



Getting Started with WhatsUp Gold MSP Edition

IPSWITCH

CHAPTER 1

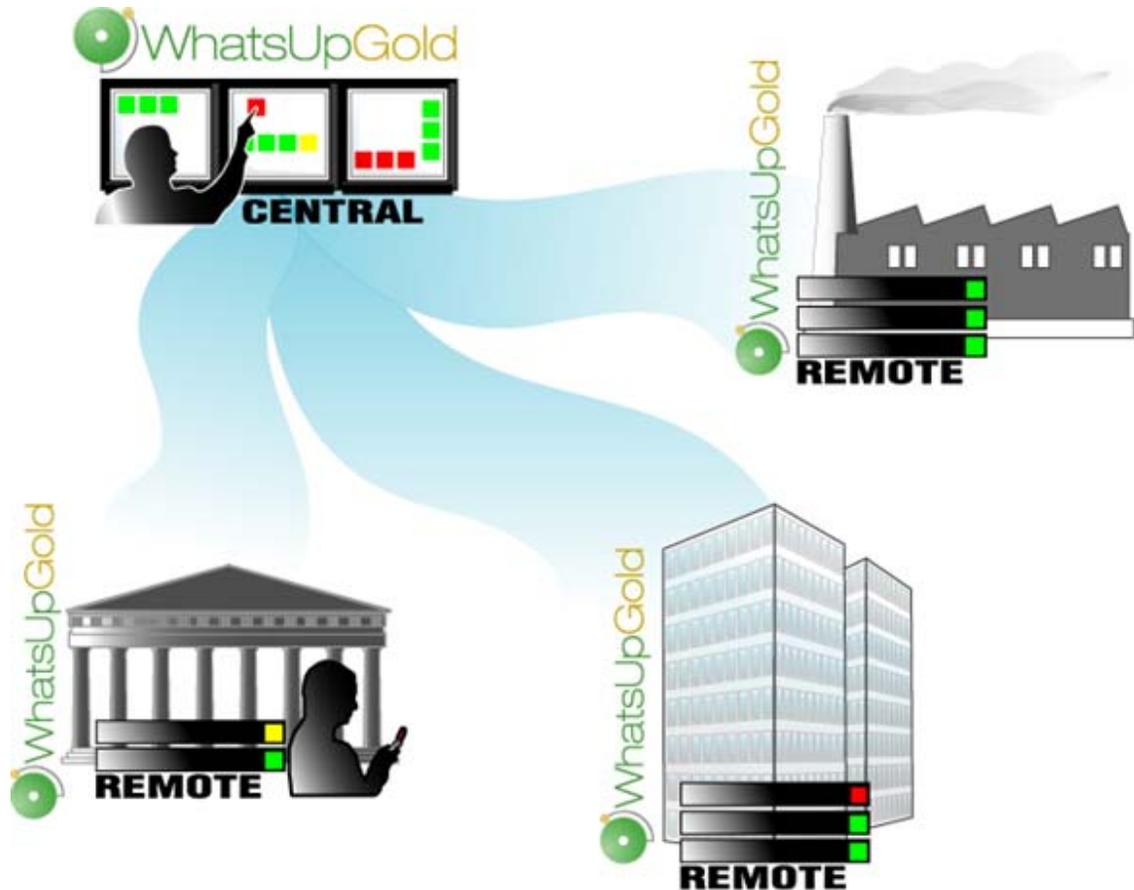
Getting Started with MSP Edition

In This Chapter

About WhatsUp Gold MSP Edition	1
User interfaces	2
About the MSP Edition reporting capabilities	3
Installing the MSP Edition Central and Remote Sites	4
Find out more	5
Copyright notice	5

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 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.



WhatsUp Gold MSP Edition gives managed solution providers the ability to use all of the features of WhatsUp Gold Premium Edition to monitor their customers' remote networks from a central location in the managed solution provider's network operations center. Managing multiple companies' networks at once has never been easier.

User interfaces

WhatsUp Gold offers two user interfaces, the Windows console interface and the web interface, which offer similar functionality. 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's status from a mobile device at any time through WhatsUp Gold Mobile Access.

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.

The screenshot displays the 'Remote Office' monitoring dashboard with several key sections:

- Summary Counts (Remote):** A table showing overall statistics for the remote site.

Count	Total number of
100	Monitored Devices
92	Up Devices
8	Down Devices
0	Devices with Down Active Monitors
0	Devices in Maintenance
116	Enabled Active Monitors
107	Up Active Monitors
8	Down Active Monitors
12	Up Interfaces
0	Down Interfaces
14	Unacknowledged Devices
0	Actions fired in the last 4 hours
- Active Monitor States (Remote):** A list of active monitors and their status.

Monitor type:	Interface	Monitor state:	Up
ATL-CISCO4606	ipswitch.com	VLAN To the 3 Net...	Up
		VLAN To the 2 Net...	Up
		VLAN To QA Test N...	Up
		User VLAN (172.16...	Up
		NetApps Access (1...	Up
		Wi-Fi Guest Acces...	Up
		VLAN for iSCSI St...	Up
		Nexus-Control vLA...	Up
		Nexus-Pack et vLAN...	Up
		Nexus-Management...	Up
- Remote Site Overview:** Summary information for the remote site.

Http address:	http://172.16.42.68:80	# of devices:	100
Last connect time:	Thursday, May 19, 2011 01:35:39 PM	# of monitors:	116
Last Snapshot:	Friday, May 20, 2011 11:01:23 AM	# of queries:	25
- Monitor Status (Remote):** Overview of monitor health.

Display Name	Monitors Up	Monitors Down	Last Snapshot
Remote Office	107	9	Fri 05/20 11:01 AM
- Tail of Remote Site Log:** Recent log entries.

Date	Type	Message	Remote site
Thu 05/19 1:34 PM	Information	Remote Host Disco...	Remote Office
Thu 05/19 1:24 PM	Information	Remote Host Disco...	Remote Office
Wed 05/19 2:08 PM	Information	Remote Host Disco...	Remote Office
- Remote Site List:** List of remote sites.

Display Name	Local device	Last Connect Time	Last Snapshot
Remote Office	(none)	Thu 05/19 1:35 PM	Fri 05/20 11:01 AM
- Top 10 - Ping Availability (Remote):** List of top 10 pingable devices.

Device	Interface
AAW2K3ELMVM	AAW2K3ELMVM (172.16.42.187)
ALEX2008VM	ALEX2008VM (172.16.42.184)
ATL-DPfire2	ATL-DPfire2 (172.16.42.57)
af-ody13.ipswitch...	af-ody13.ipswitch... (172.16.42.156)
ATL-ELM	ATL-ELM (172.16.42.23)
af-gzeztlo.ipswitch...	af-gzeztlo.ipswitch... (172.16.42.48)
af-gzeztlo2.ipswitch...	af-gzeztlo2.ipswitch... (172.16.42.100)
af-iornego.ipswitch...	af-iornego.ipswitch... (172.16.42.21)
alex-pc.ipswitch...	alex-pc.ipswitch... (172.16.42.110)
AAELMV10	AAELMV10 (172.16.42.185)

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.

The 'Remote Site Status' dashboard provides a quick overview of the remote site's health:

Remote Site	Devices Up	Devices Down	Devices in Maintenance	Monitors Up	Monitors Down	Last Snapshot
Remote Office	90	8	0	102	8	Thu 05/19 1:13 PM

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.
 - Select the web server port.
 - Create a User Name and Password that the Remote Sites will use when connecting to the Central Site.
 - Configure the TCP port that the Remote Sites will use to connect to the Central Site.
- 2** Make sure the firewall ports are specified and open for the inbound connections (from the Remote Sites on Port 9394 TCP).
- 3** Install the Remote Site application at the remote locations.
 - Select 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.

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