



Getting Started Guide

IPSWITCH

Discovery and Mapping

The WhatsUp Gold wizard-based discovery process searches for devices on your network and lets you decide which devices to monitor. You can view monitored devices as a list of devices or as a graphical map.

Polling and Listening

WhatsUp Gold actively polls devices to determine their status. You can use active monitors to poll services on a device and to passively listen for messages sent across the network. Performance monitors track device performance by checking and reporting on device resources, such as disk, CPU, and interfaces.

Actions and Alerts

Depending on the responses received from polling, WhatsUp Gold fires actions to notify you of changes on your network. Actions aid in problem resolution through assorted options such as email and cell phone alerts, or service restarts.

Reporting and Workspaces

Reports ensure 360-degree visibility into network status and performance, and historical data for devices and monitors. Workspaces let you focus on segments of the network and create your own *views* of report data. These views position crucial network data in one location, which allows for quick and easy access. WhatsUp Gold offers more than 100 summary reports, or *workspace reports*, that WhatsUp users can place into customized workspaces.



User interfaces

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

- **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.

Available editions

WhatsUp Gold is available in four editions. Each edition tailors WhatsUp Gold's features to meet the diverse needs of WhatsUp users, from small networks to those spanning multiple geographic locations.

- **WhatsUp Gold Standard Edition** manages devices and applications on a single-location network. Intuitive web-enabled workspace views provide drill-down access to alerts and issues in real-time, and access to more than 150 reports that document device, bandwidth, and application-related activity.
- **WhatsUp Gold Premium Edition** provides all of the network management capabilities of WhatsUp Gold Standard Edition, plus advanced management for Microsoft® Exchange™, Microsoft® SQL Server™, and SMTP email servers. Premium Edition also includes several features that let you monitor performance data in real time, as well as support for application monitoring using Microsoft's WMI™.
- **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.
- **WhatsUp Gold Distributed Edition** extends the features of WhatsUp Gold Premium Edition to companies whose networks are segmented across multiple geographic locations. WhatsUp Gold Distributed Edition can detect issues at any of the company's sites and can then report the issue to the effected site and to a central location.

WhatsUp Gold optional plug-ins

WhatsUp Gold optional plug-ins are available for use with any of the WhatsUp Gold editions. These plug-ins broaden your monitoring and reporting capabilities to give you a more complete picture of your network and its many components. For more information, see the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wugplugins>).

What's new in WhatsUp Gold v12.3

Ipswitch WhatsUp Gold v12 introduces a number of exciting features and enhancements to aid you in the optimization of network management for your business. Two new major features are Split Second Graphs and an application architecture that supports plug-ins. These two new features, along with the rest of the features added in v12, provide a new level of network performance intelligence to WhatsUp Gold's already powerful performance data reporting capabilities.

New in WhatsUp Gold Standard, Premium, Distributed, and MSP Editions

- **Plug-in architecture** - added support for optional plug-ins available for use with any WhatsUp Gold edition (new in v12.3).
- **High Capacity Interface Utilization Monitoring** - added support for high capacity SNMP interface counters through the Interface Performance Monitor.
- **NetSNMP MIB CPU Utilization Monitoring** - WhatsUp Gold can now monitor CPU utilization on Unix systems using the NetSNMP SNMP agent.
- **ifAlias support for custom interface names** - SNMP agents which support the ifAlias SNMP object now display this custom name.
- **Cisco MIB support** - WhatsUp Gold now includes over 200 Cisco MIBs for monitoring Cisco equipment and services without requiring additional MIB downloads.
- **SNMP MIB Walker** - this new web-based network tool allows you to browse for SNMP objects that a device supports.
- **SNMP MIB Explorer** - this new web-based network tool allows you to browse for SNMP objects defined in MIB files.
- **SNMP MIB Manager** - a new web-based library for the import and validation of MIB files.
- **Improved SNMP COM API** - supports enhanced scripting capabilities in any WhatsUp Gold Active Scripting interface as well as any third-party scripting hosts.
- **Secure email** - SMTP Authentication and SSL encryption can now be enabled for any emails sent by the WhatsUp Gold application. This includes email actions, Active Discovery notifications, and Recurring Reports.
- **Extended SMS Direct support** - SMS messages can now be sent directly to a network carrier via any modem that supports the SMS protocol.
- **Drag-and-Drop Management** - enhanced drag-and-drop capability to include device, group, and map management on the web interface.
- **Updated Database Engine** - MSDE 2000 database has been upgraded to Microsoft SQL Server 2005 Express.
- **Device credential support for Passive Monitors** - Passive Monitors no longer need a separate credential defined. Instead, they now use the credential associated with the device, just like Active and Performance monitors that require credentials.

- **Windows Vista support** - WhatsUp now supports installation on Windows Vista Ultimate (x86) and Windows Vista Business (x86) (Windows Vista SP1 recommended).
- **New licensing technology** - allows users to enable and disable product features without changing their serial number.
- **Interface filtering in the Interface Utilization Performance Monitor** - when monitoring "Active" interfaces via the Interface Utilization Performance Monitor, you may now specify a filter to determine which of the active interfaces should be monitored. Supported filters are: Interface Speed, Interface Type, Interface Description.
- **Defect fixes** - more than 40 customer-reported defects have been fixed in this release.
- **Updated UI** - the WhatsUp Gold web interface has been updated with a new Vista-style skin.

New in WhatsUp Gold Premium, Distributed, and MSP Editions

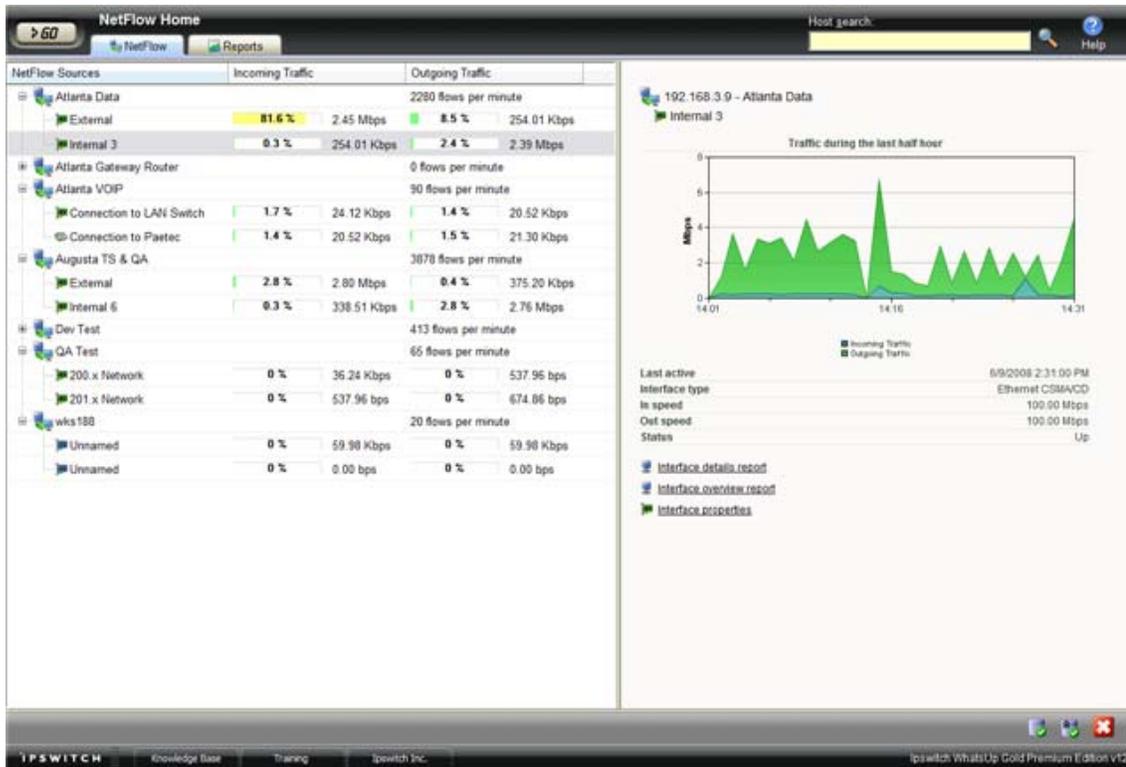
- **Windows Server 2008** - added support for the newest version of Windows Server (new in v12.3).
- **InstantInfo** - provides instantaneous access to real-time performance data in enabled reports.
- **Split Second Graphs** - provides real-time graphical data in performance workspace and full reports, the Web Task Manager, and the Web Performance Monitor.
- **Web Performance Monitor** - a new web-based network tool that provides insight into processes running on a device or system.
- **Web Task Manager** - a new web-based network tool that provides real-time monitoring of a network device. Provides a remote Windows Task Manager view for Windows devices. Also provides network device overview information about processes that use SNMP or WMI device connections.
- **Email Monitor** - allows for comprehensive testing of your organizations mail delivery system, both sending and retrieving mail via POP3 or IMAP. Also supports encryption and SMTP Authentication.
- **Dashboard Screen Manager** - a stand-alone application designed to display a series of Web pages, or a "playlist," on one or multiple monitors.

New plug-ins available in WhatsUp Gold v12.3

- **WhatsUp Gold NetFlow Monitor** - an optional plug-in that reveals trends and patterns in network bandwidth utilization by collecting, analyzing, and reporting on NetFlow data from routers, switches, and other network devices. Its versatile reporting allows you to easily identify bandwidth hogs, rogue applications, port scanning, and other network issues--all within the familiar WhatsUp Gold interface. You can also add NetFlow Monitor reports into WhatsUp Gold workspaces. For more information, see the *WhatsUp Gold NetFlow Monitor User Guide* (<http://www.whatsupgold.com/wugNFv123ug>).

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- WhatsUp Gold VoIP Monitor - WhatsUp Gold VoIP Monitor optional plug-in is designed to help network managers monitor key VoIP performance on their network. VoIP Monitor uses IP SLA technology, embedded in many Cisco routers and switches, to monitor VoIP network performance. The collected VoIP data is provided in WhatsUp Gold workspace reports, custom performance reports, and alert notifications. For more information, see the *WhatsUp Gold VoIP Monitor User Guide* <http://www.whatsupgold.com/wugVoIPv1ug>.



System requirements

Prior to installing WhatsUp Gold, please verify that your computer meets the minimum software and hardware requirements for WhatsUp Gold and for SQL Server 2005 Express.



Note: These system requirements are for WhatsUp Gold only and do not reflect the additional requirements of some plug-ins. Additional requirements for your plug-ins can be viewed in the plug-in's release notes.

Software requirements

- Windows XP Professional SP2 (or later), Windows Server 2003 SP2 (or later), Windows Vista Ultimate (Windows Vista SP1 recommended), Windows Vista Business (Windows Vista SP1 recommended), or Windows Server 2008
- Microsoft Internet Explorer 6.0 SP1 (or later) or Firefox 2.0 (or later)

- Microsoft Windows Scripting Host v5.7 (or later)



Note: Windows Scripting Host is installed with the Windows operating system. To verify your version, run `cscript.exe` at a command prompt. If you need to update Windows Scripting Host, refer to the *Microsoft Windows Scripting Host site* (<http://www.ipswitch.com/wsh56>).

- Microsoft SAPI 5.1 (required for Text to Speech actions)

Hardware requirements

	Recommended	Required
Number of Processors	Two	One
Processor	2 GHz	2 GHz
RAM	2 GB	1 GB
Hard disk space for application files	3 GB	2 GB
Hard disk space for database	5 GB or more *This requirement is larger if you are using WhatsUp Gold NetFlow Monitor. For more information, see the NetFlow Monitor Release Notes.	At least 1 GB *This requirement is larger if you are using WhatsUp Gold NetFlow Monitor. For more information, see the NetFlow Monitor Release Notes.
Network interface card	1 Gbps	100 Mbps
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

Installing WhatsUp Gold

Before installing WhatsUp Gold, you must decide where you want to store the network management data WhatsUp Gold generates.

By default, WhatsUp Gold installs Microsoft® SQL Server® 2005 Express Edition on the same computer where WhatsUp Gold is installed. This configuration works well for most networks.

However, Microsoft® SQL Server® 2005 Express Edition has a database size limit of 4 GB which may be too small to contain the data collected on larger networks.

Alternatively, you can configure WhatsUp Gold to use an existing Microsoft® SQL Server® database. Microsoft® SQL Server® is not limited in size like Microsoft® SQL Server® 2005 Express Edition, but it does require a knowledgeable database administrator to configure and maintain it.



Note: The installation instructions in this document apply only to WhatsUp Gold Standard Edition and WhatsUp Gold Premium Edition. For installation instructions for WhatsUp Gold Distributed Edition or WhatsUp Gold MSP Edition, see *WhatsUp Gold Distributed Edition Deployment Guide* (<http://www.ipswitch.com/WUG123dsdg>) or *WhatsUp Gold MSP Edition Deployment Guide* (<http://www.ipswitch.com/WUG123mspdg>).

Installing WhatsUp Gold 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 WhatsUp Gold.



Note: When installing on Windows Vista, additional steps are necessary for the Task Tray application to work properly. For more information, see *Task Tray Application fails on Windows Vista* in the Help or *User Guide* (<http://www.whatsupgold.com/wug123ug>).

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold 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 Read the Welcome screen.

Click a button next to an additional resource to view that resource.

Click **Next**. The License Agreement dialog appears.
- 4 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.

- 5 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 NetFlow Monitor. These initial databases are limited in size, but are increased the first time the NetFlow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the NetFlow 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 NetFlow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold NetFlow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

- 6 Click **Next**. The Choose Destination Location dialog appears.
- 7 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: You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



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

The Enable Web Server dialog appears.

- 8 Determine if you want to enable the WhatsUp web server.
 - To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



Note: You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see *Configuring the web server* in the Help.

After making a selection, click **Next**.



Note: If the firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold Web interface.

- 9 Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.
- 10 When the installation completes, the InstallShield Wizard Complete dialog appears.
To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.
Click **Finish**. The setup program closes.

Installing WhatsUp Gold using an existing Microsoft SQL Server

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

- Microsoft® SQL Server® 2005 English must be installed on the WhatsUp Gold host computer or another computer.



Important: WhatsUp Gold does not support non-English versions of Microsoft® SQL Server® 2005.

- Microsoft® SQL Server® 2005 must be configured to allow WhatsUp Gold to authenticate.
 - If Microsoft® SQL Server® 2005 is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft® SQL Server® 2005 to allow remote connections* (<http://support.microsoft.com/kb/914277>).
 - We recommend using a Microsoft® SQL Server® user account to connect to the database. However, if the Microsoft® SQL Server® database exists on the same computer or both computers are members of the same domain, you may use Windows authentication. For more information about enabling mixed mode authentication in Microsoft® SQL Server® 2005, see the Microsoft article about *Authentication Mode* (<http://msdn2.microsoft.com/en-us/library/ms144284.aspx>).



Note: When using Windows Authentication, the WhatsUp Gold services and applications must run as the database user.

- Microsoft® SQL Server® 2005 must be configured to have a user account that meets the following requirements:
 - Full administrator privileges to Microsoft® SQL Server® 2005, 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® 2005 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 WhatsUp Gold.



Note: When installing on Windows Vista, additional steps are necessary for the Task Tray application to work properly. For more information, see *Task Tray Application fails on Windows Vista* in the Help or *User Guide* (<http://www.whatsupgold.com/wug123ug>).

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold 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 Read the Welcome screen.

Click a button next to an additional resource to view that resource.

Clear **Hide advanced installation options**. This checkbox must be cleared in order for you to use Microsoft® SQL Server® as the WhatsUp Gold database.

Click **Next**. The License Agreement dialog appears.
- 4 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 Installation Options dialog appears.
- 5 Select **Use an existing installation of Microsoft SQL Server**, then click **Next**. The Database Server Login dialog appears.
 - a) In **Database server that you are installing to**, enter the hostname of your database 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>.



Tip: If you cannot remember your database server's 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.

- b) Select the appropriate authentication method for your database server.
 - If your database server is a member of a domain and is configured to accept Windows user names, select **Windows authentication**. The user whose credentials you use to run WhatsUp Gold must be a member of the same domain as the database server.
 - If your database server requires SQL Server authentication, or if the Windows user account under which WhatsUp Gold runs does not have access to the database server via Windows authentication, select **SQL Server authentication using Login ID and password below**, then enter the correct **Login ID** and **Password**.
- c) Click **Next**. The installation program attempts to validate the credentials you entered and checks for the existence of WhatsUp Gold databases on the database server. If WhatsUp Gold databases are found on the database server, the setup program alerts you and asks if you want to continue.
 - Select **Yes** to upgrade the databases and continue the installation.
 - Select **No** to select another Microsoft® SQL Server®.

After the credentials are validated, the Enter Microsoft® SQL Server® 2005 Express Edition Paths dialog appears.

- 6 This dialog lists the third-party resources that the installation program installs, including Microsoft® SQL Server® 2005 Express Edition client tools (required for installations of WhatsUp Gold that use Microsoft® SQL Server® databases) and Microsoft .Net Framework 2.0.

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

- 7 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: You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



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

The Enable Web Server dialog appears.

- 8 Determine if you want to enable the WhatsUp web server.
 - To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



Note: You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see *Configuring the web server* in the Help.

After making a selection, click **Next**.



Note: If the firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold Web interface.

- 9 Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.
- 10 When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.

Click **Finish**. The setup program closes.

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

- Microsoft® SQL Server® 2005 English must be installed on the WhatsUp Gold host computer or another computer.



Important: WhatsUp Gold does not support non-English versions of Microsoft® SQL Server® 2005.

- Microsoft® SQL Server® 2005 must be configured to allow WhatsUp Gold to authenticate.
 - If Microsoft® SQL Server® 2005 is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft® SQL Server® 2005 to allow remote connections* (<http://support.microsoft.com/kb/914277>).
 - We recommend using a Microsoft® SQL Server® user account to connect to the database. However, if the Microsoft® SQL Server® database exists on the same computer or both computers are members of the same domain, you may use Windows authentication. For more information about enabling mixed mode authentication in Microsoft® SQL Server® 2005, see the Microsoft article about *Authentication Mode* (<http://msdn2.microsoft.com/en-us/library/ms144284.aspx>).



Note: When using Windows Authentication, the WhatsUp Gold services and applications must run as the database user.

- Microsoft® SQL Server® 2005 must be configured to have a user account that meets the following requirements:
 - Full administrator privileges to Microsoft® SQL Server® 2005, 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® 2005 documentation* (<http://support.microsoft.com/ph/2855>).

Upgrading

The installation program can automatically upgrade WhatsUp Gold v11 and later. The installation program delivers new application files and upgrades the database. The installation program automatically upgrades databases on Microsoft® SQL Server® Desktop Edition, Microsoft® SQL Server® 2005 Express Edition, and Microsoft® SQL Server® 2005.



Note: WhatsUp Gold v12.3 introduces automatic database upgrades. It is no longer necessary to manually execute SQL scripts to upgrade a non-standard database.



Note: If you are using Microsoft® SQL Server® 2000, you must upgrade to Microsoft® SQL Server® 2005 prior to upgrading WhatsUp Gold. Microsoft® SQL Server® 2000 is no longer supported by WhatsUp Gold.



Tip: To upgrade from an older version than WhatsUp Gold v11, you must first upgrade to WhatsUp Gold v11, then upgrade to WhatsUp Gold v12.3. For more information, see *the WhatsUp Gold Answers repository* (<http://whatsup.custhelp.com>).

If the database is currently hosted on Microsoft® SQL Server® Desktop Edition or Microsoft® SQL Server® 2005 Express Edition but you want to migrate your database to Microsoft® SQL Server® 2005, complete the upgrade on the existing database, then follow the steps outlined in the *WhatsUp Gold Database Migration Guide* (<http://www.whatsupgold.com/wugdbmg>).

To upgrade from a previous version of WhatsUp Gold:

- 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 WhatsUp Gold.



Note: When installing on Windows Vista, additional steps are necessary for the Task Tray application to work properly. For more information, see *Task Tray Application fails on Windows Vista* in the Help or *User Guide* (<http://www.whatsupgold.com/wug123ug>).

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold 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 Read the notice about device limit enforcement.
 - Select **Yes** to continue the upgrade.
 - Select **No** to abort the upgrade.



Note: If you upgrade and you are currently managing more devices than your license allows, WhatsUp Gold will not poll your devices after the upgrade until you take additional action. To find out more about how device limits work and to determine if you are affected, see *Are you managing more devices than your license allows?* (<http://www.whatsupgold.com/devicecount.htm>).

- 4 Read the Welcome screen.

Click a button next to an additional resource to view that resource.



Important: During the upgrade process, WhatsUp Gold services and monitoring are stopped.

Click **Next**. The License Agreement dialog appears.

- 5 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**. The Back Up Existing Database dialog appears.

- 6 Since the installation program makes changes to the WhatsUp Gold database, we strongly recommend that you select **Yes, back up the existing database**.



Note: If you are upgrading from an installation of WhatsUp Gold 11.x that uses Microsoft® SQL Server® Desktop Edition as its database, you can select the location where you want to store the backup. For all other upgrades, the backup is made in the default backup location for the database server.

Click **Next**. The Back Up Web and Report Files dialog appears.

- 7 If you have modified any of the Web or Report files, select **Back up the existing Web and report files**. If this option is selected, the existing Web and report files are copied to a backup folder before the upgrade begins. We recommend that you select this option.

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

- 8 Click **Install**. The installation program begins upgrading WhatsUp Gold.
- 9 When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.

Click **Finish**. The setup program closes.

Activating WhatsUp Gold for new or upgraded licenses

If WhatsUp Gold is installed using the installation application downloaded from the Web link provided in the purchase confirmation email, the program is fully functional immediately after installation.

If the WhatsUp Gold v12 license is not automatically activated during the installation or if you are upgrading from a previous WhatsUp Gold version, you can manually activate WhatsUp Gold.

To activate WhatsUp Gold manually:



Note: Before you start the manual activation process, make sure that you have your product serial number available to use in the activation program.

- 1 Click **Start > Programs > Ipswitch WhatsUp Gold > Manage WhatsUp Gold License**. The activation program appears.
- or -
If you run the WhatsUp Gold console at the end of the installation, it displays an Invalid License dialog. Click the **Purchase/Unlock** to start the license activation process.
- 2 Follow the on-screen instructions to complete the product activation.



Note: When the activation is complete, a confirmation page indicates the license has been activated. If the activation does not complete successfully, you may be behind a proxy or firewall that is blocking the activation request. In this case, click the **Offline** button, then follow the onscreen instructions.

For more help and information about licensing, go to the *MyIpswitch licensing portal* (<http://www.myipswitch.com/>).

Discovering devices

When you first run WhatsUp Gold, the Device Discovery wizard appears to guide you through configuring the application.

- **Step 1: Device Discovery**

The Device Discovery wizard automatically detects network devices (workstations, servers, routers, hubs, etc.), scans those devices for services, and lets you select the devices that you want to manage.

- **Step 2: Setting up actions**

After selecting devices, the wizard allows you to configure actions that will notify you when changes occur on the monitored devices.

When you close the wizard, WhatsUp Gold creates a new device group, named with the date, time, and type of discovery, and puts the discovered devices in it.

For more detailed instructions on discovering devices, see *Using Device Discovery* in the *WhatsUp Gold User Guide* (<http://www.ipswitch.com/WUG120ug>).

Next steps

After you have completed discovery and set up some basic monitoring of devices and services, you can investigate the other features of WhatsUp Gold.

This table includes common tasks and the sections in the online help and User Guide that pertain to those tasks.

To:	See:
Monitor performance (CPU, disk, memory, and interface use) for critical devices	Using Performance Monitors
Monitor standard IP services on a device, such as HTTP, FTP, or SMTP	Using Active Monitors
Set up workspace views for your users	Understanding and Using Workspaces
Set up users and role-based security access	Using the WhatsUp Gold Web Interface
Set up and route alerts to the appropriate network administrator	Using Actions
Customize network maps to reflect your company's network topology	Using Maps
Group devices by type, location, services, or some other attribute	Managing Devices, Dynamic Groups

For more information and updates

Following are information resources for WhatsUp Gold. This information may be periodically updated and available on the *WhatsUp Gold Web site* (<http://www.whatsupgold.com/support/index.asp>).

- **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/wug123relnotes>).
- **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.
- **User Guide.** This guide describes how to use the application out-of-the-box. It is also useful if you want to read about the application before installing. To view or download the User Guide, select **Help > WhatsUp Gold User Guide** or download it from the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug123ug>).
- **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/wugplugins>).
- **WhatsUp Gold Distributed Edition Deployment Guide.** This guide provides instructions on how to plan and deploy the WhatsUp Gold Distributed Edition. This guide is available on the *WhatsUp Gold web site* (<http://www.ipswitch.com/WUG123dsdg>).
- **WhatsUp Gold MSP Edition Deployment Guide.** This guide provides instructions on how to plan and deploy the WhatsUp Gold MSP Edition. This guide is available on the *WhatsUp Gold web site* (<http://www.ipswitch.com/WUG123mspdg>).
- **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.
- **Knowledge Base.** Search the Ipswitch Knowledge Base of technical support and customer service information. The knowledge base is available on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wugTechSupport>).
- **User Forum.** Use the online user group forums to interact with other WhatsUp Gold users to share helpful information about the application. The User Forums are available on the *WhatsUp Gold web site* (<http://forums.ipswitch.com/>).

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