



# Getting Started Guide

IPSWITCH

## Welcome to WhatsUp Gold

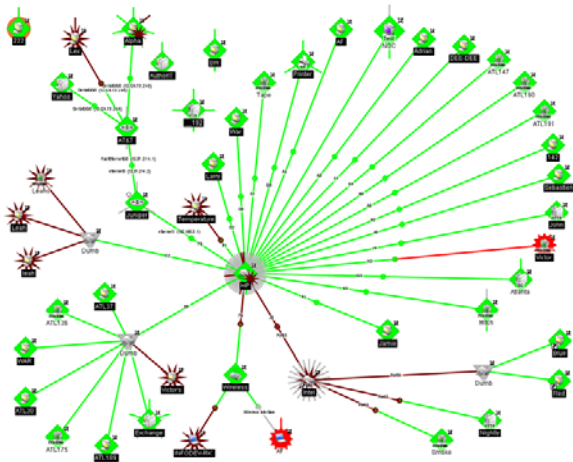
Ipswitch WhatsUp® Gold delivers comprehensive and easy-to-use application and network management that allows you to turn network data into actionable business information. By proactively monitoring all critical network devices and services, WhatsUp Gold reduces costly and frustrating downtime.

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

- discovering and mapping all your network devices
- notifying you when problems happen on the network
- gathering network information over time and generating reports
- providing anytime, anywhere network monitoring

### Discovery and Mapping

The WhatsUp Gold discovery process searches for devices on your network and lets you decide which devices you want 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 status. 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 pager, or restarting a service.

## Reporting and Workspaces

Reports provide 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. They provide crucial network data in one location, which allows for quick and easy access. WhatsUp Gold offers over 100 summary reports, or *workspace reports*, that can be used to customize workspaces. Each user can have their own workspaces.

The screenshot displays the 'Home Workspace' interface in WhatsUp Gold. It features a navigation bar with 'Home', 'Devices', and 'Reports' tabs. The main content area is divided into several sections:

- Devices with Down Active Monitors:** A table listing devices and their status. For example, '192.168.3.2' has a status of 'Interface[35 E3]Down at least 20 min; Interface[48 F8]Down at least 20 min'. Other devices listed include 192.168.3.55, 192.168.3.87, AIF, AIF\_LAFTOP, ATL-AYTON, ATL-JVILLIAMS, BUBBAMACVISTA, DIETCOKE, HFCOMPAG, HPLAFTOP, LENOVO-AEC47F18, TABMB, and YK-S74.
- Summary Counts:** A table providing an overview of device counts. For instance, 'Total number of' is 78, 'Up Devices' is 64, 'Down Devices' is 14, 'Devices with Down Active Monitors' is 0, 'Devices in Maintenance' is 0, 'Enabled Active Monitors' is 242, 'Up Active Monitors' is 188, and 'Down Active Monitors' is 54.
- Devices with Down Active Monitors (Detailed View):** A table showing ping response times for specific devices. For example, 'ATL-AYTON' has a max ping of 1,197.0 ms and an avg ping of 1,024.0 ms.

The interface also includes a 'Workspace View' dropdown set to 'Test 2' and a 'Help' button in the top right corner.

## WhatsUp Gold user interfaces

WhatsUp Gold offers two user interfaces, the Windows console interface and the web interface, which offer largely the same 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 the database it uses.
- **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 varied needs of WhatsUp Gold users, from small networks to networks spanning multiple geographic locations.

- **WhatsUp Gold Standard Edition** monitors devices and applications on a single-location network.
- **WhatsUp Gold Premium Edition** provides all of the network monitoring capabilities of WhatsUp Gold Standard Edition, plus the ability to monitor the availability of key application services on Microsoft® Exchange™ and Microsoft® SQL Server™ servers. WhatsUp Gold Premium Edition also provides support for application monitoring using Microsoft's WMI™, which lets you monitor any performance counter value and trigger an alarm if the value changes, goes out of range, or undergoes an unexpected rate of change.
- **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. Using WhatsUp Gold Distributed Edition, issues detected at any of the sites can be alerted at that site and at a central location.

## Getting started with WhatsUp Gold

This document provides instructions on how to install and configure WhatsUp Gold Standard Edition or 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://docs.ipswitch.com/WUG11mspdg>) or the Deployment Guide for WhatsUp Gold Distributed Edition (<http://www.ipswitch.com/WUG11dsdg>).

### System requirements

Prior to installing WhatsUp Gold, please verify that your computer meets the minimum software and hardware requirements for WhatsUp Gold and for MSDE 2000.

#### Minimum software requirements

- Windows XP Professional SP2 or Windows 2003 Server SP1
- Microsoft Internet Explorer 6.0 SP1 (or later) or Firefox 1.5 (or later)
- 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, go to the Microsoft Windows Scripting Host site.

- 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 3 GB additional for MSDE database and 7200 RPM drive recommended)



**Note:** This is the requirement for installation. You will need more disk space for the database. An MSDE database can grow up to the 2 GB disk space limit.

- CD-ROM drive
- Network Interface Card (NIC)
- Modem and phone line (for pager, SMS, or beeper actions; modem pooling is not supported)
- 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/download/sdk51/>)

## MSDE 2000 requirements

- MSDE has a 2 GB data limit; however, up to an additional 1 GB may be used for temporary storage. Make sure you select a large enough capacity disk drive for data storage.
- File and Print Sharing must be enabled to run MSDE 2000.

### To verify that file and print sharing are enabled:

- 1 Select **Start > Control Panel**.
- 2 On the Control Panel, select **Network Connections**.
- 3 From the menu bar, select **Advanced > Advanced Settings**.
- 4 On the **Adaptors and Bindings** tab, make sure the **File and Print Sharing** for Microsoft Networks option is selected.

## Installing or upgrading

The installation program is similar whether you are installing 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. For more information about installing the WhatsUp Gold Central and Remote Sites, see Installing Central and Remote Sites in the application Help.

### To install or upgrade WhatsUp Gold:

- 1 Log in to an Administrator account.
- 2 Start the installation program:
  - If you purchased a WhatsUp 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.

- 4 Read the license agreement. Select the appropriate option, then click **Next**.

- 5 Select the default install directories for Microsoft SQL Server Desktop Engine (MSDE) 2000, then click **Next** (For first-time installation only).



**Note:** If you want to customize your database setup, you need to first complete the installation, then manually configure your database as described in Alternative database setups in the application Help.

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.



**Important:** Make sure that you have a large capacity drive selected for data storage. Data files can grow up to the 2 GB MSDE limit.

- 6 Select the installation directory for the WhatsUp application files. (For new install only.)

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 Choose whether to backup your current WhatsUp database (for upgrade installation only). We strongly suggest that you do this!
- 8 Choose how to handle existing Web and Report files. (For upgrade installation only.)

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 Choose whether to enable the web server during install and enter a port for this installation.



**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. WhatsUp Gold 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 in the application Help.

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

If you choose to launch now, the next screen asks you to activate the application. For more information, see [Activating the WhatsUp Application](#) (page 9).

After the activation screen, you are introduced to the Discover Devices wizard, which lets you set options on how to discover your network. If you choose to postpone these steps, click **Cancel**.

## Activating WhatsUp Gold

If you have not activated the product, when you start WhatsUp Gold, a Welcome screen opens.

- If you have a license key, click **Activate Now**.
- If you want to evaluate the application before purchasing, select **Activate Later**.
- If you do not have a license key, select **Click here to register your serial number and get a license key**.
- If you do not have a serial number, select **Click here to purchase one**.

For more information about licensing, go to the Ipswitch customer support center (<http://support.ipswitch.com/>).

## Discovering devices

The first time you run WhatsUp Gold, the Device Discovery wizard opens to walk you through the initial configuration of 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.

After the wizard closes, WhatsUp Gold creates a group folder with the date, time, and type of discovery and populates the folder with the selected devices.

For more detailed instructions on discovering devices, see *Using Device Discovery* in the WhatsUp Gold User Guide (<http://www.ipswitch.com/WUG1103Guide>).

## 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.

<b>To:</b>	<b>See:</b>
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, 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

## What's New in v11.0.3?

WhatsUp Gold v11.0.3 includes the following new features and enhancements:

- The new Dynamic Group Builder helps you create dynamic groups based on your criteria quickly and easily.
- The new Quarterly Availability Summary provides a single report with all of the data associated with quarterly reporting of service level agreements.
- Support for WhatsUp Gold MSP Edition and WhatsUp Gold Distributed Edition gives users the ability to report data from multiple remote locations to one central installation of WhatsUp Gold.

For a complete list of changes and defect fixes in WhatsUp Gold v11.0.3, see the release notes.

## For more information

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

- **Release Notes.** The release notes, located in the **Start > Programs > Ipswitch WhatsUp Gold > 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. To view or download the release notes, go to the Ipswitch Web site (<http://www.ipswitch.com/WUG1103relnotes>).
- **Application Help for the console.** 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.** Contains dialog assistance, how-to's that explain how to use features, table of contents, index, and search. Click **?** to access the Help.

- **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 go directly to the guide on the Ipswitch Web site (<http://www.ipswitch.com/WUG1103Guide>).
- **Distributed Edition Deployment Guide.** This guide provides instructions on how to plan and deploy the WhatsUp Gold Distributed Edition. To view or download this guide, go to the Ipswitch Web site (<http://www.ipswitch.com/WUG11dsdg>).
- **MSP Edition Deployment Guide.** This guide provides instructions on how to plan and deploy the WhatsUp Gold MSP Edition. To view or download this guide, go to the Ipswitch Web site (<http://docs.ipswitch.com/WUG11mspdg>).
- **Translation Guide.** This guide describes how to use the translation features to create a localized version of the WhatsUp Gold web interface. To view or download this guide, go to the Ipswitch Web site (<http://www.ipswitch.com/WUG11Trans>).
- **WhatsUp Gold Forum** (<http://forums.ipswitch.com/>). Provides a resource for you to interact with other WhatsUp Gold users to share helpful information about the application.
- **The Ipswitch Knowledge Base** (<http://support.ipswitch.com/kb/>). Search the Ipswitch Knowledge Base of technical support and customer service information.