



IPSWITCH

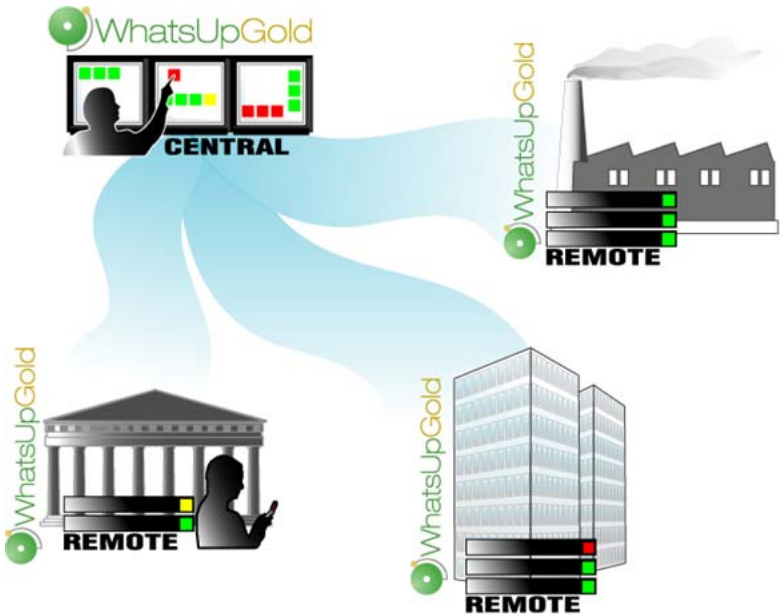
Quick Start Deployment Guide: Installing the WhatsUp MSP Edition to Central and Remote Sites

This guide provides overview information about installing and configuring WhatsUp Gold Central and Remote Sites.

About the WhatsUp Gold MSP Edition

The WhatsUp Gold MSP Edition extends the capabilities of a single WhatsUp product to let you monitor multiple remote networks (sites) from a central location. This solution includes a WhatsUp Gold Central installation and a WhatsUp Gold Remote installation.

The WhatsUp Central Site installation coordinates data feeds from multiple WhatsUp Remote Site installations. The network data can then be viewed in reports that you select and customize on the Central Site. The Central and Remote installations, together, provide high visibility to the networks from one central location.



The WhatsUp Gold MSP 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 user interfaces

WhatsUp Gold offers two user interfaces, the Windows console interface and the web interface, which offer largely the same functionality. We recommend that you do the initial set up — discovery and mapping — on the console, then use the web interface for additional setup of monitors and workspaces, users and permissions, and for day-to-day monitoring.

- **Windows console interface.** The WhatsUp Gold console is a Windows application, through which you can configure and manage WhatsUp Gold and the database it uses.
- **Web interface.** The web interface provides access to WhatsUp Gold functionality (via HTTP or HTTPS) from a web browser.

About distributed reporting capabilities

The WhatsUp Gold MSP Edition lets you set up and view reports associated with each remote network. You set up centralized reports on the Central Site to gather key data from the Remote Sites.

The screenshot displays the 'Home Workspace' interface with two columns of data for 'Atlanta Office' and 'Chicago Office'. Each column includes a 'Remote Site Overview' and a 'Threshold - Ping by Response Time Over 1 ms (Remote)' report.

Remote Site Overview - Atlanta Office

- Http address: <http://192.168.3.180>
- Last connect time: Monday, June 26, 2007 03:41:04 PM
- Last refresh time: Tuesday, June 26, 2007 02:06:19 PM
- Display name: bacchus
- Device type: Windows Workstation
- Host name: bacchus
- Address: 192.168.3.180
- Tools: [Icons for various utilities]
- Statistics: 137 devices, 138 monitors, 27 queries

Threshold - Ping by Response Time Over 1 ms (Remote) - Atlanta Office

Device	Interface	Max (ms)	Avg (ms)
ATL-AYTON	ATL-AYTON (192)	639	586.0
BUBBAMACVISTA	BUBBAMACVISTA	688	646.0
ATL-JWILLIAMS	ATL-JWILLIAMS (1)	224	75.0
192.168.3.87	192.168.3.87	125	60.0
192.168.3.19	192.168.3.19	1	7.0
192.168.3.55	192.168.3.55	3	2.0
192.168.3.21	192.168.3.21	3	2.0
192.168.3.5	192.168.3.5	2	2.0

Remote Site Overview - Chicago Office

- Http address: <http://192.168.3.132>
- Last connect time: Tuesday, June 26, 2007 11:20:04 AM
- Last refresh time: Tuesday, June 26, 2007 02:06:16 PM
- Display name: APOLLO
- Device type: Windows Workstation
- Host name: APOLLO
- Address: 192.168.3.170
- Tools: [Icons for various utilities]
- Statistics: 137 devices, 138 monitors, 27 queries

Threshold - Ping by Response Time Over 1 ms (Remote) - Chicago Office

Device	Interface	Max (ms)	Avg (ms)
ATL-JWILLIAMS	ATL-JWILLIAMS (1)	925	811.0
BUBBAMACVISTA	BUBBAMACVISTA	755	677.0
192.168.3.55	192.168.3.55	9	5.0
192.168.3.21	192.168.3.21	7	3.0
WKS92	WKS92 (192.168.2)	6	3.0
192.168.3.19	192.168.3.19	1	3.0
WKS74	WKS74 (192.168.2)	4	2.0

Summary Counts: [Icons for various reports]

Footer: IP SWITCH Knowledge Base | Training | ipswitch.com | Ipswitch WhatsUp Gold Central Site Edition v11.0.3

With the monitoring and reporting capabilities you can be confident that your network is fully monitored and that you will stay informed about the overall network health.



The screenshot shows a web interface titled "Remote Site Status" with a navigation menu (Home, Devices, Reports) and a search bar. The main content area displays a table for the date "June 26, 2007". The table has columns for Remote Site, Devices Up, Devices Down, Devices in Maintenance, Monitors Up, Monitors Down, and Last Refresh Time. Data is provided for Atlanta Office and Chicago Office.

Remote Site	Devices Up	Devices Down	Devices in Maintenance	Monitors Up	Monitors Down	Last Refresh Time
Atlanta Office	193	7	0	243	10	Tue 06/26 10:11 AM
Chicago Office	63	6	0	63	6	Tue 06/26 9:51 AM

If you lose the connection between the Central and Remote Sites, the information from the last network state is still available on the Central Site. Each Remote Site continues to run an independent, full-featured version of WhatsUp, so it continues to gather network data, 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 data is secure and confidential. The SSL communications between sites occur seamlessly, with no extra user setup required.

Installing the MSP Edition Central and Remote Sites

Installation overview

The Ipswitch WhatsUp Gold MSP Edition is comprised of the:

- **WhatsUp Gold Central Site** component installed on a network computer to collect data from and monitor all of the Remote Sites.
- **WhatsUp Gold Remote Site** component installed on a network computer at each remote location. Each remote site computer monitors the remote site network and reports the network status back to the Central Site.
- **Ipswitch Dashboard Screen Manager** application automatically installed with the WhatsUp Gold Central Site. After the Central and Remote Sites are set up, you can configure this application to cycle through a series of selected WhatsUp Gold web interface pages and other Web pages that

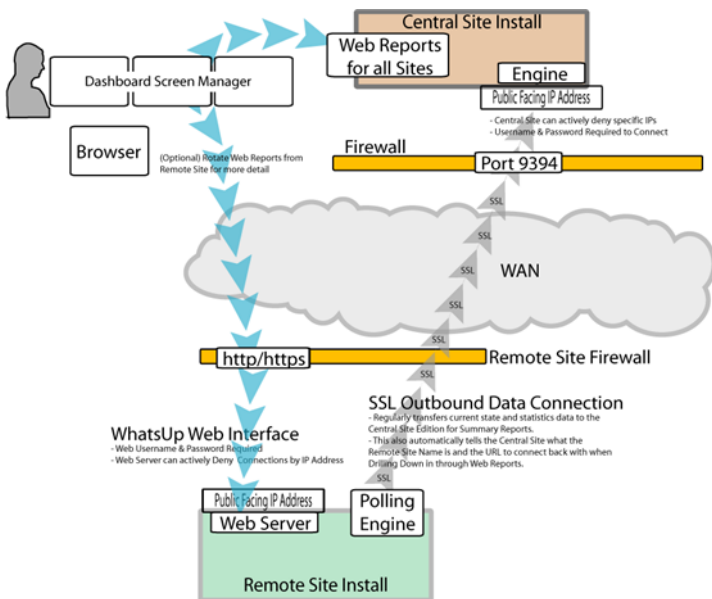
you want to view on a regular basis. The Dashboard is ideal to set up across multiple monitors to view multiple networks or Remote Sites, increasing visibility to the information that is most important to you.

There are two installation programs for the MSP Edition, one for the WhatsUp Gold Central Site and a second for the WhatsUp Gold Remote Site. The installation programs step you through the process of installing each part of the application.

Following are the overview steps required to install the MSP Edition. For more detailed installation instructions, see the Installing the WhatsUp MSP Edition to Central and Remote Sites deployment guide located on the Ipswitch Web site (<http://www.ipswitch.com>):

- 1** Install the Central Site application.
 - (Recommended) Select whether to enable the WhatsUp Web server and select the Web server port.
 - Create a User Name and Password that the Remote Sites will use when connecting to the Central Site.
 - Configure the TCP port that the Remote Sites will use to connect to the Central Site.
- 2** Make sure the firewall ports are specified and open for the inbound connections (from the Remote Sites on Port 9394 TCP).
- 3** Install the Remote Site application at the remote locations.
 - Select whether to enable the WhatsUp Web server and select the Web server port.
 - Set up the Central Site IP Address and TCP Port that the Remote Site(s) will use to connect to the Central Site.
 - Set the User Name and Password that the Remote Site(s) will use to gain access the Central Site.
 - Set up the Display Name for the Remote Site.

- (Recommended) Enter the HTTP address that the Central Site will use to access this Remote Site's Web interface.
- Run the network discovery to identify devices on the network and set up Active and Passive Monitors.



- 4 Create Workspace Reports on the Central Site installation for each of the Remote Sites.
- 5 (Optional) Set up the Dashboard application on the Central Site.

After the above steps are complete, the application is ready to monitor, and be further customized and expanded as required. Data will be communicated from the Remote Sites to the Central Site. The network data is rolled-up in the workspace reports and full reports that you set up. If you enabled access to the Remote Sites, you can drill-down from the Central Site reports to detailed historical data on the related Remote Site.

Find out more

To learn more about WhatsUp Gold distributed solutions and other WhatsUp products, visit the Ipswitch Web site (<http://www.ipswitch.com>).