



Getting Started Guide

Welcome to WhatsUp Gold

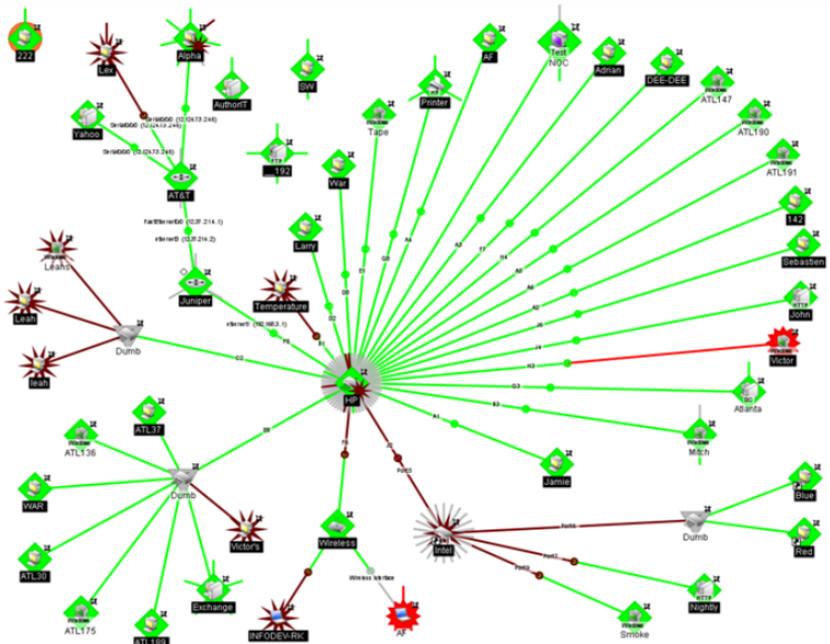
Ipswitch WhatsUp® Gold delivers comprehensive and easy-to-use application and network management that provides 360° visibility, actionable intelligence and complete control of network and application infrastructures. With proactive monitoring of all critical network devices and services, WhatsUp Gold reduces costly and frustrating downtime.

WhatsUp Gold identifies network problems and provides awareness and understanding of network performance and availability by:

- discovering and mapping all your network devices
- notifying you when problems occur on the network
- gathering network information over time and generating reports
- gathering real-time network information and providing second-by-second performance data
- providing anytime, anywhere network monitoring

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/Listening

WhatsUp Gold actively polls devices to determine their statuses. You can use pre-configured active monitors, or create your own, 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/Alerts

Depending on the responses received from polling, or the types of messages received, WhatsUp Gold fires actions to notify you of any change on your network. Actions help with problem resolution through options such as alerting via email or cell phone, or restarting a service.

Reporting and Workspaces

Reports ensure 360° visibility into current status, performance, and historical data for devices and monitors. Workspaces let you focus on segments of the network and create your own views into the report data. These views provide 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 can be used to customize workspaces. Each user can have their own customized workspace views.

The screenshot displays the 'Home Workspace' interface. At the top, there are navigation tabs for Home, My Devices, and Reports. A 'Workspace View' dropdown is set to 'General'. The main content area includes:

- Map View:** A world map with markers for San Jose, Atlanta, London, and Tokyo. A tooltip indicates 'This is a sample map. Once you have created your Device Groups you can use the menu at the upper right of this pane to replace this with a customized map.'
- Favorite Reports:** A list of reports including Active Discovery Log, General Error Log, Health, State Change Timeline, Top 10, and Device Status.
- Summary Counts:** A summary of device and monitor status.

Totals For:	(Every device)
Count	Total number of
134	Monitored Devices
133	Up Devices
1	Down Devices
0	Devices with Down Active Monitors
0	Devices in Maintenance
362	Enabled Active Monitors
361	Up Active Monitors
1	Down Active Monitors
96	Up Interfaces
0	Down Interfaces
2	Unacknowledged Devices
0	Actions fired in the last 4 hours
- Devices with Down Active Monitors:** A table listing devices with their interfaces and ping response times.

Device	Status	Ping(Down at least 5 min)
192.168.3.201	Down	
- Top 10 Devices by Ping Response Time:** A table listing the top 10 devices by ping response time.

Device	Interface	Max (ms)	Avg (ms)
ATL-IDENTO...	ATL-IDENTO...	181.0	61.0
ATL-INKELB...	ATL-INKELB...	123.0	42.0
ATL-MIRANDOL...	ATL-MIRANDOL...	87.0	23.0
192.168.3.10	192.168.3.10	15.0	9.0
192.168.3.2	192.168.3.2	13.0	6.0
192.168.3.19	192.168.3.19	16.0	7.0
XP-IMAGE (192...	XP-IMAGE (192...	9.0	6.0
192.168.3.5	192.168.3.5	6.0	2.0
ATL-SAYTON (1...	ATL-SAYTON (1...	1.0	1.0
- Disk Utilization - Top 10 by Utilization:** A table showing the top 10 disks by utilization.

Device	Disk	Percent Full
ATL-IMI1	C:	98.9 %
BACCHUS	C:	81.7 %
DIETCOKE	C:	79.5 %
Bubb-a-Vista	F:	85.5 %
isp-switch-in...	C:	

WhatsUp Gold user interfaces

WhatsUp Gold offers two user interfaces, the Windows console interface and the web interface, which offer similar functionality. We recommend that you 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 WhatsUp Gold 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 the features of WhatsUp Gold to meet the diverse needs of WhatsUp Gold users, from small networks to those spanning multiple geographic locations.

- **WhatsUp Gold Standard Edition** monitors 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 over 150 reports, documenting all device, bandwidth, and application related activity.
- **WhatsUp Gold Premium Edition** provides all of the network monitoring capabilities of WhatsUp Gold Standard Edition, plus advanced monitoring 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.

What's new in v12

Ipswitch WhatsUp Gold v12 introduces a number of new features and enhancements that help you manage your network more efficiently than ever. One of the major features, Split Second Graphics (SSG), adds real-time graphs to provide instant feedback about network device performance. This SSG feature, coupled with the existing WhatsUp Gold performance reporting, provides a new level of network device performance intelligence to the already powerful historical performance data reporting capabilities in WhatsUp Gold.

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

- **High Capacity SNMP interfaces** - added support for high capacity SNMP interface counters through the Interface Performance Monitor.
- **NetSNMP MIB** - Unix performance monitoring with NetSNMP agents.
- **Custom names for SNMP interfaces** - SNMP interfaces can be configured with unique identifiers.
- **Cisco MIB support** - includes support for over 200 Cisco MIBs for monitoring Cisco equipment and services .
- **SNMP MIB Walker** - new web-based network tool allows you to browse for SNMP objects that a device supports.
- **SNMP MIB Explorer** - new web-based network tool allows you to browse for SNMP objects defined in MIB files.
- **SNMP MIB Manager** - new web-based network tool for the import and validation of MIB files.
- **Improved SNMP API** - supports enhanced scripting capabilities with both Script Action and Active Script Monitor.
- **Email Actions** - now supports SMTP authentication.
- **SMS Direct** - extended Short Message Service (SMS) support for SMS Direct.

- **Drag-and-Drop Management** - enhanced drag-and-drop capability to include device, group, and map management on the web interface.
- **Upgraded Database Engine** - MSDE 2000 database has been upgraded to Microsoft SQL Server 2005 Express.
- **Passive Monitors** – have been enhanced to use device credentials stored in the Credentials Library.
- **Windows Vista support** - Windows Vista Ultimate or Windows Vista Business (Windows Vista SP1 recommended) both as a WMI monitored OS and as monitoring workstation.
- **New licensing technology** - requires users to enter a serial number to activate all of the WhatsUp Gold Gold products.

New in WhatsUp Gold Premium, Distributed, and MSP Editions

- **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** - new web-based network tool that provides insight into processes running on a device or system.
- **Web Task Manager** - new web-based network tool that provides network device overview information about processes that use SNMP or WMI device connections.
- **Email Monitor** - innovative monitor that uses SNMP, POP3, or IMAP by sending emails to servers, with support for encryption and SMTP authentication.
- **Dashboard manager** - a stand-alone application designed to display a series of Web pages, or a "playlist," on one or multiple monitors.

Getting started with WhatsUp Gold

This document provides instructions on how to install and configure WhatsUp Gold Standard Edition and WhatsUp Gold Premium Edition only. These instructions do not apply to WhatsUp Gold MSP Edition or WhatsUp Gold Distributed Edition. For help installing and configuring these editions, see the Deployment Guide for WhatsUp Gold MSP Edition (<http://www.ipswitch.com/WUG12mspdg>) or the Deployment Guide for WhatsUp Gold Distributed Edition (<http://www.ipswitch.com/WUG12dsdg>).

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.

Minimum software requirements

- Windows XP Professional SP2 (or later), Windows 2003 Server SP1 (or later), Windows Vista Ultimate, or Windows Vista Business (Windows Vista SP1 recommended).
- Microsoft Internet Explorer 6.0 SP1 (or later) or Firefox 2.0 (or later)
- Microsoft .NET Framework v 2.0 or 2.0 SP1
- Microsoft Windows Scripting Host v5.6 or later

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>).

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

Minimum hardware requirements

- Intel Pentium-compatible 2 GHz or faster
- 1 GB memory (RAM) (2 GB RAM recommended)

- 256 MB of drive space (up to 4 GB additional for SQL Server 2005 Express database and 7200 RPM drive recommended)
- Display resolution support for 1024 x 768 minimum; recommended display resolution is 1280 x 1024.
- CD-ROM drive
- Network Interface Card (NIC)
- Modem and phone line (for pager, SMS, or beeper actions; modem pooling is not supported)
- GSM modem and active SIM card (for SMS Direct actions)
- SAPI v5.1 and supporting sound card for Text to Speech Actions; SAPI v5.1 can be downloaded from the Microsoft Speech site (<http://www.microsoft.com/speech/speech2007/default.mspx>).

SQL Server Express (SSE) requirements

- SSE supports up to 4 GB database size and up to 1 GB RAM for the buffer pool. Ensure sufficient disk capacity is available for data storage.



Note: SSE supports one CPU. In computers with multiple CPUs, SSE utilizes only one processor.

Installing or upgrading

The installation program is similar whether you are installing WhatsUp Gold for the first time or upgrading a previous installation. Steps that apply only to a first-time installation, or only to an upgrade, are identified as such.



Note: These installation instructions are intended for WhatsUp Gold Standard Edition and WhatsUp Gold Premium Edition. For installation instructions for WhatsUp Gold Distributed Edition, see the WhatsUp Gold Distributed Edition Deployment Guide (<http://www.ipswitch.com/WUG12dsdg>). For installation instructions for WhatsUp Gold MSP Edition, see the WhatsUp Gold MSP Edition Deployment Guide (<http://www.ipswitch.com/WUG12mspdg>).

To install or upgrade WhatsUp Gold:

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

- 2 Start the installation program:
 - 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`
 - If you downloaded WhatsUp Gold Standard Edition or WhatsUp Gold Premium Edition from our Web site, run the downloaded installation application.

- 3 Read the Welcome screen.

The Welcome screen recommends that you disable any running antivirus software, estimates how long it takes to install the application, and displays a button that, when clicked, displays the release notes.

Click **Next** to continue. The License Agreement dialog opens.

- 4 Read the license agreement. Select the appropriate option, then click **Next**.
- 5 **For first-time installation only:** Select the install directories for SQL Server 2005 Express Edition. The application and data files will be installed in default directories. If you want to change the locations, click the browse buttons to find and select a different directory.



Note: If you want to customize your database setup, you need to first complete the installation using Microsoft SQL Server 2005 Express. After installation completes, you can manually configure your database as described in *Alternative database setups* in the Help.



Important: Make sure that you have a large capacity drive selected for data storage. Data files can grow up to 4 GB.

The application and data files will be installed in default directories. If you want to change the locations, click the browse buttons to find and select a different directory.

Click **Next**.



Note: The SQL Server 2005 Express Edition installation may take several minutes.

- 6 For new installation only:** 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. Some users prefer to put application files on a partition separate from the operating system, which is usually installed on the C: drive, to isolate the application from an operating system crash.

- 7 For upgrade installation only:** Choose whether to backup your current WhatsUp Gold database. We strongly suggest that you do this.
- 8 For upgrade installation only:** Choose how to handle existing Web and Report files.

If you have previously installed WhatsUp Gold, you may already have Web and Report files stored in your installation directory. You can choose to either delete them or back them up during the install. Backup is recommended.

- 9 If a sound card is installed and it has SAPI-compatible drivers, the install program asks whether you want to install Text to Speech capabilities. If you select **No**, you can always return and install Text to Speech at a later date.
- 10 **For new installation only:** Choose whether to enable the web server during install and enter a port for this installation. The default port is Port 80.



Note: This dialog will not be displayed during an upgrade if you have already enabled the WhatsUp web server in an older version of WhatsUp.

- 11 Click **Install** to install the WhatsUp Gold application files. The installation program gives you the option to go back and change options or cancel prior to completing the installation.



Important: When you use an alternative database setup, you will need to run the database upgrade scripts when installing a new release of WhatsUp Gold. The installation program will warn you if it detects a non-default database. For information on running the upgrade scripts, see [Upgrading the database schema](#).

- 12 Make your selections, then click **Finish**.

After the application starts, the Discover Devices wizard appears. This wizard is used to set options on how to discover your network. Follow the wizard dialogs or if you choose to postpone these steps, click the **Cancel**.

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 using the activation program in the WhatsUp Gold group of the Windows Start menu.



Important: Make sure that you activate WhatsUp Gold before starting the application. The WhatsUp Gold polling engine will be turned off and a message tells you that the license has expired. The application is not functional until after it has been activated.

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 onscreen 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 Ipswitch 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

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.ipswitch.com/WUG120relnotes>).
- **Application Help for the console.** The console help contains 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**.
- **Application Help for the web interface.** The web interface help contains dialog assistance, how-to's that explain how to use features, table of contents, index, and search. Click the **?** icon to access the Help.
- **New Features Guide.** This guide provides information about the new features in WhatsUp Gold v12. This guide is available on the WhatsUp Gold web site (<http://www.ipswitch.com/wug120fbg>).
- **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.ipswitch.com/WUG120ug>).
- **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/WUG12dsdg>).

- **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/WUG12mspdg>).
- **Translation Guide.** This guide describes how to use the translation features to create a localized version of the WhatsUp Gold web interface. This guide is available on the WhatsUp Gold web site (<http://www.ipswitch.com/WUG12Trans>).
- **Licensing Information.** Licensing and support information is available on the myipswitch.com web portal (<http://www.myipswitch.com/>). The web portal provides enhanced web-based capabilities to view and manage Ipswitch product licenses.
- **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/>).
- **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://support.ipswitch.com/kb/>).