



# IPSWITCH

**JUMPSTART SERIES**

## **Gathering Network Data**

Learn how to configure WhatsUp Gold to collect information about the devices on your network.

 **IPSWITCH**  
WhatsUpGold

# JumpStart:

## Gathering network data

Ipswitch WhatsUp Gold is a powerful network management tool that gathers data from network devices and delivers this data in multiple forms. Before WhatsUp Gold can efficiently manage your network, you must take several steps.

In order for WhatsUp Gold to gather data from your network devices, you must first:

- 1 - Discover devices on your network
- 2 - Configure your network
- 3 - Configure your monitors
- 4 - Configure your actions
- 5 - Configure your workspace views

### Step 1 - Discover devices on your network

After you have installed WhatsUp Gold, you need to discover devices on your network for the application to monitor. When you open the application for the first time, the Device Discovery Wizard appears. The Device Discovery Wizard steps you through the discovery process, scans the network using the protocols and settings you choose, then allows you to choose which devices to add to the database for monitoring.



**Tip:** In addition to the wizard, you can add single devices to the network through single device discovery, as well as schedule regular scans of the network through Active Discovery. For more information, see *Adding a single device manually* and *Using Active Discovery* in the WhatsUp Gold User Guide.

We recommend that you use the Device Discovery Wizard for the initial discovery of your network.

For more information, see *Using Device Discovery* in the WhatsUp Gold User Guide.

## Step 2 - Configure your network

In WhatsUp Gold, devices are organized through device groups. By default, all of the devices on your network are placed into a Dynamic Group named **All devices**. Additionally, each time you discover devices a new device group is created containing the devices found in the scan that you chose to monitor. You can create as many Dynamic and non-Dynamic groups as you want to organize your network in a way that is meaningful to you and your monitoring needs.



**Tip:** You can copy devices to multiple device groups.



**Note:** When you create multiple copies of a device, your device count does not increase as a result. Also, copying a device to another group does not duplicate monitoring of that device.

For more information, see *Using Device Groups* in the WhatsUp Gold User Guide.



**Tip:** As you configure your network, you can create maps using WhatsUp Gold Map view, which allows you to create graphical representations of your network. You can organized these maps in any way that best suits your needs. For more information about Map View, and creating maps, see *About the Map View* and *Using Maps* in the WhatsUp Gold User Guide.

## Step 3 - Configure your monitors

WhatsUp Gold includes several default monitors, but you will need to configure new monitors to gather the specific types of information you want about your network.

Each of the monitor types gathers a different type of information, so you may use a combination of each type of monitor to manage your network. Before creating monitors, you should figure out what type of network information you need, and configure monitors to gather that specific data.

There are three types of monitors in WhatsUp Gold:

- **Active monitors.** These monitors query services installed on network devices. If the queries are not answered or return unexpected answers, the service is considered down, and a device state change is issued. You can associate actions with device state changes to notify you when a service goes down.



**Tip:** You can configure an SNMP Active Script Monitor to check the operating status value of a port on one of your network routers. The monitor would either be up or down considering the status value collected by the monitor. For more information, see *SNMP Monitor* in the application Help.

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For information on configuring and enabling active monitors, see *Using Active Monitors* in the WhatsUp Gold User Guide.

- **Passive monitors.** These monitors passively listen for events (SNMP traps, Syslog messages, and WinEvents) on network devices. Passive monitors should be used to complement active monitors and not as the sole means to monitor a device or service, as they do not change the state of a device, but can trigger events.



**Tip:** You can enable the WhatsUp Gold SNMP trap handler to listen and accept SNMP traps. WhatsUp Gold records the traps in the device's SNMP Trap Log. For more information, see *Receiving SNMP traps* in the WhatsUp Gold User Guide.

For information on configuring and enabling passive monitors, see *Using Passive Monitors* in the WhatsUp Gold User Guide.

- **Performance monitors.** These monitors gather information about different performance aspects of network devices. The collected data is used to create reports that trend the utilization and availability of these device aspects, allowing you to gauge device performance levels. Performance monitors are used for reporting purposes and do not change the state of a device nor trigger action alerts.



**Tip:** You can configure custom performance monitors to monitor specific SNMP OIDs/Instances and WMI counters. For more information, see *Creating custom performance monitors* in the WhatsUp Gold User Guide.

For information on configuring and enabling performance monitors, see *Using Performance Monitors* in the WhatsUp Gold User Guide.

## Step 4 - Configure your actions

Actions are designed to perform a task as a device or monitor state change occurs.

As you configure an action, you choose the task it is to perform—actions can try to correct the problem, notify someone of the state change, or launch an external application. Also, when you configure an action, you choose whether to assign it to a device, or to an active or passive monitor.

When assigned to a monitor, actions fire according to the state changes it issues. When assigned to devices, actions fire according to any active monitor assigned to a device issues a state change.



**Tip:** You can configure an Email Action to send you an email alert when a monitor you have configured issues a down state change. For information on how to configure an Email Action, see *Creating an Email Action* in the WhatsUp Gold User Guide.

You can configure actions on a single device or monitor, or define an Action Policy to use across multiple devices or active monitors. Please note that you cannot assign an action policy to a passive monitor.

For more information on configuring and assigning actions, see *Using Actions* in the WhatsUp Gold User Guide.

## Step 5 - Configure your workspace views

The WhatsUp Gold Home workspace is the first screen you see after logging in to the web interface. This is your personal, customizable Home portal, or *workspace*.

Workspaces in WhatsUp Gold are designed to be user-specific, and are configurable to include workspace reports specific to users' needs. Workspaces contain multiple *views* that let you organize various workspace reports by the type of information they display. When you begin customizing your workspace views, you should consider the types of information you need to view most often, the devices in which you need to pay closest attention, and what level of detail you want to monitor through a particular workspace view. You should also take into consideration the type of workspace, and the types of workspace reports you can add to a particular workspace type.

There are three types of workspaces: Device, Top 10, and Home. On Device workspaces, you are limited to add device-specific workspace reports; on Top 10 workspaces, you are limited to add Top 10 workspace reports; on Home workspaces, you can add any type of workspace report.



**Tip:** To further organize your workspaces, you can easily move reports within a workspace view by dragging a report from its current location and dropping it in another area of the view. For more information, see *Moving workspace reports within a workspace view* in the WhatsUp Gold User Guide.

For more information about workspace views, see *Understanding and Using Workspaces* in the WhatsUp Gold User Guide.

## Next steps

After you have configured your network and the appropriate monitors, you can view the important data WhatsUp Gold is gathering for you.

For information on where in WhatsUp Gold you can view network data, see the next document in the Jump Start series, *Viewing Network Data*.

## For more information

Following are information resources for WhatsUp Gold. This information may be periodically updated and available on the *WhatsUp Gold Web site* (<http://www.whatsupgold.com/support/index.asp>).

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- **Release Notes.** The release notes provide an overview of changes, known issues, and bug fixes for the current release. The notes also contain instructions for installing, upgrading, and configuring WhatsUp Gold. The release notes are available at **Start > Programs > Ipswitch WhatsUp Gold > Release Notes** or on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug123relnotes>).
- **Application Help for the console and web interface.** The console and web help contain dialog assistance, general configuration information, and how-to's that explain how to use the features. The Table of Contents is organized by functional area, and can be accessed from the main menu or by clicking **Help** in the console, or the **?** icon in the web interface.
- **User Guide.** This guide describes how to use the application out-of-the-box. It is also useful if you want to read about the application before installing. To view or download the User Guide, select **Help > WhatsUp Gold User Guide** or download it from the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug123ug>).
- **Additional WhatsUp Gold guides.** For a listing of current and previous guides and help files available for WhatsUp Gold's multiple versions, see the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/guides.aspx>).
- **WhatsUp Gold optional plug-ins.** You can extend the core features of WhatsUp Gold by installing plug-ins. For information on available plug-ins and to see release notes for each plug-in, see *WhatsUp Gold plug-ins documentation* (<http://www.whatsupgold.com/wugplugins>).
- **Licensing Information.** Licensing and support information is available on the *MyIpswitch licensing portal* (<http://www.myipswitch.com/>). The web portal provides enhanced web-based capabilities to view and manage Ipswitch product licenses.
- **Knowledge Base.** Search the Ipswitch Knowledge Base of technical support and customer service information. The knowledge base is available on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wugTechSupport>).
- **User Forum.** Use the online user group forums to interact with other WhatsUp Gold users to share helpful information about the application. The User Forums are available on the *WhatsUp Gold web site* (<http://forums.ipswitch.com/>).

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