



IPSWITCH

Failover Manager for WhatsUp Gold v16.0

Quick Start Guide

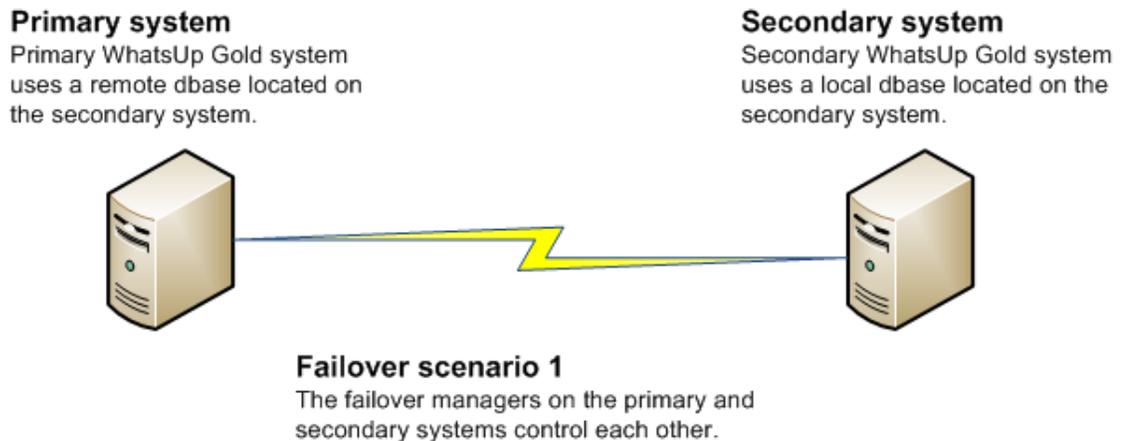
About the WhatsUp Gold Failover Manager

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

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

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

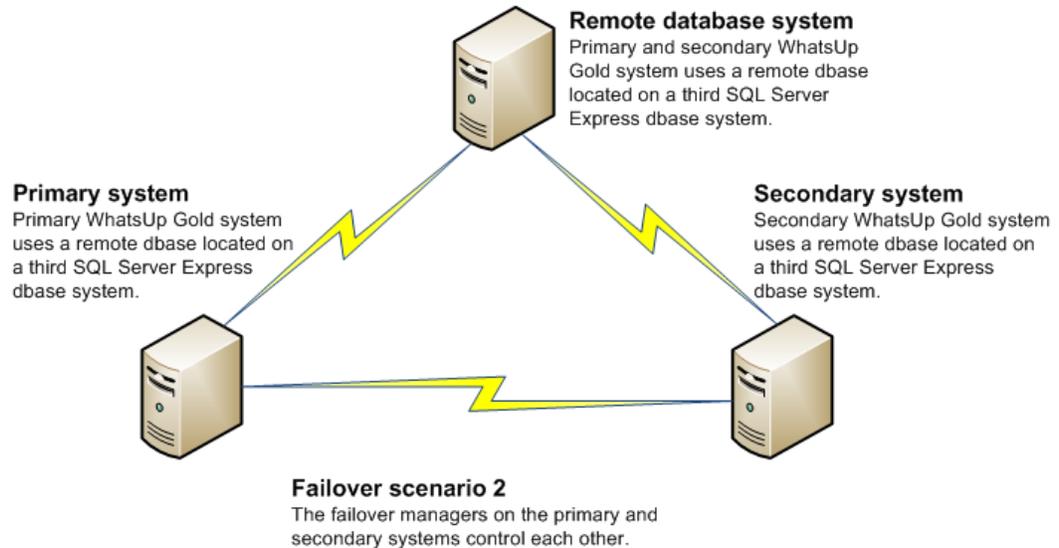
In Scenario 1, the primary system uses a remote database located on the secondary system. This system is the more economical of the two, because it involves only two physical machines. While this first scenario is economical, it is riskier, as the solution is void if and when the secondary system goes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



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



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



You can help increase your network's complete coverage by scheduling regular backups of your WhatsUp Gold database, as neither of the failover solutions support data redundancy.



Note: *Data redundancy* occurs when the primary system and/or secondary systems write data to two or more locations for backup and data recovery. In WhatsUp Gold's Failover Manager, data from either the primary or secondary system is written to one database.

WhatsUp Gold Failover Manager and WhatsUp Gold editions

WhatsUp Gold Failover Manager is available for the following editions of WhatsUp Gold:

- WhatsUp Gold Standard Edition
- WhatsUp Gold Premium Edition
- WhatsUp Gold Distributed Edition

How does WhatsUp Gold Failover Manager work versus a non-Failover edition of WhatsUp Gold?

WhatsUp Gold Failover Manager works exactly the same as a non-Failover edition of WhatsUp Gold, with the addition of the Failover Service. All features available to you in a non-Failover edition of WhatsUp Gold are available to you in the Failover edition.

User interfaces

WhatsUp Gold user interfaces

WhatsUp Gold offers two user interfaces, the **Windows console interface** and the **web interface**, which offer similar functionality. We recommend that you perform the initial setup—discovery and mapping—on the console, then use the web interface for additional setup of monitors and dashboards, users and permissions, and for day-to-day monitoring.

WhatsUp Gold Mobile Access

In addition to the two main user interfaces, WhatsUp Gold offers **Mobile Access** to your network's status through an interface specifically designed for mobile devices. You can now conveniently view your network status at any time from your mobile device.

WhatsUp Gold Failover console

WhatsUp Gold Failover Manager has its own console, accessible from the WhatsUp Gold Windows console interface (**Tools > Failover Console**). Use the WhatsUp Gold Failover console to configure the WhatsUp Gold Failover Service for your network and to view information about your primary and secondary WhatsUp Gold machines.

Installing WhatsUp Gold Failover

Installation overview

There are two possible scenarios available for implementation as your Failover Solution.

- **Scenario 1** includes a primary and a secondary machine.
- **Scenario 2** includes a primary, a secondary, and a database machine.

While there are two possible scenarios to install, there is only one installation program. During the install process, you will be asked to specify the scenario. The specific function of the machine in the Failover scenario is determined when you enter the license. Be sure to use the primary license when installing Failover on the primary machine, and the secondary license when installing Failover on the secondary machine.

An overview of the steps required to install WhatsUp Gold Failover for each scenario follows. For more detailed instructions, see *Deploying and Using WhatsUp Gold Failover Manager* on the *WhatsUp Gold Web site* (<http://www.whatsupgold.com/Failover16Deployment>).

Installing Failover Scenario 1

To implement Failover Scenario 1:

- 1 Install the Secondary system
 - Enter the license for the Secondary system
 - Select Scenario 1

- 2 Install the Primary system
 - Enter the license for the Primary system
 - Select Scenario 1
 - Specify the hostname of the Secondary machine's SQL database
 - Specify the Login and Password used to access the Secondary system's database
- 3 Configure Failover settings on the Primary system
 - Configure the Failover Service
 - Verify/modify WhatsUp Gold Failover Advanced settings
 - Create and apply the Windows Credentials that are used for communication between the Primary and Secondary systems.

After you have completed all three configuration steps, the Primary system becomes active, with the necessary WhatsUp services started and available for use. Subsequently, any time the primary machine is rebooted, the Failover Service again considers if the machine should be active, and has the ability to start the required WhatsUp services on the secondary system automatically.

- 4 Configure the Alert Center Failover threshold and optionally associate a notification policy with the threshold so that you can receive alerts on Failover events

Installing Failover Scenario 2

To implement Failover Scenario 2:

- 1 Install the Database system using your Microsoft SQL Server license, or set up the server using Microsoft SQL Server 2005 Express Edition downloaded from the Microsoft web site



Note: If you plan to use an existing remote SQL database, see About Microsoft SQL Server with WhatsUp Gold Failover.

- 2 Install the Secondary system
 - Enter the license for the Secondary system
 - Select Scenario 2
 - Specify Hostname/instance of the database machine's SQL database
 - Specify the login and password used to access the Database system
- 3 Install the Primary system
 - Enter the license for the Primary system
 - Select Scenario 2
 - Specify the Hostname/instance of the database machine's SQL database
 - Specify the login and password used to access the Database system
- 4 Configure Failover settings on the Primary system
 - Configure the Failover Service
 - Verify/modify WhatsUp Gold Failover Advanced settings

- Create and apply the Windows Credentials that are used for communication between the Primary and Secondary systems.

After you have completed all three configuration steps, the Primary system becomes active, with the necessary WhatsUp services started and available for use. Subsequently, any time the primary machine is rebooted, the Failover Service again considers if the machine should be active, and has the ability to start the required WhatsUp services on the secondary system automatically.

- 5 Configure the Alert Center Failover threshold and optionally associate a notification policy to the threshold so that you can receive alerts on Failover events

Configuring WhatsUp Gold Failover

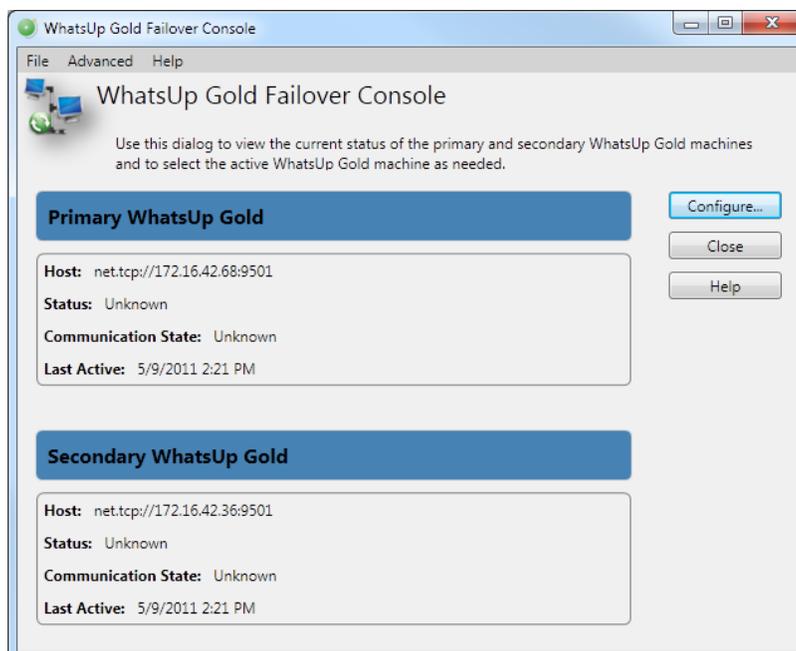
After you have installed and configured WhatsUp Gold Failover Manager, you are ready to begin configuring WhatsUp Gold to manage and monitor your network. See the *WhatsUp Gold Getting Started Guide* (<http://www.whatsupgold.com/wug16gsg>) for an overview of the steps you should take to configure the application for your specific monitoring needs.

Viewing Failover data

You can view Failover data on the WhatsUp Gold Failover console and on the Alert Center Failover Threshold dashboard report.

WhatsUp Gold Failover console

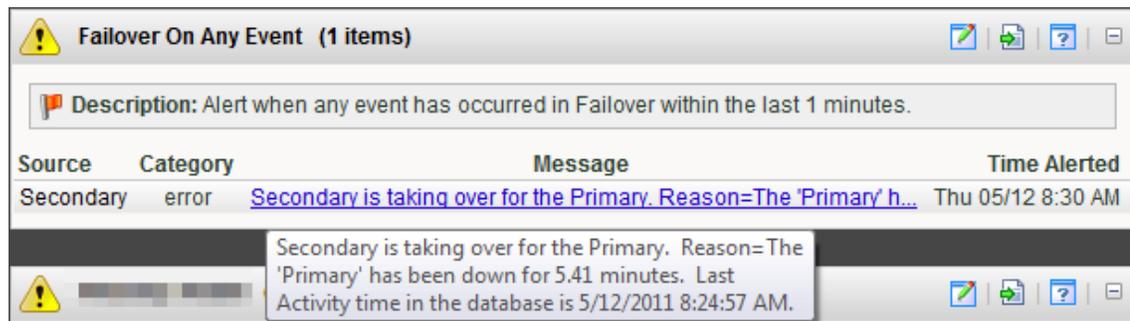
The main dialog of the Failover Console displays important status information for both the primary and secondary WhatsUp Gold machines.



You can access the Failover Console from the WhatsUp Gold console main menu (**Tools > Failover Console**).

Alert Center Failover Threshold dashboard report

The Alert Center includes a default Failover Threshold that notifies you of any Failover Service events that occur. A dashboard report for the threshold displays on the Alert Center Home page.



Access the Alert Center Home page on the WhatsUp Gold web interface by clicking the **Alert Center** tab.

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/WUG16releasenotes>).
- **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/wug16gsg>).
- **WhatsUp Community.** WUGspace is an 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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