IPSWITCH

WhatsUp Gold 2016
Installation and Configuration Guide

WhatsUpGold
IT MANAGEMENT MADE SIMPLE

Installing and Configuring WhatsUp Gold using WhatsUp Setup

In This Chapter

Installation Overview

Overview

While installing WhatsUp Gold is simple, there are several options to consider before you beginning the installation process.

- § You can choose to use either the bundled Microsoft SQL Server 2008 R2 Express Edition, installed by the WhatsUp Gold installation program, or an existing Microsoft SQL Server 2008 or 2008 R2, Microsoft SQL Server Cluster 2005, 2008, 2008 R2, or 2012, or Microsoft SQL Server 2012 to store the data collected by WhatsUp Gold.

- § It is recommended that port 80 be used for the WhatsUp Gold web site, though you can choose to use another port if desired. If another port number is used, the URL for the WhatsUp Gold web site requires that port number to be appended to the hostname or IP address when forming the URL. For example, if you chose 8888 as the port number instead of 80, your URL for a WhatsUp Gold install on the local host would be: `localhost:8888/nmconsole`. If port 80 is used by a current IIS web site, you must either allow WhatsUp Gold to disable that web site and take over port 80 or choose another port.

- § You can choose to use non-default database names for the WhatsUp and NetFlow databases.

- § You can choose to create a non-default Windows user account for WhatsUp Gold (default: `WhatsUpGold_User`).

- § You can choose to use Windows Authentication to access an existing database. See *Using Windows Authentication for remote database access* (on page 17) for more information.

> **Note**: The WhatsUp Gold *Release Notes* (*http://www.whatsupgold.com/WUG163releasenotes*) will always contain the most up-to-date information about installing the product. Review the release notes to be aware of any potential installation issues.

Security considerations

To maintain adequate security protection for your WhatsUp Gold deployment, Ipswitch recommends the following:

- § Install WhatsUp Gold and any components in a locked server room or cabinet so that physical access is restricted to trusted administrators.
- § Install WhatsUp Gold software components on dedicated servers. Do not use these servers for any other purpose.
- § Configure HTTPS for WhatsUp Gold web access. Follow the Microsoft recommended procedures and your organization security policy to configure HTTPS.
- § Read the complete Security Guidelines in the WhatsUp Gold Online Help and follow wherever possible.

Standard WhatsUp Gold Installation

To install WhatsUp Gold:

1   Log in to Microsoft Windows as Administrator or using a comparable account with full administrative privileges to the computer.
2   Double-click the downloaded WhatsUp Gold installation file to start the WhatsUp Setup. If you purchased a WhatsUp Setup CD-ROM, insert the disk into the computer. If WhatsUp Setup does not run automatically, click **Start > Run**, then enter the CD path followed by AutoRun.exe (for example, D:\AutoRun.exe).
3   Read the Welcome screen and indicate if you want to configure WhatsUp Gold using either standard or advanced installation mode. **Standard installation** installs the application using default settings and IIS port. **Advanced installation** installs the application using additional user-defined settings including an existing instance of SQL Server and a dedicated Windows account for IIS. Then, click **Next** to proceed to the System Check.
4   Review the results of the system configuration check. If any prerequisite checks did not pass, please resolve them, then click **Revalidate** to perform the system configuration check again. When all prerequisites are met, click **Next** to proceed to License Information.
5   Enter your WhatsUp Gold Activation Key, then click **Next** to proceed to product selection.
6   Review the list of Ipswitch products that will be installed, then click **Next**.
7   Configure your SQL Server instance as follows:

   a)   If you choose **Standard installation** on the Welcome screen, enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

b) If you choose **Advanced installation** and would like to use the local SQL Server 2008 R2 Express instance included with WhatsUp Gold:

§   Select **Yes, install a local copy of Microsoft SQL Server 2008 R2 Express named WHATSUP**, then click **Next**.

§   Select the destination folders for the SQL Server Express R2 application and data files, then click **Next**.

§   Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

§   Enter names for the WhatsUp, NetFlow, and iDrone databases, then click **Next**. The default names are `WhatsUp`, `NetFlow`, and `iDroneService`.

§   Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§   Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§   Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§   Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

c) If you choose **Advanced installation** and would like to use an existing SQL Server instance:

§   Select **No, I want to select an existing local or remote installation of Microsoft SQL Server for use with WhatsUp Gold**, then click **Next**.

§   Enter the SQL Server name along with the SQL Server Administrator Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

§   Enter names for the WhatsUp, NetFlow, and iDrone databases, then click **Next**. The default names are `WhatsUp`, `NetFlow`, and `iDroneService`.

§   Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§   Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§   Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§   Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

8   Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

9   Click **Finish**. The setup program closes.

Distributed Installation

WhatsUp Gold Distributed Edition extends the capabilities of WhatsUp Gold to multiple remote networks. The distributed solution includes a WhatsUp Gold central installation and a

WhatsUp Gold remote installation; the WhatsUp Gold central site installation coordinates data feeds from multiple remote site installations. The network data collected from remote sites can be viewed in WhatsUp Gold reports on the central site. Together, the central and remote installations provide high visibility to multiple networks from one central location.

WhatsUp Gold Distributed Edition Edition gives managed solution providers the ability to use all of the features of WhatsUp Gold Premium Edition to monitor their customers' remote networks from a central location in the managed solution provider's network operations center. Managing multiple companies' networks at once has never been easier.

WhatsUp Gold Distributed Edition lets you configure and view reports associated with multiple monitored networks. Centralized reports, configured on the central site, gather key data from the remote sites. With WhatsUp Gold Distributed Edition's combined monitoring and reporting capabilities, you stay informed about the overall health of all networks.

If connectivity is lost between the central and remote sites, information from the last network scan is available on the central site. In this instance, each remote site continues to run an independent, full-featured version of WhatsUp Gold, and network data is gathered, regardless of the connection status between the remote and central sites.

All data communicated between the central and remote sites is transferred over secure socket layer (SSL) protocol to ensure that transmitted data is secure and confidential. Moreover, SSL communications between sites occur seamlessly, requiring no extra setup.

> **Important**: Distributed and Failover are not available with a TotalView license package. Install WhatsUp Gold 2016 using a traditional license to use features specific to Distributed or Failover editions.

Installing WhatsUp Gold - Distributed (Central Site)

To install WhatsUp Gold:

1   Begin installing WhatsUp Gold by performing steps 1 through 4 in Installing WhatsUp Gold.
2   Enter the Central Site WhatsUp Gold Activation Key, then click **Next** to proceed to product selection.
3   Review the list of Ipswitch products that will be installed, then click **Next**.
4   Configure your SQL Server instance as follows:

   a)   If you choose **Standard installation** on the Welcome screen:

   §   Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

   §   Enter the TCP port number for the Remote Site installation to use for communication with the Central Site currently being installed.

   §   Enter a user name and password for the Remote Site installation to use for accessing the Central Site currently being installed, then click **Next**.

   b)   If you choose **Advanced installation** and would like to use the local SQL Server 2008 R2 Express instance included with WhatsUp Gold:

§ Select **Yes, install a local copy of Microsoft SQL Server 2008 R2 Express named WHATSUP**, then click **Next**.

§ Select the destination folders for the SQL Server Express R2 application and data files, then click **Next**.

§ Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

§ Enter names for the WhatsUp, NetFlow, and iDrone databases, then click **Next**. The default names are `WhatsUp`, `NetFlow`, and `iDroneService`.

§ Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§ Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§ Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§ Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

§ Enter the TCP port number for the Remote Site installation to use for communication with the Central Site currently being installed.

§ Enter a user name and password for the Remote Site installation to use for accessing the Central Site currently being installed, then click **Next**.

c) If you choose **Advanced installation** and would like to use an existing SQL Server instance:

§ Select **No, I want to select an existing local or remote installation of Microsoft SQL Server for use with WhatsUp Gold**, then click **Next**.

§ Enter the SQL Server name along with the SQL Server Administrator Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

§ Enter names for the WhatsUp, NetFlow, and iDrone databases, then click **Next**. The default names are `WhatsUp`, `NetFlow`, and `iDroneService`.

§ Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§ Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§ Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§ Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

§ Enter the TCP port number for the Remote Site installation to use for communication with the Central Site currently being installed.

§ Enter a user name and password for the Remote Site installation to use for accessing the Central Site currently being installed, then click **Next**.

5   Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

6   Click **Finish**. The setup program closes.

Installing WhatsUp Gold - Distributed (Remote Site)

To install WhatsUp Gold:

1   Begin installing WhatsUp Gold by performing steps 1 through 4 in Installing WhatsUp Gold.

2   Enter the Remote Site WhatsUp Gold Activation Key, then click **Next** to proceed to product selection.

3   Review the list of Ipswitch products that will be installed, then click **Next**.

4   Configure your SQL Server instance as follows:

a) If you choose **Standard installation** on the Welcome screen:

§   Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

§   Enter the IP address of the Central Site installation as well as the TCP port number for the Remote Site being installed to use for communication with the Central Site.

§   Enter a user name and password for the Remote Site being installed to use for accessing the Central Site, then click **Next**.

§   Enter a display name the Central Site will use to identify the Remote Site.

§   Enter the HTTP address for the Central Site, then click **Next**.

b) If you choose **Advanced installation** and would like to use the local SQL Server 2008 R2 Express instance included with WhatsUp Gold:

§   Select **Yes, install a local copy of Microsoft SQL Server 2008 R2 Express named WHATSUP**, then click **Next**.

§   Select the destination folders for the SQL Server Express R2 application and data files, then click **Next**.

§   Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

§   Enter names for the WhatsUp, NetFlow, and iDrone databases, then click **Next**. The default names are `WhatsUp`, `NetFlow`, and `iDroneService`.

§   Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§   Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§   Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§   Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

§   Enter the IP address of the Central Site installation as well as the TCP port number for the Remote Site being installed to use for communication with the Central Site.

§   Enter a user name and password for the Remote Site installation being installed to use for accessing the Central Site, then click **Next**.

§   Enter a display name the Central Site will use to identify the Remote Site.

§ Enter the HTTP address for the Central Site, then click **Next**.

c) If you choose **Advanced installation** and would like to use an existing SQL Server instance:

§ Select **No, I want to select an existing local or remote installation of Microsoft SQL Server for use with WhatsUp Gold**, then click **Next**.

§ Enter the SQL Server name along with the SQL Server Administrator Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

§ Enter names for the WhatsUp, NetFlow, and iDrone databases, then click **Next**. The default names are `WhatsUp`, `NetFlow`, and `iDroneService`.

§ Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§ Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§ Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§ Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

§ Enter the IP address of the Central Site installation as well as the TCP port number for the Remote Site being installed to use for communication with the Central Site.

§ Enter a user name and password for the Remote Site installation being installed to use for accessing the Central Site, then click **Next**.

§ Enter a display name the Central Site will use to identify the Remote Site.

§ Enter the HTTP address for the Central Site, then click **Next**.

5 Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

6 Click **Finish**. The setup program closes.

Failover Installation

Failover is a mechanism with the capacity to automatically switch from a primary installation of WhatsUp Gold to a standby WhatsUp system when the primary system is not functioning normally. Failover differs from *switchover*, because it is an automatic switch, whereas switchover requires that a network administrator manually make the switch. The WhatsUp Gold Failover Manager reduces costly downtime by automatically taking action in the event of a primary system failure.

The Failover Manager utilizes user-configurable criteria to determine a failed state. You can choose to have the primary system go down if *all* services are disabled, or if *any* specified service is disabled. For example, if you select all services, the services used by WhatsUp Gold must go down on the primary service for the secondary system to take over. If you select only the Polling Engine and Web Server, and both are disabled on the primary system for any reason, the secondary system takes over WhatsUp Gold network management duties until the primary system is restored.

There are currently two scenarios supported by the WhatsUp Gold Failover Manager. Each scenario uses both a primary and secondary installation of WhatsUp Gold, with the database either existing on the secondary system or separately as its own system.

In Scenario 1, the primary system uses a remote database located on the secondary system. This system is the more economical of the two, because it involves only two physical machines. While this first scenario is economical, it is riskier, as the solution is void if and when the secondary system goes down.

In Scenario 2, both the primary and secondary systems use a remote database stored on a separate Microsoft SQL Server system. While this system is more expensive to implement because of its employment of three physical machines, it ensures greater, more secure coverage of your network.

Important: Distributed and Failover are not available with a TotalView license package. Install WhatsUp Gold 2016 using a traditional license to use features specific to Distributed or Failover editions.

Note: WhatsUp Gold supports Failover for SQL clusters with Failover Scenario 2.

Important: *Data redundancy* occurs when the primary system and/or secondary systems write data to two or more locations for backup and data recovery. In WhatsUp Gold's Failover Manager, data from either the primary or secondary system is written to one database. To increase your network's complete coverage and protect data, make sure to schedule regular backups or take other measures to protect and save data on the system hosting the WhatsUp Gold database.

Installing WhatsUp Gold - Failover (Secondary Site)

Important: When installing WhatsUp Gold in a Failover configuration, you MUST install the Secondary site prior to installing the Primary site.

To install WhatsUp Gold:
1   Begin installing WhatsUp Gold by performing steps 1 through 4 in Installing WhatsUp Gold.
2   Enter the Secondary Site WhatsUp Gold Activation Key, then click **Next** to proceed to product selection.
3   Review the list of Ipswitch products that will be installed, then click **Next**.
4   Choose either Failover Scenario 1 where the Primary Site uses a remote database installed on the Secondary Site or Failover Scenario 2 where the Primary and Secondary Sites both use a remote database, then click **Next**.

Failover Scenario 1
1   Configure your SQL Server instance as follows:

   a)   If you chose **Standard installation** on the Welcome screen:

      §   Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

§ Enter and confirm a password for the new SQL Server Login that WhatsUp Gold will use to access the databases, then click **Next**.

b) If you chose **Advanced installation** on the Welcome screen and would like to use the local SQL Server 2008 R2 Express instance included with WhatsUp Gold:

§ Select **Yes, install a local copy of Microsoft SQL Server 2008 R2 Express named WHATSUP**, then click **Next**.

§ Select the destination folders for the SQL Server Express installation, then click **Next**.

§ Enter and confirm a password for the SQL Server Administrator account to use to access the database instance, then click **Next**.

§ Enter names for the databases being created, then click **Next**.

§ Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§ Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§ Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§ Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

c) If you chose **Advanced installation** on the Welcome screen and would like to use an existing SQL Server instance:

§ Select **No, I want to select an existing local or remote installation of Microsoft SQL Server for use with WhatsUp Gold**, then click **Next**.

§ Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

§ Enter names for the databases being created, then click **Next**.

§ Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

§ Select the destination folder for the WhatsUp Gold installation, then click **Next**.

§ Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

§ Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

2 Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

3 Click **Finish**. The setup program closes.

Failover Scenario 2

1 Configure your SQL Server instance as follows:

a) If you chose **Standard installation** on the Welcome screen:

§ Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

- § Enter and confirm a password for the new SQL Server Login that WhatsUp Gold will use to access the databases, then click **Next**.

b) If you choose **Advanced installation** mode on the Welcome screen:

- § Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

- § Enter names for the databases being created, then click **Next**.

- § Enter and confirm a password for the new SQL Server Login WhatsUp Gold will use to access the databases, then click **Next**.

- § Select the destination folder for the WhatsUp Gold installation, then click **Next**.

- § Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

- § Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

2 Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

3 Click **Finish**. The setup program closes.

Installing WhatsUp Gold - Failover (Primary Site)

⚠ **Important**: When installing WhatsUp Gold in a Failover configuration, you MUST install the Secondary site prior to installing the Primary site.

To install WhatsUp Gold:

1 Begin installing WhatsUp Gold by performing steps 1 through 4 in Installing WhatsUp Gold.

2 Enter the Primary Site WhatsUp Gold Activation Key, then click **Next** to proceed to product selection.

Failover Scenario 1

1 Configure your SQL Server instance as follows:

a) If you chose **Standard installation** on the Welcome screen:

- § Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

- § Enter and confirm a password for the new SQL Server Login that WhatsUp Gold will use to access the databases, then click **Next**.

- § Select the destination folder for the WhatsUp Gold installation, then click **Next**.

b) If you chose **Advanced installation** on the Welcome screen:

- § Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

- § Enter a name for the database being created, then click **Next**. The default name is WhatsUp.

- § Enter and confirm a password for the new SQL Server Login that WhatsUp Gold will use to access the databases, then click **Next**.

- § Select the destination folder for the WhatsUp Gold installation, then click **Next**.

- § Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default and recommended port number is 80.

- § Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

- § Enter a name for the VoIP and Network QoS Monitor database, then click **Next**. The default name is `VOIPNQM`.

- § Enter a name for the Network Traffic Analyzer database, then click **Next**. The default name is `NetFlow`.

> **Note**: You will only be asked to provide VoIP and Network QoS Monitor and Network Traffic Analyzer database names if you are licensed for and select those plugins for installation.

2   Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

3   Click **Finish**. The setup program closes.

Failover Scenario 2

1   Configure your SQL Server instance as follows:

a) If you chose **Standard installation** on the Welcome screen:

- § Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

- § Enter and confirm a password for the new SQL Server Login that WhatsUp Gold will use to access the databases, then click **Next**.

b) If you chose **Advanced installation** on the Welcome screen:

- § Enter the SQL Server name along with the SQL Server Login name and password for WhatsUp Gold to use to access the existing instance, then click **Next**.

- § Enter names for the databases being created, then click **Next**.

- § Enter and confirm a password for the new SQL Server Login that WhatsUp Gold will use to access the databases, then click **Next**.

- § Select the destination folder for the WhatsUp Gold installation, then click **Next**.

- § Enter the TCP port number for WhatsUp Gold to use for communication with the IIS website, then click **Next**. The default port number is 80.

- § Enter a user name and password for the new Windows account created for dedicated WhatsUp Gold use, then click **Next**.

2   Click **Proceed**. The WhatsUp Gold install program begins the installation. When the installation program completes, the InstallShield Wizard Complete dialog appears.

3   Click **Finish**. The setup program closes.

Upgrades and Repairs

In This Chapter

Activating new or upgraded WhatsUp Gold licenses

Important: If WhatsUp Gold is installed using the installation application downloaded from the Web link provided in the purchase confirmation email, the program is fully functional immediately after installation. However, if you upgrade from a previous version of WhatsUp Gold, make sure to clear the browser cache so that the user interface displays new web application pages after the upgrade.

Important: If the license is not automatically activated during the installation or if you are upgrading from a previous version, you can manually activate WhatsUp Gold. Make sure that you activate WhatsUp Gold before starting the application. If the application is not activated before the polling engine is started, the engine will not start and a message telling you that the license has expired is written to the log. The application is not functional until after it has been activated.

To activate WhatsUp Gold manually:

Before you begin the manual activation process, make sure that you have your product Activation Key available to use in the activation program. Click **Start > Programs > Ipswitch WhatsUp Gold > Manage WhatsUp Gold License**. The activation program appears. Follow the on screen instructions to complete the product activation. When the activation is complete, a confirmation page indicates the license has been activated. If the activation does not complete successfully, you may be behind a proxy or firewall that is blocking the activation request. In this case, click **Offline**, then follow the on screen instructions.

For more help and information about licensing, go to the WhatsUp Customer Portal.

Note: To send Ipswitch anonymous information about WhatsUp Gold usage and performance, check the **Help us to improve WhatsUp Gold by sending anonymous usage statistics** box.

Tip: You can view information about your installation by viewing the About WhatsUp Gold dialog which can be accessed from the Systems tab on the Application Settings page in the web interface. The About WhatsUp Gold dialog displays your license type, serial number, product edition, registered user, maximum devices. From the About WhatsUp Gold dialog, you can view the plug-in licensing information.

Important: WhatsUp Gold first attempts to perform online activation over the same port (80) Internet browsers use by default. If the direct connection cannot be established, WhatsUp Gold looks for proxy settings on the computer and attempts to perform online activation though defined proxy servers. Many internet service providers use proxy servers. If no connection can be established at all, or if the product still does not succeed in connecting through a proxy server, then the user must perform offline activation through one of two methods:

1. If your browser is able to connect to the Ipswitch offline activation service on the *WhatsUp Gold Customer Portal* (*http://www.whatsupgold.com/wugCustPortal*), offline activation can be completed without moving to another computer. Offline activation instructions are provided by the product and are also available on the *WhatsUp Gold Customer Portal* (*http://www.whatsupgold.com/wugCustPortal*).

2. If your browser is unable to establish a connection to the offline activation service, offline activation can be completed using another computer connected to the Internet. Using this method, you must copy and transfer the offline activation files between the computers as directed.

Uninstalling WhatsUp Gold

In This Chapter

Uninstalling WhatsUp Gold

To uninstall WhatsUp Gold and all associated plugins:

1   Access the Windows Control Panel dialog from the desktop start menu.

2   Click **Uninstall a Program**. The Uninstall or change a program dialog will appear and populate with all of the installed programs.

3   Select the version of **Ipswitch WhatsUp Gold** you want to uninstall.

4   Click **Uninstall**. The Whatsup Gold installation program will appear.

5   Select one of the following options:

   §   If you want to remove WhatsUp Gold but maintain your configuration data, select **Keep my configuration data, but uninstall Ipswitch WhatsUp Gold**. The configuration data includes device definitions, custom monitors, users, recurring reports and historical poll data.

   §   If you want to remove your configuration data and uninstall Ipswitch WhatsUp Gold, select **Remove my configuration data and uninstall Ipswitch WhatsUp Gold**. If you select this option and you want to remove the "WhatsUp" instance of SQL Server Express Edition created during the install, select **Also, remove the WhatsUp instance of SQL Server Express**.

> 💡 **Caution**: Selecting Remove my Configuration data and uninstall Ipswitch WhatsUp Gold will delete the WhatsUp Gold database. If you remove the configuration data, it cannot be recovered. However, if you maintain your configuration data, you can reinstall WhatsUp Gold and restore the saved configuration. If you remove the WhatsUp instance of SQL Server Express, any other database created on the instance will be lost.

6   When prompted, click **Yes** to confirm you want to remove WhatsUp Gold.

7   Enter the SQL Server Admin Login password and click **Next**. The setup status dialog shows the status of the uninstall.

8   If prompted to restart your computer following uninstall, click **Yes**.

9   Click **Finish** when uninstall is complete. The Uninstall Complete dialog closes and your computer will shutdown and restart.

WhatsUp Gold applications

In This Chapter

WhatsUp Gold status center

The WhatsUp Gold Status Center icon automatically displays popup messages about WhatsUp Gold polling activity as they are generated.

To configure WhatsUp Gold Status Center preferences:

1   Click on the icon to launch a dialog that reports the message server status and the number of status messages that are available.

2   Click Advanced View to open the WhatsUp Gold Status Center configuration dialog.

   §   On the Messages tab, you can click **Clear All** to delete current status messages.

   §   On the Message Settings tab, you can select the desired check boxes to enable and/or filter message types.

   §   On the Poller Configuration tab, you can modify the Service Bus IP and the Service Port for the local poller.

> **Note**: If the Service Bus IP or the Service Bus IP is changed, click **Save** and **Restart** to save changes and restart the polling controller.

3   Close the dialog to save any changes made to the Message Settings.

WhatsUp Gold desktop actions

The Desktop Actions icon displays to indicate that the application for Sound and Text-to-Speech actions is turned on.

> **Note**: Desktop Actions must be running for the Sound and Text-to-Speech actions to work.

To turn off the Desktop Actions icon , right-click the icon, then click **Close**.

> **Note**: Sound and Text-to-Speech actions are disabled when you close the Desktop Actions icon.

WhatsUp Gold update center

Update Manager assists you with keeping your WhatsUp Gold installation and plug-ins up-to-date with the latest security patches, improvements, and bug fixes. When available, you can view the updates applicable to your system, view update descriptions, and download and install the updates you choose. To download and install updates to your WhatsUp Gold installation, access the Ipswitch WhatsUp Gold folder from the program list in the Windows start menu and click **Check for updates** to launch the Update Manager.

The Update Manager displays a list of available updates along with their respective release dates and file sizes. In addition, Update Manager allows you to filter the list by product, restore updates previously hidden from view, and view your update history:

§ To update WhatsUp Gold, select the updates you want to make and click **Install**. You also have the option to simply download update files for installation at a later date by clicking **Download Only**.

§ To filter the list of updates, choose an option from the **Select by Product** list.

§ To view updates previously hidden from the list, click **Restore hidden updates**. Select any updates you want to unhide and click **Restore**. Your selections will once again appear under **New updates and messages**.

§ To review updates you have already downloaded/installed, click **View your history**.

You can also configure the schedule by which Update Manager checks for new updates. Click the Settings icon to access a list of products along with their respective configured schedules.

To change when WhatsUp Gold checks for updates:

1   Click the hyperlinked date and time to the right of the product schedule you want to modify. The scheduler tools are displayed.

2   Configure the schedule as needed using the controls provided.

3   Click **Apply**. You also have the ability to modify the schedule for each product displayed simultaneously by clicking **Apply to all products**.

Remote Database Access

In This Chapter

Using Windows Authentication for remote database access

Prerequisites

Before you begin, you must have access to the following:

- § Remote Microsoft SQL Server server
- § Computer on which to install WhatsUp Gold

> **Note**: The computer on which you are going to install WhatsUp Gold must be on the same domain as the Microsoft SQL Server server.

- § Domain user account (called user1 in this example)

For details regarding minimum hardware and software requirements, see System Requirements.

Overview

To configure a WhatsUp Gold installation to use Windows Authentication for remote Microsoft SQL Server database access:

1 Add the domain user to the Local Administrator group on the machine that will host WhatsUp Gold.
2 Add the domain user to the Local Administrator group on the machine that is hosting Microsoft SQL Server.
3 Add the domain user (e.g., user1) to the Microsoft SQL Server database using the Login dialog.
4 Assign the same permissions that are assigned to the Microsoft SQL Server 'sa' user to the Domain User (user1) in the Microsoft SQL Server database.
5 Install WhatsUp Gold with a local Microsoft SQL Server 2008 R2 Express Edition database.
6 Run the Database Configuration utility and configure the WhatsUp Gold database connection to connect to the remote database using WIndows Authentication.

7   Configure the ODBC driver to connect to the remote database using Windows Authentication.

8   Configure IIS to use the Domain User for the NMConsole application pool and change the anonymous access user account to the Domain User for the WhatsUp Gold web site.

9   Configure the Ipswitch Services Control Manager to use the Domain User to run the WhatsUp Gold processes.

Creating and adding the domain user to the WhatsUp Gold and Microsoft SQL Server host machines

To add the domain user to the Local Administrators group on the machine that will host WhatsUp Gold:

1   Log in to Windows as a local administrator on the machine that will host WhatsUp Gold.

2   Create the domain user, or otherwise determine which domain user (e.g. user1) you want WhatsUp Gold to connect to the remote Microsoft SQL Server database.

    Use the following steps to create a domain user:

    a) Open Microsoft Management Console by clicking the Start button , typing mmc into the Search box, and then pressing ENTER.   If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

    b) In the left pane of Microsoft Management Console, click **Local Users and Groups**.

    c) Click the **Users** folder.

    d) Click **Action**, and then click **New User**.

    e) Type the appropriate information in the dialog box, and then click **Create**.

    f) When you are finished creating user accounts, click **Close**.

3   Add the selected domain user (e.g. user1) to the Local Administrator group.

    a) In the left pane of Microsoft Management Console, click **Local Users and Groups**.

    b) Double-click the **Groups** folder.

    c) Right-click the Local Administrator group, and then click **Add to Group**.

    d) Click **Add**, and then type the name of the user account.

    e) Click **Check Names**, and then click **OK**.

4   Restart the computer (optional, but recommended).

To add the domain user to the Local Administrators group on the machine that is hosting the Microsoft SQL Server database:

1   Log in to Windows as a local administrator on the machine that is hosting the Microsoft SQL Server database.

> **Note**: The MSSQL server must be on the same domain as the WhatsUp Gold server.

2   Add the selected domain user (e.g. user1) to the Local Administrator group.

    a) In the left pane of Microsoft Management Console, click **Local Users and Groups**.

    b) Double-click the **Groups** folder.

    c) Right-click the Local Administrator group, and then click **Add to Group**.

      d)   Click **Add**, and then type the name of the user account.

      e)   Click **Check Names**, and then click **OK**.

3   Restart the computer (optional, but recommended).

Adding the domain user as a Microsoft SQL Server database user

To create a SQL Server login that uses Windows Authentication (SQL Server Management Studio)

1   Launch the SQL Server Management Studio.

2   Add the domain user:

      a)   In SQL Server Management Studio, open Object Explorer and expand the folder of the server instance in which to create the new login.

      b)   Right-click the Security folder, select **New**, and then click **Login**.

      c)   On the General page, enter the domain user name (e.g. user1) in **Login name**.

      d)   Select **Windows Authentication**.

      e)   Click **OK**.

3   Provide the domain user (e.g. user1) with the same permissions as the Microsoft SQL Server system administrator (sa) user. The following is a guideline that provides the most common settings for the 'sa' user.

      §   On the **Server Roles** page, select the `sysadmin` role.

      §   On the User Mapping page - Select the `db_owner` role membership for each database. If you do not wish the domain user to have access to a specific database, do not provide db_owner (dbo) role membership for that database.

      §   On the Status page in the Settings menu:

           §   Select **Grant** for **Permission to connect to database engine**.

           §   Select **Enabled** for **Login**.

4   Save your changes and exit SQL Server Management Studio.

Installing WhatsUp Gold and configuring the connection to the remote database

To configure WhatsUp Gold and connect to the remote database:

1   Log in to the machine that you using the domain user (e.g. user1) on the WhatsUp Gold server.

2   Install WhatsUp Gold. Use all of the default settings, allowing the Microsoft SQL Server 2008 R2 Express Edition database to install locally.

> **Note**: Because of service dependencies, you must allow the local database to install and run. It is possible remove this dependency later.

3   After the WhatsUp Gold installation completes, run **RemoteDBConfig.exe**, using Windows authentication, and point it at the remote database server. (**Start > Programs > Ipswitch WhatsUp Gold > Utilities > Database Configuration Utility**)

a) Locate the `RemoteDBConfig.exe` file in the default location: `C:\Program Files (x86)\Ipswitch\WhatsUp`, or in the custom location where you installed WhatsUp Gold.

b) Double-click the `RemoteDBConfig.exe` file. The Database Connection dialog appears.

c) Check to make sure the Server Name is correct for the location of your local SQL server for WhatsUp Gold.

d) Browse for the remote SQL server you want to use.

e) In the Authentication section, select **Windows Authentication**.

> **Note**: You must be logged in as the domain user (e.g. user1).

f) Click **Connect**.

g) Click **Continue** to update the databases.

h) Click **Finish** to exit.

> **Note**: If you see BCP errors, delete the WhatsUp and NetFlow databases on the remote SQL server and try running `RemoteDBConfig.exe` again.

Set up the ODBC connection on the machine hosting WhatsUp Gold

1   Set up the ODBC connection to use Windows Authentication and the remote SQL database server.

a) On 32-bit systems, click **Start > Settings > Control Panel**, then double-click the 32bit ODBC icon.
- or -
On 64-bit systems, locate the C:\Windows\SysWOW64 folder, and double-click the ODBCAD32.exe icon.

b) Select the **System DSN** tab.

c) Select **NetFlow**.

d) Click **Configure**.

e) Select the remote SQL server from the **Server** list.

f) Click **Next**.

g) Select **With Windows NT authentication using the network login ID**.

h) Continue clicking Next, accepting the current settings. Save the changes and exit.

i) Repeat steps b through g for all other sources.

Configure WhatsUp Gold to use Windows Authentication

1   Run `NmConfig.exe` to configure WhatsUp Gold to use Windows authentication:

a) Click **Start** > **Programs** > **Ipswitch WhatsUp Gold** > **Utilities** > **Database Configuration Utility**.

b) Select **Use Windows Authentication**.

c) Click **Connect**.

d) Ensure **Restart the WhatsUp services after the update** is selected.

e) Click **Save**.

Configure IIS on the machine hosting WhatsUp Gold

For operating systems that use IIS6, you must add the domain user account to the IIS_WPG group and change the identity for the NmConsole application pool to the domain user, and configure the account used for anonymous authentication to the domain user (e.g. user1). For operating systems using IIS7, you only need to change the identity for the NmConsole application pool, and configure the account used for anonymous authentication. The following procedures provide information on performing these tasks.

To add the domain user account (e.g. user1) to the IIS_WPG group on IIS6

1   On the desktop, right-click **My Computer**, and then click **Manage**.

2   In the Computer Management screen, under **System Tools**, expand **Local Users and Groups**, and then click **Groups**.

3   Right-click the **IIS_WPG** group, and then click **Add to Group**.

4   In the **IIS_WPG Properties** dialog box, click **Add**.

5   In the **Select User, Computers, or Groups** dialog box, in the **Enter the object names to select** box, type the account name on which you want your worker process to run (e.g. <Web domain>\user1), and then click **OK**.

6   In the IIS_WPG Properties dialog box, click **OK**.

7   Close the Computer Management screen.

To change the identity for the NmConsole application pool on IIS6

1   To change the account under which an application pool runs using IIS Manager

2   In IIS Manager, expand the local computer, expand **Application Pools**, right-click the NmConsole application pool, and then click **Properties**.

3   Click the **Identity** tab, and click **Configurable**. Configurable refers to registered user names.

4   In the **User name** and **Password** boxes, type the user name and password of the domain account (e.g. user1).

5   Click **OK**.

To change the identity for the NmConsole application pool on IIS7

1   Open IIS Manager. (**Control Panel > System and Security > Administrative Tools > Internet Information Services (IIS) Manager**)

2   In the Connections pane, expand the server node and click **Application Pools**. The Application Pools list populates.

3   On the Application Pools page, select the **NmConsole** application pool, and then click **Advanced Settings** in the Actions pane. The Advanced Settings dialog appears.

4   Select the Identity property under the Process Model heading, and then click the **...** browse button. The Application Pool Identity dialog appears.

5   Select **Custom account** and click **Set**. The Set Credentials dialog appears.

6   Type the domain account name in the User name box (e.g. user1)

7 Type and confirm the password for the domain account (e.g. user1) in the Password text box

8 Click **OK**. The Set Credentials dialog closes.

9 Click **OK**. The Application Pool Identity dialog closes.

10 Click **OK**. The Advanced Settings dialog closes.

11 Exit the IIS Manager application.

To configure the account used for Anonymous authentication on IIS 6.0:

1 In IIS Manager, expand the local computer, right-click the **WhatsUpGold** website, and then click **Properties**. THe WhatsUpGold Properties dialog appears.

2 Click the **Directory Security** tab.

3 In the Authentication and access control section, click **Edit**. The Authentication Methods dialog appears.

4 Select the **Enable anonymous access** check box.

5 Type the valid Windows user account you want to use for Anonymous access, or click **Browse** to locate it.

6 Click **OK**. The Authentication Methods dialog closes.

7 Click **OK**. THe WhatsUpGold Properties dialog closes.

8 Exit the IIS Manager application.

To configure the account used for Anonymous authentication on IIS 7.0:

1 Open IIS Manager (**Control Panel > System and Security > Administrative Tools > Internet Information Services (IIS) Manager**).

2 Click the **Features View** tab, double-click **Authentication**. The Authentication page appears.

3 On the Authentication page, select **Anonymous Authentication**.

4 In the Actions pane, click **Edit**. The Edit Anonymous Authentication Credentials dialog appears.

5 Select Specific user, then click **Set**. The Set Credentials dialog appears.

6 Type a user name and password for the identity.

7 Click **OK**. The Set Credentials dialog closes.

> ✅ **Important**: If you use the Network Service account, you grant anonymous users all the internal network access associated with that account.

8 Click **OK** to close the Edit Anonymous Authentication Credentials dialog box.

9 Exit the IIS Manager application.

Configure the Ipswitch Service Control Manager service to run under the domain user

To configure services on the WhatsUp Gold server:

1 Log in to the WhatsUp Gold server as user1.

2 Click **Start** and type `services.msc`. Press **Enter**. The Services dialog appears.

3 Locate **Ipswitch Service Control Manager** in the Name column and right-click it.

4 Select **Properties** from the list. The Properties dialog for the service appears.

5 Click the **Log On** tab.

6 Select **This account**.

7 Type or browse for user1. Enter and confirm the password for the user1 account.

8 Click **OK**.