IPSWITCH

Deployment Guide

Installing WhatsUp Gold
Distributed Edition to
Central and Remote Sites

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

IPSWITCH
WhatsUpGold

About the WhatsUp Gold Distributed Edition

Installing Central and Remote Sites

About the WhatsUp Gold Distributed Edition

The WhatsUp Gold Distributed Edition extends the capabilities of a single WhatsUp product to let you monitor multiple remote networks (sites) from a central location. This solution includes a WhatsUp Gold Central installation and a WhatsUp Gold Remote installation.

The WhatsUp Gold Central Site installation coordinates data feeds from multiple WhatsUp Remote Site installations. The network data can then be viewed in reports that you select and customize on the Central Site. The Central and Remote installations, together, provide high visibility to the networks from one central location.
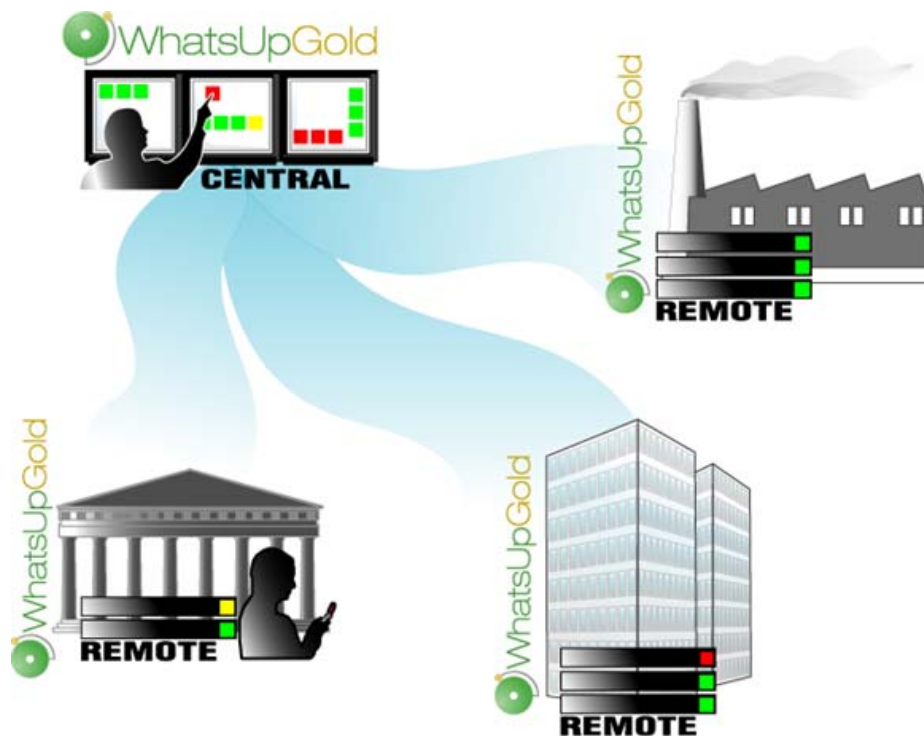
About the Distributed Edition reporting capabilities

The WhatsUp Gold Distributed Edition lets you set up and view reports associated with each monitored network. You set up centralized reports on the Central Site to gather key data from the Remote Sites. With the monitoring and reporting capabilities you can be confident that you will stay informed about the overall network health. In fact, if you loose the connection between the Central and Remote Sites, the information from the last network scan 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.

System requirements

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 Edition 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).

Microsoft SQL Server 2005 Express Edition (SSEE) requirements

- SSEE 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: SSEE supports one CPU. In computers with multiple CPUs, SSEE utilizes only one processor.

Installing Central and Remote Sites

Installation overview

The Ipswitch WhatsUp Gold Distributed Edition is comprised of the:

- **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. For more information, see *Step 5: Using the Ipswitch Dashboard Screen Manager application* (on page 25).

There are two installation programs for the Distributed 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 Distributed Edition:

1 Install the Central Site application. For more information, see *Step 1: Installing the WhatsUp Gold Central Site* (on page 5).

- (Recommended) Select whether to enable the WhatsUp Web server and 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.
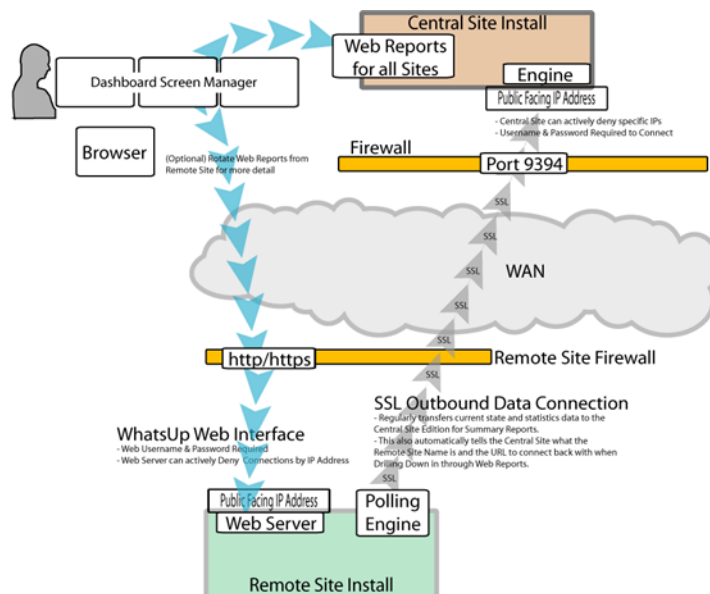
Central Site Install

Install/Setup Questions:
- Set the Username/Password for all Remote Connections
- Set the Port (9394) for Remote Connections to use.
- Do you want remote users to have web access to central?

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 8).
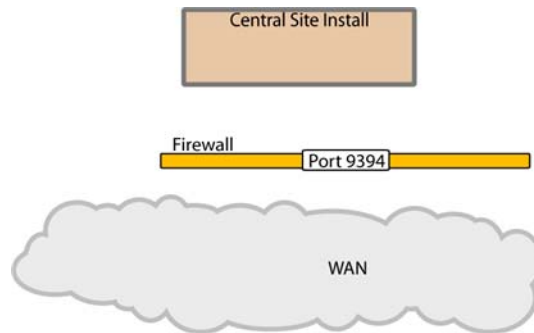
3 Install the Remote Site application at the remote locations. For more information, see *Step 3: Installing the WhatsUp Gold Remote Site* (on page 8).

- Select whether to enable the WhatsUp Web server and 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.

- (Recommended) Enter the HTTP address that the Central Site will use to access this Remote Site's Web interface.

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

4 Create Workspace Reports on the Central Site installation for each of the Remote Sites. For more information see, *Step 4: Using Reports for WhatsUp Gold Distributed Edition* (on page 11).

5 (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 25).

After the above steps are complete, the application is ready to monitor, and be further customized and expanded as required. Data will be communicated from the Remote Sites to the Central Site. The network data is rolled-up in the workspace reports and full reports that you set up. For more information, see *Step 4: Using Reports for WhatsUp Gold Distributed Edition* (on page 11). 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 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.

Following is the information that is configured during the Central Site installation:

- SQL Server 2005 Express (SSE) is installed on the Central Site computer.
- Select whether to enable the WhatsUp Web server and select the Web server port.
- Configure the TCP port that the Remote Sites will use to connect to the Central Site.
- Create a User Name and Password that the Remote Sites will use to gain access the Central Site.
- (Optional) Run the network discovery to identify devices on the network and set up Active and Passive Monitors.

To install the WhatsUp Gold Central Site:

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

To install or upgrade the Distributed Edition:

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 Central Site 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 from the WhatsUp Gold Web site, run the downloaded Central Site 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 *Using an alternative database setup*.

> **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 a version of WhatsUp, 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.

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 install only: Choose whether to enable the Web server during install and enter a port for this installation, then click **Next**. The default is Port 80.

> **Important**: A Web server is required to view WhatsUp reports. If you do not enable a Web server during the installation, you need to enable the WhatsUp Web server or IIS Web server in order to view WhatsUp reports.

> **Note**: This dialog will not be displayed during an upgrade if you have already enabled the WhatsUp Web server in a previous version of WhatsUp.

11 Enter the TCP port that the Remote Sites will use to connect to the Central Site (default port is 9394).

12 Enter a **User Name** and **Password** that the Remote Sites will use to access this Central Site, then click **Next**. The Ready to Install the Program dialog opens.

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

13 Click **Install** to install the WhatsUp Gold application files. The installation program gives you the option to click **Back** and change options or click **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*.

14 Select whether you want to view the release notes and/or start the program, then click **Finish**.

After the application starts, you are introduced to the Discover Devices wizard, which lets you set options on how to discover your local network. If you want to postpone these steps, click **Cancel**. You can manually start the local Discover Devices wizard in the WhatsUp console application at a later time. Start the console application, then click **File > Discover Devices**.

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 Console after installation.

To update the Central Site configuration:

- From the WhatsUp 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 Distributed 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 27).

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.

Following is the information that is configured during the Remote Site installation:

- SQL Server 2005 Express (SSE) is installed on the Remote Site computer.
- Select whether to enable the WhatsUp Web server and 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.
- (Recommended) Enter the HTTP address that the Central Site's browser will use to access this Remote Site's Web interface.
- Run the network discovery to identify devices on the network and set up Active and Passive Monitors.

To install the WhatsUp Gold Remote Site:

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

To install or upgrade the Distributed Edition:

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 Remote Site 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 from the WhatsUp Gold Web site, run the downloaded Remote Site 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 *Using an alternative database setup*.

> **Important**: Make sure that you have a large capacity drive selected for data storage. Data files can grow up to the 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 a version of WhatsUp, 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.

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 install only**: Choose whether to enable the Web server during install and enter a port for this installation, then click **Next**.

Important: A Web server is required to view WhatsUp reports. If you do not enable a Web server during the installation, you need to enable the WhatsUp Web server or IIS Web server in order to view WhatsUp reports.

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

11 Enter the Central Site's **Address** <Central_Site_ip> (enter only the IP address without http://) and the **TCP Port** that the Central Site will use to listen for a connection from the Central Site (default port is 9394). After you have entered this information, you can click **Test** to test the connection to the Central Site.

12 Enter the **User Name** and **Password** that the Remote Site(s) will use to access this Central Site, then click **Next**. The Ready to Install the Program dialog opens.

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

13 Enter the Remote Site **Display Name**. This is the Remote Site name that the Central Site will use to identify this Remote Site (for example, Atlanta Office). The name will be particularly helpful to identify reports associated with each Remote Site. The default name is the computer name. Change it to better describe this Remote Site.

14 Enter the **HTTP Address** (recommended, but not required). This is the address that the Central Site's browser will use to access this Remote Site. This address allows users to click links in the Central Site's 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`. Click **Next**.

> **Note**: This IP address should be accessible in order to enable drill-downs into this Remote Site installation from the Central Site. If inbound Web connections are not possible, only status information will be available at the Central Site.

15 Click **Install** to install the WhatsUp Gold application files. The installation program gives you the option to click **Back** and change options or click **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*.

16 Select whether you want to view the release notes and/or start the program, then click **Finish**.

After the activation screen, you are introduced to the Discover Devices wizard, which lets you set options on how to discover your local network. Use this wizard if you plan to monitor the Central Site. If you only plan to use the Central Site to monitor Remote Sites, then you can click **Cancel**. If you want to postpone these steps, click **Cancel**. You can manually start the Discover Devices wizard in the WhatsUp console application at a later time. Start the console application, then click **File > Discover Devices**.

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 Console.

To update the Remote Site configuration:

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

Step 4: Using Reports for WhatsUp Gold Distributed Edition

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

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

- Workspace Reports
- Full Reports

Workspace Reports: learning about the Central/Remote Workspace Reports

The WhatsUp Home workspace is the first screen you see after logging in to the WhatsUp Gold web interface. This is your personal, customizable Home portal, or workspace.
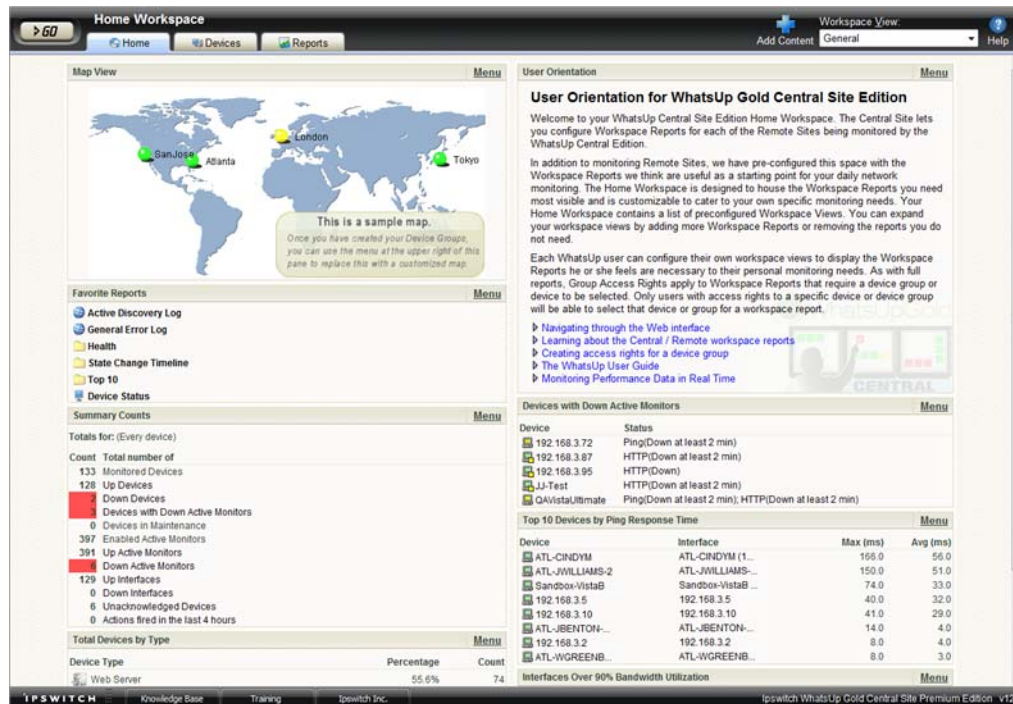
The WhatsUp Gold Remote/Central workspace reports are similar to the workspace reports you may have used in other versions of WhatsUp Gold. The primary difference is the Remote/Central workspace reports let you set up workspace reports that watch Remote Site network status from your WhatsUp Gold Central Site. For more information, see *Learning about workspace reports*.

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

There are several Central/Remote workspace reports included in a Remote Sites workspace view for the WhatsUp Gold Distributed 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 workspace view for existing users; however, you can create a new Workspace View and add the default Central/Remote workspace reports to it.

Following are the default Central/Remote workspace reports included in the Remote Sites workspace 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

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 workspace reports to your Home Workspace

You can add new Remote/Central workspace reports, including Top 10 reports, to the home workspace to customize workspace reports to best suit your needs. In the Workspace toolbar, click **Add Content**.
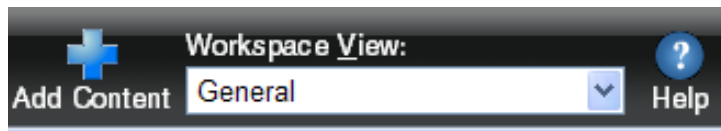
Use the Add Content To View dialog to add one or multiple Remote/Central workspace reports to a workspace.
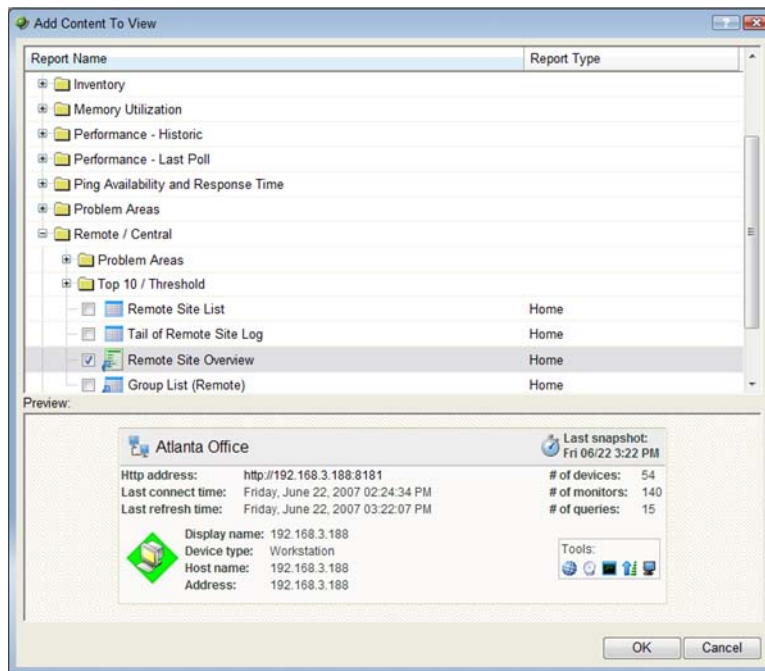
> **Note**: The Tail of Remote Site Log is the only workspace report only available from the Remote Site.

To add a workspace report:

1   Click the **+** button next to a report category folder, then click a report option box for each report you want to add to your workspace. A preview image for each workspace report is displayed at the bottom of the dialog.

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

2 Click **OK** to save changes. The Home Workspace opens with the new workspace report added to the page. Also, notice the gray server icons when you first add a Remote Site workspace report. This indicates that you need to select a remote site for the workspace report.

3 In the new workspace report, click **Menu > Configure**.
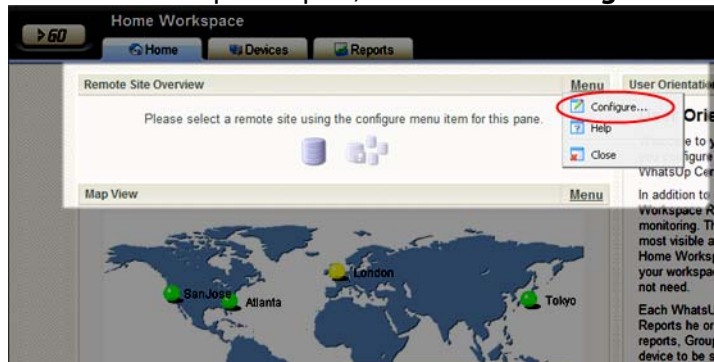
The Configure Remote Report dialog opens.

4 Select the Remote Site you want to add to the Home Workspace, select other options available in the dialog (the options vary depending on the workspace report you selected), then click **OK**. The new workspace report displays in the Home Workspace.

5 (Additional options available only for the Remote Site Overview workspace report)
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 opens.
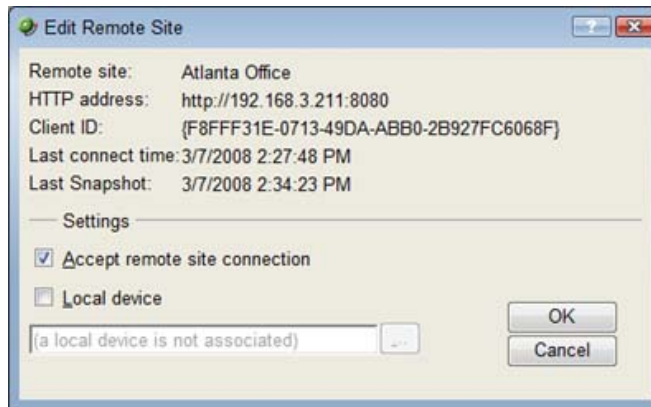
6 The **Accept remote site connection** option is selected by default. It allows users, with rights, the ability to select or deselect (from the Central Site) the option to accept connections from Remote Sites.

The primary reason to clear the check box option is if you need to disable the Central Site from accepting connections from this Remote Site. For example, this option could be helpful 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.

Use the **Local device** checkbox to associate a device with the Remote Site. This device is often the computer that is running the WhatsUp 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 opens.

7 Select a device that you want to associate with the Remote Site workspace report. This device will display in the workspace report. Click **OK**, then click **OK** to close the Edit Remote Site dialog. The Configure Remote Report dialog opens.

8 Click **OK** to save changes. The Home Workspace 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 will update shortly or you can click the icons to force a refresh of the Remote Site data.

Using the Remote/Central workspace reports

While the Remote Site workspace reports work very much like workspace 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 workspace reports rather than local network workspace reports.

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

- 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 through the 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 option **Access Remote Reports** for each user that you want to provide access to the Remote Site reports. Also, make sure that you select the option **Configure Remote Sites** if you want a user to be able to access and change options in the Configure Remote Sites dialog (**Go > Configure > Configure Remote Sites**). For more information, see *Configuring user accounts* (on page 27).

- 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.

Moving and removing Remote/Central workspace reports

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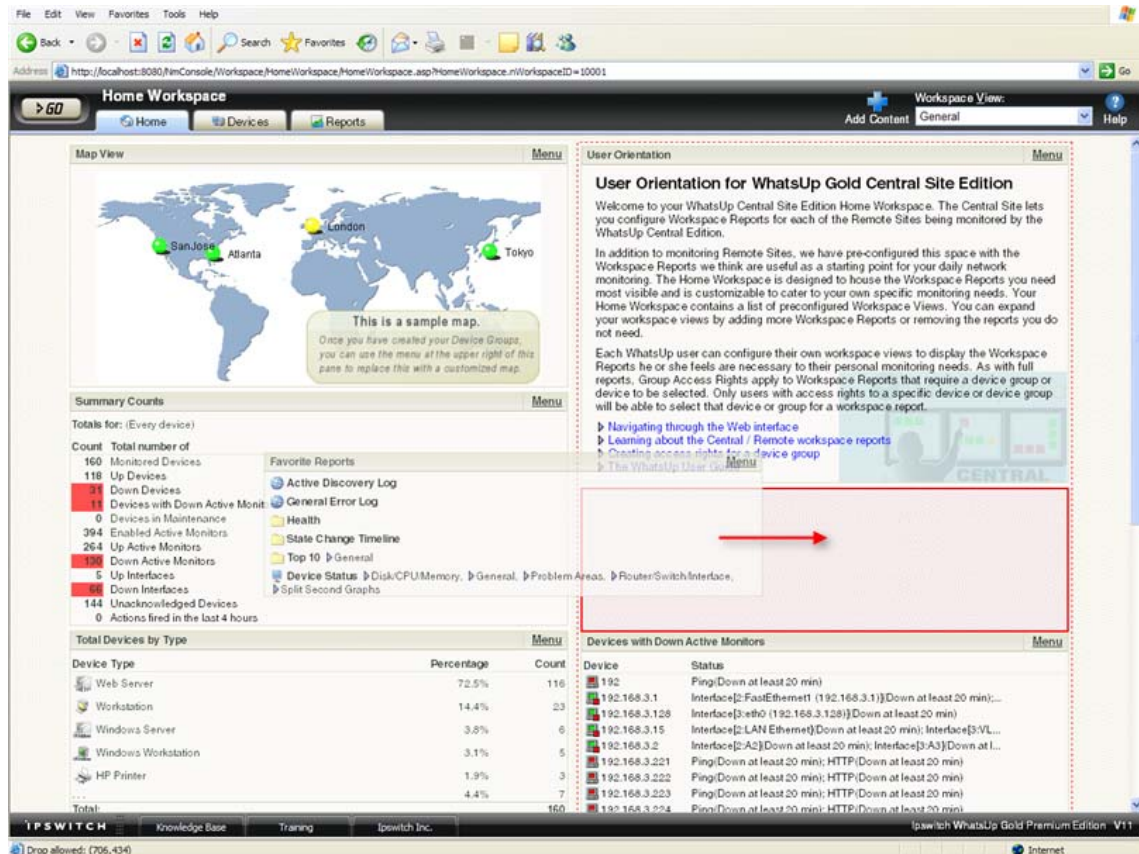
To move a workspace report:

1   Select the title bar of the report you want to move, then drag it to the desired location. A red box highlights the area that the report will be placed when the mouse button is released.

2   Release the mouse button to place the report in the new page location. If you want to cancel the move, while the report is selected, press the Esc key on your keyboard.

To remove a report:

In the Web interface, go to the menu for a specific workspace report and click **Close**.
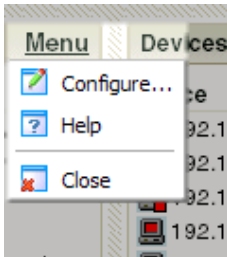
Keep in mind, when you remove a report, any customizations you have made to it are lost.

Managing Workspace Views

WhatsUp Gold comes with a few pre-configured workspace "views," including one for Default Remote Sites. You can create more of your own workspace 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.

From the **Workspace View** list, select **Manage Workspace Views**.
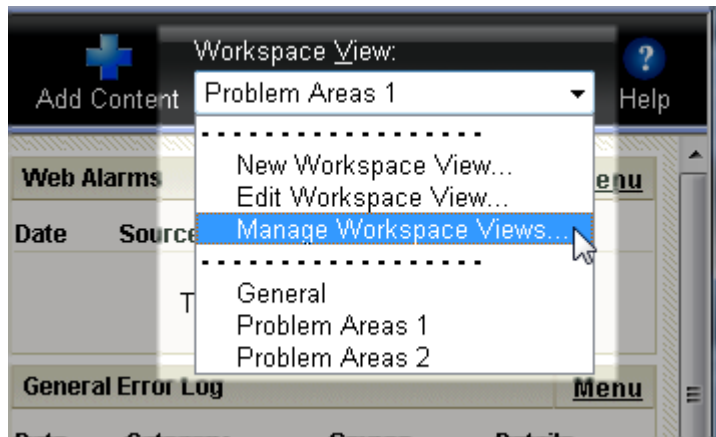
In the Manage Workspace Views dialog, you can create new workspace views, and edit, copy, or delete an existing workspace view.
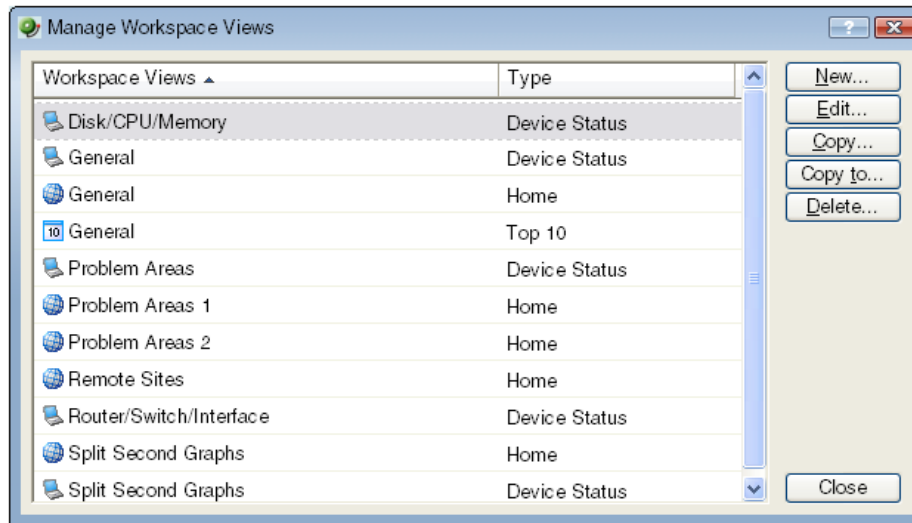
- Click **New** to configure a new workspace.

- Select an existing workspace view and click **Edit** to change the current configuration of a workspace.

- Double-click an existing workspace to change its configuration.

- Select a workspace view, then click **Copy** to make a copy of that workspace and add it to the list.

- Select a workspace view, then click **Copy to** to copy an existing workspace from here to another user's list of workspaces.

- Select a workspace monitor view, then click **Delete** to remove it from the list.

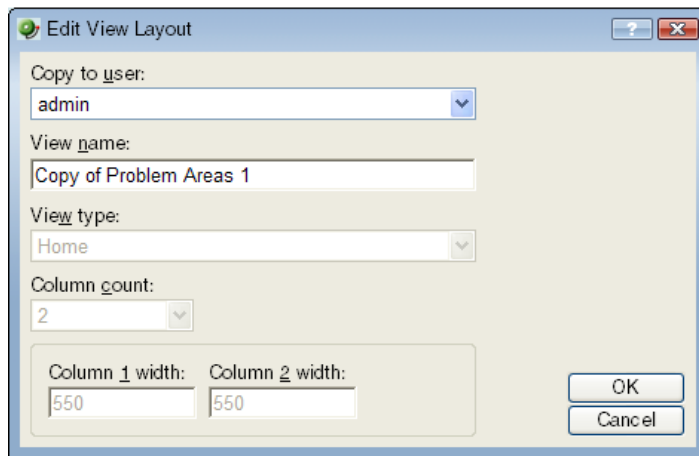**To create a new workspace view:**

1   From the Manage Workspace Views dialog, select **New**. The New Workspace View dialog appears.
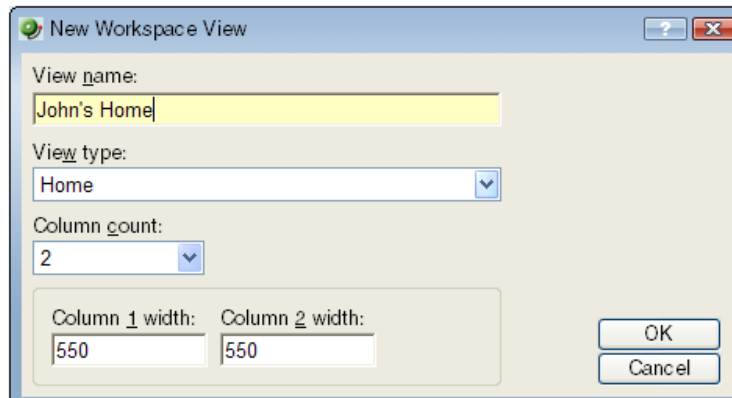
2   Enter the appropriate information in the following fields:

- **View name**. Enter a name for the workspace view.

- **View type**. Choose a type for the workspace view from the drop-down menu.

- **Column count**. Enter a value for the number of columns you wish to have in the new workspace view. Keep in mind, the more columns you include, the smaller the data displayed inside a workspace.

- Enter a value in pixels for each of the workspace columns.

3 Click **OK** to save changes.

To edit a workspace view:

1 From the Manage Workspace Views dialog, select **Edit**. The Edit Workspace View dialog appears.

2 Enter the appropriate information in the following fields:

- **Workspace name**. The workspace title as it appears in the Workspace Library.

- **Workspace type**. The workspace type as it appears in the Workspace Library (Home or Device).

> **Note**: Workspace view types cannot be changed after a view is created. For example, a Home workspace type cannot be changed later to a Device Status workspace type.

- **Column count**. The number of columns in the workspace.

- **Column width**. The width of each column in the workspace in pixels.

3 Click **OK** to save changes.

To copy an existing workspace view:

1 From the Manage Workspace Views dialog, select **Copy**. The Edit Workspace View dialog appears.

2 Enter the appropriate information in the following fields:

- **Workspace name**. The workspace title as it appears in the Workspace Library.

- **Column count**. The number of columns in the workspace.

- **Column width**. The width of each column in the workspace in pixels.

3 Click **OK** to save changes.

To copy a workspace view to another WhatsUp Gold user:

1   From the From the Manage Workspace Views dialog, select **Copy to**. The Edit Workspace View dialog appears.

2   Enter the appropriate information into the following fields:

- **Copy to user**. Select a user account from the drop-down menu in which to copy the workspace view.

- **View name**. The name of the workspace view as it will appear in the Workspace Library.

3   Click **OK** to save.

To delete a workspace view:

1   From the From the Manage Workspace Views dialog, click **Delete**.
2   Click **OK** on the dialog that follows.

Full Reports: learning about the Central/Remote Full Reports

The WhatsUp Gold Distributed Edition includes two full reports for Remote Sites, located on the Reports tab in the System category:

- Remote Site Log
- Remote Site Status
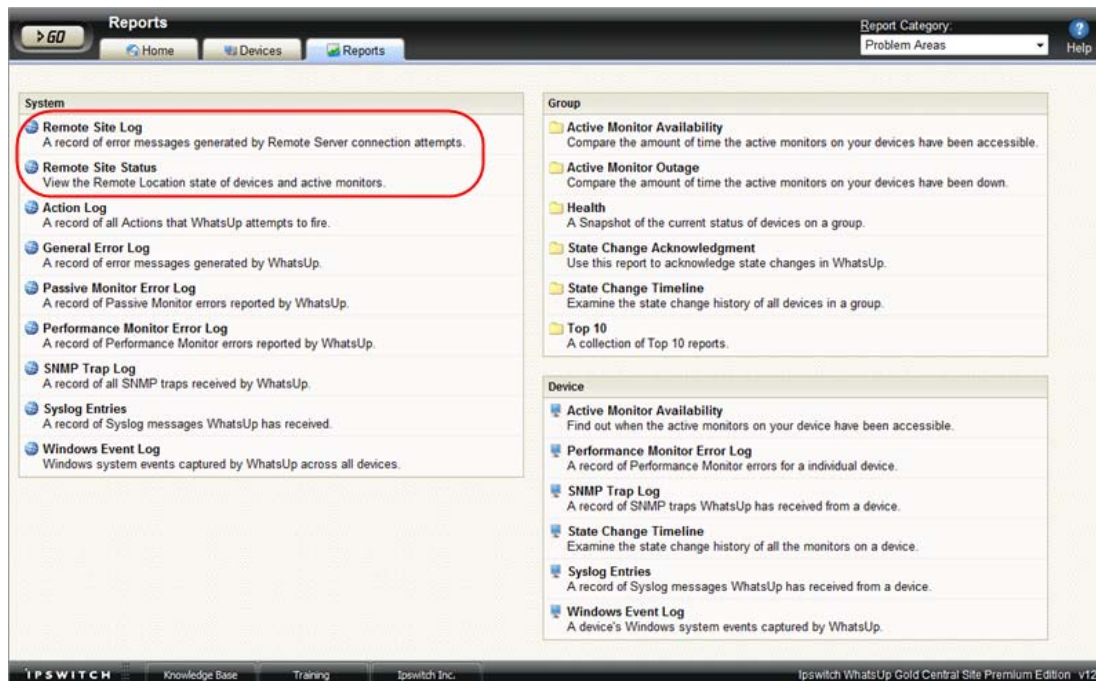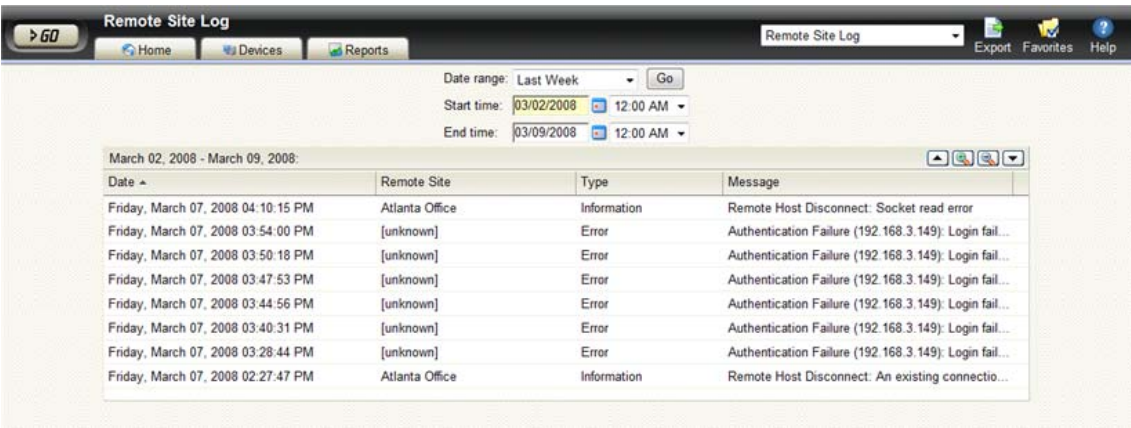
Advantages of full Reports

- Larger than the workspace reports, full reports give you a larger data view, which can be useful in pin-pointing the time something happened, or viewing multiple graphed items. Many workspace reports link to full reports, so that you can view this larger data view to troubleshoot.

- The date range on full reports can be zoomed in on, or zoomed out on, so that you can get a smaller or larger picture of what's going on with a particular aspect of the network.

- A list in the upper-right corner of a full report screen allows you to navigate to other reports in the same category. When you use this list to navigate to another report, the date range selected in the report you are navigating away from is transferred to any report you view subsequently.

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

Using the Remote Site full reports

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

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.

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

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 application

After you have the Central and Remote Sites working, have customized your workspace 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 the 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`.

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 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 *Ipswitch Network Monitoring Web site* (http://www.whatsupgold.com/).

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 *Ipswitch Network Monitoring Web site* (http://www.whatsupgold.com/).

Creating and modifying user accounts

User accounts that are granted the **Manage User** right can create and edit user accounts.
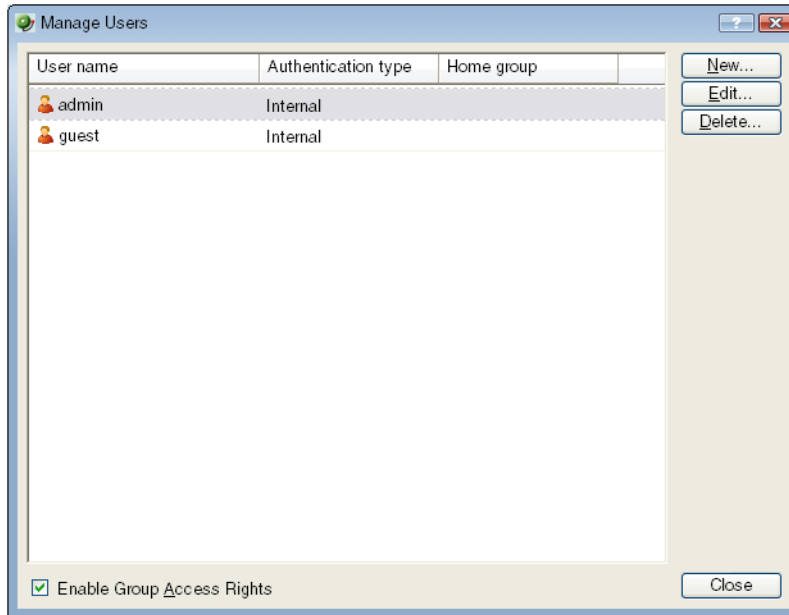
To create a new or edit a WhatsUp Gold user account:

1   From the WhatsUp Gold web interface, select **GO**. The GO menu appears.
2   On the **WhatsUp** section of the **GO** menu, select **Configure > Manage Users**. The Manage Users dialog appears.

3   Click **New**. The Add User dialog appears.

- or -

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


4   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 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.

5 Click **OK** to save changes.

6 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.
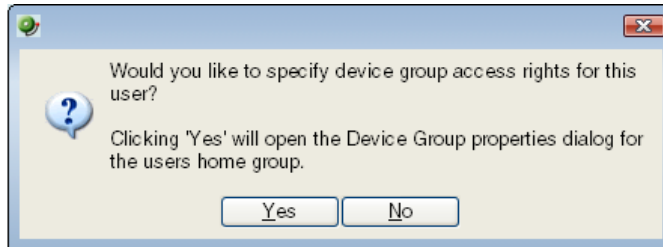
Select **Yes** to open the Device Group Properties dialog for the user's home group.

- or -

Select **No** to close the dialog and return to the Manage Users dialog.

Getting 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.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.

- **Getting Started Guide**. This guide provides an overview of WhatsUp Gold, information to help you get started using the application, the system requirements, and information about installing and upgrading. The Getting Started Guide is available on the *WhatsUp Gold web site* (http://www.ipswitch.com/WUG120GSG).

- **New Features Guide**. This guide provides information about the new features in Ipswitch 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).

- **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/).