



IPSWITCH

Deployment Guide

Installing WhatsUp Gold
MSP Edition to
Central and Remote Sites

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



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CHAPTER 1

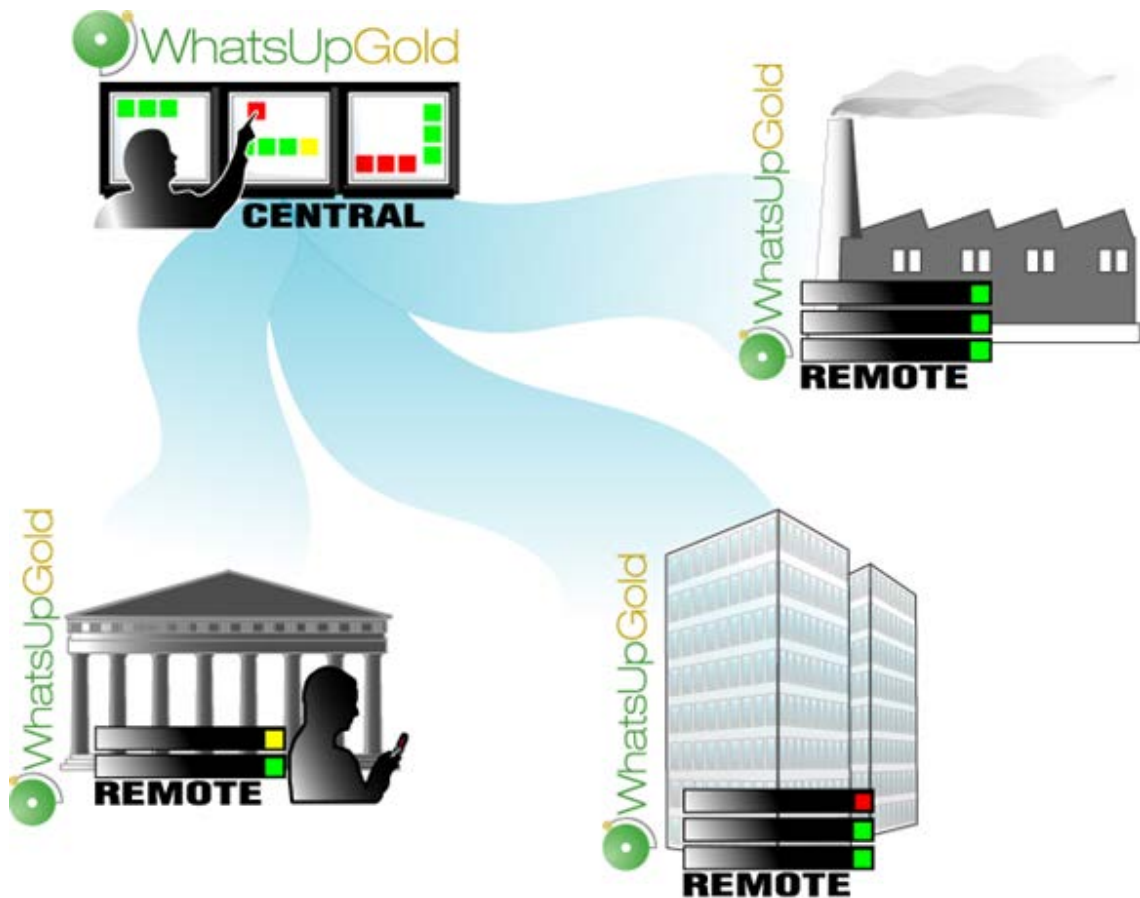
Using WhatsUp Gold MSP Edition

In This Chapter

About WhatsUp Gold MSP Edition 1

About WhatsUp Gold MSP Edition

WhatsUp Gold MSP Edition extends the capabilities of WhatsUp Gold to multiple remote networks. The MSP 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 the Remote sites can be viewed in reports on the Central Site. Together, the Central and Remote installations provide high visibility to multiple networks from one central location.



About MSP Edition's reporting capabilities

WhatsUp Gold MSP Edition lets you configure and view reports associated with multiple monitored networks. Centralized reports, configured on the Central Site, gather key data from the Remote Sites. With WhatsUp Gold MSP Edition's combined monitoring and reporting capabilities, you can be confident that you will stay informed about the overall health of all networks.

Even if you lose the connection between the Central and Remote Sites, information from the last network scan is still available on the Central Site. In this situation, each Remote Site continues to run an independent, full-featured version of WhatsUp, and network data is still gathered, 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 transmitted data is secure and confidential; SSL communications between sites occur seamlessly, requiring no extra setup.

System requirements

WhatsUp Gold software requirements

Operating system and virtual environment requirements

Ipswitch supports WhatsUp Gold operating on the following Windows operating systems:

- Microsoft Windows 7 Ultimate edition (32-bit and 64-bit)
- Microsoft Windows Vista Ultimate edition with Service Pack 2 (32-bit and 64-bit)
- Microsoft Windows Vista Business edition with Service Pack 2 (32-bit and 64-bit)

Ipswitch supports WhatsUp Gold operating on the following Windows Server platforms:

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008
- Microsoft Windows Server 2003

WhatsUp Gold will operate on any supported operating system on the following hypervisor architectures:

- VMware ESX versions 3.5, 4.0
- VMware ESXi versions 3.5, 4.0, and 4.1
- Microsoft Hyper-V Server 2008 R2



Important: If WhatsUp Gold is hosted on VMWare ESX, ESXi or Microsoft Hyper-V Server 2008, to avoid licensing issues, make sure that you assign a static MAC address to the virtual machine that WhatsUp Gold is operating on.

Database requirements

WhatsUp Gold requires a database to maintain data about monitored devices, store system configurations, and save user specified customizations. The database may be co-located with the WhatsUp Gold installation, or may be hosted on a remote machine. Data services for WhatsUp Gold can be provided by the following database servers:

If you install WhatsUp Gold on:	You have these database options:			
	Microsoft SQL Server 2005 Express Edition 32-bit Local/Remote	Microsoft SQL Server 2005 Standard or Enterprise 32-bit or 64-bit Local/Remote	Microsoft SQL Server 2008 or 2008 R2 Standard or Enterprise 32-bit or 64-bit Local/Remote	Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 Enterprise or Datacenter 32-bit or 64-bit Remote only
Windows 7 Ultimate	●	●	●	
Windows Vista Ultimate (SP2 recommended)	●	●	●	
Windows Vista Business (SP2 recommended)	●	●	●	
Windows Server 2003 SP2	●	●	●	●*
Windows Server 2003 R2 SP2	●	●	●	●*
Windows Server 2008 SP2	●	●	●	●
Windows Server 2008 R2	●	●	●	●

*Windows Enterprise or Datacenter



Important: If using Microsoft SQL Server Cluster 2005, 2008, or 2008 R2, WhatsUp Gold must be configured to use a remote database. Installing WhatsUp Gold on the same server as the database cluster is not supported.



Important: WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2.

Web server requirements

Web services are required for the web-enabled functionality and reporting provided by WhatsUp Gold. These services are provided by one of the following web servers:

If you install WhatsUp Gold on: This IIS version will be used:

	IIS version 7	IIS version 6
Windows 7 Ultimate	●	
Windows Vista Ultimate (SP2 recommended)	●	
Windows Vista Business (SP2 recommended)	●	
Windows Server 2003 SP2		●
Windows Server 2003 R2		●
Windows Server 2008 SP2	●	
Windows Server 2008 R2	●	

The following is a list of the supported web servers and specific requirements for each version:

- Microsoft Internet Information Services (IIS) version 7 (Use with WhatsUp Gold on Windows Server 2008 R2, Windows Server 2008, Windows 7, or Windows Vista).
WhatsUp Gold requires the following Web Server (IIS) Role Services at a minimum:
 - Web Server
 - ASP
 - Static Content
 - HTTP Redirection
 - Default Document



Note: The installation program will automatically install IIS 7 on platforms where it is supported, you can then verify that IIS 7 is installed and properly configured from the Turn Windows Features on or off dialog. (**Control Panel > Programs and Features > Turn Windows Features on or off**) Verify that **Web Server, ASP, Static Content, HTTP Redirection, and Default Document** Web Server (IIS) Roles Services have been installed and are enabled.

- Microsoft IIS version 6 (Use with WhatsUp Gold on Windows Server 2003). WhatsUp Gold requires the following web server extensions:
 - ASP



Note: You must manually install IIS 6, using instructions provided in the Microsoft Windows documentation included with your operating system or the Installing and Configuring WhatsUp Gold guide.

Framework and accessibility requirements

WhatsUp Gold requires the Microsoft .NET Framework and other Microsoft packages in support of scripting and software accessibility. The following is a list of the required software framework and support packages:

- Microsoft .NET Framework 4.0, included in installation program
- Microsoft .NET Framework 3.5 and Microsoft .NET Framework 2.0, required by the installation program.



Important: Microsoft .NET Framework 3.5 and Microsoft .NET Framework 2.0 must be installed prior to running the installation program.

- Microsoft Windows Scripting Host v5.7 (or later)
- Microsoft SAPI 5.1 (required for Text-to-Speech actions)

Web and mobile interface requirements

The following web clients and mobile device interfaces are supported for use by WhatsUp Gold:

- WhatsUp Gold Web interface: Microsoft Internet Explorer 7.0, Microsoft Internet Explorer 8.0, Microsoft Internet Explorer 9.0, Firefox 3.6.x, Firefox 4.0, or Chrome 9.x
- WhatsUp Gold Mobile interface: Mobile Safari 2.2, Safari, 3.0, and Safari 4.0; Microsoft Internet Explorer Mobile 6.1.x, or Opera Mini 4.2

WhatsVirtual supported virtual environments

The WhatsVirtual plug-in supports virtual hosts and virtual machines running on the following virtual environments:

- VMware vCenter Server 4.0 and 4.1
- VMware ESX versions 3.5 and 4.0
- VMware ESXi 3.5, 4.0, and 4.1

Flow Monitor software requirements

WhatsUp Gold Flow Monitor has the same base system requirements as Ipswitch WhatsUp Gold. In addition, WhatsUp Gold Flow Monitor requires:

- Ipswitch WhatsUp Gold Standard Edition, Premium Edition, MSP Edition, or MSP Edition
- At least one routing device that supports NetFlow versions 1, 5, 7, and 9
- or -
At least one routing device that supports sFlow versions 2 and 5



Note: WhatsUp Gold Flow Monitor performs well in most installations that use SQL Server 2005 Express. However, some large data collections, that require 4 GB of data storage or more or where data is collected and archived over a long period of time, may require 32-bit MS SQL Server 2005 Standard or Enterprise Edition, 32-bit or 64-bit Microsoft SQL Server 2008 or 2008 R2 Standard or Enterprise Edition, or 32-bit or 64-bit Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 (all editions except Microsoft SQL Server Express edition).

- Internet connectivity for activation, connecting Central and Remote Sites, and running the web interface.

Hardware requirements and recommendations

The following hardware requirements provide a minimum baseline for choosing hardware to support your WhatsUp Gold installation.

	Recommended	Required
Processor(s)	WhatsUp Gold: Dual-core Flow Monitor: Quad-core	WhatsUp Gold: Single-core Flow Monitor: Dual-core
Processor speed	2 GHz or more	2 GHz
RAM	WhatsUp Gold: 4 GB Flow Monitor: +4 GB	WhatsUp Gold: 2 GB Flow Monitor: +2 GB
Hard drive space for application, SQL Server Express Edition database application, and supporting framework	3 GB	2 GB
Hard drive space for database and database logs	WhatsUp Gold: 8 GB or more Flow Monitor: +16 GB or more	WhatsUp Gold: 4 GB Flow Monitor: +8 GB
Network interface card	1 Gbps	100 Mbps

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	Recommended	Required
CD-ROM or DVD-ROM	Required if installing from CD-ROM. Not required for download installations.	Required if installing from CD-ROM. Not required for download installations.
Video display resolution	1280 x 1024 or higher	1024 x 768
Sound card	SAPI-capable sound card required for Text-to-Speech actions	Not required
Modem and phone line	Required for pager, SMS, and beeper actions; modem pooling is not supported	Not required
GSM modem	Required for SMS Direct actions	Not required

CHAPTER 2

Installing Central and Remote Sites

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Installing the Central and Remote Sites

Installation overview

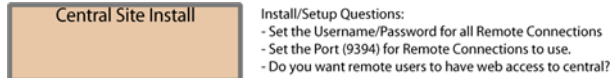
Ipswitch WhatsUp Gold MSP Edition includes:

- **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 is automatically installed with the WhatsUp Gold Central Site. After the Central and Remote Sites are set up, you can configure this application to display a series of selected WhatsUp Gold web pages. The Dashboard is ideal for multiple-monitor display, increasing visibility of multiple Remote Sites. For more information, see *Step 5: Using the Ipswitch Dashboard Screen Manager application* (on page 42).

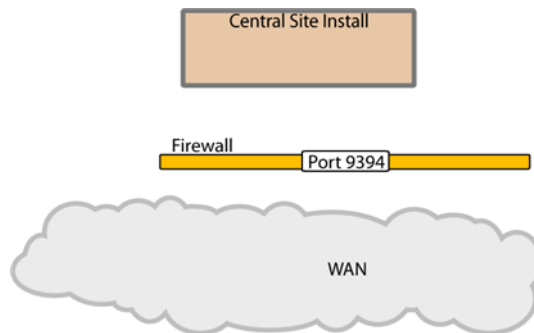
There are two installation programs for the MSP Edition, one for the WhatsUp Gold Central Site and a second for the WhatsUp Gold Remote Site.

Following are the overview steps required to install the MSP Edition:

- 1 Install the Central Site application. For more information, see *Step 1: Installing the WhatsUp Gold Central Site* (on page 10).
 - Select the port to use to access the Central Site web interface.
 - Enter 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.



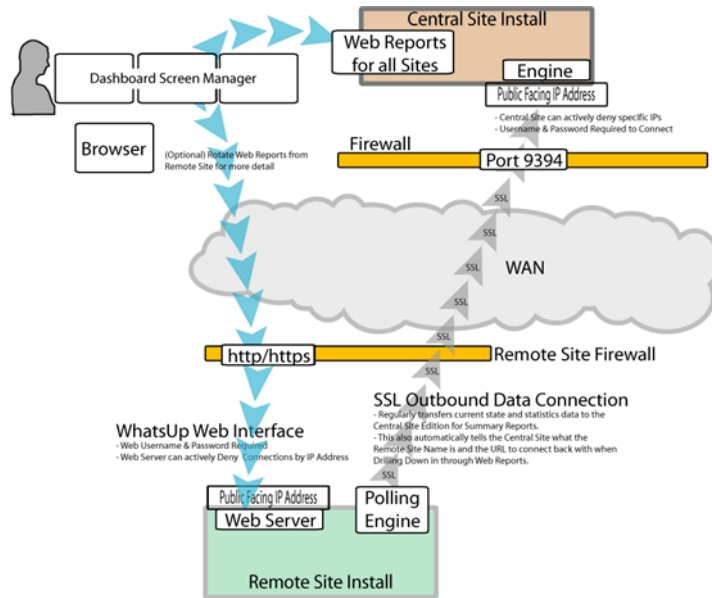
- 2 Make sure the firewall ports are specified and open for the inbound connections (from the Remote Sites on Port 9394 TCP). For more information see, *Step 2: Configuring the firewall for Central and Remote Site connections* (on page 19).



- 3 Install the Remote Site application at the remote locations. For more information, see *Step 3: Installing the WhatsUp Gold Remote Site* (on page 20).
 - Select the port to use to access the Remote Site web interface.
 - 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.
 - (Recommended) Enter the HTTP address that the Central Site will use to access this Remote Site Web interface.

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- Run the network discovery to identify devices on the network and set up active and passive monitors.



- Create Dashboard Reports on the Central Site installation for each of the Remote Sites. For more information see, *Step 4: Using Reports for WhatsUp Gold MSP Edition* (on page 29).
- (Optional) Set up the Dashboard application on the Central Site. For more information, see *Step 5: Using the Ipswitch Dashboard Screen Manager application* (on page 42).

After the above steps are complete, the application is ready to monitor, and further customize and expand 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 monitor reports that you configure. For more information, see *Step 4: Using Reports for WhatsUp Gold MSP Edition* (on page 29). 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.

Step 1: Installing the WhatsUp Gold Central Site

The WhatsUp Gold Central Site Central Site serves as the monitoring system for important network activity data gathered by the Remote Sites. After the Remote and Central Sites are set up and reports are configured on the Central Site, the network status information from each Remote Site is communicated to the Central Site.

You can install and configure WhatsUp Gold Central Site to use Microsoft SQL Server 2005 Express Edition or to use an existing instance of Microsoft SQL Server 2005 or Microsoft SQL Server 2008 or 2008 R2 as its database.

Installing the Central Site using Microsoft SQL Server 2005 Express Edition

To install WhatsUp Gold using the default Microsoft SQL Server 2005 Express Edition instance:

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install any WhatsUp product.

- 2 Start the WhatsUp Setup:
 - If you downloaded an electronic version of the WhatsUp Setup, double-click on the downloaded file.
 - If you purchased a WhatsUp Setup CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Select the products you want to install.



Note: The WhatsUp Setup program detects any currently installed Ipswitch WhatsUp branded software and determines which installation options are available (**New Installation**, **Upgrade**, **Repair** or **Un-install**). This information is displayed to the right of the product name and version.

- 4 Click **Next**. The License Information dialog appears.
- 5 Enter the WhatsUp Gold Serial Number for the Central Site server or select an alternative activation method.



Note: You must enter your Serial Number including the Username And Password (UAP) appended to the end of your Serial Number, which combined are a total of 23 characters.



Note: If you are installing using the installation application downloaded from the web link provided in the purchase confirmation email, the WhatsUp Gold Serial Number box will be pre-populated with your Serial Number and UAP.

The following is an example of a serial number, UAP and the complete serial number to be entered in **Serial Number**.

Serial Number (15 characters)	UAP (8 characters)	Complete Serial Number (23 characters)
01MTBDK5TN99NQ1	XKQKC966	01MTBDK5TN99NQ1XKQKC966

- 6 Click **Next**. The Installation Summary screen appears.
- 7 Read the product installation list to ensure that the products and versions you want to install are going to be installed by the WhatsUp Setup.

- Click **Next**. The WhatsUp Setup invokes the installation program for each of the products you selected for installation.



Note: Each product's install program will be invoked and will run separately. For more information, see the install instructions for the products you selected for installation.

- Read the Welcome screen.



Tip: Click a link to view a Help resource.



Note: Ensure that **Hide advanced installation options** is selected.

- Click **Next** to continue. The License Agreement dialog appears.
- Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.
- Click **Next** to continue. The Microsoft SQL Server 2005 Express Edition Paths dialog appears.
- Select the install directories for Microsoft SQL Server 2005 Express Edition. The application and data files are installed in default directories. To change the locations, click **Browse** to find and select a different directory for the application files or the data files.



Important: Make sure that you have a large capacity drive selected for data storage. The data files for WhatsUp Gold can reach a maximum size of 22 GB.



Important: During the initial installation, databases are created for WhatsUp Gold Flow Monitor. These initial databases are limited in size, but are increased the first time the Flow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the Flow Monitor databases is increased to 4 GB each (16 GB total including transaction logs). If less than 16 GB is available, the maximum size of the Flow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold Flow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

- Click **Next**. The Specify the SQL "sa" Account Password dialog appears.



Important: If you want to change the SQL Server user account, the account you want to use must have the same permissions as the 'sa' account.

- Specify a **User Name** for the account and enter and confirm a **Password**. You also have the option to **Keep the default password**.

16 Click **Next**. The Choose Destination Location dialog appears.

17 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Backup Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

18 Click **Next**. The Choose Port dialog appears.

19 Choose a TCP port for the WhatsUp Gold web site. The installation program creates an IIS web site using this port. The default port is 80.



Note: It is recommended that port 80 be used for the WhatsUp Gold web site. If another port number is used, the URL for the WhatsUp Gold web site will require that port number to be appended to the hostname or IP address when forming the URL. For example if you chose 8888 as the port number instead of 80 your URL for a WhatsUp Gold install on the local host would be: localhost/nmconsole:8888

If port 80 is used by a current IIS web site, you must either allow WhatsUp Gold to disable that web site and take over port 80, or choose another port.



Note: If port 80 is currently being used by a IIS web site, a message appears that will give you the option to allow WhatsUp Gold to disable that web site and take over port 80.

20 Click **Next**. The Central Site Configuration dialog appears.

21 Enter the information that Remote Sites will use to connect to this Central Site.

- Enter the **TCP Port** that the Remote Sites will use to connect to the Central Site (default port is 9394).
- Enter a **User Name** and **Password** that the Remote Sites will use to access this Central Site.



Note: Make note of this information. You will need the TCP port and User Name and Password information for each Remote Site installation.

22 Click **Next**. The Ready to Install the Program dialog appears.

23 Click **Install**. The WhatsUp Gold install program begins the installation.

When all of the selected products have been installed, the Installation Complete dialog appears.

24 Click **Finish**. The WhatsUp Setup closes.

25 Click **Finish** to close the wizard.

26 Complete the installation following the instructions that appear in the web browser.

Installing the Central Site using an existing Microsoft SQL Server

You can use an existing Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 to store the data collected by WhatsUp Gold. To do this, these requirements must be met:

- Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 English must be installed on the WhatsUp Gold host computer or another computer.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Important: WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2.



Important: Make sure that, if WhatsUp Gold and the SQL Server is not located on the same physical machine (server), the system clocks are synchronized to the same time zone. If the system clocks are not synchronized, inaccurate data may occur in reports.

- Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 must be configured to allow WhatsUp Gold to authenticate.
- If Microsoft SQL Server is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft SQL Server to allow remote connections* (<http://support.microsoft.com/kb/914277>).
- Use a Microsoft SQL Server user account to connect to the database.
- Microsoft SQL Server must be configured to have a user account that meets the following requirements:
 - Full administrator privileges to Microsoft SQL Server, not just the WhatsUp Gold databases. WhatsUp Gold only supports accessing the database via an account with full administrator rights. WhatsUp Gold does not support using a limited access database user account.
- User's language is set to (United States) English. This can be set in the properties for the login used by WhatsUp Gold.

If you need assistance configuring or verifying these prerequisites, contact your database administrator or refer to the *Microsoft SQL Server documentation* (<http://support.microsoft.com/ph/2855>).

To install WhatsUp Gold using an existing Microsoft SQL Server:

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install any WhatsUp product.

- 2 Start the WhatsUp Setup:
 - If you downloaded an electronic version of the WhatsUp Setup, double-click on the downloaded file.
 - If you purchased a WhatsUp Setup CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Select the products you want to install.



Note: The WhatsUp Setup program detects any currently installed Ipswitch WhatsUp branded software and determines which installation options are available (**New Installation**, **Upgrade**, **Repair** or **Un-install**). This information is displayed to the right of the product name and version.

- 4 Click **Next**. The License Information dialog appears.
- 5 Enter the WhatsUp Gold Serial Number for the Central Site server or select an alternative activation method.



Note: You must enter your Serial Number including the Username And Password (UAP) appended to the end of your Serial Number, which combined are a total of 23 characters.



Note: If you are installing using the installation application downloaded from the web link provided in the purchase confirmation email, the WhatsUp Gold Serial Number box will be pre-populated with your Serial Number and UAP.

The following is an example of a serial number, UAP and the complete serial number to be entered in **Serial Number**.

Serial Number (15 characters)	UAP (8 characters)	Complete Serial Number (23 characters)
01MTBDK5TN99NQ1	XKQKC966	01MTBDK5TN99NQ1XKQKC966

- 6 Click **Next**. The Installation Summary screen appears.
- 7 Read the product installation list to ensure that the products and versions you want to install are going to be installed by the WhatsUp Setup.

- 8 Click **Next**. The WhatsUp Setup invokes the installation program for each of the products you selected for installation.



Note: Each product's install program will be invoked and will run separately. For more information, see the install instructions for the products you selected for installation.

- 9 Read the Welcome screen.



Tip: Click a link to view a Help resource.

- 10 Clear **Hide advanced installation options**. This selection must be cleared in order for you to use a separate Microsoft SQL Server as the WhatsUp Gold database.
- 11 Click **Next** to continue. The License Agreement dialog appears.
- 12 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.
- 13 Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.
- 14 Select **Select this option to choose an existing installation of SQL Server 2005 or 2008 for use with WhatsUp Gold**, then click **Next**. The Database Server Login dialog appears.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.

- 15 Complete the information for the database server:
 - a) Enter the name of the remote database server in the **Database server that you are installing to** box. You can also click **Browse** to locate the server.



Note: If you are using a database instance other than the default instance, you must include the instance name using the format `<Server_Name>\<Instance_Name>`.

- b) Enter the Login ID and Password that you configured for the database server in the **SQL Server Authentication** area.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Tip: If you cannot remember your database server hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

- 16** Click **Next**. The Microsoft SQL Server 2005 Express Edition Paths dialog appears. The necessary client and support files install in this location. Select custom installation directories for these files, or keep the default locations.
- 17** Click **Next**. The Database Names dialog appears.
- 18** Choose new names for the WhatsUp and NetFlow databases, or keep the defaults. Click **Next**.



Note: If you choose to keep the default database names, make sure that databases with the same names do not already exist on the remote server. If databases with the same names already exist, then the installation will fail because it will not be possible to create the databases.

- 19** The Choose Destination Location dialog appears. Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Backup Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

- 20** After you select the installation directory, click **Next**. The Choose Port dialog appears.

- 21 Choose a TCP port for the WhatsUp Gold web site. The installation program creates an IIS web site using this port. The default port is 80.



Note: It is recommended that port 80 be used for the WhatsUp Gold web site. If another port number is used, the URL for the WhatsUp Gold web site will require that port number to be appended to the hostname or IP address when forming the URL. For example if you chose 8888 as the port number instead of 80 your URL for a WhatsUp Gold install on the local host would be: localhost/nmconsole:8888

If port 80 is used by a current IIS web site, you must either allow WhatsUp Gold to disable that web site and take over port 80, or choose another port.



Note: If port 80 is currently being used by a IIS web site, a message appears that will give you the option to allow WhatsUp Gold to disable that web site and take over port 80.

- 22 Click **Next**. The Specify a Windows user account and password dialog appears.
- 23 Enter the name for the Windows user account that WhatsUp Gold will use to communicate with the Windows operating system. You can also keep the default. Enter a password for the user account.
- 24 Click **Next**. The Central Site Configuration dialog appears.
- 25 Enter the information that Remote Sites will use to connect to this Central Site.
 - Enter the **TCP Port** that the Remote Sites will use to connect to the Central Site (default port is 9394).
 - Enter a **User Name** and **Password** that the Remote Sites will use to access this Central Site.



Note: Make note of this information. You will need the TCP port and User Name and Password information for each Remote Site installation.

- 26 Click **Next**. The Ready to Install the Program dialog appears.
- 27 Click **Install**. The WhatsUp Gold install program begins the installation.

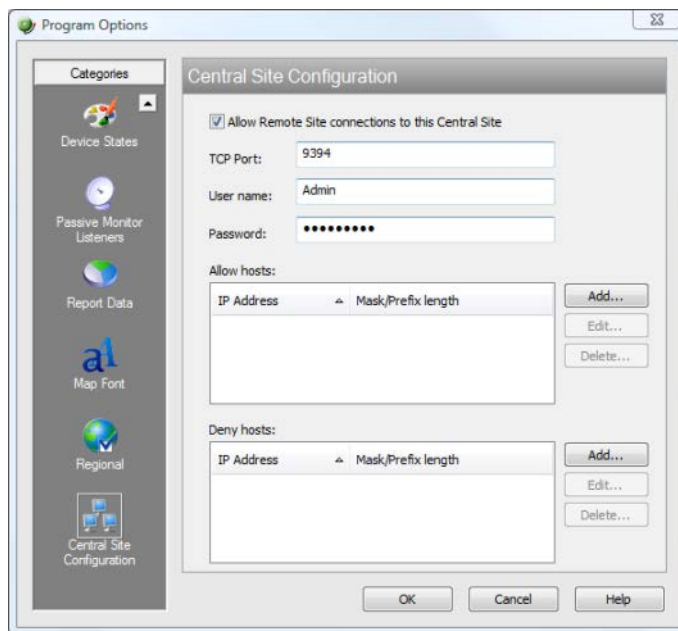
When the installation completes, the InstallShield Wizard Complete dialog appears. To view the steps required to configure WhatsUp Gold Failover, click **View Failover Deployment and User Guide**.
- 28 Click **Finish**. The Setup program closes.
- 29 Click **Finish** to close the wizard.
- 30 Complete the installation following the instructions that appear in the web browser.

Changing the Central Site configuration settings

The WhatsUp Gold Central Site installation program steps you through the configuration options for the Central Site. You can also update the configuration settings in the WhatsUp Gold console after installation.

To update the Central Site configuration:

- From the WhatsUp Gold console, click **Configure > Program Options**, then click **Central Site Configuration**. For more information about the configuration settings, see the application Help.



Step 2: Configuring the firewall for Remote Site connections

Accessing the Central Site

The WhatsUp Gold MSP Edition is designed to simplify firewall connections. Communications are outbound from each Remote Site back to the Central Site, so only one configuration is required for all Remote Sites to communicate back to the Central Site.

After you have set up the WhatsUp Gold Central Site, you need to determine what is required for the Remote Sites to connect across WANs, firewalls, routers, and other network security measures to communicate back to the Central Site. This information will be required as you install and configure each WhatsUp Gold Remote Site.

If you are not responsible for these network security configurations, contact the appropriate network administrator to help you identify the requirements to allow the connections in to the Central Site.

Accessing Remote Sites

Additionally, it is not required, but you can also configure the Remote Sites to be accessible via their Web interfaces. By doing so, users can drill-down from the Central Site to specific reports and data on a specific Remote Site. You can control access from the Central Site to the Remote Site by providing varying levels of user privileges to data on each Remote Site. For more information, see *Creating and modifying user accounts* (on page 44).

Step 3: Installing the WhatsUp Gold Remote Site

The WhatsUp Gold Remote Site monitors devices and network activity for each remote network site. After the Remote and Central Sites are set up and reports are configured on the Central Site, the network status information from each Remote Site is communicated to the Central Site.

You can install and configure WhatsUp Gold Remote Site to use Microsoft SQL Server 2005 Express Edition or an existing instance of Microsoft SQL Server 2005 or Microsoft SQL Server 2008 or 2008 R2 as its database.

Installing the Remote Site using Microsoft SQL Server 2005 Express Edition

To install the WhatsUp Gold Remote Site using Microsoft SQL Server 2005 Express Edition:

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install any WhatsUp product.

- 2 Start the WhatsUp Setup:
 - If you downloaded an electronic version of the WhatsUp Setup, double-click on the downloaded file.
 - If you purchased a WhatsUp Setup CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).

- 3 Select the products you want to install.



Note: The WhatsUp Setup program detects any currently installed Ipswitch WhatsUp branded software and determines which installation options are available (**New Installation**, **Upgrade**, **Repair** or **Un-install**). This information is displayed to the right of the product name and version.

- 4 Click **Next**. The License Information dialog appears.
- 5 Enter the WhatsUp Gold Serial Number for the Remote Site server or select an alternative activation method.



Note: You must enter your Serial Number including the Username And Password (UAP) appended to the end of your Serial Number, which combined are a total of 23 characters.



Note: If you are installing using the installation application downloaded from the web link provided in the purchase confirmation email, the WhatsUp Gold Serial Number box will be pre-populated with your Serial Number and UAP.

The following is an example of a serial number, UAP and the complete serial number to be entered in **Serial Number**.

Serial Number (15 characters)	UAP (8 characters)	Complete Serial Number (23 characters)
01MTBDK5TN99NQ1	XKQKC966	01MTBDK5TN99NQ1XKQKC966

- 6 Click **Next**. The Installation Summary screen appears.
- 7 Read the product installation list to ensure that the products and versions you want to install are going to be installed by the WhatsUp Setup.
- 8 Click **Next**. The WhatsUp Setup invokes the installation program for each of the products you selected for installation.



Note: Each product's install program will be invoked and will run separately. For more information, see the install instructions for the products you selected for installation.

- 9 Read the Welcome screen.



Tip: Click a link to view a Help resource.



Note: Ensure that **Hide advanced installation options** is selected.

- 10 Click **Next** to continue. The License Agreement dialog appears.

- 11 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.
- 12 Click **Next** to continue. The Microsoft SQL Server 2005 Express Edition Paths dialog appears.
- 13 Select the install directories for Microsoft SQL Server 2005 Express Edition. The application and data files are installed in default directories. To change the locations, click **Browse** to find and select a different directory for the application files or the data files.



Important: Make sure that you have a large capacity drive selected for data storage. The data files for WhatsUp Gold can reach a maximum size of 22 GB.



Important: During the initial installation, databases are created for WhatsUp Gold Flow Monitor. These initial databases are limited in size, but are increased the first time the Flow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the Flow Monitor databases is increased to 4 GB each (16 GB total including transaction logs). If less than 16 GB is available, the maximum size of the Flow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold Flow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

- 14 Click **Next**. The Specify the SQL "sa" Account Password dialog appears.



Important: If you want to change the SQL Server user account, the account you want to use must have the same permissions as the 'sa' account.

- 15 Specify a **User Name** for the account and enter and confirm a **Password**. You also have the option to **Keep the default password**.
- 16 Click **Next**. The Choose Destination Location dialog appears.
- 17 Select the installation directory for the WhatsUp Gold application files.

The default path is `C:\Program Files\Ipswitch\WhatsUp`. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, `Program Files (x86)`). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Backup Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

- 18 Click **Next**. The Choose Port dialog appears.

- 19** Choose a TCP port for the WhatsUp Gold web site. The installation program creates an IIS web site using this port. The default port is 80.



Note: It is recommended that port 80 be used for the WhatsUp Gold web site. If another port number is used, the URL for the WhatsUp Gold web site will require that port number to be appended to the hostname or IP address when forming the URL. For example if you chose 8888 as the port number instead of 80 your URL for a WhatsUp Gold install on the local host would be: localhost/nmconsole:8888

If port 80 is used by a current IIS web site, you must either allow WhatsUp Gold to disable that web site and take over port 80, or choose another port.



Note: If port 80 is currently being used by a IIS web site, a message appears that will give you the option to allow WhatsUp Gold to disable that web site and take over port 80.

- 20** Click **Next**. The Remote Site Configuration dialog appears.

- 21** Enter the information required to connect to the Central Site.

- Enter the IP address of the Central Site in the **Address** box.
- Enter the **TCP Port** over which the Central Site listens for connections from Remote Sites (default port is 9394).



Tip: After you have entered this information, you can click **Test** to validate the connection to



the Central Site.

- Enter the **User Name** and **Password** that the Remote Site will use to access the Central Site.



Note: This is the User Name and Password that you set in the Central Site installation program.

- 22** Click **Next**. The Remote Site Name and Link Address dialog appears.

- Enter the Remote Site **Display Name**. This is the Remote Site name that the Central Site uses to identify this Remote Site (for example, Atlanta Office). This name is particularly helpful in identifying reports associated with each Remote Site. The default name is the computer's hostname, but you can change it to better describe this Remote Site.

- Enter the **HTTP Address** of the Remote Site web interface. This is the address that the Central Site browser will use to access this Remote Site. This address allows users to click links in the Central Site web interface to open browser connections directly to the Remote Site's web interface (if the user has access permissions). Example:
`http://<Remote_Site_IP>:<Web_Server_Port>` or `http://192.168.200.123:8080`.



Note: The Remote Site IP address must be accessible from the Central Site to enable drilldowns into this Remote Site installation from the Central Site. If inbound Web connections are not possible, only status information is available at the Central Site.

- 23** Click **Next**. The Ready to Install the Program dialog appears.
- 24** Click **Install**. The WhatsUp Gold install program begins the installation.
When all of the selected products have been installed, the Installation Complete dialog appears.
- 25** Click **Finish**. The WhatsUp Setup closes.
- 26** Click **Finish** to close the wizard.
- 27** Complete the installation following the instructions that appear in the web browser.

Installing the Remote Site using an existing Microsoft SQL Server

You can use an existing Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 to store the data collected by WhatsUp Gold. To do this, these requirements must be met:

- Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 English must be installed on the WhatsUp Gold host computer or another computer.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Important: WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2.



Important: Make sure that, if WhatsUp Gold and the SQL Server is not located on the same physical machine (server), the system clocks are synchronized to the same time zone. If the system clocks are not synchronized, inaccurate data may occur in reports.

- Microsoft SQL Server 2005, Microsoft SQL Server 2008 or 2008 R2, or Microsoft SQL Server Cluster 2005, 2008, or 2008 R2 must be configured to allow WhatsUp Gold to authenticate.
- If Microsoft SQL Server is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft SQL Server to allow remote connections* (<http://support.microsoft.com/kb/914277>).
- Use a Microsoft SQL Server user account to connect to the database.

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- Microsoft SQL Server must be configured to have a user account that meets the following requirements:
- Full administrator privileges to Microsoft SQL Server, not just the WhatsUp Gold databases. WhatsUp Gold only supports accessing the database via an account with full administrator rights. WhatsUp Gold does not support using a limited access database user account.
- User's language is set to (United States) English. This can be set in the properties for the login used by WhatsUp Gold.

If you need assistance configuring or verifying these prerequisites, contact your database administrator or refer to the *Microsoft SQL Server documentation* (<http://support.microsoft.com/ph/2855>).

To install WhatsUp Gold using an existing Microsoft SQL Server:

- 1 Log in directly to Microsoft Windows using the *Administrator* account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install any WhatsUp product.

- 2 Start the WhatsUp Setup:
 - If you downloaded an electronic version of the WhatsUp Setup, double-click on the downloaded file.
 - If you purchased a WhatsUp Setup CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by *AutoRun.exe* (for example, *D:\AutoRun.exe*).
- 3 Select the products you want to install.



Note: The WhatsUp Setup program detects any currently installed Ipswitch WhatsUp branded software and determines which installation options are available (**New Installation**, **Upgrade**, **Repair** or **Un-install**). This information is displayed to the right of the product name and version.

- 4 Click **Next**. The License Information dialog appears.
- 5 Enter the WhatsUp Gold Serial Number for the Remote Site server or select an alternative activation method.



Note: You must enter your Serial Number including the Username And Password (UAP) appended to the end of your Serial Number, which combined are a total of 23 characters.



Note: If you are installing using the installation application downloaded from the web link provided in the purchase confirmation email, the WhatsUp Gold Serial Number box will be pre-populated with your Serial Number and UAP.

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The following is an example of a serial number, UAP and the complete serial number to be entered in **Serial Number**.

Serial Number (15 characters)	UAP (8 characters)	Complete Serial Number (23 characters)
01MTBDK5TN99NQ1	XKQKC966	01MTBDK5TN99NQ1XKQKC966

- 6 Click **Next**. The Installation Summary screen appears.
- 7 Read the product installation list to ensure that the products and versions you want to install are going to be installed by the WhatsUp Setup.
- 8 Click **Next**. The WhatsUp Setup invokes the installation program for each of the products you selected for installation.



Note: Each product's install program will be invoked and will run separately. For more information, see the install instructions for the products you selected for installation.

- 9 Read the Welcome screen.



Tip: Click a link to view a Help resource.

- 10 Clear **Hide advanced installation options**. This selection must be cleared in order for you to use a separate Microsoft SQL Server as the WhatsUp Gold database.
- 11 Click **Next** to continue. The License Agreement dialog appears.
- 12 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.
- 13 Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.
- 14 Select **Select this option to choose an existing installation of SQL Server 2005 or 2008 for use with WhatsUp Gold**, then click **Next**. The Database Server Login dialog appears.
- 15 Complete the information for the database server:
 - a) Enter the name of the remote database server in the **Database server that you are installing to** box. You can also click **Browse** to locate the server.



Note: If you are using a database instance other than the default instance, you must include the instance name using the format <Server_Name>\<Instance_Name>.

- b) Enter the Login ID and Password that you configured for the database server in the **SQL Server Authentication** area.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Tip: If you cannot remember your database server hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

- 16** Click **Next**. The Microsoft SQL Server 2005 Express Edition Paths dialog appears. The necessary client and support files install in this location. Select custom installation directories for these files, or keep the default locations.
- 17** Click **Next**. The Database Names dialog appears.
- 18** Choose new names for the WhatsUp and NetFlow databases, or keep the defaults. Click **Next**.



Note: If you choose to keep the default database names, make sure that databases with the same names do not already exist on the remote server. If databases with the same names already exist, then the installation will fail because it will not be possible to create the databases.

- 19** The Choose Destination Location dialog appears. Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Backup Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

- 20** After you select the installation directory, click **Next**. The Choose Port dialog appears.

- 21** Choose a TCP port for the WhatsUp Gold web site. The installation program creates an IIS web site using this port. The default port is 80.



Note: It is recommended that port 80 be used for the WhatsUp Gold web site. If another port number is used, the URL for the WhatsUp Gold web site will require that port number to be appended to the hostname or IP address when forming the URL. For example if you chose 8888 as the port number instead of 80 your URL for a WhatsUp Gold install on the local host would be: localhost/nmconsole:8888

If port 80 is used by a current IIS web site, you must either allow WhatsUp Gold to disable that web site and take over port 80, or choose another port.



Note: If port 80 is currently being used by a IIS web site, a message appears that will give you the option to allow WhatsUp Gold to disable that web site and take over port 80.

- 22** Click **Next**. The Specify a Windows user account and password dialog appears.
- 23** Enter the name for the Windows user account that WhatsUp Gold will use to communicate with the Windows operating system. You can also keep the default. Enter a password for the user account.
- 24** Click **Next**. The Remote Site Configuration dialog appears.
- 25** Enter the information required to connect to the Central Site.
- Enter the IP address of the Central Site in the **Address** box.
 - Enter the **TCP Port** over which the Central Site listens for connections from Remote Sites (default port is 9394).



Tip: After you have entered this information, you can click **Test** to validate the connection to



the Central Site.

- Enter the **User Name** and **Password** that the Remote Site will use to access the Central Site.



Note: This is the User Name and Password that you set in the Central Site installation program.

- 26** Click **Next**. The Remote Site Name and Link Address dialog appears.
- Enter the Remote Site **Display Name**. This is the Remote Site name that the Central Site uses to identify this Remote Site (for example, Atlanta Office). This name is particularly helpful in identifying reports associated with each Remote Site. The default name is the computer's hostname, but you can change it to better describe this Remote Site.

- Enter the **HTTP Address** of the Remote Site web interface. This is the address that the Central Site browser will use to access this Remote Site. This address allows users to click links in the Central Site web interface to open browser connections directly to the Remote Site's web interface (if the user has access permissions). Example:
http://<Remote_Site_IP>:<Web_Server_Port> or http://192.168.200.123:8080.



Note: The Remote Site IP address must be accessible from the Central Site to enable drill-downs into this Remote Site installation from the Central Site. If inbound Web connections are not possible, only status information is available at the Central Site.

- 27** Click **Next**. The Ready to Install the Program dialog appears.
- 28** Click **Install**. The WhatsUp Gold install program begins the installation.
When all of the selected products have been installed, the Installation Complete dialog appears.
- 29** Click **Finish**. The WhatsUp Setup closes.
- 30** Click **Finish** to close the wizard.
- 31** Complete the installation by following the instructions that appear in the web browser.

Changing the Remote Site configuration settings

The WhatsUp Gold Remote Site installation program steps you through the configuration options for the Remote Sites. You can also update the configuration settings in the WhatsUp Gold console.

To update the Remote Site configuration:

- 1** From the WhatsUp Gold console, click **Configure > Program Options**.
- 2** Click **Remote Site Configuration**.

Step 4: Using Reports for WhatsUp Gold MSP Edition

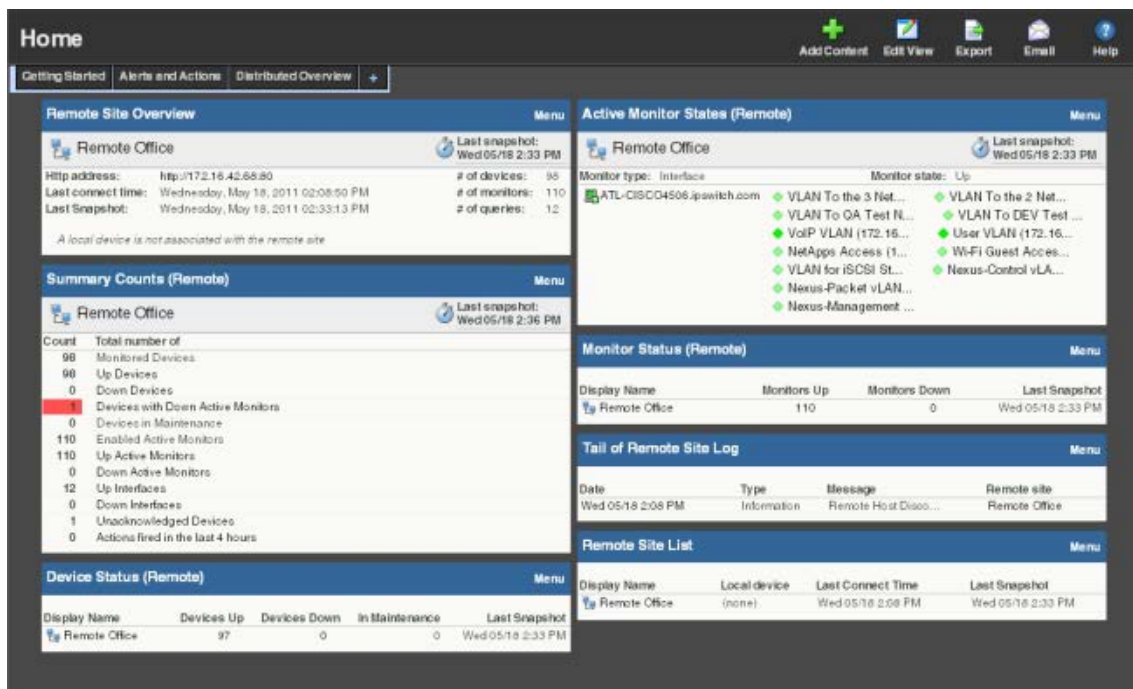
After the Central and Remote Site installations are complete, and the sites are communicating with each other, you can determine the Remote Site reports to configure to view network health information.

There are a number of new reports available for WhatsUp Gold MSP Edition. The two types of reports are:

- Dashboard reports
- Monitor reports

Dashboard reports: Learning about the Central/Remote dashboard reports

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



The WhatsUp Gold Remote/Central dashboard reports are similar to the dashboard reports you may have used in other versions of WhatsUp Gold. The primary difference is the Remote/Central dashboard reports let you set up dashboard reports that watch Remote Site network status from your WhatsUp Gold Central Site. For more information, see *Learning about dashboards*.

Dashboards are designed to be user-specific, and are configurable to include dashboard reports specific to users' needs. Dashboards contain multiple *views* that let you organize various dashboard reports by the type of information they display. When you begin customizing your dashboard views, you should consider the types of information you need to view most often, the remote sites and devices to which you need to pay closest attention, and what level of detail you want to monitor through a particular dashboard view.

There are several Central/Remote dashboard reports included in a Remote Sites dashboard view for WhatsUp Gold MSP Edition. They are available if you have completed a new installation of WhatsUp Gold application. If you are upgrading from a previous version of WhatsUp Gold, the Remote Sites reports are not added to the dashboard view for existing users; however, you can create a new Dashboard View and add the default Central/Remote dashboard reports to it.

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Following are the default Central/Remote dashboard reports included in the Remote Sites dashboard view:

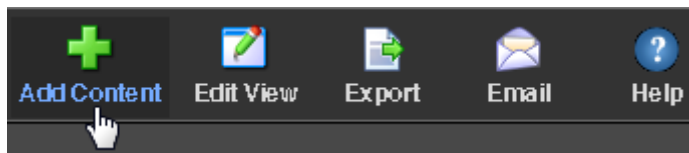
Remote/Central reports	Description
Remote Site List	Lists all configured Remote Sites. The report contains: Display Name Local device Last connect time Last refresh time
Device Status (Remote)	Provides a status summary of all monitored devices on a selected Remote Site. The report contains: Display name Devices up Devices down In maintenance Last refresh time
Monitor Status (Remote)	Provides a status summary of all monitors configured for the monitored devices on a Remote Site. The report contains: Display name Monitors up Monitors down Last refresh time
Remote Site Overview	Displays an information overview for a selected Remote Site. The report contains: Http address Last connect time Last refresh time # of devices # of monitors # of queries Display name Device type Host name Address
Summary Counts (Remote)	Provides a summary for a Remote Site by the total number of: Monitored devices Up devices Down devices Devices with down Active Monitors Devices in Maintenance Active Monitors Down Active Monitors Up interfaces Down interfaces Actions fired in the last 4 hours

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Remote/Central reports	Description
Tail of Action Activity Log (Remote)	Provides the tail (last 10 records) of the Action Log for a device group on a Remote Site. The report contains: Date Source Action Name Trigger
Tail of Remote Site Log	Provides the tail (last 10 records) of the Remote Site Log. The report contains: Date Type Message Remote Site
Active Monitor Status (Remote)	Lists all Active Monitors assigned to devices on the selected Remote Site
Threshold - Ping by Response Time Over 1 ms (Remote)	Displays ping response times by threshold for devices in a specific device group on a Remote Site. The report contains: Remote Site Last snapshot Device Interface Max (ms) Avg (ms)

Adding Remote/Central dashboard reports to your Home Dashboard

You can add new Remote/Central dashboard reports, including Top 10 reports, to the home dashboard to customize dashboard reports to best suit your needs. In the toolbar, click **Add Content**.



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Use the Add Content pane to add one or multiple Remote/Central dashboard reports to a dashboard view.

Count	Total number of
98	Monitored Devices
90	Up Devices
0	Down Devices
0	Devices with Down Active Monitors
0	Devices in Maintenance
130	Enabled Active Monitors
102	Up Active Monitors
8	Down Active Monitors




Note: The Tail of Remote Site Log is the only dashboard report only available from the Remote Site.

To add a dashboard report:

- 1 Click a category folder, then click the report you want to add to your dashboard. Some category folders contain other folders which also contain reports. A preview image for each dashboard report is displayed after you select a report.

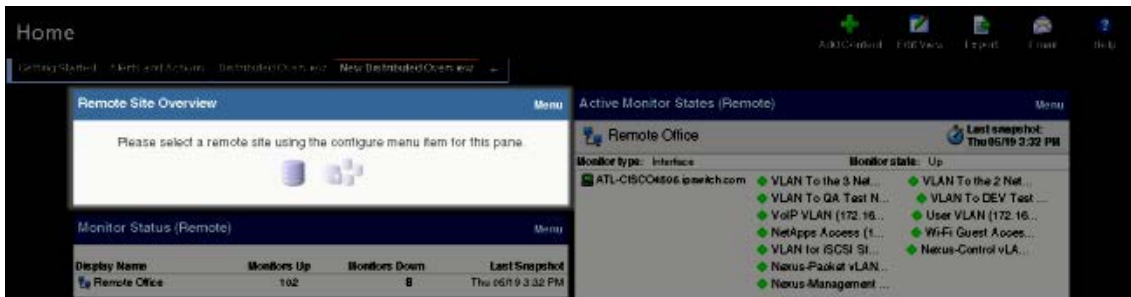


Tip: The Central/Remote report icons  indicate that the report data originates from a Remote Site.

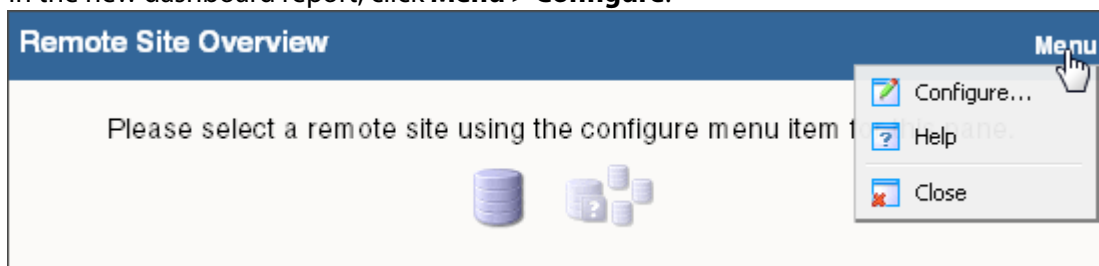
- 2 After viewing the preview image of the report, click **Add** to add the report to the current view.
- 3 Click **Previous** and **Next** to view previews of other reports in the same folder, or click **Close** and navigate to other folders to add reports from other categories.

Deployment Guide: Installing the WhatsUp Distributed Edition to Central and Remote Sites

- 4 Add up to 15 reports to the view. When you have finished adding reports, click **Close** to close the report preview, then click **I'm Done** to exit the Add Content pane. The Home Dashboard appears with the new dashboard report added to the page. Gray server icons display when you first add Remote Site dashboard reports. These icons indicate that you need to select a remote site for the dashboard report.



- 5 In the new dashboard report, click **Menu > Configure**.



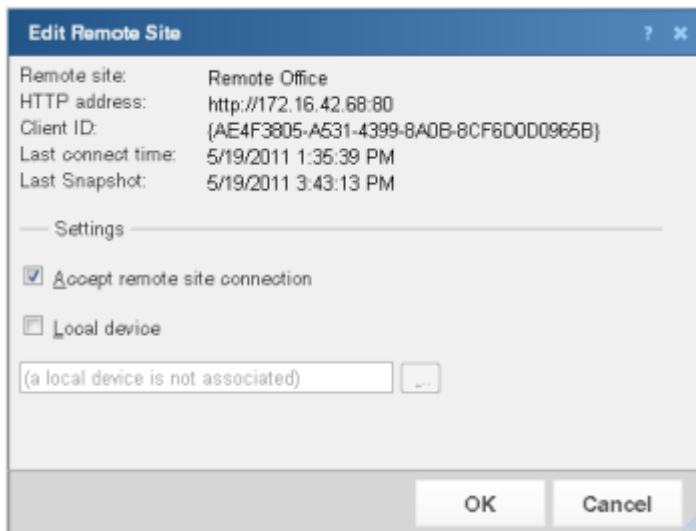
The Configure Remote Report dialog opens.

- 6 Select the Remote Site you want to add to the Home Dashboard and other options available in the dialog (the options vary, depending upon the dashboard report you selected), then click **OK**. The new dashboard report displays in the Home Dashboard.



Note: Additional options are available only for the Remote Site Overview dashboard report.

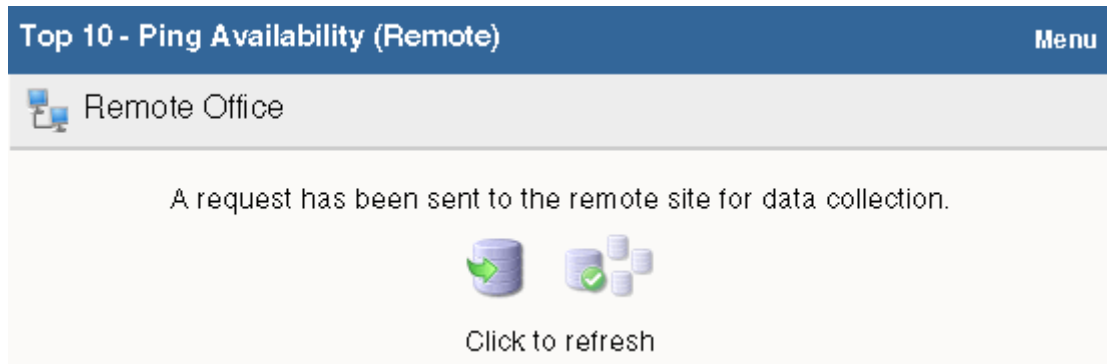
- 7 After you select a Remote Site, the Local device box displays in the dialog. Click the browse (...) button next to the Local device box. The Edit Remote Site dialog appears.



- 8 The **Accept remote site connection** option is selected by default. It allows users with rights the ability to select or deselect (from the Central Site) the option to accept connections from Remote Sites.

The primary reason to clear the option is to disable the Central Site from accepting connections from this Remote Site. For example, if one of the Remote Sites connected to the Central Site has an unusual amount of activity and is using too much bandwidth between sites, you can use this option to disable the Central Site from accepting connections from this Remote Site until you resolve the problem.

- 9 Select **Local device** to associate a device with the Remote Site. This device is often the computer that is running the WhatsUp Gold software on a Remote Site. Associating a local device allows you to view the device status from the Remote Site, keeping you informed about the connection status with the Remote Site. It also provides easy access to the Network Tools for the local device you selected. Click the browse (...) button, next to the Local device box, for a list of devices on the Remote Site. The Select a Device dialog appears.
- 10 Select a device that you want to associate with the Remote Site dashboard. This device will display in the dashboard report. Click **OK**, then click **OK** again to close the Edit Remote Site dialog. The Configure Remote Report dialog appears.
- 11 Click **OK** to save changes. The Home Dashboard opens displaying the green collecting data icons. The icons indicate that the Remote Site has connected and is collecting data for the Central Site.





The Remote Site updates shortly or you can click **Click to refresh** to force a refresh of the Remote Site data.

Using the Remote/Central dashboard reports

While the Remote Site dashboard reports work very much like dashboard reports in WhatsUp Gold Standard and Premium Editions, there are a few items to note about the reports that help you identify them as Remote/Central dashboard reports rather than local network dashboard reports.

- The Remote Site dashboard report header includes a network icon next to the Remote Site name to differentiate the Remote Sites from the local network devices (see 1).

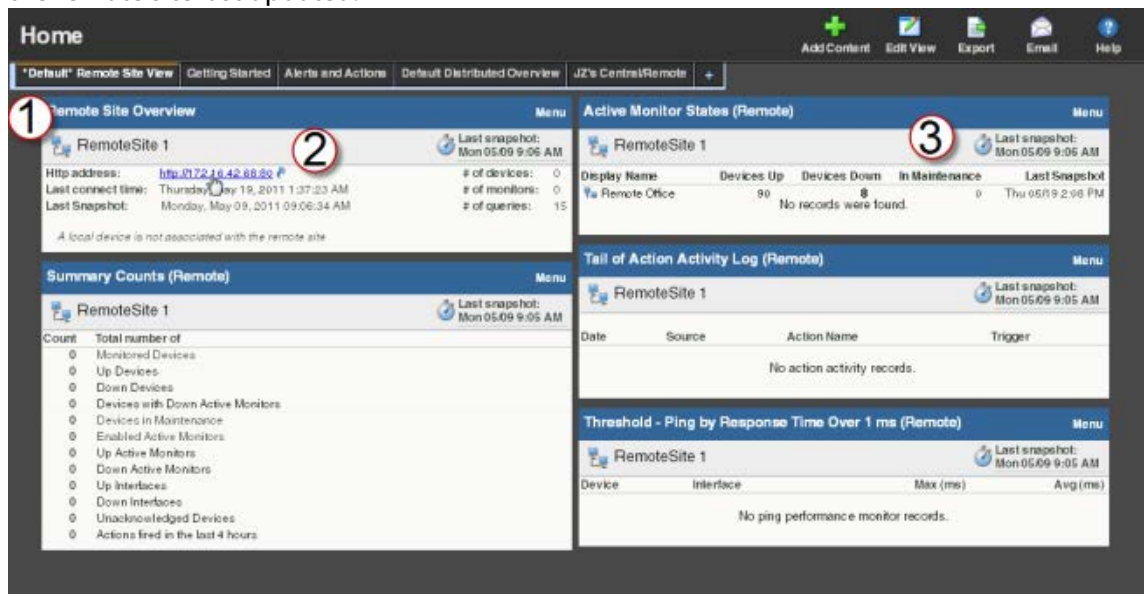
Deployment Guide: Installing the WhatsUp Distributed Edition to Central and Remote Sites

- When you mouse-over a Remote Site name, address, group name, status, etc., a shortcut icon  displays to indicate that you can click to drill-down through information on the Remote Site (see 2). When you click the shortcut icon , a new web browser window opens for the selected Remote Site.



Important: Make sure that you select the **Access Remote Reports** right for each user that you want to provide access to the Remote Site reports. Also, make sure that you select **Configure Remote Sites** for all users who should access and change options in the Remote Site Configuration dialog (from the console, **Configure** > **Program options**, then select **Remote Site Configuration**). For more information, see *Configuring user accounts* (on page 44).

- The Last snapshot information indicates the last date and time the Remote Site data was sent to the Central Site (see 3).
- The date and time information turns blue if it has been longer than 5 minutes since the remote site last updated.
- The date and time information turns red if it has been longer than 10 minutes since the remote site last updated.



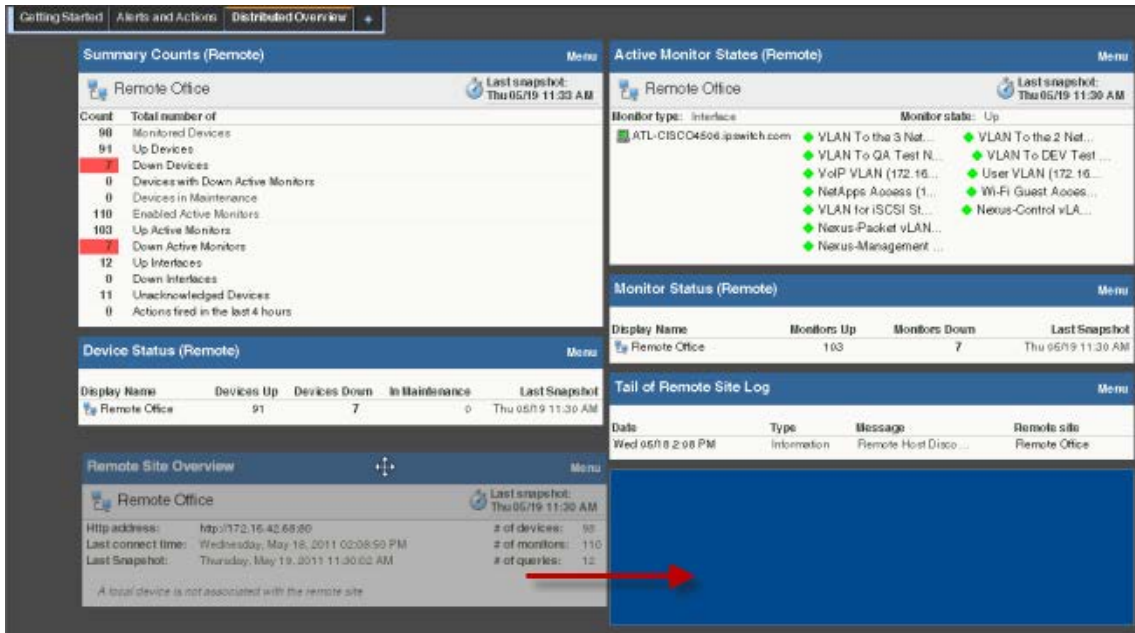
The screenshot displays the 'Home' page of the WhatsUp Distributed Edition console. The interface is divided into several sections for Remote Site 1:

- Remote Site Overview:** Shows the site name, HTTP address (<http://172.16.42.88:80>), last connect time (Thursday, May 19, 2011 1:37:23 AM), and last snapshot (Monday, May 09, 2011 09:06:34 AM). It also displays statistics for devices, monitors, and queries. A note indicates that a local device is not associated with the remote site.
- Active Monitor States (Remote):** A table showing the status of monitors. The table has columns for Deploy Name, Devices Up, Devices Down, In Maintenance, and Last Snapshot. The data row shows 'Remote Office' with 90 devices up, 8 devices down, and 0 in maintenance. The last snapshot is from Thursday, May 19, 2011 2:06 PM. A note states 'No records were found.'
- Summary Counts (Remote):** A table showing various counts for Remote Site 1, such as Monitored Devices, Up/Down Devices, Devices with Down Active Monitors, Devices in Maintenance, Enabled Active Monitors, Up/Down Active Monitors, Up/Down Interfaces, Unacknowledged Devices, and Actions fired in the last 4 hours.
- Tail of Action Activity Log (Remote):** A table showing action activity records. The table has columns for Date, Source, Action Name, and Trigger. A note states 'No action activity records.'
- Threshold - Ping by Response Time Over 1 ms (Remote):** A table showing ping performance monitor records. The table has columns for Device, Interface, Max (ms), and Avg (ms). A note states 'No ping performance monitor records.'

Red circles with numbers 1, 2, and 3 are overlaid on the screenshot to highlight specific features: 1 points to the Remote Site Overview section, 2 points to the HTTP address, and 3 points to the last snapshot information in the Active Monitor States table.

Moving and removing Remote/Central dashboard reports

WhatsUp Gold supports drag-and-drop within the web interface. You can move a dashboard report from one column of a dashboard view to another, or position a dashboard report above or below another dashboard report, by selecting it and dragging it to another area of the dashboard view. These location changes are saved: dashboard reports will appear in the location to which you moved them after logging out from the web interface or after moving between dashboard views.



To move a dashboard report:

- 1 Select the title bar of the report you want to move, then drag it to the desired location. A blue box indicates the area where the report will appear when you release the mouse button.
- 2 Release the mouse button to place the report in the new location. To cancel the move, while the report is selected, press the **ESC** key on your keyboard.

To remove a report:

- 1 Click **Menu** in the report you want to remove.
- 2 Click **Close**.

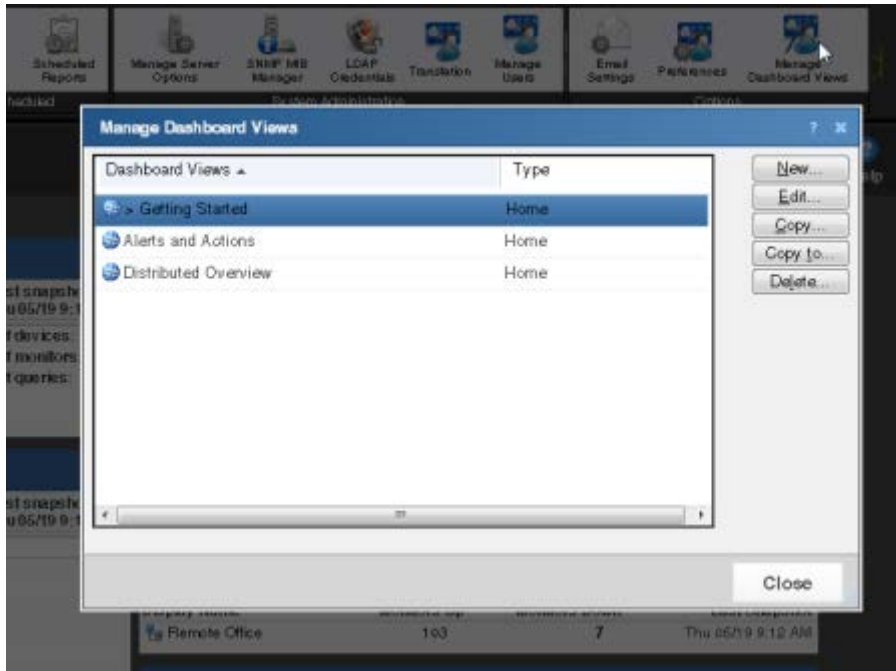


Note: When you remove a report, any customizations you have made to that report are lost.

Managing Dashboard Views

WhatsUp Gold comes with a several pre-configured dashboard *views*, including one for Default Remote Sites. You can create your own dashboard views to use along with the pre-configured views. You can create as many as you feel necessary to organize your system for efficient reporting. You can also edit, copy, copy to (another user), and delete these views as needed.

Click the **Admin** tab, then click **Manage Dashboard Views**.



In the Manage Dashboard Views dialog, you can create new dashboard views, and edit, copy, or delete an existing dashboard view.

- Click **New** to configure a new dashboard.
- Select an existing dashboard view and click **Edit** to change the current configuration of a dashboard.
- Double-click an existing dashboard to change its configuration.
- Select a dashboard view, then click **Copy** to make a copy of that dashboard and add it to the list.
- Select a dashboard view, then click **Copy to** to copy an existing dashboard to another user's list of dashboard.
- Select a dashboard monitor view, then click **Delete** to remove it from the list.

To create a new dashboard view:

- 1 From the Manage Dashboard Views dialog, click **New**. The New Dashboard View dialog appears.



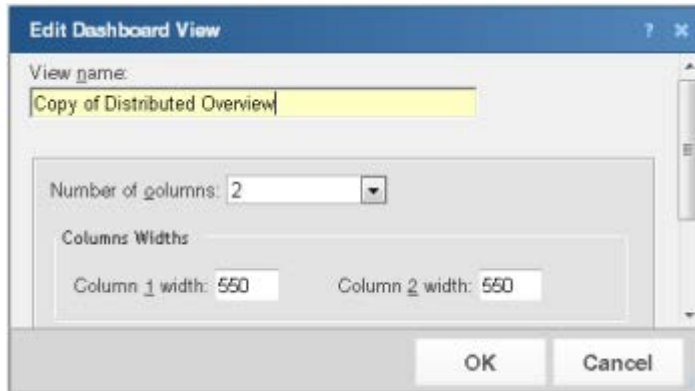
- 2 Enter the appropriate information in the following fields:
 - **View name.** Enter a unique name for the dashboard view. This name will differentiate the view from other dashboard views in the Manage Dashboard Views dialog and the **Dashboard Views** list on the WhatsUp Gold web interface.
 - **View type.** Select the type of view on which to base the new view.
 - **Start with.** Select a view that is already populated with reports, or select an empty view and customize it to meet your own needs.
 - **Number of columns.** Enter a value for the number of columns you wish to have in the new dashboard view (1 -4). Keep in mind, the more columns you include, the smaller the data displayed inside a dashboard.
 - **Column widths.** If you choose to have more than 1 column in the dashboard view, enter a width for each of the dashboard view columns.
- 3 Click **OK** to save changes.

To edit a dashboard view:

- 1 Select a dashboard view to edit from the list in the Manage Dashboard Views dialog.
- 2 Click **Edit**. The Edit Dashboard View dialog appears.
- 3 Enter the appropriate information in the following fields:
 - **View name.** The dashboard title as it appears in the Dashboard Library.
 - **Number of columns.** The number of columns in the dashboard.
 - **Column widths.** The width of each column in the dashboard (in pixels).
- 4 Click **OK** to save changes.

To copy an existing dashboard view:

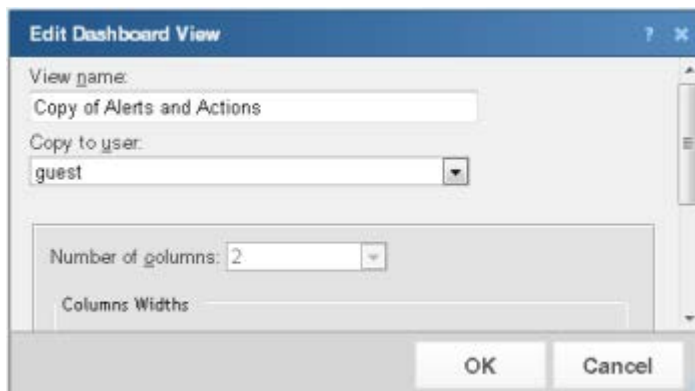
- 1 Select a dashboard view to copy from the list in the Manage Dashboard Views dialog.
- 2 Click **Copy**. The Edit Dashboard View dialog appears.



- 3 Enter the appropriate information in the following fields:
 - **View name.** The view title as it appears in the Dashboard Library.
 - **Number of columns.** The number of columns in the view.
 - **Column widths.** The width of each column in the view (in pixels).
- 4 Click **OK** to save changes.

To copy a dashboard view to another WhatsUp Gold user:

- 1 Select a dashboard view to copy from the list in the Manage Dashboard Views dialog.
- 2 Select **Copy to**. The Edit Dashboard View dialog appears.



- 3 Enter the appropriate information into the following fields:
 - **View name.** The name of the dashboard view as it will appear in the Dashboard Library.
 - **Copy to user.** Select the user account from the list to which you want to copy the dashboard view.
- 4 Click **OK** to save.

To delete a dashboard view:

- 1 Select a dashboard view to delete from the list in the Manage Dashboard Views dialog.
- 2 Click **Delete**.
- 3 Click **OK** on the dialog that follows to confirm the deletion.

Monitor Reports: Learning about the Central/Remote Monitor Reports

WhatsUp Gold MSP Edition includes two monitor reports for Remote Sites, located on the Other Plugins tab:

- Remote Site Log
- Remote Site Status

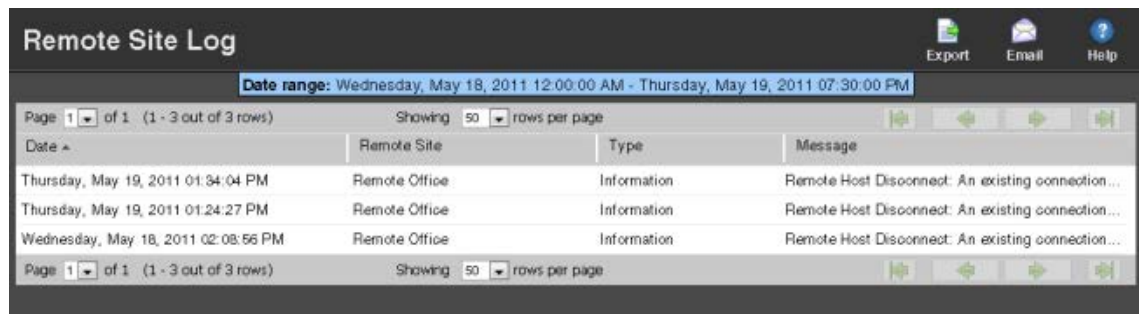
Advantages of monitor reports

- Larger than the dashboard reports, monitor reports give you a larger data view, which can be useful in pin-pointing the time something happened, or viewing multiple graphed items. Many dashboard reports link to monitor reports, so that you can view this larger data view to troubleshoot.
- You can zoom in or zoom out on the monitor report date range, so that you get a smaller or larger picture of what's happening in a particular area of the network. This feature is available for the Remote Site Log.

Much of the data in monitor reports can be exported to Microsoft Excel, a formatted text file, or a PDF.

Using the Remote Site full reports

The Remote Site Log provides a record of error messages generated by the Remote Site connection attempts.



The screenshot shows the 'Remote Site Log' interface. At the top, there are 'Export', 'Email', and 'Help' buttons. Below that, a date range is displayed: 'Date range: Wednesday, May 18, 2011 12:00:00 AM - Thursday, May 19, 2011 07:30:00 PM'. The main area contains a table with columns for 'Date', 'Remote Site', 'Type', and 'Message'. The table shows three rows of data, all with 'Remote Office' as the Remote Site and 'Information' as the Type. The messages are 'Remote Host Disconnect: An existing connection...'. At the bottom, there are pagination controls: 'Page 1 of 1 (1 - 3 out of 3 rows)' and 'Showing 50 rows per page'.

Date	Remote Site	Type	Message
Thursday, May 19, 2011 01:34:04 PM	Remote Office	Information	Remote Host Disconnect: An existing connection...
Thursday, May 19, 2011 01:24:27 PM	Remote Office	Information	Remote Host Disconnect: An existing connection...
Wednesday, May 18, 2011 02:08:56 PM	Remote Office	Information	Remote Host Disconnect: An existing connection...

Click a Remote Site name to open an instance of the Remote Site WhatsUp Gold web interface. For more information about the Remote Site Log, see the application Help.

Deployment Guide: Installing the WhatsUp Distributed Edition to Central and Remote Sites

The Remote Site Status report provides overview information about the state of the devices and active monitors on the Remote Sites.

Remote Site	Devices Up	Devices Down	Devices in Maintenance	Monitors Up	Monitors Down	Last Snapshot
Remote Office	90	8	0	102	8	Thu 06/19 1:13 PM

Click a number in one of the columns to drill-down to more detailed information about up and down devices and monitors and devices in maintenance.



Note: The Remote Site Status report is only available from the Central Site.

Step 5: Using the Ipswitch Dashboard Screen Manager

After you have the Central and Remote Sites working, have customized your dashboard reports and started viewing the Remote Site full reports, you can take advantage of the Ipswitch Dashboard Screen Manager capabilities. The Dashboard is installed on both the Remote and Central Site by default. However, if you prefer to install the Dashboard on a system other than the Central site, you can locate the .exe installation file at `.. \Program Files\Ipswitch\WhatsUp\Dashboard.exe`.

Deployment Guide: Installing the WhatsUp Distributed Edition to Central and Remote Sites

The Dashboard Screen Manager is a stand-alone application designed to display a series of Web pages, or a "playlist," on one or multiple monitors.



The Dashboard was created as a complement to the Ipswitch network monitoring application, WhatsUp Gold, and as an aid to keeping your network visible. The Dashboard application is included in the WhatsUp Gold and WhatsUp Gold Central and Remote Site installations.

The Dashboard can run on a display console and cycle through various pages from the WhatsUp Gold web interface. Network administrators then have important and pertinent network information on display at all times, cycling and changing on its own without the need of constant configuration. It also provides the capability to view multiple networks that you are monitoring simultaneously.

Though the Dashboard Screen Manager was created to work along-side WhatsUp Gold, it can display virtually any Web page. For example, an Internet business providing service to a small town in the desert glances at one screen on the Dashboard and sees that the connectivity to the town is down. By displaying the weather for this town on another screen at the same time, the network administrator is able to see that the extreme temperatures of the day have likely caused problems for the cable transmitters.



Note: If you want to display a password protected page for another Web application, you must supply a valid username and password for the page. For more information, see the Dashboard application Help.

For more information about installing and using the Dashboard Screen Manager, see *Using the Ipswitch Dashboard Screen Manager*, a document located on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/guides.aspx>).

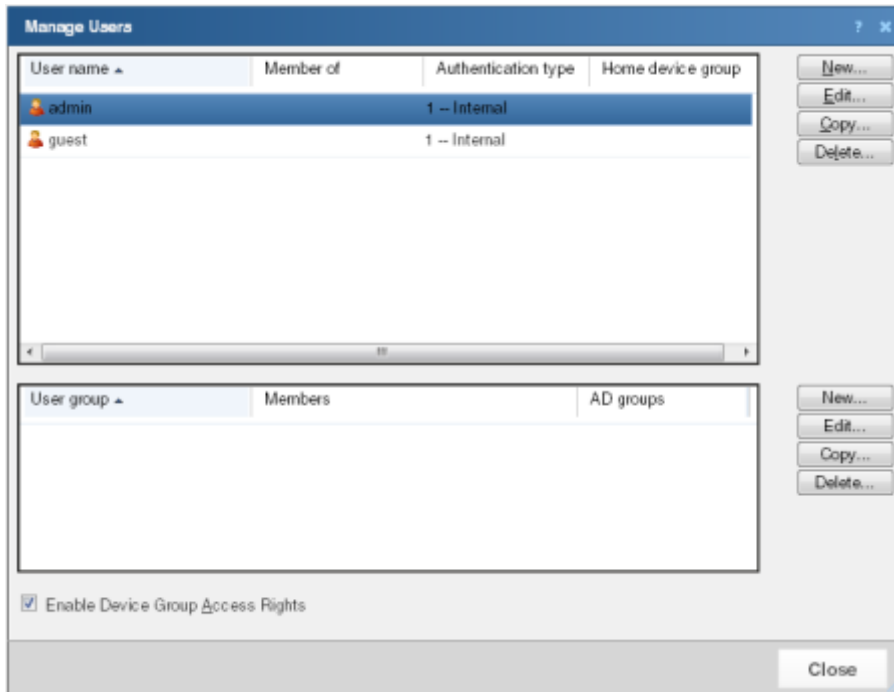
To further enhance your network activity visibility, you may also want to set up a multi-monitor network display, for more information see *Setting up a WhatsUp Multi-Monitor Network Display*, a document located on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/guides.aspx>).

Creating and modifying user accounts

User accounts that are granted the **Manage User** right can create and edit user accounts.



Note: WhatsUp user accounts can only be managed from the WhatsUp Gold web interface.

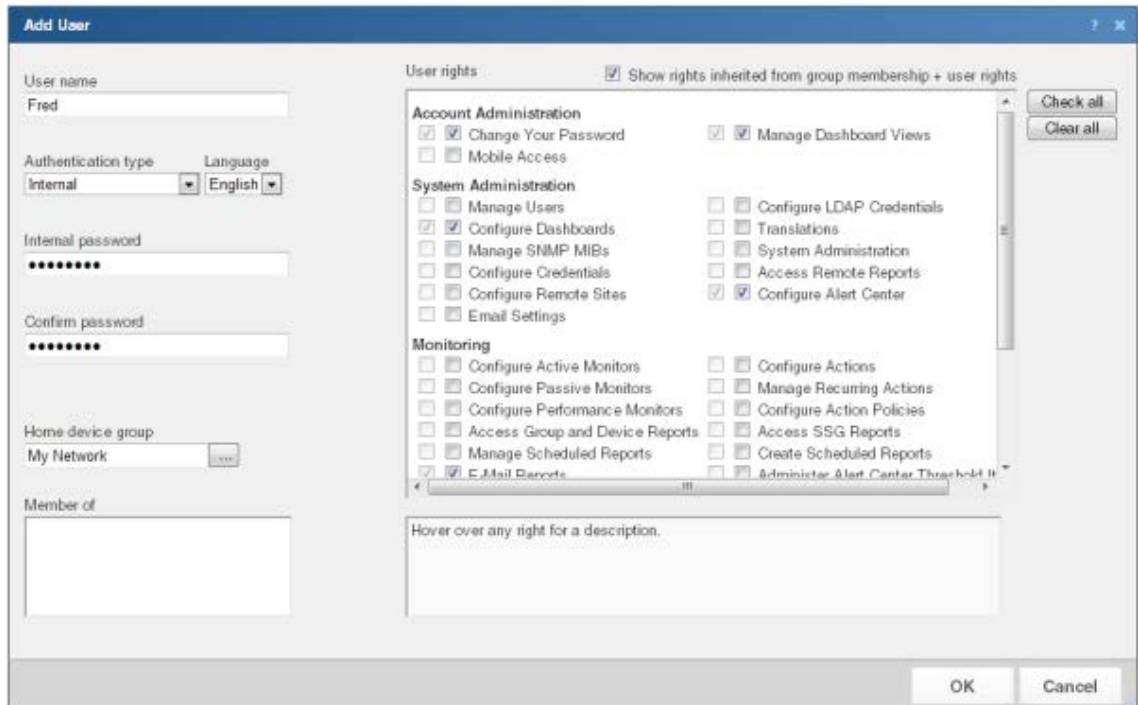


To create a new or edit a WhatsUp Gold user account:

- 1 From the WhatsUp Gold web interface, click **Admin > Manage Users**. The Manage Users dialog appears.
- 2 Click **New**. The Add User dialog appears.

- or -

Select a user account and then click **Edit**. The Edit User dialog appears.



- 3 Enter the appropriate information.
 - **User name.** Enter the name of the user.
 - **Authentication type.** Select the method of authenticating the user.
 - **Internal.** Use the internal user database built in to WhatsUp Gold.
 - **LDAP.** Use an external LDAP database.
 - **Language.** Select the language to display for the user.
 - **Internal password.** Enter a password for the user. This option is disabled if **Authentication Type** is set to LDAP.
 - **Confirm password.** Confirm the user's password. This option is disabled if **Authentication Type** is set to LDAP.
 - **Home device group.** Select the device group that the user will see when they log into the WhatsUp Gold web interface. If they have the correct group access rights, they will be able to navigate out of this group.
 - **User rights.** Select the rights that correspond to the actions you want to allow the user to complete.
 - **Check all rights.** Select this option grant the user rights to perform all of the actions listed.
- 4 Click **OK** to save changes.
- 5 If you have enabled Group Access Rights, you will be prompted if you would like to specify Group Access Rights for the new user account.



- 6 Select **Yes** to open the Device Group Properties dialog for the user's home group.
- or -
Select **No** to close the dialog and return to the Manage Users dialog.

For more information, see *About User Rights* in the Help.

For More Information

Now that you have your WhatsUp Gold Central and Remote installations up and running, you can learn more about using WhatsUp Gold. 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/WUG15relnotes>).
- **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.
- **Additional WhatsUp Gold resources.** For a listing 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>).
- **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/support/guides.aspx>).
- **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.
- **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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