IPSWITCH

WhatsUp Gold v16.0
MSP Edition
Getting Started Guide

IPSWITCH
WhatsUpGold

About WhatsUp Gold MSP Edition

WhatsUp Gold MSP Edition extends the capabilities of WhatsUp Gold to multiple remote networks. The distributed solution includes a WhatsUp Gold Central installation and a WhatsUp Gold Remote installation; the WhatsUp Gold Central Site installation coordinates data feeds from multiple Remote Site installations. The network data collected from Remote sites can be viewed in WhatsUp Gold reports on the Central Site. Together, the Central and Remote installations provide high visibility to multiple networks from one central location.
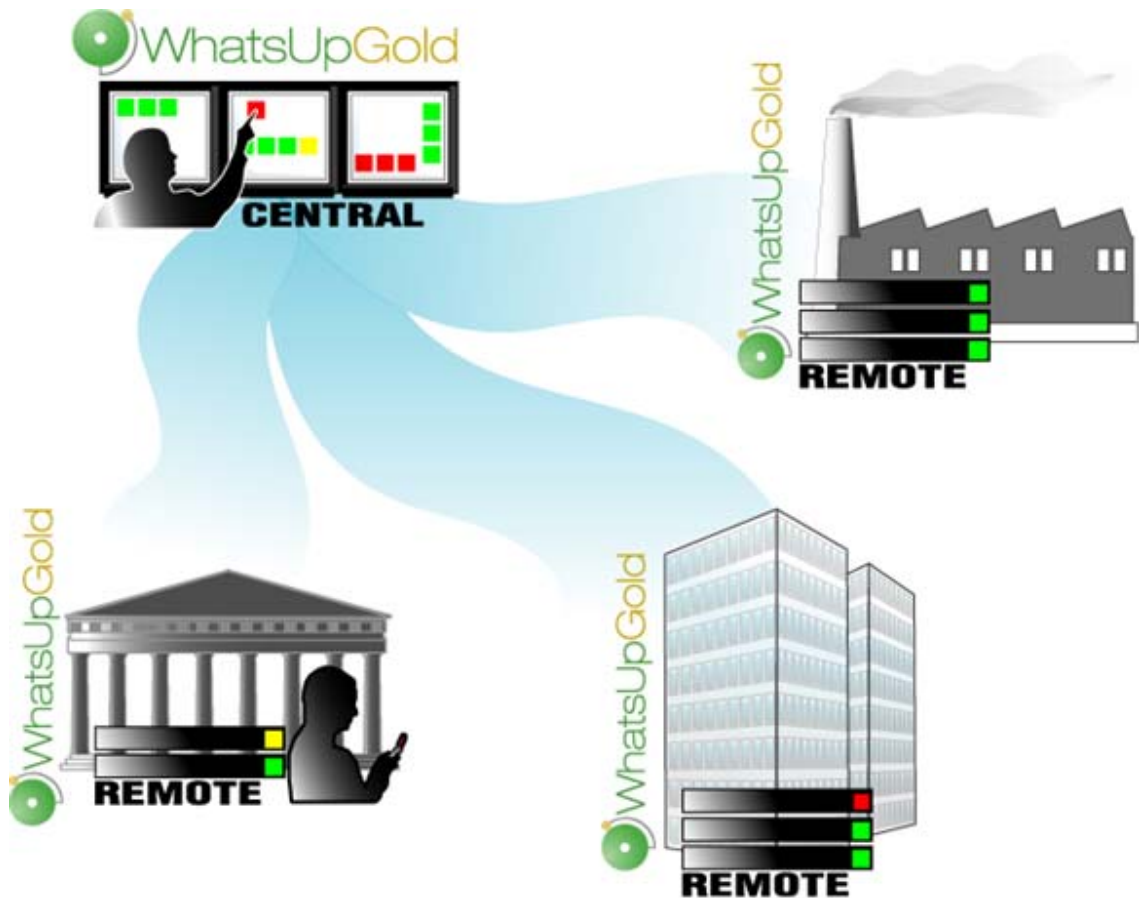
WhatsUp Gold MSP Edition Edition gives managed solution providers the ability to use all of the features of WhatsUp Gold Premium Edition to monitor their customers' remote networks from a central location in the managed solution provider's network operations center. Managing multiple companies' networks at once has never been easier.

User interfaces

WhatsUp Gold offers two core user interfaces, the Windows console interface and the web interface. You can accomplish discovery and mapping on the console or web interface, then setup of monitors and dashboard views, users and permissions, and do day-to-day monitoring on the web interface.

- **Windows console interface**. The console is a Windows application, through which you can configure and manage WhatsUp Gold and its database.

- **Web interface**. The web interface provides access to WhatsUp Gold functionality (via HTTP or HTTPS) from a web browser.

- **Mobile interface**. You can now conveniently view your network status from a mobile device through WhatsUp Gold Mobile interface.

About the MSP Edition 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.

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

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 following:

- **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.WhatsUpGold.com):

1 Install the Central Site application.

- Enter the license for the Central Site.
- Select the web server port.
- Configure the TCP port that the Remote Sites will use to connect to the Central Site.

- Create a User Name and Password that the Remote Sites will use when connecting 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.

- Enter the license for the Remote Site.

- 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 to the Central Site.

- Set up the Display Name for the Remote Site.

- Run the network discovery to identify devices on the network and set up Active and Passive Monitors.
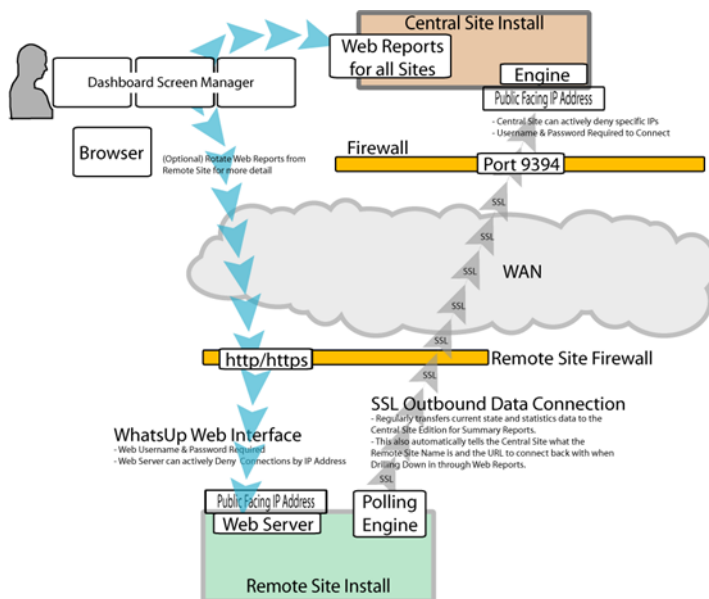
4 Create Dashboard Reports on the Central Site installation for each of the Remote Sites.

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 dashboard 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 the WhatsUp Gold MSP Edition and other WhatsUp products, visit the *WhatsUp Gold Web site* (http://www.WhatsUpGold.com).

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