



IPSWITCH

Using Additional Pollers with WhatsUp Gold v16.3

Learn how to install, configure, and
manage pollers for load balancing on
your WhatsUp Gold system

CHAPTER 1 Polling Overview

WhatsUp Gold Polling Engine Overview.....	1
Using Polling with WhatsUp Gold Failover and Distributed editions.....	2

CHAPTER 2 Poller Installation and Removal

WhatsUp Gold Poller installation and configuration.....	3
WhatsUp Gold Poller installation in a failover environment.....	4
WhatsUp Gold Poller Removal.....	5

CHAPTER 3 Poller Configuration

Configuring WhatsUp Gold to use additional pollers	6
Using the Polling Configuration Library	6
Configuring a poller.....	7
Adding a subnet.....	9

CHAPTER 4 Poller Status and Performance

Poller Health Dashboard.....	10
About the General: Poller Health report.....	10
Polling Performance Tuning	11
About the Status Tray (WhatsUp Gold Status Center) and Desktop Actions applications.....	12
Poller usage in WhatsUp Gold.....	13

Finding more information and updates

Copyright notice

CHAPTER 1

Polling Overview

In This Chapter

WhatsUp Gold Polling Engine Overview 1

Using Polling with WhatsUp Gold Failover and Distributed editions 2

WhatsUp Gold Polling Engine Overview

The Ipswitch WhatsUp Gold Poller is an application used to perform and assign WhatsUp Gold device polling operations to monitor network devices. Specifically, additional pollers installed on your WhatsUp Gold system transmit active monitor and performance monitor data to the WhatsUp Gold server. Extending polling activity across multiple pollers increases the number of devices for which WhatsUp Gold can poll and collect data to send back to the WhatsUp Gold system. Using additional pollers can efficiently scale polling operations to a larger number of network devices, ultimately providing the capacity to monitor and manage larger networks.

Additional pollers are available to users with licenses for Ipswitch WhatsUp Gold Standard, Premium, Distributed, and Failover editions as well as to trial users working on Evaluation licenses for WhatsUp Gold. Pollers may be installed on any Windows system on the network, other than the WhatsUp Gold server. By default, the WhatsUp Gold poller is installed on the WhatsUp Gold system when you install the WhatsUp Gold application. Additional poller licenses may be purchased and added to your WhatsUp Gold system.

During installation, you must configure each poller to send data to the WhatsUp Gold server by entering a name to identify the poller, the server name or IP address to identify the device running WhatsUp Gold, and valid credentials required to access the WhatsUp Gold host computer. You must also use this information to configure WhatsUp Gold to receive data from each poller installed on your network. The poller is configured through the WhatsUp Gold web interface by clicking **Admin > Polling**. This launches the Polling Configuration Library dialog where the local poller and additional poller configurations enabled for polling can be added, edited, or deleted. For more information on configuring pollers using the WhatsUp Gold Polling Configuration Library in WhatsUp Gold, see *Using the Polling Configuration Library* (on page 6).



Important The machine on which the WhatsUp Gold poller is installed MUST have the same access to the network as the WhatsUp Gold machine. Polling data is always reported from the viewpoint of the WhatsUp Gold machine regardless of which device performed the polling task. Therefore, if a poller can only access a portion of the network, devices to which the poller does not have access (even if previously discovered by WhatsUp Gold) are reported as down.



Important: If you are licensed for WhatsUp Gold Failover, you should continue to use WhatsUp Gold Failover for full WhatsUp Gold system redundancy. For more information, see *Polling and WhatsUp Gold Failover* (on page 2).

Using Polling with WhatsUp Gold Failover and Distributed editions

Ipswitch WhatsUp Gold Failover Edition is an optional WhatsUp Gold product that introduces a failover capability to your network that will activate in the event your primary WhatsUp Gold machine fails. If you have WhatsUp Gold Failover Edition, any pollers pointing to the primary WhatsUp Gold machine must be identical in both name and configuration to pollers pointing to the secondary WhatsUp Gold machine so the failover system is redundant, receiving and reporting the same data in a failover scenario. Any variation in name, configuration, or access permissions between pollers assigned to the primary and secondary WhatsUp Gold machines will cause incomplete data to be returned on the WhatsUp Gold failover system.



Caution: Pollers do not failover independently of WhatsUp Gold. If an individual poller fails, its counterpart on the secondary WhatsUp Gold system will not assume the failed pollers' operations. Your secondary WhatsUp Gold system must mirror your primary WhatsUp Gold system completely.



Important: Because pollers assigned to the primary and secondary systems must be named identically and in a failover scenario only one WhatsUp Gold system is active at a time, each poller name only needs to be entered into the polling configuration library once.

Pollers work with a WhatsUp Gold Distributed configuration exactly like a standard WhatsUp Gold configuration. No special configuration is necessary.

CHAPTER 2

Poller Installation and Removal

In This Chapter

WhatsUp Gold Poller installation and configuration3

WhatsUp Gold Poller Removal.....5

WhatsUp Gold Poller installation and configuration

To install a poller on another network machine, you must obtain the install file from the **Download Now** link on the WhatsUp Gold support site (**Start > All Programs > Ipswitch WhatsUp Gold vX > Get Remote Poller** (<http://www.whatsupgold.com/products/download/wug-poller.aspx>)).

The following are prerequisites for installing an additional poller on your WhatsUp Gold system:

- Local admin privileges for the host machine are required to install the WhatsUp Gold poller.
- The Windows account from which you install the poller must have a known password. You will be prompted to enter this password during the poller installation process.



Note: After a poller is installed on a remote machine, you can modify the poller User name and Password in the Windows Credential Manager, accessible via the Windows Control Panel. Ensure you log in to this machine using the same user credentials used during the poller installation. You can also run the remote machine poller install program (repair install) on the target poller system to change the user name and password.

- .NET 4 is required for installation and is available to install if not already installed on the host machine. If prompted to allow .NET4 installation, click **Yes**.



Note: System polling and reporting times are based on the WhatsUp Gold system clock and time-zone settings.

To install the WhatsUp Gold poller:

- 1 Double-click the executable file. If the Open File - Security Warning dialog appears, click **Run**. The WUG Poller - InstallShield Wizard launches.
- 2 Click **Next**. The **License Agreement** dialog appears.

Using Additional Pollers with WhatsUp Gold

- 3 Review the Ipswitch License Agreement, select **I accept the terms of the license agreement**, and click **Next** to continue. The Choose Destination Location dialog appears.
- 4 Click **Next** to install the WhatsUp Gold poller in the default directory or click **Change** to select a different location. The WhatsUp Gold info dialog appears.
- 5 Enter a unique name to identify the poller in the **Name** box.



Important: Following installation, you will need the poller name to successfully add the poller to the configuration library in WhatsUp Gold. See *Configuring the Poller* (on page 6) for additional details.

- 6 Enter the server name or IP address for the WhatsUp Gold machine in the **Server** box.



Note: The default port shown in the WhatsUp Gold installation info dialog is 9713. This is the port assigned to the WhatsUp Gold host system and should not be altered unless the port on the WhatsUp Gold machine/polling controller has been changed.



Note: In order for a poller to connect to WhatsUp Gold, you'll need to enable communication on the following ports: TCP 9713 - Polling Data Communications and TCP - 9730 Polling Control Communications.

- 7 Click **Next**. The Login dialog appears.
- 8 Enter a valid user name and password for the WhatsUp Gold server.
- 9 Click **Next**. The Password dialog appears.
- 10 Enter the password for the current Windows account on the machine on which the poller is being installed.



Note: WhatsUp Gold Poller inherits the security attributes in place on the machine on which it is installed. It is recommended that the poller be installed using an administrator-level Windows account.



Note: To modify applicable credentials after installation, access the Windows Vault from the Control Panel of the machine on which the WhatsUp Gold Poller is installed.

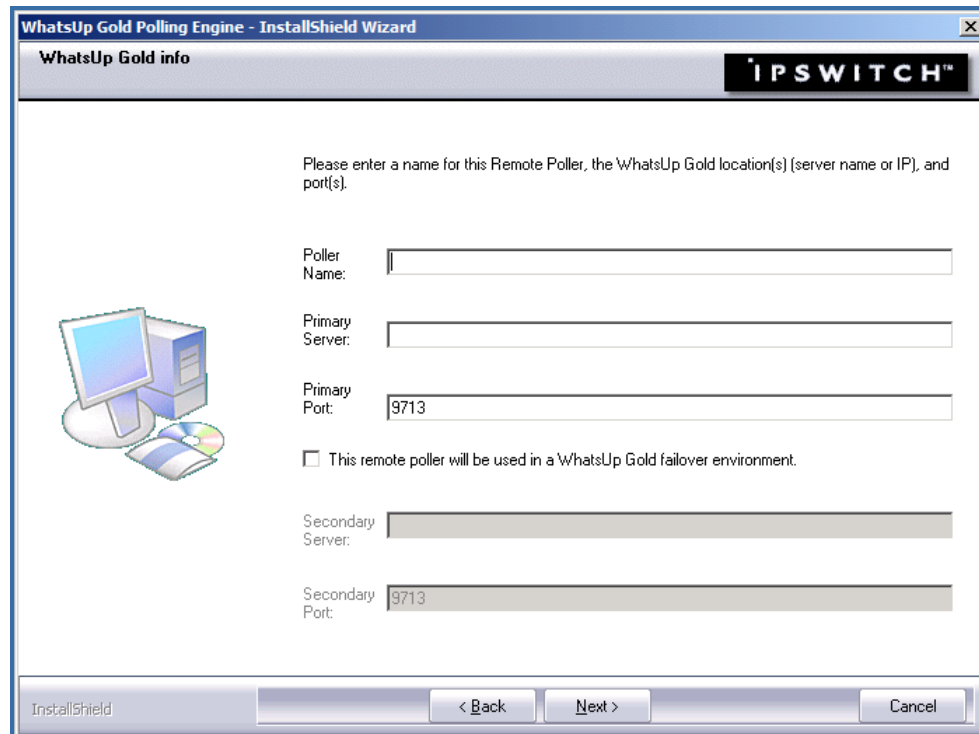
- 11 Click **Next**. The Ready to Install the Program dialog appears.
- 12 Click **Install**. InstallShield Wizard installs the WhatsUp Gold Poller.
- 13 After installation is complete, click **Finish** to exist the InstallShield Wizard.
- 14 Click **Finish**.

WhatsUp Gold Poller installation in a failover environment

If you are installing additional pollers for WhatsUp Gold Failover, during the poller installation process, you are asked to enter your primary and secondary WhatsUp Gold login credentials for poller service authentication.

To install a poller for WhatsUp Gold Failover:

- 1 From the poller installer, select **This remote poller will be used in a WhatsUp Gold failover environment**.



- 2 Click **Next**. The installation ensures that the login credentials match for the primary and secondary failover servers.

WhatsUp Gold Poller Removal

To remove the WhatsUp Gold poller:

- 1 Access the Windows Control Panel for the machine on which the Polling Engine is installed.
- 2 Select the **Uninstall a program** hyperlink.
- 3 Double-click **Ipswitch WhatsUp Gold Polling Engine** in the list of installed programs. The WhatsUp Gold Polling Engine InstallShield Wizard launches.
- 4 Click **Yes** to indicate you want to remove the selected application and all of its features.
- 5 When the dialog indicates uninstall is complete, select whether you want to restart your computer now or later.
- 6 Click **Finish**.

CHAPTER 3

Poller Configuration

In This Chapter

Configuring WhatsUp Gold to use additional pollers.....6

Using the Polling Configuration Library.....6

Configuring WhatsUp Gold to use additional pollers

You can configure WhatsUp Gold to use additional pollers installed on your WhatsUp Gold system using the Polling Configuration Library. To access the Polling Configuration Library from the web interface, go to **Admin > Polling**. Or, if you previously added the *Poller Health dashboard report* (on page 10) to your WhatsUp Gold home page, you can launch the Polling Configuration Library dialog by clicking on any poller name displayed within the report.

For detailed information on using the Polling Configuration Library, see *Using the Polling Configuration Library* (on page 6).

Using the Polling Configuration Library

The Polling Configuration Library displays all pollers configured for use with WhatsUp Gold. To access the Polling Configuration Library from the web interface, go to **Admin > Polling**. For additional information about WhatsUp Gold polling, see *WhatsUp Gold Polling Engine Overview* (on page 1).



Important Verify that at least one poller is configured for load balancing at all times to ensure that all devices are being polled.



Important To ensure that at least one poller has access to your polled devices at any given time, verify that your WhatsUp Gold PC and PC that your poller is installed on have the same user access privileges. If a poller is not participating in load balancing, but is setup to poll a particular subnet, those devices in that subnet must be updated to allow SNMP requests from the associated poller.



Note: Local devices can *only* be polled by the local poller.

The Polling Configuration Library provides you with the following information:

- **Name.** The name of the poller. The state of the poller also displays as a circle next to the poller name. The poller states are:

- *Green* - started, registered, idle
- *Yellow* - starting, registering, stopping, restarting
- *Red* - error, not found, unknown
- **Description.** Additional information about the poller.
- **Enabled.** Whether or not the poller is currently enabled.

Use the Polling Configuration Library to configure new or existing pollers.

To add a poller installed on your network to the Poller Configuration Library:

- 1 Click **New**.
- 2 Enter a **Name** and **Description** for the poller.
- 3 To enable the poller, select **Is Enabled**.
- 4 To use this poller for load balancing, select **Use for load balance**.
- 5 Click **OK**.

To edit an existing poller in the Polling Configuration Library:

- 1 Select the poller you want to edit.
- 2 Click **Edit**.
- 3 Modify poller configuration as desired. You can:
 - Change the name and or description of the poller.
 - Enable/disable the poller.
 - Enable/disable load balancing for the poller.
 - Assign/remove specific devices or subnets to/from the poller.
- 4 Click **OK**.

To remove a poller from the Polling Configuration Library:

- 1 Select the poller you want to delete.
- 2 Click **Delete**.
- 3 When prompted by WhatsUp Gold, "Are you sure you want to delete this configuration?", click **Yes**.
- 4 Click **OK**.

Configuring a poller

Use this dialog to configure a WhatsUp Gold poller. For additional information about WhatsUp Gold polling, see *WhatsUp Gold Polling Engine Overview* (on page 1).

Enter the appropriate information:

- **Name.** Enter a name for the poller. This name is used to identify the poller in the Polling Configuration Library.
- **Description.** Enter additional information about the poller. This description is used to identify the poller in the Polling Configuration Library.
- **Use for load balance.** Select this option to allow the poller to assist with the load on the WhatsUp Gold system.

- **Is Enabled.** Select this option to enable the poller.



Important Verify that at least one poller is configured for load balancing at all times to ensure that all devices are being polled.



Important If you are restricting SNMP access to certain IP addresses in your network and your pollers are participating in load balancing, you must add all of the IP addresses for the pollers to the list of accepted IP addresses. This is necessary to ensure that at least one poller has access to your SNMP polled devices at any given time. If a poller is not participating in load balancing, but is setup to poll a particular subnet, those devices in that subnet must be updated to allow SNMP requests from the associated poller.



Note: After a poller is installed on a remote machine, you can modify the poller User name and Password in the Windows Credential Manager, accessible via the Windows Control Panel. Ensure you log in to this machine using the same user credentials used during the poller installation. You can also run the remote machine poller install program (repair install) on the target poller system to change the user name and password.

Devices Tab

Use the Devices tab to select the device(s) you want to apply to the poller.

To apply a device to a poller:

- 1 Click **Add**. The Select a Device dialog appears.
- 2 Select a single device, multiple devices, or device group from the list, then click **OK**. The device(s) appear on the Devices tab.



Note: When adding multiple devices or a group of devices, you must add less than 500 devices at a time.

- 3 Click **OK** to save changes.



Note: To remove a device from a poller, select a device from the list, then click **Remove**.

Subnets Tab

To apply a subnet to a poller:

- 1 Click **Add**. The Add Subnet dialog appears.
- 2 Enter the subnet address into the **Address** box in the x.x.x.x/xx format, then click **OK**. The subnets appear on the Subnets tab.



Note: Prefix lengths and masks are equivalent. A prefix length indicates how many bits of the subnet IP address consist of the subnet prefix, or the number of bits of the masks that are set to 1. For example, the subnet 192.168.3.0 255.255.255.0 has a prefix of 192.168.3. Its mask, 255.255.255.0, consists of 24bits set to 1 and 8 bits set to 0. Its prefix length is 24, which is often times written as 192.168.3.0/24.



Note: The subnet you enter must include devices that have been discovered through the WhatsUp Gold Discovery Console.

- 3 (Optional) Click **Test** to verify the connection with the devices in the IP address range.
- 4 Click **OK** to save changes.



Note: To remove a subnet from a poller, select a subnet from the list, then click **Remove**.

Adding a subnet

Use this dialog to add a group of devices (subnet) to a poller. This is helpful if you have multiple locations that you want to monitor with WhatsUp Gold. For example, instead of polling devices at an off-site location through VPN and using a large amount of network bandwidth, you can *install a poller at the off-site location* (on page 3) and set it up to only poll devices at that location. By doing so, only the results of the polls are sent by the poller through VPN to WhatsUp Gold.

To add a subnet to a poller:

- 1 Enter the subnet address into the **Address** box in the x.x.x.x/xx format, then click **OK**. The subnets appear on the Subnets tab.



Note: Prefix lengths and masks are equivalent. A prefix length indicates how many bits of the subnet IP address consist of the subnet prefix, or the number of bits of the masks that are set to 1. For example, the subnet 192.168.3.0 255.255.255.0 has a prefix of 192.168.3. Its mask, 255.255.255.0, consists of 24bits set to 1 and 8 bits set to 0. Its prefix length is 24, which is often times written as 192.168.3.0/24.



Note: The subnet you enter must include devices that have been discovered through the WhatsUp Gold Discovery Console.

- 2 (Optional) Click **Test** to verify the connection with the devices in the IP address range.
- 3 Click **OK** to save changes.

CHAPTER 4

Poller Status and Performance

In This Chapter

Poller Health Dashboard	10
About the General: Poller Health report.....	10
Polling Performance Tuning.....	11
About the Status Tray (WhatsUp Gold Status Center) and Desktop Actions applications	12
Poller usage in WhatsUp Gold	13

Poller Health Dashboard

The Poller Health dashboard report displays the status of all configured pollers on your WhatsUp Gold system. For additional detailed information on adding dashboard reports to your WhatsUp Gold home page and the Poller Health dashboard report, see [Adding dashboard reports to a dashboard view](#) and *Poller Health dashboard report* (on page 10).

About the General: Poller Health report

This home-level dashboard report displays the status of the local poller and all pollers installed on your network. Placing this dashboard report in a dashboard allows you to ascertain at a glance if one or more pollers are down.

Each entry in the report contains the following information:

- **Status.** A color-coded indicator of poller status.
- **Name.** Displays the name of the poller.
- **Lag Time.** The amount of time in seconds the poller is behind its scheduled time to poll devices; indicates poller overloaded.
- **Lag Time Status.** Indicates if lag time is causing a polling issue.

To the left of each poller name is a circular icon that serves as a visual indicator of poller status:

- **Red.** Indicates the listed poller is not active or status is unknown.
- **Yellow.** Indicates the poller is starting up or beginning to fail.
- **Green.** Indicates the listed poller is active and functioning properly.



Note: A yellow status icon is rare and is only seen as an automatic intermediary between red and green when a poller starts up or is failing.

To configure this dashboard report in WhatsUp Gold:

- 1 In the title bar of the dashboard report pane, click **Menu > Configure**. The Configure Report dialog appears.
- 2 Enter or select the appropriate information for the following boxes.
 - **Report name.** Enter a title for the dashboard report.
 - **Lag thresholds.** Enter time in seconds for Good, Fair, and Poor.
- 3 Click **OK** to save changes.

Polling Performance Tuning

An average poll lag time of a few seconds or more indicates your system may not be performing optimally. If WhatsUp Gold device polling seems to be experiencing performance lag, use the Poller Health dashboard report to assess and confirm poller performance. The WhatsUp Gold CPU and memory utilization reports can also be used to indicate performance issues. There are a number of ways to improve poller performance by reducing the workload of the WUG machine:

Add pollers to your WhatsUp Gold system

The first option is adding one or more additional pollers to your WhatsUp Gold system depending on the size of your network. When additional pollers are installed, load balancing should be disabled on the local poller using the procedure described below. This transfers the majority of the polling workload to the additional pollers, reserving the local poller for polling activity on the WhatsUp Gold Server. However, if your network is distributed across a large geographic area, you may benefit from assigning a poller to a specific subnet or device. In this case, load balancing should also be disabled on the specific poller to limit its activity to the assigned device(s).

Disable load balancing on the local poller

The second option is removing the local poller from the load balancing queue reduces the workload of the WhatsUp Gold server and allows it to perform other tasks for which it is responsible.

To disable load balancing on the local poller:

- 1 Select **Admin > Polling** to access the *Polling Configuration Library* (on page 6).
- 2 Select the Local Poller and click **Edit**. The Edit Poller Configuration dialog appears.
- 3 Clear the **Use for load balance** check box.
- 4 Click **OK**.

Relocate SQL to another machine

The third option is to relocate your SQL instance to a machine separate from your WUG server. For more information, see the *WhatsUp Gold Database Migration and Management Guide* (http://www.whatsupgold.com/wugdbmg_163).

Other modifications

If you are still experiencing polling performance issues, consider the following network environment modifications:

- Add additional memory and increase disk speed on the machine hosting your SQL instance.
- Add or assign a machine on your WhatsUp Gold system dedicated solely to polling operations.

About the Status Tray (WhatsUp Gold Status Center) and Desktop Actions applications

WhatsUp Gold installs two task bar icons on your computer; the Status Tray icon, now called the WhatsUp Gold Status Center, and the Desktop Actions icon.

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.

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.

Poller usage in WhatsUp Gold

Additional pollers installed on your WhatsUp Gold system transmit active monitor and performance monitor data to the WhatsUp Gold server.

The following functions are supported by the WhatsUp Gold local poller and services. These features operate on the local poller only (not supported on pollers installed on remote machines):

- Actions
- Active Script Active Monitor
- Active Script Performance Monitor
- Powershell Active Monitor
- Discovery
- MIB Walker
- Passive Monitors
- Split Second Graphs
- VoIP Monitor
- WhatsConfigured Tasks
- Wireless Polling
- WhatsVirtual Polling

Finding more information and updates

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.aspx>).

- **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/WUG162releasenotes>).

- **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.
- **Getting Started Guide.** This guide provides an overview of WhatsUp Gold, information to help you get started using the application, the system requirements, and information about installing and upgrading. The Getting Started Guide is available on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug163gsg>).
- **WhatsUp Community.** WUGspace is a WhatsUp Gold IT community centered around valuable technical content for network engineers, IT managers, Architects, and System Administrators. Visit the community for additional product information and help, learn from other users, submit product ideas, and more. Visit the WhatsUp Gold forum on the *WUGspace community site* (<http://www.whatsupgold.com/wugspace>).
- **Additional WhatsUp Gold resources.** For a list of current and previous guides and help available for WhatsUp Gold products, see the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/guides.aspx>).
- **Licensing Information.** Licensing and support information is available on the *WhatsUp Customer Portal* (<http://www.whatsupgold.com/wugCustPortal>). The web portal provides enhanced web-based capabilities to view and manage Ipswitch product licenses.
- **Technical Support.** Use the WhatsUp Gold Support Site for a variety of WhatsUp Gold product help resources. From here you can view product documentation, search Knowledge Base articles, access the community site for help from other users, and get other Technical Support information. The Support Site is available on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/index.aspx>).

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