select  on the upper right of the screen.

Save the member list to the local disk in a CSV format file.

ⓘ Member role downloading can be used only by the users with the **Member management** role. For more information about the member roles, see [Member roles](#).

Organization Management

You can group multiple groups into a single organization for unified management. For businesses like managed service providers (MSPs) that manage multiple clients as groups, organizations allow you to efficiently manage groups and member roles.

Creating an organization

1. Click the profile icon on the upper right of the screen. A drop-down menu appears.
2. Select **Create organization**.
3. Enter values for **Organization name**, **Logo**, and **Description**, and then click the **Next** button.
4. In the group list, select a group to add in the organization and then click **Complete**.

If the **Created organization successfully**. message appears, the organization has been created successfully.

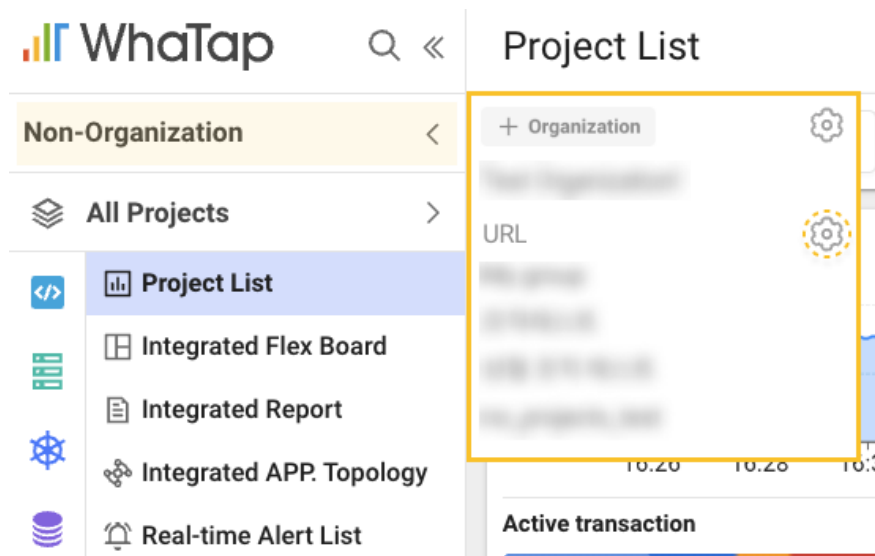
- **Organization name** is required. Even if you have not entered the **Logo** and **Description**, the organization can be created.
- Only groups with editing permission can be added to an organization.
- You can create an organization without selecting a group.
- The recommended size of the organization **Logo** image is 102 pixels wide and 102 pixels high.
- The organization **Logo** images can allow [png](#), [jpg](#), or [jpeg](#) file extensions of 3 MB or less.
- For more information about member roles, see [Member roles](#).

Checking the groups and projects in the organization

On the upper left of Home screen, select **Non-Organization**. If the organization list appears, select a desired organization. You can see the groups that belong to the organization under **All Projects**. In **Project List**, you can see the projects of all groups that belong to the organization.

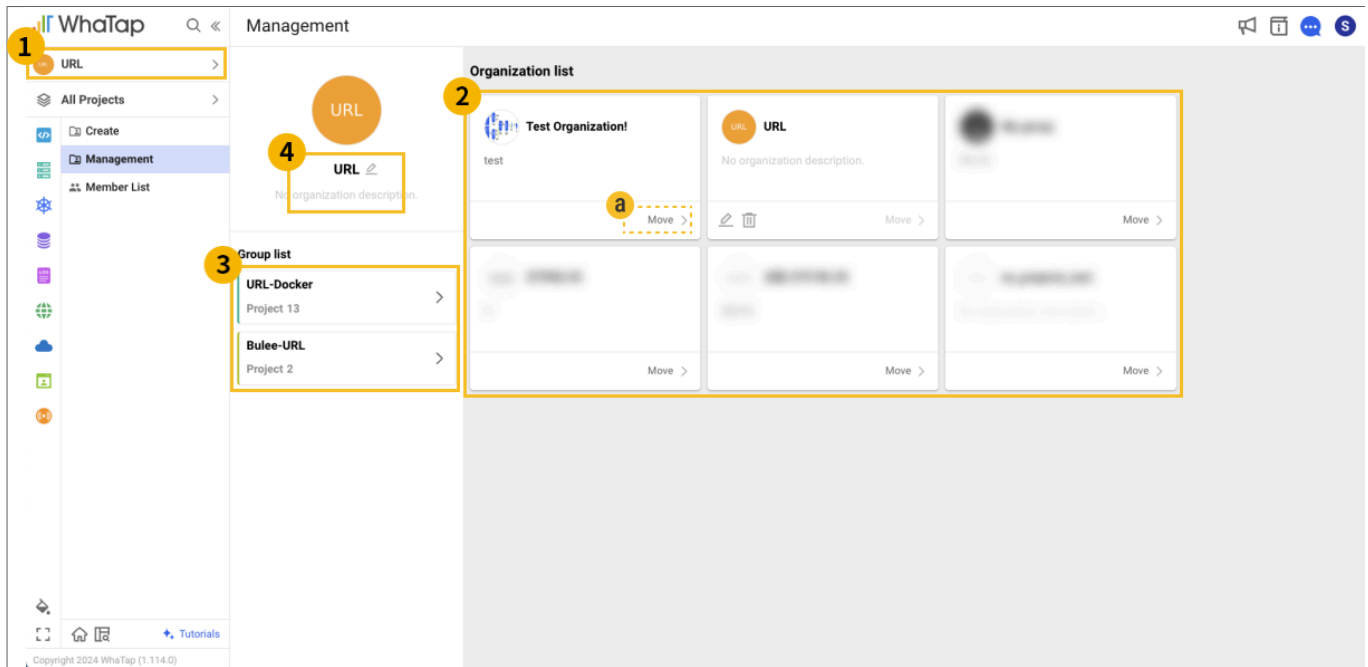
Organization management

1. In Home screen select **Non-Organization** on the upper left.



2. When the list of organizations appears, hover your mouse pointer over the name of the organization to manage.
3. Select ⚙, if displayed.

The **Management** menu appears.



- **1 Organization name area**

To see the list of organizations to which you belong, select the **1** organization name area. If the **Organization list** appears, select another organization or **Return to Non-Organizational List** to return to the project list.

- **2 Organization list**

- All organizations to which you belong appear in the panel list. To change the organization, select **a Move**.
- To modify the organization name, logo, and description, click [✎](#).
- To delete an organization, click [🗑](#). The groups and projects to which you belong are moved to a group that is not part of the organization.
- Without editing permission, the Edit and Delete buttons do not appear.

- **3 Group list**

All groups belonging to the selected organization appear in a list. If you click [>](#), the management screen of the selected group appears.

- **4 Edit Organization**

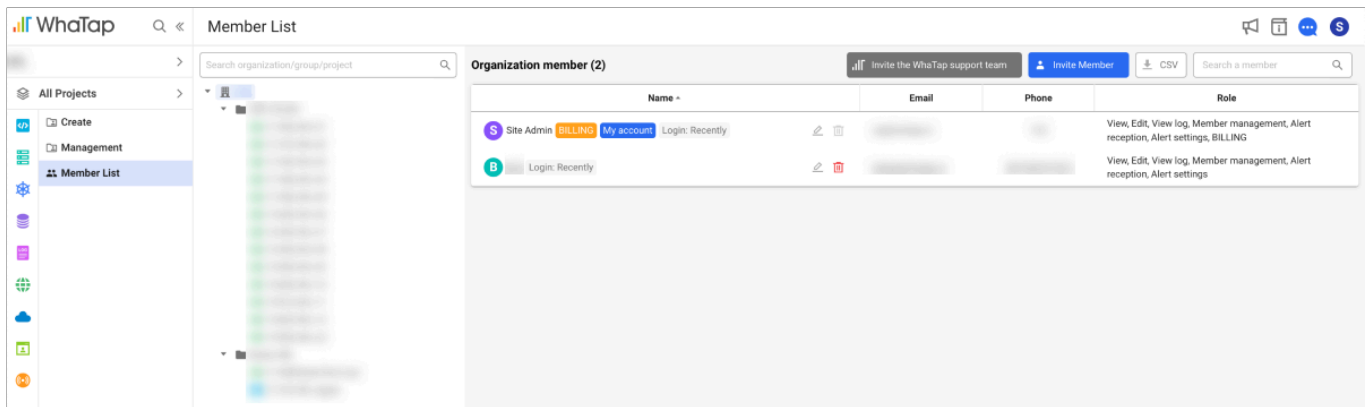
To modify the basic information of the selected organization, select [✎](#). If the **Edit organization** window appears, you can modify the organization name, logo, and description. After modification, select **Save**.

Inviting organization members

1. Go to **Management**.
2. In the side menu, select **Member List**.
3. Select **Invite Member** on the upper right of the screen.
4. You can also add members by selecting a sub group and a project in **Organization**.
5. In **User role**, set the roles of the user to invite and then select **Apply**.
6. In the Email input field, enter the email address of the user to invite, and then select **Add**. You can continue to add other users.
7. After adding users to invite, select **Complete**.

- ❗ • The member visiting feature can be used only by the users with the **Member management** role. For more information about the member roles, see [the following](#). For more information about the member roles, see [the following](#).
- The accounts that have not signed up for the WhaTap monitoring service display the **New account** tag and send emails for sign up.
- On the right of the email in the member list, the tag like **MFA** or **SSO** is displayed depending on whether MFA is applied or SSO is integrated.
- If there are invited members to cancel before completion, in **List of members to invite**, select .
- You cannot invite any by entering email addresses that are not in the desired email format.
- The members who have already been invited cannot be invited again, and the members in the parent organization or group are automatically added.

Checking the organization members



In the Organization menu, select **Member List**. You can select a group or project in the organization tree structure. You can check the members belonging to each selected group or project. You can also add or delete members, and modify roles for each selected group or project.

Changing an organization member role

1. Go to **Management**.
2. In the side menu, select **Member List**.
3. In the **Organization member** list, select  on the right of the member to modify.
4. If the **Edit member role** window appears, set the values for **Member role** and **User role per group**.
 - **Member role:** You can set the roles for the organization and the groups in the organization.
 - **User role per group:** You can set the roles for the selected members for each group in your organization.
5. After all settings are finished, select **Apply**.

- In the organization tree structure, you can select a group or project to modify the roles of the members belonging to each group or project. Depending on the selected group or project, the scope of the applicable roles may differ.
- Member role editing can be used only by the users with the **Member management** role. For more



information about the member roles, see [Member roles](#).

Deleting an organization member

1. Go to **Management**.
2. In the side menu, select **Member List**.
3. In the **Organization member** list, select  on the right of the member to delete.
4. If the message window appears, select **Delete**.



- To delete members under subordinate groups and projects, click the checkbox in the message window and then select **Delete**.
- In the organization tree structure, you can select a group or project to delete the members belonging to each group or project.
- If you have not the **Member management** role, you cannot delete other members. For more information about member roles, see [Member roles](#).

Downloading the member list

To download the member list as a CSV format file, keep the following steps:

1. Go to **Management**.
2. In the side menu, select **Member List**.
3. Select  on the upper right of the screen.

Save the member list to the local disk in a CSV format file.



Member role downloading can be used only by the users with the **Member management** role. For more information about the member roles, see [Member roles](#).

Integrated Management

You can move and delete groups and projects in your organization from a single screen, and add, delete, or change permissions of members by hierarchy.

Integrated Group Management

Home > Select Organization > **Management** > **Integrated Group Management**

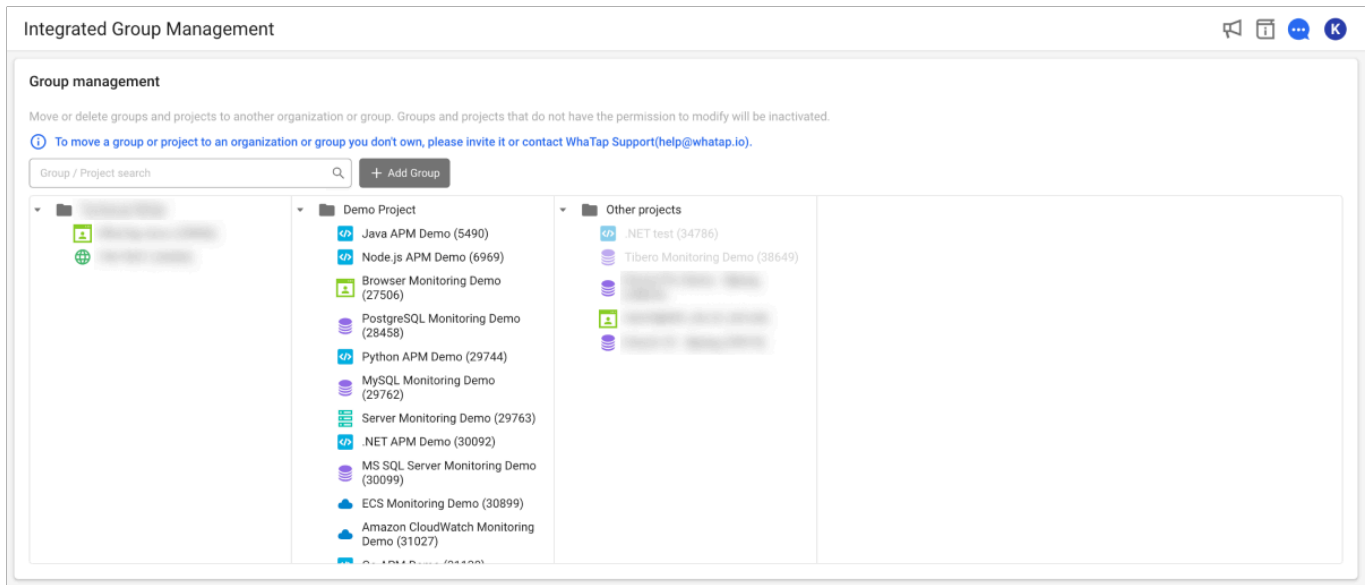
You can check the group list in the selected organization. If your organization does not have editing permission, the function is disabled.

- If an organization is not selected, the group that **does not belong to the organization** and its project list appears. You can select a group or project to move to another organization or group.
- The list is disabled when you do not have editing permission for the group or project.



- To move groups or projects to an organization or group that you do not own, invite them to the organization or group, or contact the WhaTap support team at help@whatap.io.

Adding a group

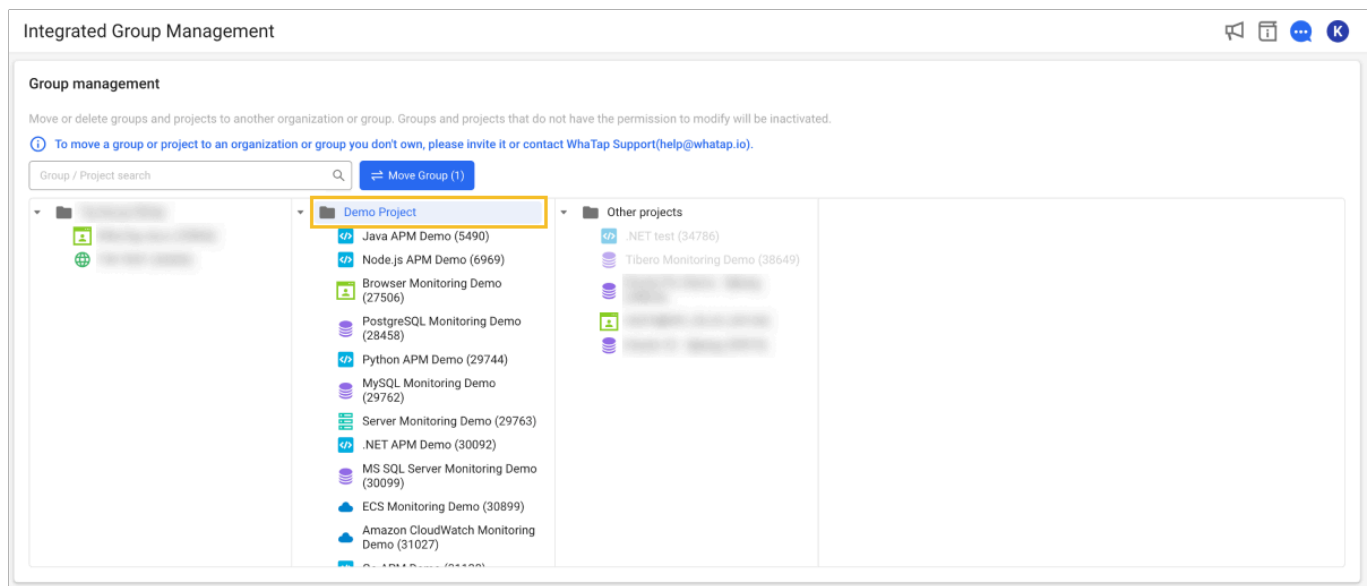


1. Select **+ Add Group** from **Integrated Group Management**.
2. When the **Add Group** window appears, enter the **Group name** and **Description**. The group name is required.
3. Select a project to add to the group in **Add project**.
4. Click **Apply**.

Add the selected project to the group.

! Enter text in **Add project** to filter projects to add to the group. You can select additional projects.

Moving a group (removing a group from an organization)

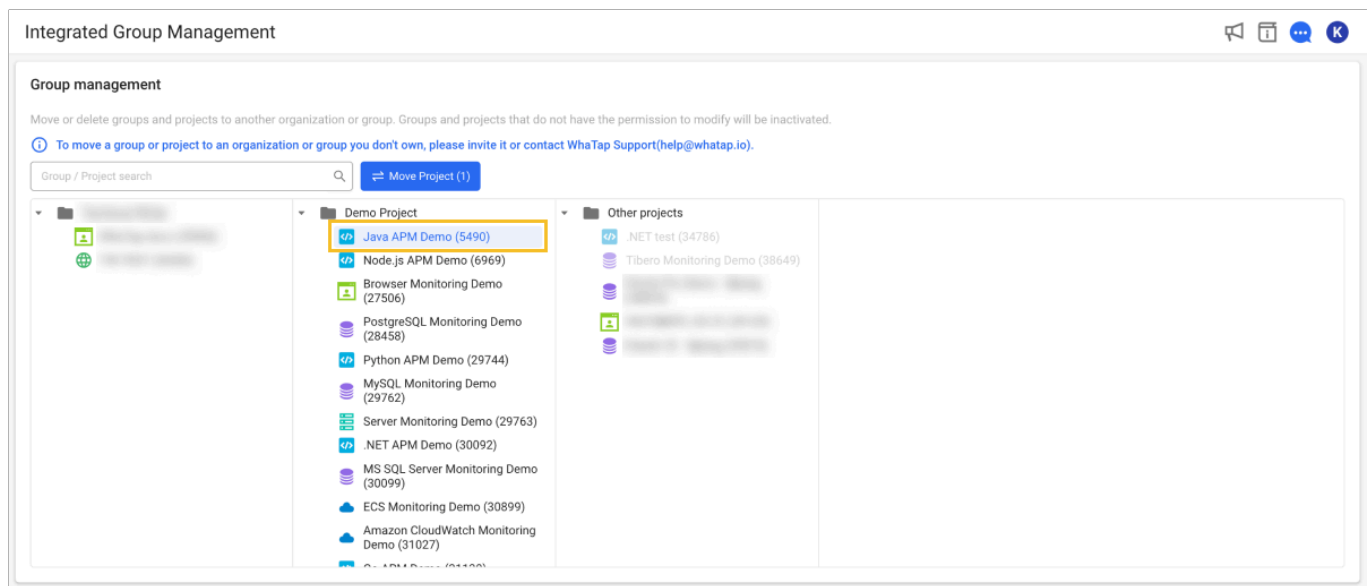


The selected groups can be moved to another organization or removed from the organization.

1. Select a group to move to another organization. You can select multiple groups.
2. If **Go to Group** is active, click the button.
3. If the **Go to Group** window appears, click **Select organization** and then select an organization to move.
4. Click **Confirm**.

! To exclude a group from the organization, select **Groups that don't belong to an organization.** from **Select organization.**

Moving a project (removing a project from the group)



You can move the selected project to another group or remove it from the group.

1. Select a project to move to another group. You can select multiple projects.
2. If **Move Project (N)** is active, click the button.
3. If the **Move Project** window appears, click **Select group** and then select a group to move.
4. Click **Confirm**.

- The groups without the **Edit** role do not appear in the **Select group** list.
- To delete a project from the group, select **Other projects** in **Select group**.

Modifying a group

1. Hover your mouse over the group whose name and description to modify, and the  button appears.
2. Click .
3. If the **Edit group** window appears, modify the settings and then click **Apply**.

Deleting a group or project

1. If you hover your mouse over the group or project to delete, the  button appears.
2. Click .
3. If the **Delete Group** or **Delete Project** window appears, check the message and then click **Confirm**.

- If a group is deleted, the group and its user list are all deleted. The projects that were in the group do not belong to any group.
- If a project is deleted, the user list and the collected data are all deleted. Note that the deleted data cannot be restored.

Integrated Member Management

Home > Select Organization > **Management** > **Integrated Member Management**

Integrated Member Management

Search organization/group/project

Groups that don't belong to an organization.

[29856] WhaTap docs

[34282] TW-TEST

Demo Project

[5490] Java APM Demo

[6969] Node.js APM Demo

[27506] Browser Monitoring Demo

[28458] PostgreSQL Monitoring Demo

[29744] Python APM Demo

[29762] MySQL Monitoring Demo

[29763] Server Monitoring Demo

[30092] .NET APM Demo

[30099] MS SQL Server Monitoring Demo

[30899] ECS Monitoring Demo

[31027] Amazon CloudWatch Monitoring Demo

[31130] Go APM Demo

[31324] PHP APM Demo

[31336] URL Monitoring Demo

[32496] Network Monitoring NPM DEMO

[33194] Kubernetes Monitoring Demo(EKS)

[33298] K8s Namespace Project DEMO

[34691] Oracle Monitoring Demo

[35917] OpenTelemetry Monitoring Demo

[37373] Redis Monitoring Demo

[39818] KAFKA MonitoringDemo

Group member (1)

Invite the WhaTap support team

Invite Member

CSV

Search a member

Name	Belong to	Email	Phone	Role
K BILLING My account Login: Recently Technical Writer Group	Technical Writer	Technical Writer	Technical Writer	View, Edit, Project flexboard update, View log, Log edit, Member management, Alert reception, Alert settings, BILLING

You can check, add, or delete the members by the selected organization, group, or project. If your organization does not have editing permission, the function is disabled.

- If an organization is not selected, the group that **does not belong to the organization** and its project list appears. You can select a group or project to move to another organization or group.
- You cannot add or delete members if you do not have editing permission for the group or project.

! To see the members in the organization or group that you do not own, invite them to the organization or group, or contact the WhaTap support team at help@whatap.io.

Inviting members

1. In **Integrated Member Management**, select an organization, group, or project.
2. Click **Invite Member** on the upper right of the screen.
3. In **User role**, set the roles of the user to invite and then click **Apply**.
4. In the Email input field, enter the email address of the user to invite, and then click **Add**. You can continue to add other users.
5. After adding users to invite, click **Complete**.

- ! • The member visiting feature can be used only by the users with the **Member management** role. For more information about the member roles, see [the following](#). For more information about the member roles, see [the following](#).
- The accounts that have not signed up for the WhaTap monitoring service display the **New account** tag and send emails for sign up.
 - On the right of the email in the member list, the tag like **MFA** or **SSO** is displayed depending on whether MFA is applied or SSO is integrated.
 - If there are invited members to cancel before completion, in **List of members to invite**, select .
 - You cannot invite any by entering email addresses that are not in the desired email format.
 - The members who have already been invited cannot be invited again, and the members in the parent organization or group are automatically added.

Changing a member role

1. In **Integrated Member Management**, select an organization, group, or project.
2. In the member list, click  on the right of the member to change.
3. If the **Edit member role** window appears, set the values for **Member role** and **User role per group** or **User role per project of a group**.
 - **Edit member role:** You can set the roles for the organization and the groups in the organization.
 - (If an organization is selected) **User role per group:** You can set the roles for the selected members for each group in your organization.
 - (If a group is selected) **User role per project of a group:** Roles of the selected members can be set for each project in the group.
4. After all settings are finished, click **Apply**.

-  • Depending on the selected organization, group, or project, the scope of the applicable roles may differ.
- The member role change feature can be used only by users with the **Member management** role. For more information about member roles, see [Member roles](#).

Deleting members

1. In **Integrated Member Management**, select an organization, group, or project.
2. In the member list, click  on the right of the member to delete.
3. If the message window appears, click **Delete**.

-  • If an organization is selected, in order to delete members under subordinate groups and projects, click the checkbox in the message window and then click **Delete**.
- If a group is selected, in order to delete members under subordinate projects, click the checkbox in the message window and then click **Delete**.
- If you do not have the **Member management** role, you cannot delete other members. For more



information about member roles, see [Member roles](#).

Downloading the member list

To download the member list as a CSV format file, keep the following steps:

1. Go to **Integrated Member Management**.
2. Select an organization, group, or project from the list on the left of the screen.
3. Click  on the upper right of the screen.

Save the member list to the local disk in a CSV format file.



The member list download feature can be used only by users with the **Member management** role. For more information about member roles, see [Member roles](#).

Maintenance Plan

Home > Select Project > Management > Maintenance Plan

Maintenance Plan

K

View New Version >Delete+ Add Plan

During the work time registered in the maintenance plan, Notifications are paused.

AllOnceDailyWeeklyMonthlyYearly

<12>

☐	Enable	Edit	Description	Start time	Repeat	Endtime	Writer
☐	☒	Edit	App 10108 202 21-10000-100 202 21-100	2024-02-28 09:11	Once	2024-02-28 09:16	CI/CD
☐	☒	Edit	CI/CD 2024-02-28 11:43	2024-02-08 11:43	Once	2024-02-08 14:34	CI/CD
☐	☒	Edit	CI/CD 2024-02-28 11:24	2024-02-08 11:24	Once	2024-02-08 11:29	CI/CD

By registering a maintenance plan, you can temporarily pause warning alerts for the configured duration. You can also manage periodic maintenance plans with the repeat settings.

- When you click **View New Version**, a new maintenance plan screen appears.
- The existing maintenance plan and a new maintenance plan are not compatible.
 - Maintenance plans registered in the existing maintenance plan menu can be viewed only in the previous plan menu.
 - Maintenance plans registered in the New maintenance plan menu can be viewed in the New maintenance plan menu.
- For more information about new maintenance plans, see [New maintenance plan](#).

!

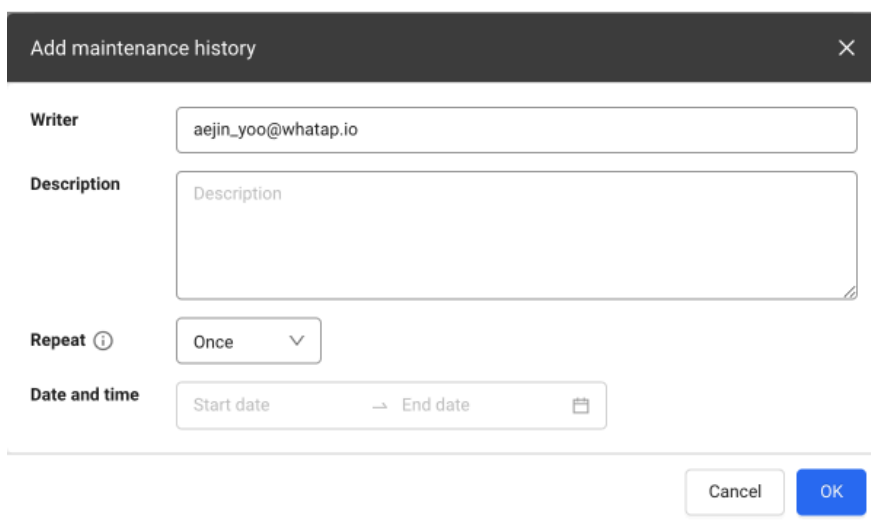
Role

To add, modify, or delete a maintenance plan, the **Edit** or **Alert settings** role for the project is required. For more information about the member roles, see [Member Roles](#).

Default maintenance plan

Registering a maintenance plan

1. Click **+ Add Plan** on the upper right of the screen.
2. If **Add Maintenance history** appears, enter values for **Creator** and **Description** in order.

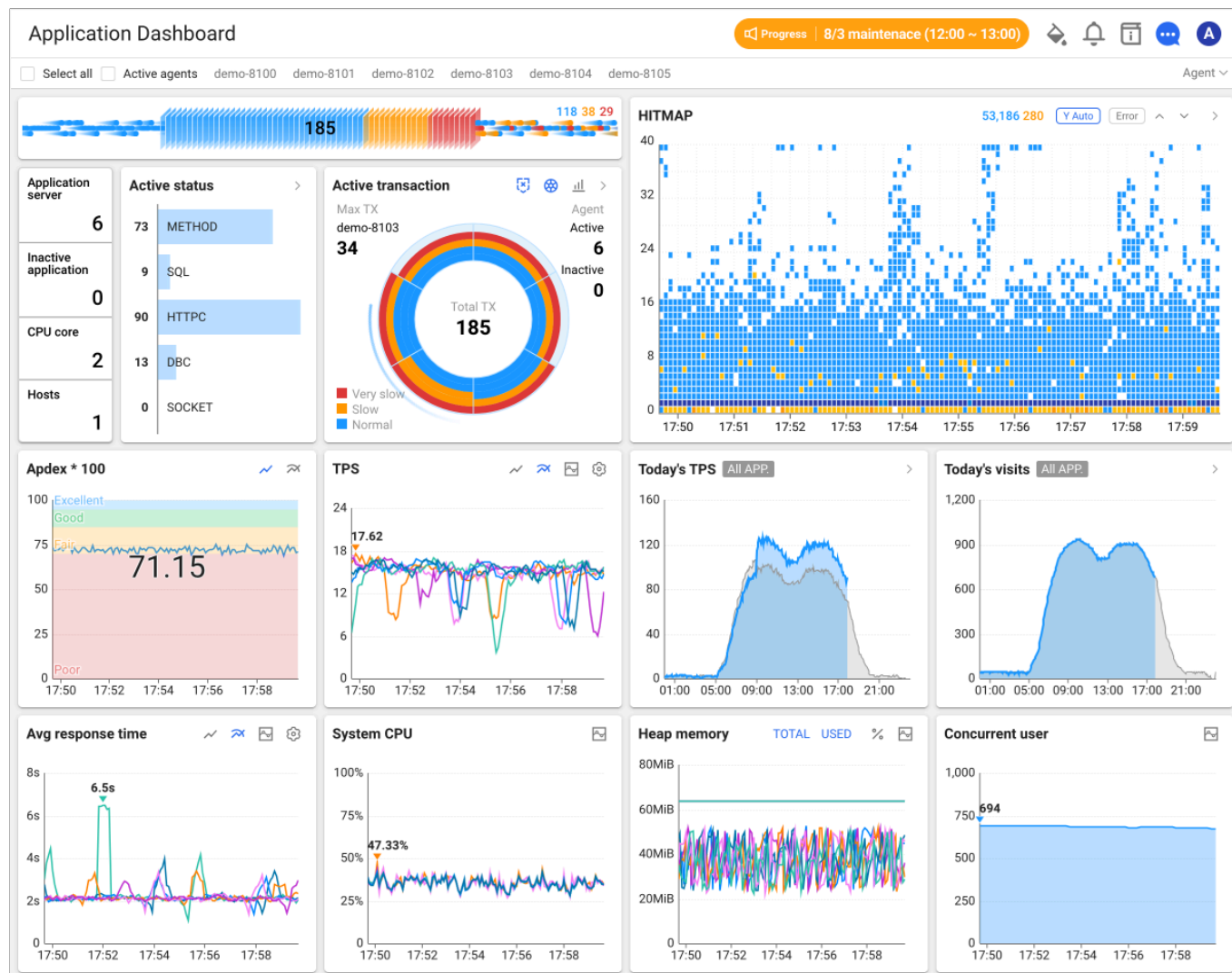


The screenshot shows a modal dialog box titled "Add maintenance history" with a close button (X) in the top right corner. The dialog contains four main input sections: "Writer" with a text field containing "aejin_yoo@whatap.io"; "Description" with a large text area containing the placeholder "Description"; "Repeat" with a dropdown menu currently set to "Once" and a help icon (i); and "Date and time" with two date pickers labeled "Start date" and "End date" separated by a right-pointing arrow, and a calendar icon. At the bottom right of the dialog are two buttons: "Cancel" and "OK".

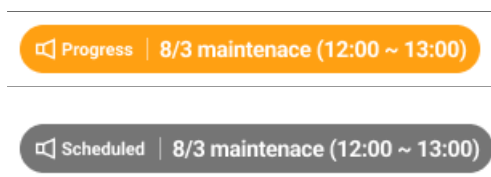
3. Select a periodic repetition interval in the **Repeat** field.
 - **Once**: The maintenance plan notification operates only once during the set time. Select this if you do not need the repeat setting.
 - **Daily**: It is a daily recurring maintenance plan.
 - **Weekly**: It is a weekly maintenance plan that repeats on the selected day of the week.
 - **Monthly**: It is a maintenance plan that repeats every month on the selected day.
 - **Yearly**: It is a maintenance plan that repeats on the selected month and day every year.
4. Specify the start time and end time.
5. After all settings are finished, click **OK**.

You can see the items added in the list of maintenance plans.

After registering a maintenance plan, if there is any plan scheduled to be performed within 1 hour while using the menus in the project, or any plan is running, the maintenance plan appears in the banner format on the screen.



- Maintenance plans in progress appear in orange, and the maintenance plans that are scheduled to run within an hour appear with a gray background.



- If you select the maintenance plan banner at the top, the [maintenance plan](#) list appears. You can see a list of maintenance plans scheduled to run within an hour and running maintenance plans.
- If you select one from the list, the [Maintenance Plan](#) window appears for information details. Maintenance plans cannot be modified in this window.

❗ Server projects cannot use the maintenance plan **Repeat** function in the previous maintenance plan menu.

❗ Disabling the alerts using the maintenance plan

You can temporarily **disable alerts** during the maintenance plan execution time. This feature is designed to prevent unnecessary alerts while performing maintenance activities and other scheduled tasks so that the administrators can focus on their tasks. Warning alerts are temporarily stopped for the duration of the maintenance plan and then re-enabled upon completion of the maintenance plan after the administrator ends his or her task.

If you want to disable warning alerts at a specific time zone, you can set it through the Repeat and Time Zone options in [Maintenance Plan Settings](#). For example, if you do not want to receive alerts every Wednesday from 1 am to 4 am, see the following example image. When you add the [Maintenance Plan](#) to run at a specified time through [Repeat](#), [Day](#), and [Time](#) settings, the warning alerts are disabled.

Add maintenance history [X]

Writer

Description

Repeat ⓘ ▾

Day of week ☐ Mon ☐ Tue ☒ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Hour → ⌚

Modifying a maintenance plan

1. In the [maintenance plan](#) list, click [✎](#) on the right of the item to edit.
2. If the [edition](#) window appears, modify the items if necessary.
3. After modification, click [OK](#).

Disabling a maintenance plan

It is disabled when you click the toggle button on the utmost right of any active item in the [Maintenance Plan](#) list. The maintenance plan becomes inactive.

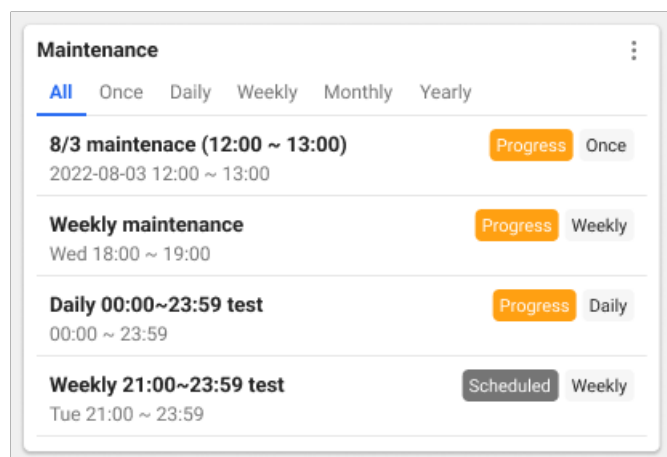
Deleting a maintenance plan

1. From the [Maintenance Plan](#) list, select the checkbox on the utmost left of the item to delete. You can select multiple items.
2. The [Delete](#) button on the upper right of the screen is activated.
3. If you click [Delete](#), the checked maintenance plan is deleted.

- ⓘ • To select all maintenance plans, select the leftmost checkbox at the top of the list.
- No extra delete confirmation appears. Be careful before deletion.

Adding the maintenance plan widget to the dashboard

[Flex Board](#) provides the [maintenance plan](#) widget by the widget template.



1. Go to Home > Select Project > [Dashboard](#) > [Flex Board](#) menu, and then select a dashboard in the [dashboard list](#) to add the widget to.
2. Select [Edit Mode](#).
3. In the [widget template](#) list, select [maintenance plan](#).
4. Locate the [maintenance plan](#) widget to a desired place.

- If you select one from the list in the [Maintenance Plan](#) widget, the detailed information window appears. Maintenance plans cannot be modified in this window.
- On the upper right of the [maintenance plan](#) widget, if you click  > , [Management](#) > [Maintenance Plan](#) appears.

New maintenance plan

Maintenance plan

K

During the work time registered in the maintenance plan, [Notifications are paused](#).

View Previous Version >

Delete

+ Add Plan

AllOnceDailyWeeklyMonthlyYearly

	Enable	Edit	Repeat	Description	Number of target agents	Start time	Endtime	Writer
☐	☒		Once	maintenance plan 006	All within the project	2024-04-18 22:35	2024-04-18 23:05	@project@org
☐	☐		Once	maintenance plan 004	All within the project	2024-04-18 17:04	2024-04-18 17:34	@project@org
☐	☐		Once	maintenance plan 003	All within the project	2024-04-18 16:34	2024-04-18 17:04	@project@org
☐	☐		Once	maintenance plan 001	All within the project	2024-04-18 13:34	2024-04-18 14:04	@project@org
☐	☐		Once	maintenance plan 002	All within the project	2024-04-18 12:04	2024-04-18 12:34	@project@org

- When you click **View Previous Version**, the previous maintenance plan screen appears.

Registering a maintenance plan

1. Click **+ Add Plan** on the upper right of the screen.
2. If [Add Maintenance history](#) appears, enter values for [Creator](#) and [Description](#) in order.

Add maintenance history

Writer
sa@whatap.io

Target Agent
☒ Auto-select all agents

Description
Description

Repeat ⓘ
Once

Date and time
< 2023/11/02 14:56 ~ 2023/11/02 15:26 30Min >

Automatically select updated agent list and apply entire list

Cancel OK

3. Select [Target Agent](#).

- Enabling [Auto-select all agents](#)
 - The agents added after configuring a maintenance plan are automatically included in the maintenance plan.
- Disabling [Auto-select all agents](#)
 - The list of all activated or deactivated agents installed in the project (agent name, IP) appears.
 - The agents selected in the [Target Agent](#) list become the targets for the maintenance plan.
 - You can select up to 300 agents.

4. Select a periodic repetition interval in the **Repeat** field.

- [Once](#): The maintenance plan notification operates only once during the set time. Select this if you do not need the repeat setting.
- [Daily](#): It is a daily recurring maintenance plan.
- [Weekly](#): It is a weekly maintenance plan that repeats on the selected day of the week.
- [Monthly](#): It is a maintenance plan that repeats every month on the selected day.
- [Yearly](#): It is a maintenance plan that repeats on the selected month and day every year.

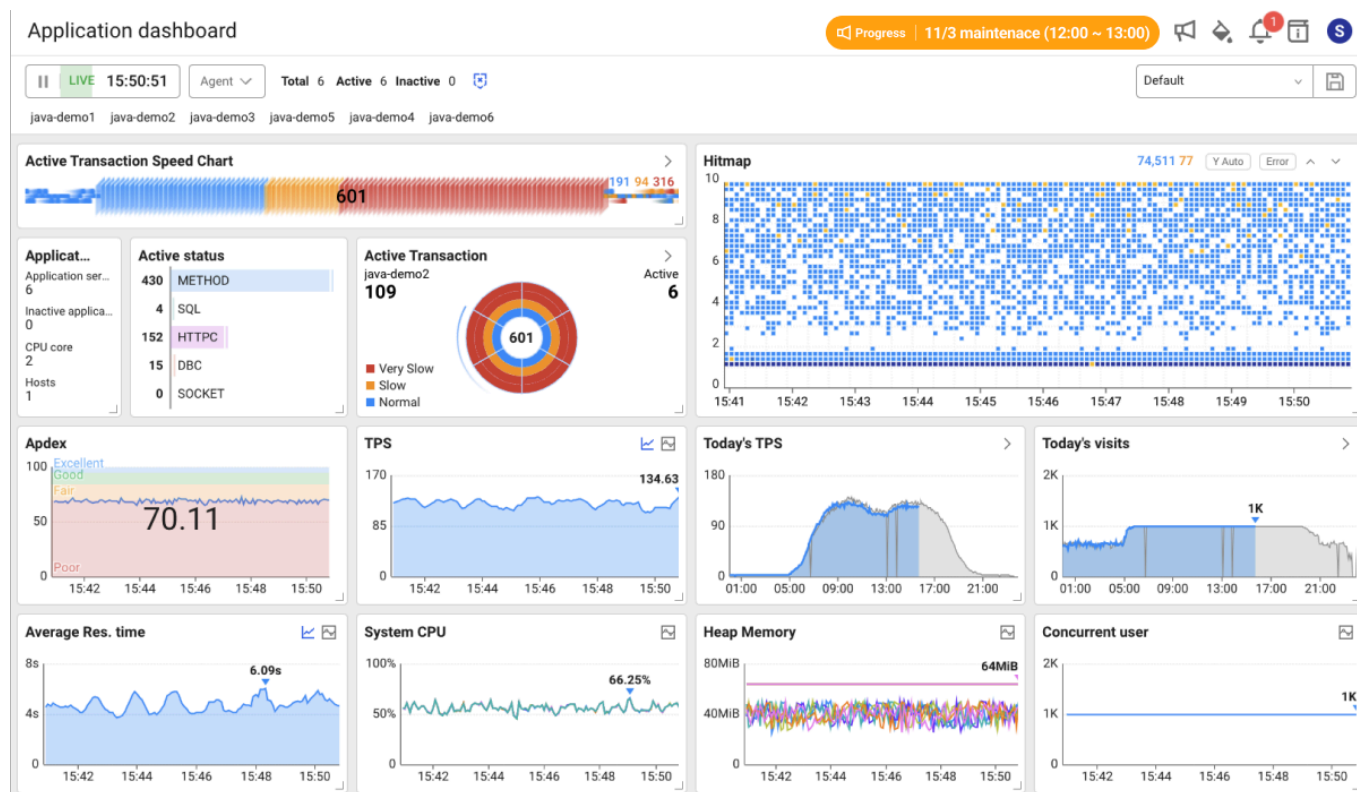
5. Set the start time and end time in the [Date and time](#) field.

- When registering for one-time maintenance plan, select a desired time among **30 minutes**, **1 hour**, **2 hours**, and **6 hours** in the quick time selection option.

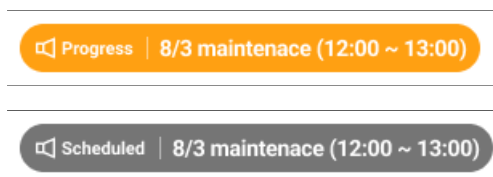
6. After all settings are finished, click **OK**.

You can see the items added in the list of maintenance plans.

After registering a maintenance plan, if there is any plan scheduled to be performed within 1 hour while using the menus in the project, or any plan is running, the maintenance plan appears in the banner format on the screen.



- Maintenance plans in progress appear in orange, and the maintenance plans that are scheduled to run within an hour appear with a gray background.



- If you select the maintenance plan banner at the top, the [maintenance plan](#) list appears. You can see a list of maintenance plans scheduled to run within an hour and running maintenance plans.
- If you select one from the list, the [Maintenance Plan](#) window appears for information details. Maintenance plans cannot be modified in this window.

- ⓘ • For Kubernetes projects and URL projects, the [Target Agent](#) selection feature cannot be used.
- For Kubernetes projects and URL projects, additional agents installed after setting the maintenance plan are automatically included in the maintenance plan.

ⓘ **Disable warning alerts using the maintenance plan**

You can temporarily **disable alerts** during the maintenance plan execution time. This feature is designed to prevent unnecessary alerts while performing maintenance activities and other scheduled tasks so that the administrators can focus on their tasks. Warning alerts are temporarily stopped for the duration of the maintenance plan and then re-enabled upon completion of the maintenance plan after the administrator ends his or her task.

If you want to disable warning alerts at a specific time zone, you can set it through the Repeat and Time Zone options in [Maintenance Plan Settings](#). For example, if you do not want to receive alerts every Wednesday from 1 am to 4 am, see the following example image. When you add the [Maintenance Plan](#) to run at a specified time through [Repeat](#), [Day](#), and [Time](#) settings, the warning alerts are disabled.

Add maintenance history

Writer
ysjo@whatap.io

Target agent
☒ Auto-select all agents

Description
Description

Repeat ⓘ
Weekly ▾

Day of week
☐ Mon ☐ Tue ☒ Wed ☐ Thu ☐ Fri ☐ Sat
☐ Sun

Hour
01:00 → 04:00 ⌚

ⓘ
Select the entire list of automatically updated agents to apply.

Cancel OK

Modifying a maintenance plan

1. In the [maintenance plan](#) list, click  on the right of the item to edit.
2. If the [edition](#) window appears, modify the items if necessary.
3. After modification, click [OK](#).

Disabling a maintenance plan

It is disabled when you click the toggle button on the utmost right of any active item in the [Maintenance Plan](#) list. The maintenance plan becomes inactive.

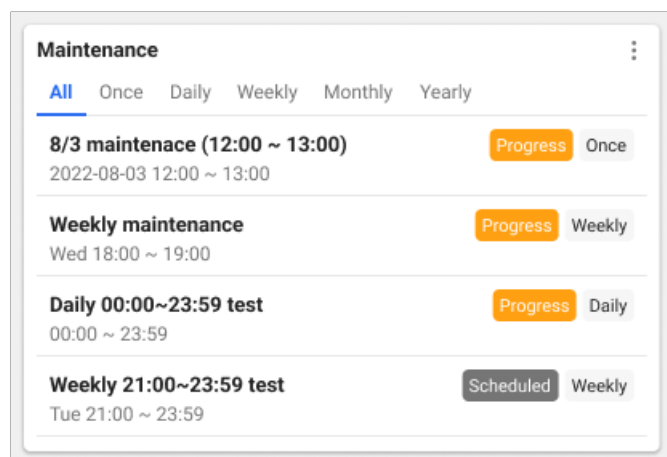
Deleting a maintenance plan

1. From the [Maintenance Plan](#) list, select the checkbox on the utmost left of the item to delete. You can select multiple items.
2. The [Delete](#) button on the upper right of the screen is activated.
3. If you click [Delete](#), the checked maintenance plan is deleted.

- ⓘ • To select all maintenance plans, select the leftmost checkbox at the top of the list.
- No extra delete confirmation appears. Be careful before deletion.

Adding the maintenance plan widget to the dashboard

[Flex Board](#) provides the [maintenance plan](#) widget by the widget template.



1. Go to Home > Select Project > [Dashboard](#) > [Flex Board](#) menu, and then select a dashboard in the [dashboard list](#) to add the widget to.
2. Select [Edit Mode](#).
3. In the [widget template](#) list, select [maintenance plan](#).
4. Locate the [maintenance plan](#) widget to a desired place.

- If you select one from the list in the [Maintenance Plan](#) widget, the detailed information window appears. Maintenance plans cannot be modified in this window.
- On the upper right of the [maintenance plan](#) widget, if you click  > , [Management](#) > [Maintenance Plan](#) appears.

User Behavior

Home > Select Project >  **Sitemap** > **Management** > **User Behavior**

The WhaTap monitoring service automatically detects and records the interactions conducted by users in the project. You can see the menus and functions commonly used by project members, and if a problem occurs due to configuration changes, you can quickly respond by tracing user behaviors.

User Behavior

Time selector

Account email

< 2024/02/21 08:41 ~ 2024/03/13 08:41 21Day >



Create time	Description	pcodes
2024-03-13 08:40:02	userid=[redacted] ip=13.125.196.206, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-13 08:40:00	userid=[redacted] ip=13.125.196.206, msg=User information has been edited.	
2024-03-13 08:38:15	userid=[redacted] ip=13.125.196.206, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-13 07:57:34	userid=[redacted] ip=13.125.196.206, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-12 16:50:55	userid=[redacted] ip=13.125.196.206, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-12 16:50:03	userid=[redacted] ip=13.125.196.206, msg=Queried [redacted] user behavior.	5490
2024-03-12 16:49:28	userid=[redacted] ip=13.125.196.206, msg=Queried [redacted] user behavior.	5490
2024-03-12 16:45:58	userid=[redacted] ip=13.125.196.206, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-12 09:30:43	userid=[redacted] ip=13.125.196.206, msg=User information has been edited.	
2024-03-12 09:29:18	userid=[redacted] ip=13.125.196.206, msg=User information has been edited.	
2024-03-12 09:28:28	userid=[redacted] ip=13.125.196.206, msg=User information has been edited.	
2024-03-12 08:52:09	userid=[redacted] ip=211.212.221.2, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-12 08:52:09	userid=[redacted] ip=211.212.221.2, msg=Java APM Demo Successfully queried event reception settings.	5490
2024-03-12 08:52:09	userid=[redacted] ip=211.212.221.2, msg=Member list of the Java APM Demo project has been viewed.	5490
2024-03-12 08:52:09	userid=[redacted] ip=211.212.221.2, msg=Java APM Demo Successfully queried event reception settings.	5490
2024-03-12 08:51:49	userid=[redacted] ip=211.212.221.2, msg=Successfully logged in.	
2024-03-12 08:47:06	userid=[redacted] ip=211.212.221.2, msg=Successfully logged in.	
2024-03-12 08:38:26	userid=[redacted] ip=13.125.196.206, msg=Parameters have been decrypted in the Java APM Demo project.	5490
2024-03-11 14:43:17	userid=[redacted] ip=13.125.196.206, msg=User information has been edited.	
2024-03-11 14:31:14	userid=[redacted] ip=13.125.196.206, msg=User information has been edited.	

1.

Set the search period in **Time selector**.
2.

Select the targets for viewing user behaviors in **Account email**. The users that can be selected are identified by email address.
3.

Click .



• You can view your own activities without any separate roles. To view the activities of others, the



Member Management role is required. For more information about the member roles, see [Member roles](#).

- The maximum search time for user behaviors is 62 days.
- The retention period for user behavior data is 1 year.

Message format

A user behavior message consists of email address, IP address, and a specific behavior description.

Example

```
userId=user@whatap.io, ip=13.125.196.206, msg=Successfully logged in.
```

- `userId` : Email address of the user
- `ip` : IP address of the device connected by the user
- `msg` : Specific behavior of the user

Search Scope of Metrics

You can view the following user behaviors:

Users

- Membership registration history
- Log in, log in failure, and log out
- Switching to a dormant account and recovery
- Modification of personal information, membership withdrawal, API token issuance, and project list inquiry
- Multi-factor authentication registration, modification, deletion, and update
- Mobile phone authentication

Billing

- Downloading invoices, adding promotion keys, and saving payment information
- Project manager inquiry
- Project subscription and history inquiry

Project

- Project creation, modification, and deletion
- Project token issuance history, access key generation, metering data inquiry
- Maintenance plan addition, modification, and deletion
- Addition and deletion of projects to a group
- Viewing the project member list
- Server status update history for the project
- Inviting members to the project, setting roles, and deleting members
- User custom data (Preset) creation, modification, and deletion
- **Flex board** creation, modification, deletion, and sharing
- In **Real-time Alert List**, event batch process history
- In **Alert > Event Configuration**, user activities
 - Event creation, modification, and deletion
 - Editing, saving, and loading event settings as JSON
- In **Alert > Notifications**, the event notification settings per user can be viewed.
- SQL built and formatted SQL request history
- Report settings update and download and email sending reservation history
- Opt-out history for email notifications
- Using another member's **User Behavior** menu
- Merged data request
- URL check setting

- Settings for data extraction and parameter decoding
- Database product project
 - Request, success, and failure records for the **Session kill** feature
 - SQL execution history of the user in the **Laboratory > Script Manager** menu
 - Agent update history of the user in **Management > Agent Update**

Group

- Group creation, modification, and deletion
- Viewing the group member list
- Inviting members to the group, setting roles, and deleting members
- Viewing the group list
- Adding and deleting groups in the organization

Organization

- Organization creation, modification, and deletion
- Viewing the organization member list
- Inviting members to the organization, setting roles, and deleting members

Display Settings By User Group

Home screen > Select project > **Management** > **User group display settings**

User group display settings allows you to restrict the display of menus or presets to specific user groups. Administrators can create display groups, link them to desired menus or presets, and configure viewing permissions to hide unnecessary items and show only relevant information based on user roles or permissions.

! Only users with member management permissions in the project can configure this setting.

Default screen

User group display settings allows you to configure specific presets, menus, and features to be visible only to tagged users.

User Group Display Settings

The Display Settings menu by User Group is a screen that sets whether to display specific presets, menus, and functions. When activated, presets, menus, and features will only be visible to tag users.

Menu / Preset	Visible To	Display Group	Total number of connected users
Instance List	☒ View All ☐ Show only visible groups	+ Create a display group	-
Instance Map <i>New</i>	☐ View All ☒ Show only visible groups	sa 계정 (1) X +	1
Monitoring a Database Instance	☒ View All ☐ Show only visible groups	+ Create a display group	-
Instance Monitoring <i>New</i>	☒ View All ☐ Show only visible groups	sa 계정 (1) X 추가표시그룹 (1) X +	2
Monitoring Multiple Instances	☒ View All ☐ Show only visible groups	+ Create a display group	-
RAC Monitoring	☐ View All ☒ Show only visible groups	sa 계정 (1) X +	1
Flex Board	☒ View All ☐ Show only visible groups	sa 계정 (1) X +	1
Counts Trend Comparison	☒ View All ☐ Show only visible groups	sa 계정 (1) X +	1
Lock Tree	☒ View All ☐ Show only visible groups	sa 계정 (1) X +	1
Session History	☒ View All ☐ Show only visible groups	sa 계정 (1) X +	1
Wait Analysis	☒ View All ☐ Show only visible groups	+ Create a display group	-
SQL Analysis	☒ View All ☐ Show only visible groups	+ Create a display group	-
Top SQL Comparison	☒ View All ☐ Show only visible groups	+ Create a display group	-
Parallel Query Tree	☒ View All ☐ Show only visible groups	+ Create a display group	-
Database Parameter	☒ View All ☐ Show only visible groups	+ Create a display group	-
Script Manager	☒ View All ☐ Show only visible groups	+ Create a display group	-
Metrics Chart <i>New</i>	☒ View All ☐ Show only visible groups	+ Create a display group	-
Metrics Chart <i>Old</i>	☒ View All ☐ Show only visible groups	+ Create a display group	-

Enter the display group name.

Select All 2/4 Deselect

- ☒ sa 계정 (1) 설명
- ☐ DB group (0) database group
- ☒ 추가표시그룹 (1) sadfsdsf
- ☐ 프리셋 테스트 (0) 테스트

+ Create a display group Apply

View permission settings

When no display group is configured, the default view permission is ☒ **View all**. Select **View display group only** to allow viewing for display groups.

- **View display group only:** The page is displayed only to users included in the configured display group
- **View all:** The page is displayed to all users (regardless of display group settings)

Adding viewing role

When adding a display group, you can configure which pages the display group will have viewing permissions for.

1. Click the **+ Add View Role** button in the upper right of the **User group display settings** screen.
2. In **Create a display group**, enter the **Display group name** and **Display Group Description**.

- a. Click the **+** **Add** button to add users by email or username.
- b. Enable the **Add to display group** toggle for **Menu/Preset** or **Feature** to add to the display group.
3. Click the **Confirm** button to create the display group.

Adding display group

1. In **User group display settings**, click the display group **+** for the **Menu/Preset** to link.
2. In the dropdown, click **+** **Create a display group**.
3. In **Create a display group**, enter the **Display group name** and **Display Group Description**.
 - a. Click the **+** **Add** button to add users by email or username.
 - b. Enable the **Add to display group** toggle for **Menu/Preset** or **Feature** to add to the display group.
4. Click the **Confirm** button to create the display group.
5. Select the created display group, then click the **Apply** button to apply.

Modifying display group

1. Click **+** in the display group list.
2. In the dropdown, click the  icon for the display group to modify.

Deleting display group

1. Click the **display group** for the **Menu/Preset** containing the display group to delete.
2. In the dropdown, click the  icon for the **display group** to delete.
3. Click the  **Delete display group** button.
4. Click the **Apply** button to delete the display group.
 - If there are no display groups, all pages and features are displayed.

Integrated Report

Home > **Integrated Report**

You can create and share reports that have integrated multiple projects. You can also create a report by selecting a report type and the projects to include, and check the task progress in the creation list. If an error occurs in a specific project, you can see the error details. The reports that have been created can be viewed immediately or shared with the download and print features.

Integrated Report

Report type

Create Report

Application Daily Error Statistics Report

Application Daily Http Call Report

Application Weekly Okind Error Statistics Report

Application Kinds Weekly Avg Resp Time Statistics Report

Daily DB Report

Weekly DB Report

Application Daily Error Statistics Report

Application Weekly Okind Error Statistics Report

Kube Daily Cpu/Memory Report

Kube Weekly Cpu/Memory Report

Daily Server Report

Monthly Server Report

Report generation list

All My report

Report title, Project

No reports were generated.

Download

Print

Integrated report

Integrated reports make it easy to create reports for multiple projects.

GuideShortcut

! The **Integrated Report** menu can generate only the reports for projects of **Application**, **Server**, **Kubernetes**, and **Database** products.

Guide to major features

The **Integrated Report** menu provide the following features:

- **Supporting multiple projects**

It is convenient to be able to generate reports at once by selecting multiple projects. The **Report** menu available in any project can generate reports only for a desired project.

- **Create Report by Kind**

In the **Create Report** feature, you can select projects by the work unit to save as a template. This feature is useful in the Micro Service Architecture (MSA) environment where projects are usually divided by the work unit.

- **Big Data Optimization**

With an aid of this, the report creation time has been drastically reduced. Even if an error occurs while creating a project report, you can view the result of the report.

- **Simultaneous operation during report generation**

You can do other tasks while generating a report. In the **Report** menu available in any project, you must wait until the report generation is completed.

In **Integrated Report**, you can go to another page while creating a report. You can also see its progress and view the created report from the report result list.

- **Sharing the report work**

Any user with project permission can view the created reports. You can check whether the related report has already been created, so you can avoid creating duplicates.

Difference between the report and integrated report

The **Report** menu available in any project generates reports for the project. You can access it through **Report** or **Stat/Report** in the side menu after selecting a project on the initial screen.

The **Integrated Report** menu can generate reports for multiple projects. It can be accessed from Home screen without selecting a project.

Create Report

Selecting the report type

If you select a desired report type in the **Report type** list, the **Create Report** button is activated. The [icon](#) before the report name indicates the project platform that supports report creation.

-  indicates the **Application** project platform.
-  indicates the **Database** project platform.
-  indicates the **Kubernetes** project platform.
-  indicates the **Server** project platform.

Report type

Create Report

</> Application Daily Error Statistics Report

</> Application Daily Http Call Report

</> Application Weekly Okind Error Statistics Report

</> Application Kinds Weekly Avg Resp Time Statistics Report

🗄️ Daily DB Report

🗄️ Weekly DB Report

⚙️ Application Daily Error Statistics Report

⚙️ Application Weekly Okind Error Statistics Report

⚙️ Kube Daily Cpu/Memory Report

⚙️ Kube Weekly Cpu/Memory Report

📋 Daily Server Report

📋 Monthly Server Report

Configuring in detail

When the **Create Report** window appears, set each item.

- **Title:** If there are multiple reports of the same type, the report names make it easier to distinguish the report results.
- **Time:** Select a period for the data to be used in the report. The

period differs depending on the report type (daily, weekly, monthly).

- **Project:** Select a project to create a report. You can select a group or project. The desired project can be searched via the **Search** field.
- **Save report template:** You can save the settings of the current report as a template. You can load it from the **Type** list when creating a new report.

After configuration, select **Create Report**.

Create Report

Type

Application Daily Error Statistics Report

Title

Application Daily Error Statistics Report

Time

< 2025/01/15 00:00 ~ 2025/01/16 00:00 1 day

Project

Search

▼ Project

[34786] .NET APM Demo

[31130] Go APM Demo

[5490] Java APM Demo

[6969] Node.js APM Demo

[35917] OpenTelemetry Monitoring Demo

[39251] petclinic-Mysql-apm

[40824] petclinic-Postgresql-apm

[31324] PHP APM Demo

[29744] Python APM Demo

Select all

Save report template

Create Report

✓ The methods how to set the query period depending on the format of the selected report are as follows:

- **Daily report:** You can select the start/end date and time.

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- **Weekly report:** Simply select a start date. Then the end date is selected automatically after calculation.
- **Monthly report:** Simply select a start date. Then the end date is selected automatically after calculation.
 - If the start date is the 1st date, up to the end of the month is automatically selected.
 - If the start date is not the 1st date, up to the date before the next month is automatically selected.

Example 1: If the start date is **January 1**, from **January 1 00:00:00** to **January 31 23:59:59** is automatically selected.

Example 2: If the start date is **January 10**, from **January 10 00:00:00** to **February 9 23:59:59** is automatically selected.



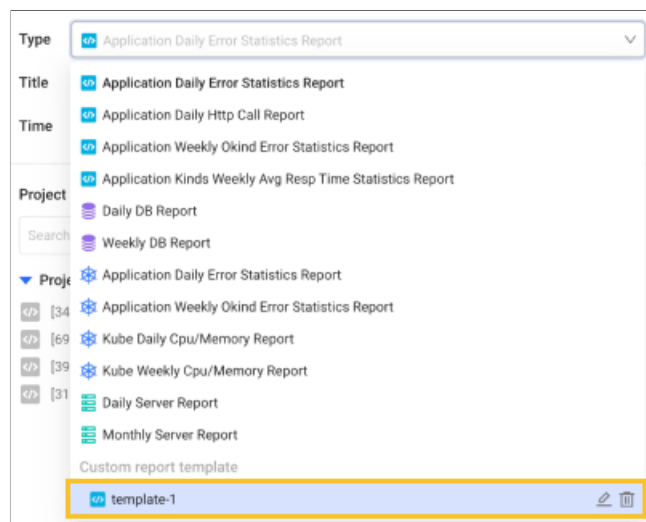
- For more information on how to use the **Time** option, see [the following](#).
- For more information on how to load the saved report forms, see [the following](#).

Loading the report forms

When creating a new report, the form saved with the **Save report template** feature can be checked in **Type** when creating a subsequent report.

Users who frequently use projects as work units can find this highly useful.

- : You can modify any saved report form.
- : You can delete any saved report form.



Checking the report list

You can see the reports that were created and are being created in **Report generation list**.

- In the **All** tab, you can see the reports created by you and the reports created by users with the same roles.
- In the **My report** tab, you can see only the reports created by you.
- If you select  on the upper right of a report item, you can use a feature to copy or delete the report.

Report generation list ⓘ

All
My report


Application Daily Http Call Report
✓
⋮

2023-08-22 00:00~2023-08-22 23:59
Java APM Demo, .NET APM Demo, Go APM Demo

- A report created with no error has the ✓ icon. In case of a report with any error, the ⚠ warning icon is displayed together. If you select the ⚠ icon, you can see in which project the error occurred.
- The generated reports are stored for 7 days, up to a maximum of 100 records.

Viewing and sharing

- **Viewing on the screen**

In the **Report generation list** list, if you select a created report, you can see its details.

- **Download**

Select **Download** to download the viewed report as an HTML file. You can share the report with users who do not have the monitoring management role.

• **Printing and saving PDF**

Select **Print** to print the report via a printer or save it as a PDF file.

DownloadPrint

Application Daily Http Call Report

Search Condition :2023-08-22(Tue) 00:00:00 ~ 2023-08-22(Tue) 23:59:59 (GMT+9)

[5490] Java APM Demo

Application Daily Http Call Report

Search Condition 2023-08-22(Tue) 00:00:00 ~ 2023-08-22(Tue) 23:59:59 (GMT+9)

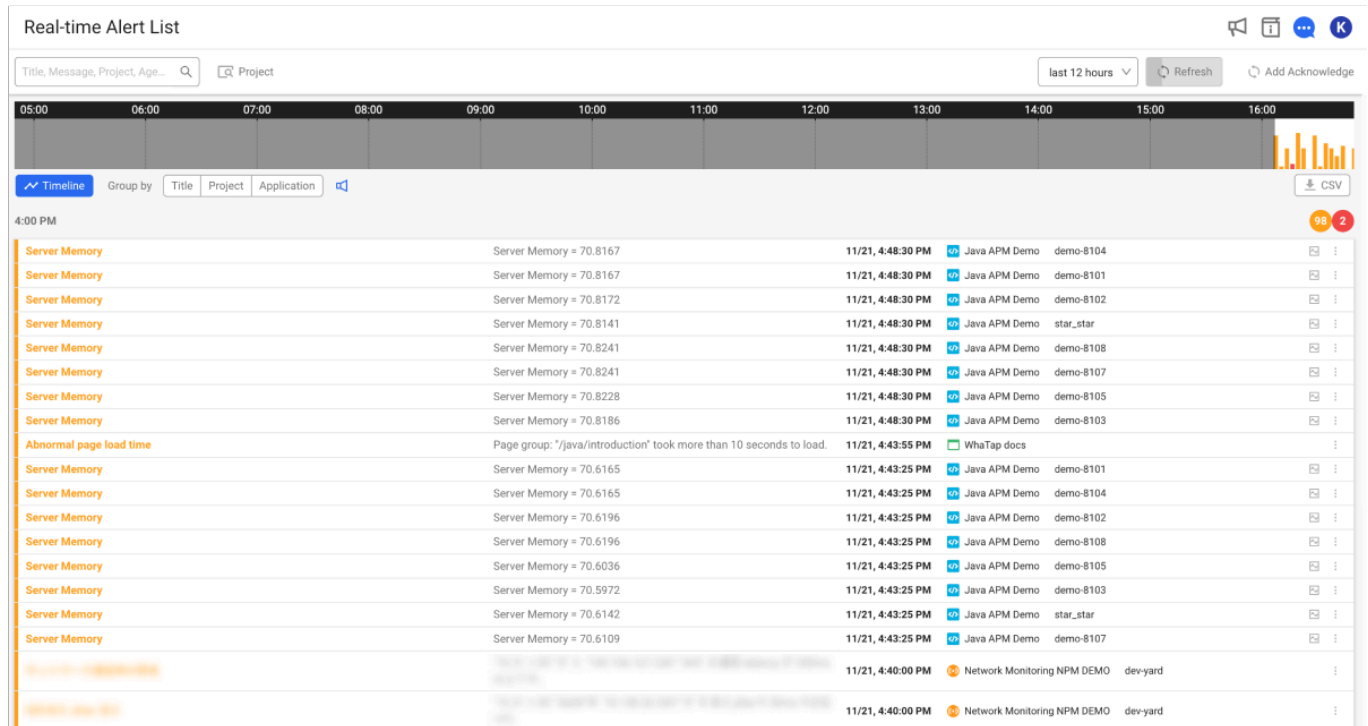
Http Call Delay Top 5

No.	URL	Call URL	Host	Port	Total	Error	Average Time(m s)	Total Time(m s)	Maximum s)
1	/remote/account/save/dept/kwangju	/account/load/dept/daejun	127.0.0.1	8105	2264	0	1247	2823259	

Real-time Alert List

Home > Real-time Alert List

You can see the alerts of all projects for which you have permission in real time and check their status at a glance. You can also see them classified by timeline, alert title, project, and application.



The interval to fetch the alert list in real time is 20 seconds. Select **Refresh** on the upper right of the screen to newly update the list of alerts that occurred 20 seconds ago.

! For more information on how to check for real-time notifications in individual projects, see [the following](#).

Searching the alert

Enter the content to search in the text field on the upper left of the screen, and then select . You can search the desired alerts. Searched results appear in the list at the bottom of the screen.

Filtering by group, project, and product

You can filter the notification list by group, project, or product type. Select **Project** on the upper left of the screen. If the **Project** window appears on the right of the screen, select items by **Group**, **Project**, or **Product type**.

Real-time Alert List

Search: Title, Message, Project, Age...

Project

Search

Group Select all

Project Select all

- [34786] .NET APM Demo
- [40486] Aerospike Monitoring Demo
- [40380] AltiBase Demo - hjkang
- [31027] Amazon CloudWatch Monitoring Demo
- [40492] Apache Pulsar Monitoring Demo
- [27506] Browser Monitoring Demo
- [30899] ECS Monitoring Demo
- [31130] Go APM Demo
- [5490] Java APM Demo
- [33298] K8s Namespace Project DEMO
- [39818] KAFKA Monitoring Demo
- [33194] Kubernetes Monitoring Demo(EKS)
- [30099] MS SQL Server Monitoring Demo
- [29762] MySQL Monitoring Demo
- [32496] Network Monitoring NPM DEMO
- [6969] Node.js APM Demo
- [35917] OpenTelemetry Monitoring Demo
- [34691] Oracle Monitoring Demo
- [38833] Oracle Pro Demo - hjkang
- [39574] Oracle V2 - hjkang
- [31324] PHP APM Demo
- [28458] PostgreSQL Monitoring Demo**
- [29744] Python APM Demo
- [37373] Redis Monitoring Demo
- [29763] Server Monitoring Demo
- [39129] Session replay demo
- [40977] Tibero Monitoring Demo
- [38649] Tibero Monitoring Demo
- [34282] TW-TEST
- [40654] tw-test
- [31336] URL Monitoring Demo
- [29856] WhatTap docs

Product type Select all

- Application (7)
- BROWSER (3)
- Container (2)
- Database (11)
- NETWORK (1)
- Server (4)
- URL (2)
- VR (2)

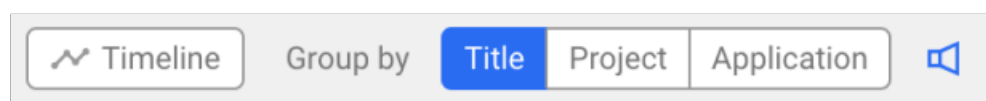
- Selected items appear on the right of the alert search text field. You can select multiple items.
- To cancel the selection, select the items again.
- In the **Project** window, select **×** or click the outside of the **Project** window. Then you can see the filtered notification list.
- In the **Project** window, if there are too many items in the list, you can search the desired item through **Search**.
- You can also search the alert content with the items filtered.

Setting the alert list time

You can check the lists of alerts for each time zone. Select the time selection box on the upper right of the screen, to the left of the **Refresh** button. You can select any of **last 1 hour** (Default Value), **last 3 hours**, **last 6 hours**, **last 12 hours**, and **last 1 day**.

You can check alerts depending on the selected time zone through the timeline. It is easy to check the time zone for the most frequent alerts.

Grouping the alert lists



You can sort the notification list by **Title**, **Project**, or **Application**. To ungroup it, select **Timeline**.

! To turn on or off the sound when a notification occurs, select .

Clearing the notification list in batch

From the real-time notification list, all event in progress can be cleared in batch.

1. Search or filter the alerts to clear so that they can appear in the list.
2. Select **Add Acknowledge** on the upper right of the screen.
3. If the message window appears, select **Resolved**.

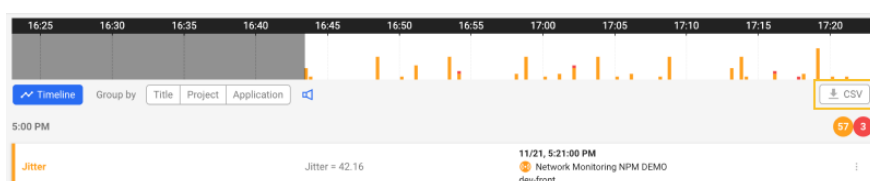
- !
- It takes about 30 seconds to 1 minute to end the event resolution.
 - The **Add Acknowledge** feature can generate a large number of clearing notifications for events in progress.

- Even after using the **Add Acknowledge** feature, if the event rule is enabled and the data exceeds the threshold, the event can occur again.
- The event clearing notification can be disabled through event modification in **Alert > Event Configuration**. Disable the **Additional notifications when the event state is resolved**. or **Resolved notification** option.

Downloading the alarm list

You can download the list viewed for the selected time period in CSV format.

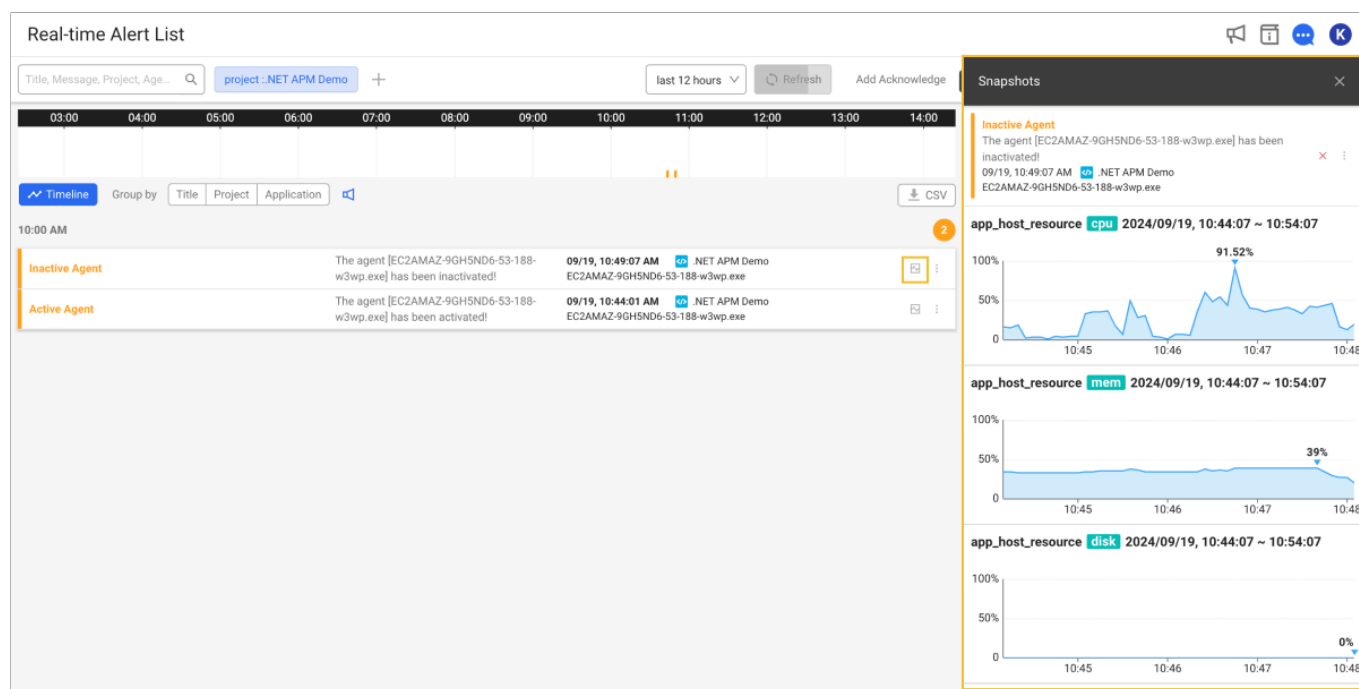
1. Select  on the upper right of the screen.



2. Enter a desired value in the **Maximum CSV lines** option.
3. Select **Download**.

The downloaded CSV file name has the format of **notifications** YYYY-MM-DD .csv_.

Checking the snapshot



If the  button appears on the utmost right of each item in the notification list, you can see the snapshot for the corresponding notification. If you select , the [Snapshot](#) window appears on the right of the screen.

For more information about the selected alert, see the [Snapshot](#) window.

Using the additional functions

If you select  on the utmost right of each item in the notification list, you can use the following additional functions.

- **Detail:** Goes to the related menus of the project where you can check the details and status of the alert.
- **Event history:** Goes to the **Event History** menu of the project where you can check the event message for the notification.
- **Notification Settings:** Goes to **Notifications** where you can set the notification reception. For more information about the **Notifications**, see the following.

Product documentation

- Application Monitoring > [Notifications](#)
- Server Monitoring > [Notifications](#)
- Database Monitoring > [Notifications](#)
- Kubernetes Monitoring > [Notifications](#)
- Amazon ECS > [Set up event notifications](#)
- Amazon CloudWatch > [Notifications](#)
- Azure Monitor > [Notifications](#)
- Naver Cloud Monitoring > [Notifications](#)
- Oracle Cloud Monitor > [Notifications](#)

- **Policies:** Goes to the **Event Configuration** menu of the project where you can set the alert notification. For more information about **Event Configuration**, see the following.

Product documentation

- [Application Alert](#)
- [Server Alert](#)
- [Database Alert](#)
- [Container Alert](#)
- [Log Alert Setting](#)
- Amazon ECS > [Metrics alert](#)
- Amazon CloudWatch > [Metrics alert](#)
- Azure Monitor > [Metrics alert](#)
- Naver Cloud Monitoring > [Metrics alert](#)
- Oracle Cloud Monitor > [Metrics alert](#)

! Additional features available may differ depending on the event type.

WhaTap AI Chatbot

WhaTap AI Chatbot is an intelligent conversational interface that allows users to ask questions in natural language, and the AI understands and responds in real time with appropriate answers.

Unlike simple keyword searches, this chatbot provides a conversational user experience that understands context and delivers goal-oriented information.

Specialized for the WhaTap Monitoring Service, the chatbot can automatically provide configuration guides, feature explanations, version information, and usage examples based on user questions.

For example, when users ask how to create a specific dashboard, register a log parser, or request SQL analysis, the chatbot provides immediate answers.

WhaTap AI Chatbot is especially useful in the following cases:

- When it is difficult to find product manuals or guides
- When complex settings or metric interpretations are needed
- When quick information sharing between developers and operators is required

Currently offered in beta, the service will continue to improve and support more languages and features in the future.

ⓘ The WhaTap AI Chatbot service is built on a Node.js-based backend server, using a Milvus vector database and MinIO object storage. It delivers fast and accurate answers by integrating with internal documents and data through a high-performance search and response system.

Support Scope

- **Status:** Beta
- **Languages:** Korean (Japanese and English under development)
- **Input Limit:** Up to 3,000 characters
- **Usage Limit:** Unlimited (usage limits and billing may be introduced later)
- **Requirements:** Login with a WhaTap account required

Basic Usage

Start a Conversation

1. Click the chatbot icon at the top right corner 
2. Confirm the chatbot window popup
3. Review the welcome message and feature guide
4. Enter your question and press the send button or hit Enter to start the conversation

Conversation Flow

- User messages are displayed on the **right**, and AI responses appear on the **left**
- AI responses are generated in real time, and the message "Generating a response..." is shown during processing
- Conversation history is **temporarily stored in the browser session** and will be deleted when the window is closed or refreshed

Using Responses

- If the answer includes a code block, you can use the **copy button** to easily copy complex content such as regular expressions
- AI responses may include additional questions or suggestions for next steps

Example Use Cases

1. Viewing configuration options for collectors and agents
2. Getting guidance on building a Flex Board (dashboard)
3. Checking supported versions of each product
4. Getting recommendations on how to use specific features

5. Verifying support for specific libraries or functions
6. Performing simple SQL analysis
7. Viewing a brief summary of project operational status
8. Understanding the meaning of key monitoring metrics

ⓘ Please keep the following in mind when using the WhaTap AI Chatbot service:

- Only questions related to the WhaTap Monitoring Service are supported
- For more accurate responses, please enter **clear and specific questions**
- **Do not enter sensitive information or personal data**