



Getting Started Guide

IPSWITCH

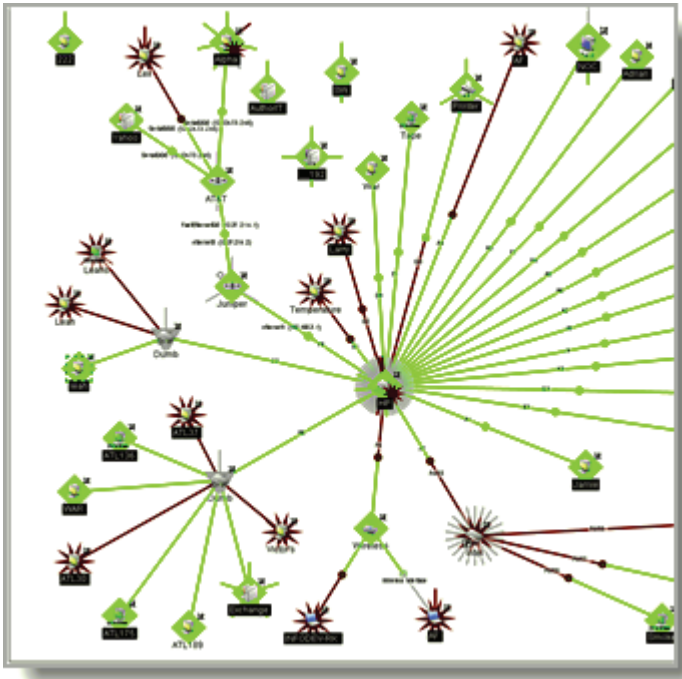
Welcome to Ipswitch WhatsUp Gold v11

Welcome to WhatsUp Gold v11, the powerful network monitoring solution designed to help you protect your changing business infrastructure. WhatsUp Gold provides standards-based monitoring of any network device, service, or application on TCP/IP and Windows networks.

WhatsUp Gold lets you discover devices on your network, initiate monitoring of those devices, and execute actions based on device state changes, so you can identify network failures before they become catastrophic.

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 map.



Polling/Listening

WhatsUp Gold actively polls devices to determine their status. You can use pre-configured monitors, or create your own, to poll services on a device, and to passively listen for messages sent across the network. Monitors can also report on 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 speed 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 that can be used to customize Workspaces. Each user can have their own Workspace.



WhatsUp Gold Interfaces

WhatsUp Gold offers two types of 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 the application and the database that drives it.

- Web interface

The web interface provides access to WhatsUp Gold functionality, through HTTP or HTTPS, from a web browser. The newest release of WhatsUp Gold has a completely redesigned web interface, which includes improved navigation, enhanced feature set, and more robust reporting. Also new to the web interface are many features that in the past were only available on the WhatsUp Gold console.

Some of the features now available in the web interface (previously only available on the console) are:

- The Credentials Library
- The complete Passive Monitor Library
- A fully-functioning Device Properties screen
- The Active Script Action and Monitor

About the WhatsUp Gold v11 Premium Edition

The WhatsUp Gold v11 Premium Edition is available for separate purchase. It provides all of the network monitoring capabilities of WhatsUp Gold v11 and extends the product to allow additional monitoring of applications and servers, including:

- Microsoft® Exchange™ and Microsoft SQL Server: lets you manage the availability of key application services, rather than just the network visibility of the host server.
- General application monitoring using Microsoft's WMI 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.

For more information about the Premium Edition, and for purchase information, see the network management product pages (<http://www.ipswitch.com/products/network-management.asp>) on the Ipswitch Web site.

WhatsUp Gold v11 System requirements

Minimum software requirements

- Windows XP Professional SP2 or later; Windows 2000 SP4 Professional or Server; Windows 2003 Server
- Microsoft Internet Explorer 6.0 and later or Firefox 1.5x and later
- Microsoft Windows Scripting Host v5.6 or later. (Required for the WhatsUp web interface, and to run scripts for the active scripting capabilities within active monitors and actions.)

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 Scripting Site (<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnanchor/html/scriptinga.asp>).



Important: To install and activate the e-commerce version of the application, you will need an active internet connection.

- Internet connectivity for activation and for running the web interface

Minimum hardware requirements

- Intel Pentium-compatible computers, 550 Mhz or higher (2 GHz or faster recommended)
- 256 MB memory (RAM) (1-2 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 space for the database. An MSDE database can grow up to the 2 GB limit.

- CD-ROM drive
- Network Interface Card (NIC)

- To use pager, SMS, or beeper actions, a local modem and phone line is required (WhatsUp Gold v11 does not support modem pooling).
- Text to Speech Actions require a sound card configured to use SAPI v5.1, which comes with Windows 2003 and Windows XP operating systems. 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 capacity 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 WhatsUp Gold Standard Edition (or WhatsUp Gold Premium Edition) for the first time or upgrading a previous installation. Steps that apply only to a first-time installation, or only to an upgrade, will be identified as such.

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.

If you have an activation key, click **Activate** and follow the on-screen instructions to activate the product.

If you do not have an activation key, the setup program installs a trial version of the software that expires in 30 days, if not activated. After completing the installation, each time you start the application, you will have an opportunity to purchase a key, as described in Activating the WhatsUp Application (on page 7) in the application Help.

Click **Next** to continue.

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

5 Select the default install directories for 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.

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 Gold database. (For upgrade installation only.)

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* (on page 7) in the application Help.

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 the **Cancel**.

Activating the WhatsUp application

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 need a license key, click **Purchase one**. If you want to evaluate the application before purchasing, select **Activate Later**.

Online activation:

- Click **Internet**.
- Complete the steps for online activation.

Offline activation:

- Click **Offline**.
- Complete the steps for offline activation.

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

Device Discovery Wizard

On first run, WhatsUp Gold launches a wizard to walk you through the initial configuration of the application. Follow the prompts and let WhatsUp Gold do the work.

Step 1 — Device Discovery

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

Step 2 — Setting up actions

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

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

WhatsUp Gold is now monitoring your network and helping you to manage the key devices on which your business relies.

For step-by-step information on discovering devices, see Using Device Discovery in the WhatsUp Gold User Guide
<http://www.ipswitch.com/WUG11Guide>.

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.

To:	See this section in the online help or the User Guide
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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?

Ipswitch's release of WhatsUp Gold v11 includes the following new features and enhancements:

- An new web interface design that includes customizable workspaces and workspace reports.
- Added over 100 new workspace reports, which provide summaries of the data in status, performance and historical reports.
- Improved performance in rendering web interface pages.
- The ability to support IPv6 enabled devices.
- Improvements to the Bulk Field Change function.
- Enhanced Dependency capabilities that allow you to place Dependencies on devices' Active Monitors.

- Development measures to handle non-persistent SNMP instances for Performance Monitors.
- An Active Script Performance Monitor.
- Performance Counters in the engine.
- A database size information has been added to the console under **Tools > Database Utilities > Tools > Performance**. You can also view the database size indicator icon in the bottom right corner of WhatsUp Gold console application.
- You can now create multiple devices with the same address.
- SQL Server Active Monitor has been updated to support SQL 2005 Windows services.
- Map improvements:
 - Map icons no longer shift when a shared icon is deleted.
 - You can now click-and-drag multiple map icons.
 - Devices are added to maps in more obvious locations.

For more information

Following are information resources for WhatsUp Gold v11. This information may be periodically updated and available on the WhatsUp Gold support page (http://www.ipswitch.com/Support/whatsup_professional/index.asp).

- **Release Notes.** The release notes, located in the **Start > Programs > WhatsUp Gold v11 > 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.
- **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.
- **Getting Started Guide.** Provides an overview of WhatsUp Gold v11, information to help you get started using the application, the system requirements, and information about installing and upgrading. To view or download the Getting Started Guide, go to the Ipswitch Web site (<http://www.ipswitch.com/WU11GSG>).

- **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/WUG11Guide>.
- **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 the Translation Guide, go to the Ipswitch Web site <http://www.ipswitch.com/WUG11Trans>.
- **WhatsUp Gold Forum** (<http://www.ipswitch.com/forums/messages.aspx?ForumID=14>). 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.