



# IPSWITCH

## Installing and Configuring WhatsUp Gold

This guide provides information about installing and configuring WhatsUp Gold v14.2, including instructions on how to run the WhatsUp web interface through an Internet Information Services (IIS) Web server.



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## System requirements

### Minimum software requirements

- 1 32-bit and 64-bit support for the following OS versions: Windows 7, Windows Vista Ultimate (SP2 recommended), Windows Vista Business (SP2 recommended), Windows XP Professional SP3, Windows Server 2003 SP2 (or later), Windows Server 2008 SP2, or Windows Server 2008 R2
- 2 32-bit and 64-bit support for the following virtual server environments: VMWare ESXi 3.0 or later and Microsoft Hyper-V Server 2008



**Important:** If WhatsUp Gold is hosted on VMWare ESXi or Microsoft Hyper-V Server 2008, to avoid licensing issues, make sure that you assign a static MAC address to the virtual machine that WhatsUp Gold is operating on.

- 3 Microsoft SQL Server 2005 Express Edition (included), SQL Server 2005 Standard or Enterprise Edition, or Microsoft SQL Server 2008 Standard or Enterprise Edition (optional)



**Important:** WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005 or Microsoft SQL Server 2008.

- 4 IIS 6, IIS 7, or IIS 7.5 Web Server
- 5 For the WhatsUp Gold Web interface: Microsoft Internet Explorer 7.0, Microsoft Internet Explorer 8.0, or Firefox 3.0
- 6 For the WhatsUp Gold Mobile interface: Mobile Safari 2.2, Microsoft Internet Explorer Mobile 6.1, or Opera Mini 4.2

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- 7 Microsoft .NET Framework 3.5 (required), Microsoft .NET Framework 3.5 SP1 included in install



**Important:** Microsoft .NET Framework 3.5 SP1 is not compatible with Windows SharePoint Services 2.0. If you are running SharePoint Services 2.0, you should not upgrade or install WhatsUp Gold. WhatsUp Gold requires Microsoft .NET Framework 3.5 SP1 and automatically installs this package if not present on the system. For more information about the issue, see the *Microsoft Knowledge Base article* (<http://support.microsoft.com/kb/957254>).

- 8 Microsoft Windows Scripting Host v5.7 (or later)



**Note:** Windows Scripting Host is installed with the Windows operating system. To verify your version, run `cscript.exe` at a command prompt. If you need to update Windows Scripting Host, refer to the *Microsoft Windows Scripting Host site* (<http://www.ipswitch.com/wsh56>).

- 9 Microsoft SAPI 5.1 (required for Text-to-Speech actions)

### Minimum hardware requirements

	Recommended	Required
Processor(s)	WhatsUp Gold: Dual-core Flow Monitor: Quad-core	WhatsUp Gold: Single-core Flow Monitor: Dual-core
Processor speed	2 GHz or more	2 GHz
RAM	WhatsUp Gold: 4 GB Flow Monitor: +4 GB	WhatsUp Gold: 2 GB Flow Monitor: +2 GB
Hard drive space for application, SQL Server Express Edition dbase application, and supporting framework	3 GB	2 GB
Hard drive space for dbase and dbase logs	WhatsUp Gold: 8 GB or more Flow Monitor: +16 GB or more	WhatsUp Gold: 4 GB Flow Monitor: +8 GB
Network interface card	1 Gbps	100 Mbps
CD-ROM or DVD-ROM	Required if installing from CD-ROM. Not required for download installations.	Required if installing from CD-ROM. Not required for download installations.
Video display resolution	1280 x 1024 or higher	1024 x 768
Sound card	SAPI-capable sound card required for Text-to-Speech actions	Not required
Modem and phone line	Required for pager, SMS, and beeper actions; modem pooling is not supported	Not required

	Recommended	Required
GSM modem	Required for SMS Direct actions	Not required

## Installing WhatsUp Gold



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

Before installing WhatsUp Gold, you must decide where you want to store the network management data WhatsUp Gold gathers.

By default, WhatsUp Gold installs Microsoft SQL Server 2005 Express Edition on the same computer on which WhatsUp Gold is installed. This configuration works well for most networks. However, Microsoft SQL Server 2005 Express Edition has a database size limit of 4 GB, which may be too small to contain the data collected on larger networks.

Alternatively, you can configure WhatsUp Gold to use an existing Microsoft SQL Server database. Microsoft SQL Server does not have the same size limitations as Microsoft SQL Server 2005 Express Edition, but it does require a knowledgeable database administrator for its configuration and maintenance.



**Note:** The installation instructions in this document apply only to WhatsUp Gold Standard Edition and WhatsUp Gold Premium Edition. For installation instructions for WhatsUp Gold Distributed Edition or WhatsUp Gold MSP Edition, see *WhatsUp Gold Distributed Edition Deployment Guide* (<http://www.whatsupgold.com/WUGtesladsdg>) or *WhatsUp Gold MSP Edition Deployment Guide* (<http://www.whatsupgold.com/WUGteslamspdg>).

## Installing WhatsUp Gold using Microsoft SQL Server 2005 Express Edition

**To install WhatsUp Gold using the default Microsoft SQL Server 2005 Express Edition instance:**

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



**Caution:** We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
  - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
  - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the Welcome screen.

Click a link to view a Help resource.

Ensure that **Hide advanced installation options** is selected.

Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
  - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
  - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.
- 5 Select **Install Microsoft SQL Server 2005 Express Edition on this machine**.

Click **Next** to continue.
- 6 Select the install directories for Microsoft SQL Server 2005 Express Edition. The application and data files are installed in default directories. To change the locations, click **Browse** to find and select a different directory for the application files or the data files.



**Important:** Make sure that you have a large capacity drive selected for data storage. The data files for WhatsUp Gold can reach a maximum size of 22 GB.



**Important:** During the initial installation, databases are created for WhatsUp Gold Flow Monitor. These initial databases are limited in size, but are increased the first time the Flow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the Flow Monitor databases is increased to 4 GB each (16 GB total including transaction logs). If less than 16 GB is available, the maximum size of the Flow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold Flow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

- 7 Click **Next**. The SQL Account Password dialog appears.
- 8 Specify a **User Name** for the account and enter and confirm a **Password**. You also have the option to **Keep the default password**.
- 9 Click **Next**. The installation directory dialog appears.
- 10 Select the installation directory for the WhatsUp Gold application files.

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The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



**Tip:** The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



**Note:** If the installation program detects data from a previous installation of WhatsUp Gold, the Backup Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

The Enable Web Server dialog appears.

**11** Determine if you want to enable the WhatsUp web server.

- To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



**Important:** You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see the *Configuring the web server* section of the *Installing and Configuring WhatsUp Gold* ([http://www.whatsupgold.com/wugiis\\_tesla](http://www.whatsupgold.com/wugiis_tesla)) guide.

After making a selection, click **Next**. The Specify Web interface Admin account Password dialog appears.



**Note:** If the Windows firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold web interface.

**12** Either select to **Keep the default Admin password**, or enter and confirm a new password.

Click **Next** to install WhatsUp Gold.

**13** Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.

**14** When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.

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



## Installing WhatsUp Gold using an existing Microsoft SQL Server

You can use an existing Microsoft SQL Server 2005 or Microsoft SQL Server 2008 to store the data collected by WhatsUp Gold. To do this, these requirements must be met:

- 10 Microsoft SQL Server 2005 or Microsoft SQL Server 2008 English must be installed on the WhatsUp Gold host computer or another computer.



**Important:** Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



**Important:** WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005 or Microsoft SQL Server 2008.

- 11 Microsoft SQL Server 2005 or Microsoft SQL Server 2008 must be configured to allow WhatsUp Gold to authenticate.
  - If Microsoft SQL Server is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft SQL Server to allow remote connections* (<http://support.microsoft.com/kb/914277>).
  - Use a Microsoft SQL Server user account to connect to the database.
- 12 Microsoft SQL Server must be configured to have a user account that meets the following requirements:
  - Full administrator privileges to Microsoft SQL Server, not just the WhatsUp Gold databases. WhatsUp Gold only supports accessing the database via an account with full administrator rights. WhatsUp Gold does not support using a limited access database user account.
  - User's language is set to (United States) English. This can be set in the properties for the login used by WhatsUp Gold.

If you need assistance configuring or verifying these prerequisites, contact your database administrator or refer to the *Microsoft SQL Server documentation* (<http://support.microsoft.com/ph/2855>).

### To install WhatsUp Gold using an existing Microsoft SQL Server:

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



**Caution:** We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
  - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
  - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).



- 3 Read the Welcome screen.  
Click a link to view a Help resource.  
  
Clear **Hide advanced installation options**. This option's selection must be cleared in order for you to use Microsoft SQL Server as the WhatsUp Gold database.  
Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
  - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
  - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.
- 5 Select **Use an existing installation of Microsoft SQL Server**, then click **Next**. The Database Server Login dialog appears.



**Important:** Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



**Tip:** If you cannot remember your database server's hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

- a) In **Database server that you are installing to**, enter the hostname of your database server.



**Note:** If you are using a database instance other than the default instance, you must include the instance name using the format <Server\_Name>\<Instance\_Name>.

- b) In **SQL Server Authentication**, enter the correct **Login ID** and **Password**.
- c) Click **Next**. The installation program attempts to validate the credentials you entered and checks for the existence of WhatsUp Gold databases on the database server. If WhatsUp Gold databases are found on the database server, the setup program alerts you and asks if you want to continue.
  - Select **Yes** to upgrade the databases and continue the installation.
  - Select **No** to select another Microsoft SQL Server. After the credentials are validated, the Enter Microsoft SQL Server 2005 Express Edition Paths dialog appears.
- 6 This dialog lists the third-party resources that the installation program installs, including Microsoft SQL Server 2005 Express Edition client tools (required for installations of WhatsUp Gold that use Microsoft SQL Server databases) and Microsoft .NET Framework 3.5.

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Click **Next**. The Choose Destination Location dialog appears.

- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



**Tip:** The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



**Note:** If the installation program detects data from a previous installation of WhatsUp Gold, the Backup Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

The Enable Web Server dialog appears.

- 8 Determine if you want to enable the WhatsUp web server.
  - To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



**Important:** You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see the *Configuring the web server* section of the *Installing and Configuring WhatsUp Gold* ([http://www.whatsupgold.com/wugiis\\_tesla](http://www.whatsupgold.com/wugiis_tesla)) guide.

After making a selection, click **Next**. The Specify Web interface Admin account Password dialog appears.



**Note:** If the Windows firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold web interface.

- 9 Either select to **Keep the default Admin password**, or enter and confirm a new password.

Click **Next** to install WhatsUp Gold.

- 10 Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.

- 11 When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.

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

# Upgrading

The installation program can automatically upgrade WhatsUp Gold v11 and later. The installation program delivers new application files and upgrades the database. The installation program automatically upgrades databases on Microsoft SQL Server Desktop Edition, Microsoft SQL Server 2005 Express Edition, Microsoft SQL Server 2005, and Microsoft SQL Server 2008.



**Note:** WhatsUp Gold v12.3 or later introduces automatic database upgrades. It is no longer necessary to manually execute SQL scripts to upgrade a non-standard database.



**Note:** If you are using Microsoft SQL Server 2000, you must upgrade to Microsoft SQL Server 2005 or Microsoft SQL Server 2008 prior to upgrading WhatsUp Gold. Microsoft SQL Server 2000 is no longer supported by WhatsUp Gold.



**Tip:** To upgrade from an older version than WhatsUp Gold v11, you must follow a supported upgrade path. For more information on supported upgrade paths, see the *Updating from versions 8.x, 2005, or 2006 to v14.x* (<http://www.whatsupgold.com/wug14upgrade>) Knowledge Base article or refer to the *WhatsUp Gold Answers repository* (<http://whatsup.custhelp.com>).

If the database is currently hosted on Microsoft SQL Server Desktop Edition or Microsoft SQL Server 2005 Express Edition but you want to migrate your database to Microsoft SQL Server 2005 or Microsoft SQL Server 2008, complete the upgrade on the existing database, then follow the steps outlined in the *WhatsUp Gold Database Migration Guide* ([http://www.whatsupgold.com/wugdbmg\\_tesla](http://www.whatsupgold.com/wugdbmg_tesla)).

## To upgrade from a previous version of WhatsUp Gold with a local SQL database:

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



**Caution:** We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
  - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
  - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the notice about device limit enforcement.
  - Select **Yes** to continue the upgrade.
  - Select **No** to abort the upgrade.



**Note:** If you upgrade and you are currently managing more devices than your license allows, WhatsUp Gold will not poll your devices after the upgrade until you take additional action. To find out more about how device limits work and to determine if you are affected, see *Are you managing more devices than your license allows?* (<http://www.whatsupgold.com/devicecount.htm>).

- 4 Read the Welcome screen.  
Click a link to view a Help resource.



**Important:** During the upgrade process, WhatsUp Gold services and monitoring are stopped.

Click **Next**. The License Agreement dialog appears.

- 5 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
  - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
  - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next**. The Back Up Existing Database dialog appears.

- 6 Since the installation program makes changes to the WhatsUp Gold database, we strongly recommend that you select **Yes, back up the existing database**.



**Note:** If you are upgrading from an installation of WhatsUp Gold 11.x that uses Microsoft SQL Server Desktop Edition as its database, you can select the location where you want to store the backup. For all other upgrades, the backup is made in the default backup location for the database server.

Click **Next**. The Back Up Web and Report Files dialog appears.

- 7 If you have modified any of the Web or Report files, select **Back up the existing Web and report files**. If this option is selected, the existing Web and report files are copied to a backup folder before the upgrade begins. We recommend that you select this option.

Click **Next**. The Ready to Install the Program dialog appears.

- 8 Click **Install**. The installation program begins upgrading WhatsUp Gold.
- 9 When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.

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

## Activating WhatsUp Gold for new or upgraded licenses

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.

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.



**Important:** 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:



**Note:** Before you start the manual activation process, make sure that you have your product serial number available to use in the activation program.

- 1 Click **Start > Programs > Ipswitch WhatsUp Gold > Manage WhatsUp Gold License**. The activation program appears.  
- or -  
If you run the WhatsUp Gold console at the end of the installation, it displays an Invalid License dialog. Click the **Purchase/Unlock** to start the license activation process.
- 2 Follow the on-screen instructions to complete the product activation.



**Note:** 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 the **Offline** button, then follow the onscreen instructions.

For more help and information about licensing, go to the *MyIpswitch licensing portal* (<http://www.myipswitch.com/>).



**Tip:** You can view information about your installation via the About WhatsUp Gold dialog, located on both the console and web interface from **Help > About WhatsUp**. 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 click **Plugins** to view the plugin licensing information.

## About device count limits

WhatsUp Gold is licensed by the number of monitored devices. After the number of monitored devices has been reached, you cannot add new devices to WhatsUp Gold.

**To view the number of devices your license allows and the number of devices you have currently configured:**



- 1 From the console, select **Help > About**. The About dialog appears.  
- or -  
From the web interface, select **GO > Help > About**. The About dialog appears.
- 2 **Maximum Devices** indicates the number of devices your license allows you to monitor. The total number of devices currently configured in WhatsUp Gold is indicated in the first paragraph.



**Tip:** You can upgrade your license to include more devices through the *Ipswitch customer portal* (<http://www.myipswitch.com>).

## About the Task Tray and Desktop Actions icon

WhatsUp Gold installs two task bar icons on your computer.

- The Task Tray icon  alerts you to the status of the application as a whole.
- 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.

### WhatsUp Gold Icons

During normal operation, the Task Tray icon displays the worst state of all devices on your map.



**Tip:** You can enable tooltips to have the icon display any state change that occurs on the system. To do this, right-click on the icon and select or clear **Enable Tooltips**.





When the WhatsUp Gold service is stopped and the polling engine is not running, this icon appears:



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In this case, you need to restart the WhatsUp Polling Engine service. If the polling engine is not running, WhatsUp Gold is not connected to the database, and nothing in the application functions properly.

- To turn off the Task Tray Application and icon , right-click on the icon, then click Close Task Tray Application.
- To turn off the Desktop Actions icon , right-click the icon, then click select **Close**.



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

## Configuring the database

WhatsUp Gold requires a database to store information about the devices it monitors. WhatsUp Gold supports the following databases:

- Microsoft SQL Server 2005 Express Edition (installed by WhatsUp Gold)
- Microsoft SQL Server 2005 (not installed by WhatsUp Gold)
- Microsoft SQL Server 2008 (not installed by WhatsUp Gold)

You can select and install to either database during installation. Upgrades from previous versions of WhatsUp Gold automatically use the existing database.

To learn how to migrate from Microsoft SQL Server 2005 Express Edition to Microsoft SQL Server 2005 or Microsoft SQL Server 2008, see *WhatsUp Gold Database Migration Guide* ([http://www.whatsupgold.com/wugdbmg\\_tesla](http://www.whatsupgold.com/wugdbmg_tesla)).

## Configuring the web server

By default, WhatsUp Gold delivers and configures a lightweight web server to serve the web interface over regular HTTP or SSL-encrypted HTTPS.

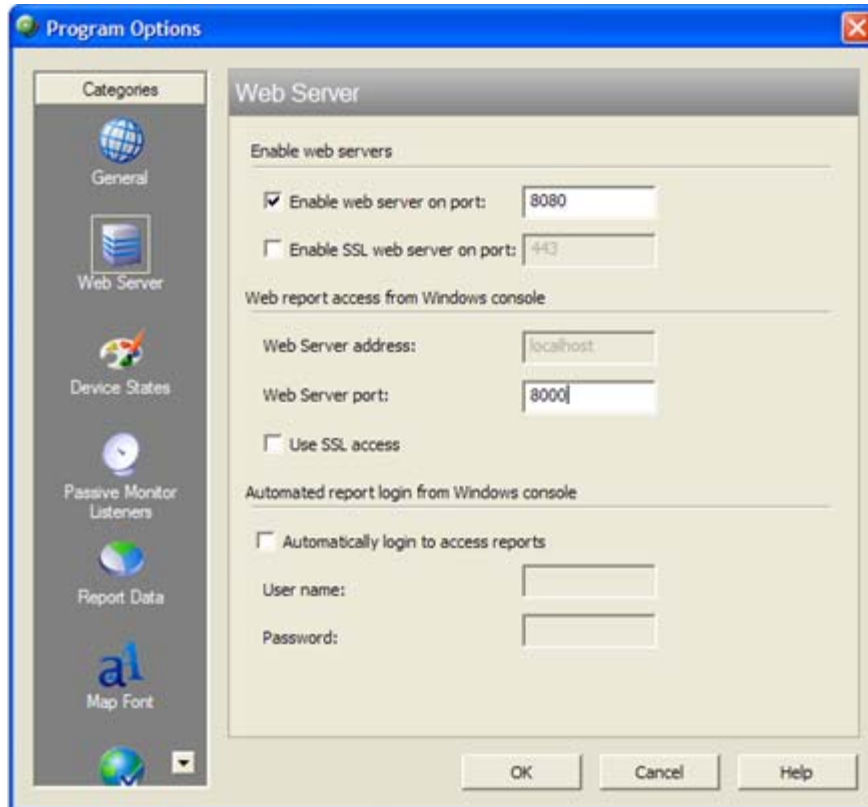
Alternatively, you can configure Microsoft Internet Information Services as the web server for the WhatsUp Gold web interface.



## Stopping and starting the internal web server

To start or stop the WhatsUp Gold web server:

- 1 On the WhatsUp Gold console, select **Configure > Program Options**.
- 2 On the Program Options dialog, select **Web Server**.



- 3 Select **Enable web server on port** to start the server, or clear the option to stop the server.
- 4 Click **OK** to save your changes.

You can change the port that the server runs on by changing the port number next to the **Enable web server on port** option.



**Tip:** To restart the web server, clear **Enable web server on port** and click **OK** to close the dialog. Then, open Program Options dialog again and select **Enable web server on port** again.



**Tip:** You can also restart the web server using the WhatsUp Services Controller. For more information, see About the WhatsUp Services Controller.

### About the WhatsUp Gold default SSL certificates

WhatsUp Gold install the SSL certificates and keys needed to immediately begin connecting to the SSL web server using 128 bit encryption.

The SSL files included with WhatsUp Gold (`root.pem` and `server.pem`) are installed with every copy of WhatsUp Gold as a demonstration of how SSL can be used to encrypt web traffic. If you choose to use these default files, your encrypted session can be intercepted and decrypted by anyone who has access to these files.

You should replaced the default certificates with new SSL certificates that you generate and sign. These sample files reside in the `<WhatsUp Gold Install Directory>\data\SSL` directory.

Also, since the sample certificate is issued with `Ipswitch` as the Common Name, it will generate a Domain Name Mismatch Security Error every time a new browser session is established.



**Important:** If the Secure Socket Layer (SSL) web server is enabled (WhatsUp Gold console - **Configure > Program Options > Web Server**), we recommend that you use a valid SSL certificate. To acquire a valid SSL certificate, refer to an SSL certificate provider such as VeriSign. For more information, see *About the default SSL certificates* (on page 15).

### Using IIS on Windows XP or Windows 2003

Follow these steps to run the WhatsUp Gold web interface through an IIS (Internet Information Services) Web server on Windows XP or Windows 2003. This procedure assumes that you are using the default instance of SQL Server 2005 Express that is delivered with WhatsUp Gold and that WhatsUp Gold, SQL Server 2005 Express, and Internet Information Server are all installed on the same server.



**Important:** This procedure is for use with Windows XP and Windows 2003 only. For instructions on how to configure IIS as the web server for the WhatsUp Gold web interface on Windows Vista, see *Using IIS on Windows Vista* (on page 20).

### To use IIS as the web server for the WhatsUp Gold web interface on Windows XP or Windows 2003:





**Note:** Make sure that the Internet Information Services (IIS) and ASP .NET components are enabled in order to use IIS 6. In the Control Panel, go to Add or Remove Programs, click **Add/Remove Windows Components**, double-click **Application Server** in the Components list, then select **ASP .NET**.

#### 1 Stop the following services and applications:



**Tip:** You can use the WhatsUp Services Controller dialog (Ipswitch Service Control Manager) to manage services. For more information, see About the WhatsUp Services Controller.

- WhatsUp API (`nmapi.exe`)
  - WhatsUp Polling Engine (`nmSERVICE.exe`)
  - Discovery (`discoverySERVICE.exe`)
  - Alert Center (`alertcenterSERVICE.exe`)
  - WhatsUp Web Server (`nmwebSERVICE.exe`)
  - Flow Collector (`bwcollector.Net.exe`)
  - WhatsConfigured (`networkconfigSERVICE.exe`)
  - Trivial File Transfer Protocol Server (`tftpsERVICE.exe`)
  - WhatsConnected Service (`networkviewersERVICE.exe`)
  - WhatsUp Failover Manager (`nmfailover.exe`)
  - Internet Information Services (IIS) if used instead of the WhatsUp Web Server. IIS is available as the World Wide Web Publishing Service in the Services applet of the Control Panel.
  - WhatsUp Gold Task Tray application (  located in the lower right section of the task bar)
  - WhatsUp Gold Desktop Action application (  located in the lower right section of the task bar)
- 2 Specify a username and password for WhatsUp Gold to use when connecting to the database.
- a) From the Windows Start menu, select **Control Panel > Administrative Tools > Data Sources** and select the **System DSN** tab.  
- OR -  
For 64-bit OSs start the Command Prompt (click **Start > Run**), enter `c:\Windows\SysWOW64\odbcad32.exe`, then select the **System DSN** tab in the ODBC Data Source Administrator dialog.
  - b) Select the `WhatsUp` DSN and click **Configure**. The Configuration wizard appears.
  - c) Verify that the fields in the first dialog are correct for your SQL Server authentication preferences, then click **Next**.

- d) On the second dialog, verify that the **With SQL Server authentication using login ID and password entered by the user** option is selected. In the **Login** field, enter the SQL username. In the **Password** field, enter the SQL user's password. Click **Next**.
  - e) On the third dialog, verify that **Change the default database to** is selected and that the `WhatsUp` database appears in the drop-down menu. Click **Next**.
  - f) Continue to click **Next** until you come to the final dialog, then click **Finish**. The ODBC Microsoft SQL Server Setup dialog opens. You can click **Test Data Source** to test the configuration or click **OK**.
  - g) Repeat steps b-f for the `NetFlow` DSN.
- 3** Configure WhatsUp Gold and its plug-ins to use the updated username and password for the database.
- a) Open the WhatsUp Gold Database Configuration Utility from the Start menu at **Start > Programs > Ipswitch WhatsUp Gold > Utilities > Database Configuration Utility**.
  - b) Select **Use SQL Server Authentication**.
  - c) Enter the **Username** and **Password** that you entered in the DSN, then click **Connect**. The utility verifies the connection information. If the information is correct, the Update Registry dialog appears.
  - d) Verify that **Restart the WhatsUp service after the update** is *not* selected.
  - e) Click **Save**. The utility updates the database connection settings and restarts effected services. The Finished dialog appears.
  - f) Click **Finish**. The Database Configuration Utility closes.
- 4** Stop the Web site under which you want to run the WhatsUp Gold web interface.
- a) From the Windows Start menu, select **Control Panel > Administrative Tools > Internet Information Services**. The Internet Information Services (IIS) Manager appears.
  - b) Right-click on the Web site under which you want to run the WhatsUp Gold web interface and select **Stop**.
- 5** Create a virtual directory for the WhatsUp Gold web interface.
- a) Right-click on the Web site on which you want to run the WhatsUp Gold web interface and select **New > Virtual Directory**. The Virtual Directory Creation Wizard appears.
  - b) Click **Next**. The Virtual Directory Alias dialog appears.
  - c) In **Alias**, enter `NmConsole`. Click **Next**. The Web Site Content Directory dialog appears.
  - d) In **Path**, enter or browse to select `<WhatsUp Gold install path>\HTML\NmConsole\`. Click **Next**. The Virtual Directory Access Permissions dialog appears.
  - e) Enable **Read** and **Run scripts (such as ASP)**, then click **Next**.
  - f) Click **Finish** to close the wizard.
- 6** Enable the parent paths feature for the `NmConsole` virtual directory.
- a) In the Internet Information Services (IIS) Manager, right-click on the newly created `NmConsole` virtual directory and select **Properties**.
  - b) Select the **Virtual Directory** tab, then click **Configuration**.

- c) On the **Options** tab, select **Enable parent paths**. Click **OK**.
  - d) (Windows XP only) If you are using Windows XP, on the **Virtual Directory** tab, in the **Application settings** section of the **Application Protection** list, select **Low (IIS Process)**. This setting is necessary to allow many of the newer WhatsUp Gold features to operate that use ActiveX controls.
- 7** Configure authentication methods for the `NmConsole` virtual directory.
- a) In the NmConsole Properties dialog, select the **Directory Security** tab.
  - b) Under **Anonymous access and authentication control** (in Windows XP) or **Authentication and access control** (in Windows 2003), click **Edit**. Verify that **Enable anonymous access** is enabled.
  - c) By default, IIS uses a restricted account named `IUSR_<machine_name>` for anonymous access. Under **Account used for anonymous access**, change the user listed in the **User name** field to a local administrator.



**Note:** In Windows XP, if you wish to use a domain user with local administrator rights, you must disable the **Allow IIS to control password** option and enter the password for the domain user.

- d) Click **OK** to close the Authentication Methods dialog, then **OK** to close the NmConsole Properties dialog.
- 8** On Windows 2003 (IIS 6) only, you must enable and configure Active Server Pages and other options.
- a) In the **Internet Information Services (IIS) Manager**, select the **Web Services Extensions** folder. The Web Services Extensions pane appears.
  - b) Select **Active Server Pages**, then click **Allow**.
  - c) Enable ASP response buffering and increase the buffer limit as follows:
    - From the Windows desktop, select **Start > Run**. The Run dialog appears.
    - Enter `cmd.exe`, then click **OK**.
    - Enter the following commands:

```
cd /d %systemdrive%\inetpub\adminscripts
cscript.exe adsutil.vbs SET w3svc/AspBufferingLimit 8000000
cscript.exe adsutil.vbs SET w3svc/AspMaxRequestEntityAllowed 8000000
```

(Run the following command for Windows 2003 64-bit OS only):

```
cscript.exe adsutil.vbs SET w3svc/AppPools/Enable32bitAppOnWin64 1
```
- 9** Restart IIS. To do this, in the Internet Information Services (IIS) Manager, right-click on the Web site on which you want to run the WhatsUp Gold web interface and select **Start**.
- 10** Disable the Ipswitch web server. This can be done on the WhatsUp Gold console at **Configure > Program Options > Web Server**. After disabling the Ipswitch Web server, verify that reports still load correctly by right-clicking a device in the console and selecting **Device Reports**. If the reports do not load properly, verify that the **Web server port** in the **Web report access from Windows console** section of the contains the port number used by IIS.

- 11 Restart the services and applications you stopped in Step 1. You can use the WhatsUp Services Controller dialog (Ipswitch Service Control Manager) to manage services. For more information, see About the WhatsUp Services Controller.

- 12 Connect to the WhatsUp web interface by opening a browser and entering the following address in the Address box:

`http://<ip_address - or - hostname>/NmConsole/`

### Examples

`http://192.168.1.200/NmConsole/`

`http://demo.whatsupgold.com/NmConsole/`



**Important:** When adding a device through IIS, an issue with IIS may cause you to receive an error that says, "Error scanning device." For information on how to resolve this issue, see *"Error scanning device XXXXX. Probable cause is it does not exist" when using IIS as the Web Server* (<http://support.ipswitch.com/kb/WP-20061130-es01.htm>).

## Using IIS on Windows Vista

Follow these steps to run the WhatsUp Gold web interface through an IIS (Internet Information Services) Web server on Windows Vista. This procedure assumes that you are using the default instance of SQL Server 2005 Express that is delivered with WhatsUp Gold and that WhatsUp Gold, SQL Server 2005 Express, and Internet Information Server are all installed on the same server.



**Important:** Throughout the procedure below, Windows Vista may periodically ask you to confirm that you want to perform certain tasks that require administrative privileges. If this occurs, select **OK**.





**Important:** This procedure applies to Windows Vista with Service Pack 2 only. For instructions on how to configure IIS as the web server for the WhatsUp Gold web interface on Windows XP or Windows 2003, see *Using IIS on Windows XP or Windows 2003* (on page 16).

- 1 Stop or close the following services and applications:



**Tip:** You can use the WhatsUp Services Controller dialog (Ipswitch Service Control Manager) to manage services. For more information, see About the WhatsUp Services Controller.

- WhatsUp API (`nmap.exe`)
- WhatsUp Polling Engine (`nmsservice.exe`)
- Discovery (`discoveryservice.exe`)
- Alert Center (`alertcenterservice.exe`)
- WhatsUp Web Server (`nmwebsservice.exe`)
- Flow Collector (`bwcollector.Net.exe`)
- WhatsConfigured (`networkconfigservice.exe`)

- Trivial File Transfer Protocol Server (tftpserver.exe)
  - WhatsConnected Service (networkviewerservice.exe)
  - WhatsUp Failover Manager (nmfailover.exe)
  - Internet Information Services (IIS) if used instead of the WhatsUp Web Server. IIS is available as the World Wide Web Publishing Service in the Services applet of the Control Panel.
  - WhatsUp Gold Task Tray application ( located in the lower right section of the task bar)
  - WhatsUp Gold Desktop Action application ( located in the lower right section of the task bar)
- 2 Specify a username and password for WhatsUp Gold to use when connecting to the database.
- a) From the Windows Start menu, select **Control Panel > Administrative Tools > Data Sources** and select the **System DSN** tab.  
- OR -  
For 64-bit OSs start the Command Prompt (click **Start > Run**), enter `c:\Windows\SysWOW64\odbcad32.exe`, then select the **System DSN** tab in the ODBC Data Source Administrator dialog.
  - b) Select the **WhatsUp** DSN and click **Configure**. The Configuration wizard appears.
  - c) Verify that the fields in the first dialog are correct for your SQL Server authentication preferences, then click **Next**.
  - d) On the second dialog, verify that the **With SQL Server authentication using login ID and password entered by the user** option is selected. In the **Login** field, enter the SQL username. In the **Password** field, enter the SQL user's password. Click **Next**.
  - e) On the third dialog, verify that **Change the default database to** is selected and that the **WhatsUp** database appears in the drop-down menu. Click **Next**.
  - f) Continue to click **Next** until you come to the final dialog, then click **Finish**. The ODBC Microsoft SQL Server Setup dialog opens. You can click **Test Data Source** to test the configuration or click **OK**.
  - g) Repeat steps b-f for the **NetFlow** DSN.
- 3 Configure WhatsUp Gold and its plug-ins to use the updated username and password for the database.
- a) Open the WhatsUp Gold Database Configuration Utility from the Start menu at **Start > Programs > Ipswitch WhatsUp Gold > Utilities > Database Configuration Utility**.
  - b) Select **Use SQL Server Authentication**.
  - c) Enter the **Username** and **Password** that you entered in the DSN, then click **Connect**. The utility verifies the connection information. If the information is correct, the Update Registry dialog appears.
  - d) Verify that **Restart the WhatsUp service after the update** is *not* selected.
  - e) Click **Save**. The utility updates the database connection settings and restarts effected services. The Finished dialog appears.
  - f) Click **Finish**. The Database Configuration Utility closes.



- 4 Create a Windows user to serve as the user context under which the WhatsUp Gold web interface runs.
  - a) Open **Control Panel > Administrative Tools > Computer Management**. The Computer Management application appears.
  - b) Select **Local User and Groups**, then select the **Users** folder.
  - c) From the menu, select **Action > New User**. The New User dialog appears.
  - d) Enter the information for the new user. We recommend using a name that is easily identifiable as the WhatsUp Gold user, such as `WhatsUpUser` or `WUGUser`.
  - e) Clear **User must change password at next logon**.
  - f) Click **Create**. The new user is created.
  - g) Click **Close** to close the New User dialog.
  - h) Double-click the new user. The Properties dialog for the user appears.
  - i) Select the **Member Of** tab. A list of groups to which this user belongs appears.
  - j) Add the new user to the *Administrators* group.
  - k) Click **OK**, and then close the Computer Management window. The user is now ready to be used by the WhatsUp Gold web interface.



**Note:** If unexpected errors occur in WhatsUp Gold with IIS 7.0, try using the `Administrator` user login to resolve the issue.



**Note:** If you specify a user that does not have administrative privileges, the web interface cannot interact with Windows services. This means that you cannot view the status of services or start, stop, or restart services from the web interface. In this case, you must log in to Windows to manage services through the Control Panel.

- 5 Verify that IIS is installed and properly configured.
  - a) Open **Control Panel > Programs and Features**.
  - b) From the Tasks pane on the left side of the window, select **Turn Windows Features on or off**. The Windows Features dialog appears.
  - c) Verify that **Internet Information Services** is selected.
  - d) Expand **Internet Information Services > World Wide Web Services > Application Development Features**.
  - e) Select **ASP**, then click **OK**.
- 6 Create an IIS application pool for WhatsUp Gold to use.
  - a) Open **Control Panel > Administrative Tools**. The Administration Tools window appears.
  - b) Double-click **Internet Information Services (IIS) Manager**. The Internet Information Services (IIS) Manager appears.
  - c) In the **Connections** pane on the left side of the window, expand the item that corresponds to the name of the server on which you are working.

- d) Right-click on **Application Pools** and select **Add Application Pool**. The Add Application Pool dialog appears.
  - e) In **Name**, enter `NmConsole`.
  - f) Under **.NET Framework version**, select the highest version available.
  - g) Under **Managed pipeline mode**, select **Classic**.
  - h) Click **OK**. The new application pool is created.
- 7 Configure advanced settings on the `NmConsole` application pool.



**Important:** If you are using a 64-bit OS, make sure that you set the NmConsole Application Pool Advanced Settings option for **Enable 32-bit Applications** to **True**.

- a) Right-click the **NmConsole** application pool from the list, then select **Advanced Settings** from the right-click menu. The Advanced Settings dialog appears.
  - b) Expand **Process Model**, then select the **Identity** row. Click the browse (...) button that appears in the second column. The Application Pool Identity dialog appears.
  - c) Select **Custom account**, then click **Set**. The Set Credentials dialog appears.
  - d) Enter the name and password of the user you created for the WhatsUp Gold web interface to run as, then click **OK**.
  - e) Make sure the **Maximum Worker Processes** are set to 1.
  - f) Click **OK** to exit the Advanced Settings dialog.
- 8 Create an IIS application for the WhatsUp Gold web interface.
- a) In the **Connections** pane on the left side of the screen, under Sites, locate the Web site under which you want WhatsUp Gold to run. Right-click it and select **Add Application**. The Add Application dialog appears.
  - b) In **Alias**, enter `NmConsole`.
  - c) Click the **Select** button next to **Application pool**. The Select Application Pool dialog appears.
  - d) Select the `NmConsole` application pool, then click **OK**.
  - e) In **Physical path**, enter (or use the browse button to select) the path to the WhatsUp Gold web interface. This should be located at `<WhatsUp Gold install path>\HTML\NmConsole\`.
  - f) Click **Connect As**. The Connect As dialog appears.
  - g) Select **Specific user**, then click **Set**. The Set Credentials dialog appears.
  - h) Enter the name and password of the user you created for the WhatsUp Gold web interface to run as, then click **OK**.
  - i) Click **OK** to close the Connect As dialog.



**Tip:** After configuring the settings for the application, click **Test Settings** to verify that everything is configured correctly.

- j) Click **OK**. The new application is created.
- 9 Modify the ASP settings for the **NmConsole** application.
  - a) In the **Connections** pane on the left side of the window, select the **NmConsole** application.
  - b) In the center section of the screen, under the **IIS** heading, double-click **ASP**.
  - c) Under **Enable Parent Paths**, select **True**. This option is required to support use of the relative paths used to navigate in the WhatsUp Gold web interface.
  - d) Expand **Limit Properties**.
  - e) Change the value of **Maximum Requesting Entity Body Limit** to 8000000.
  - f) Change the value of **Response Buffering Limit** to 8000000.
  - g) In the **Actions** pane on the right side of the window, click **Apply**.
- 10 To prevent a port conflict, the internal web server must be set to use another port, such as 8080, or must be disabled. This can be done on the WhatsUp Gold console at **Configure > Program Options > Web Server**.



**Note:** If you configure the Web Server to run on a port other than the port you specified during the installation of WhatsUp Gold, you must configure the Windows Firewall to allow traffic on that port.

If you disable the WhatsUp web interface, verify that reports still load correctly by right-clicking a device in the WhatsUp Gold console and selecting Device Reports. If not, double-check the settings on the **Program Options > Web Server** panel and verify the **Web server port** in the **Web report access from Windows console** section contains the port number used by IIS.

- 11 Restart the services and applications you stopped in Step 1. You can use the WhatsUp Services Controller dialog (Ipswitch Service Control Manager) to manage services. For more information, see About the WhatsUp Services Controller.
- 12 Connect to the WhatsUp web interface by opening a browser and entering the following address in the Address box:

`http://<ip_address - or - hostname>:port/NmConsole/`

### Examples

`http://192.168.1.200/NmConsole/`

`http://192.168.1.200:8080/NmConsole/`

`http://www.ipswitch.com:8080/NmConsole/`

## Using IIS on Windows Server 2008

Follow these steps to run the WhatsUp Gold web interface through an IIS (Internet Information Services) Web server on Windows Server 2008. This procedure assumes that you are using the default instance of Microsoft SQL Server 2005 Express Edition that is delivered with WhatsUp Gold and that WhatsUp Gold, SQL Server 2005 Express, and Internet Information Server are all installed on the same server.





**Important:** Throughout the procedure below, Windows Server 2008 may periodically ask you to confirm that you want to perform certain tasks that require administrative privileges. If this occurs, select **OK**.

### 1 Stop or close the following services and applications:



**Tip:** You can use the WhatsUp Services Controller dialog (Ipswitch Service Control Manager) to manage services. For more information, see About the WhatsUp Services Controller.

- WhatsUp API (`nmapi.exe`)
  - WhatsUp Polling Engine (`nmSERVICE.exe`)
  - Discovery (`discoverySERVICE.exe`)
  - Alert Center (`alertcentersERVICE.exe`)
  - WhatsUp Web Server (`nmwebSERVICE.exe`)
  - Flow Collector (`bwcollector.Net.exe`)
  - WhatsConfigured (`networkconfigSERVICE.exe`)
  - Trivial File Transfer Protocol Server (`tftpsERVICE.exe`)
  - WhatsConnected Service (`networkviewersERVICE.exe`)
  - WhatsUp Failover Manager (`nmfailover.exe`)
  - Internet Information Services (IIS) if used instead of the WhatsUp Web Server. IIS is available as the World Wide Web Publishing Service in the Services applet of the Control Panel.
  - WhatsUp Gold Task Tray application (  located in the lower right section of the task bar)
  - WhatsUp Gold Desktop Action application (  located in the lower right section of the task bar)
- 2 Specify a username and password for WhatsUp Gold to use when connecting to the database.
- a) From the Windows Start menu, select **Control Panel > Administrative Tools > Data Sources** and select the **System DSN** tab.
    - OR -
    - For 64-bit OSs start the Command Prompt (click **Start > Run**), enter

- c:\Windows\SysWOW64\odbcad32.exe, then select the **System DSN** tab in the ODBC Data Source Administrator dialog.
- b) Select the `WhatsUp` DSN and click **Configure**. The Configuration wizard appears.
  - c) Verify that the fields in the first dialog are correct for your SQL Server authentication preferences, then click **Next**.
  - d) On the second dialog, verify that the **With SQL Server authentication using login ID and password entered by the user** option is selected. In the **Login** field, enter the SQL username. In the **Password** field, enter the SQL user's password. Click **Next**.
  - e) On the third dialog, verify that **Change the default database to** is selected and that the `WhatsUp` database appears in the drop-down menu. Click **Next**.
  - f) Continue to click **Next** until you come to the final dialog, then click **Finish**. The ODBC Microsoft SQL Server Setup dialog opens. You can click **Test Data Source** to test the configuration or click **OK**.
  - g) Repeat steps b-f for the `NetFlow` DSN.
- 3** Configure WhatsUp Gold and its plug-ins to use the updated username and password for the database.
- a) Open the WhatsUp Gold Database Configuration Utility from the Start menu at **Start > Programs > Ipswitch WhatsUp Gold > Utilities > Database Configuration Utility**.
  - b) Select **Use SQL Server Authentication**.
  - c) Enter the **Username** and **Password** that you entered in the DSN, then click **Connect**. The utility verifies the connection information. If the information is correct, the Update Registry dialog appears.
  - d) Verify that **Restart the WhatsUp service after the update** is *not* selected.
  - e) Click **Save**. The utility updates the database connection settings and restarts effected services. The Finished dialog appears.
  - f) Click **Finish**. The Database Configuration Utility closes.
- 4** Create a Windows user to serve as the user context under which the WhatsUp Gold web interface runs.
- a) Open **Control Panel > Administrative Tools > Computer Management**. The Computer Management application appears.
  - b) Select **Local User and Groups**, then select the **Users** folder.
  - c) From the menu, select **Action > New User**. The New User dialog appears.
  - d) Enter the information for the new user. We recommend using a name that is easily identifiable as the WhatsUp Gold user, such as `WhatsUpUser` or `WUGUser`.
  - e) Clear **User must change password at next logon**.
  - f) Click **Create**. The new user is created.
  - g) Click **Close** to close the New User dialog.
  - h) Double-click the new user. The Properties dialog for the user appears.
  - i) Select the **Member Of** tab. A list of groups to which this user belongs appears.
  - j) Add the new user to the *Administrators* group.

- k) Click **OK**, and then close the Computer Management window.
- l) The user is now ready to be used by the WhatsUp Gold web interface.



**Note:** If you specify a user that does not have administrative privileges, the web interface cannot interact with Windows services. This means that you cannot view the status of services or start, stop, or restart services from the web interface. In this case, you must log in to Windows to manage services through the Control Panel.

- 5 Verify that IIS is installed and properly configured.
  - a) Open **Control Panel > Programs and Features**.
  - b) From the Tasks pane on the left side of the window, select **Turn Windows Features on or off**. The Windows Features dialog appears.
  - c) On the left pane of the Server Manager dialog, select **Roles**.
  - d) On the right pane of the Server Manager dialog, select **Web Server (IIS) > Role Services**.
  - e) Verify that **Web Server, ASP, Static Content, HTTP Redirection, and Default Document** appear with a status of *Installed* under the Role Service column.
- 6 Create an IIS application pool for WhatsUp Gold to use.
  - a) Open **Control Panel > Administrative Tools**. The Administration Tools window appears.
  - b) Double-click **Internet Information Services (IIS) Manager**. The Internet Information Services (IIS) Manager appears.
  - c) In the **Connections** pane on the left side of the window, expand the item that corresponds to the name of the server on which you are working.
  - d) Right-click on **Application Pools** and select **Add Application Pool**. The Add Application Pool dialog appears.
  - e) In **Name**, enter `NmConsole`.
  - f) Under **.NET Framework version**, select the highest version available.
  - g) Under **Managed pipeline mode**, select **Classic**.
  - h) Click **OK**. The new application pool is created.
- 7 Configure advanced settings on the `NmConsole` application pool.



**Important:** If you are using a 64-bit OS, make sure that you set the NmConsole Application Pool Advanced Settings option for **Enable 32-bit Applications** to **True**.

- a) Right-click the **NmConsole** application pool from the list, then select **Advanced Settings** from the right-click menu. The Advanced Settings dialog appears.
- b) Expand **Process Model**, then select the **Identity** row. Click the browse (...) button that appears in the second column. The Application Pool Identity dialog appears.
- c) Select **Custom account**, then click **Set**. The Set Credentials dialog appears.

- d) Enter the name and password of the user you created for the WhatsUp Gold web interface to run as (for example, `WUGUser`), then click **OK**.
- e) Make sure the **Maximum Worker Processes** are set to 1.
- f) Click **OK** to exit the Advanced Settings dialog.
- 8** Create an IIS application for the WhatsUp Gold web interface.
  - a) In the **Connections** pane on the left side of the screen, under Sites, locate the Web site under which you want WhatsUp Gold to run. Right-click it and select **Add Application**. The Add Application dialog appears.
  - b) In **Alias**, enter `NmConsole`.
  - c) Click the **Select** button next to **Application pool**. The Select Application Pool dialog appears.
  - d) Select the `NmConsole` application pool, then click **OK**.
  - e) In **Physical path**, enter (or use the browse button to select) the path to the WhatsUp Gold web interface. This should be located at `<WhatsUp Gold install path>\HTML\NmConsole\`.
  - f) Click **Connect As**. The Connect As dialog appears.
  - g) Select **Specific user**, then click **Set**. The Set Credentials dialog appears.
  - h) Enter the name and password of the user you created for the WhatsUp Gold web interface to run as, then click **OK**.
  - i) Click **OK** to close the Connect As dialog.



**Tip:** After configuring the settings for the application, click **Test Settings** to verify that everything is configured correctly.

- j) Click **OK**. The new application is created.
- 9** Modify the ASP settings for the **NmConsole** application.
  - a) In the **Connections** pane on the left side of the window, select the **NmConsole** application.
  - b) In the center section of the screen, under the **IIS** heading, double-click **ASP**.
  - c) Under **Enable Parent Paths**, select **True**. This option is required to support use of the relative paths used to navigate in the WhatsUp Gold web interface.
  - d) Expand **Limits Properties**.
  - e) Change the value of **Maximum Requesting Entity Body Limit** to 8000000.
  - f) Change the value of **Response Buffering Limit** to 8000000.
  - g) In the **Actions** pane on the right side of the window, click **Apply**.
- 10** To prevent a port conflict, the internal web server must be set to use another port, such as 8080, or must be disabled. This can be done on the WhatsUp Gold console at **Configure > Program Options > Web Server**.





**Note:** If you configure the Web Server to run on a port other than the port you specified during the installation of WhatsUp Gold, you must configure the Windows Firewall to allow traffic on that port.

If you disable the WhatsUp web interface, verify that reports still load correctly by right-clicking a device in the WhatsUp Gold console and selecting Device Reports. If not, double-check the settings on the **Program Options > Web Server** panel and verify the **Web server port** in the **Web report access from Windows console** section contains the port number used by IIS.

- 11** Restart the services and applications you stopped in Step 1. You can use the WhatsUp Services Controller dialog (Ipswitch Service Control Manager) to manage services. For more information, see About the WhatsUp Services Controller.
- 12** Connect to the WhatsUp web interface by opening a browser and entering the following address in the Address box:

`http://<ip_address - or - hostname>:port/NmConsole/`

### Examples

`http://192.168.1.200/NmConsole/`

`http://192.168.1.200:8080/NmConsole/`

`http://www.ipswitch.com:8080/NmConsole/`

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