



IPSWITCH

Deployment Guide

Installing WhatsUp Gold
MSP Edition to
Central and Remote Sites

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

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CHAPTER 1

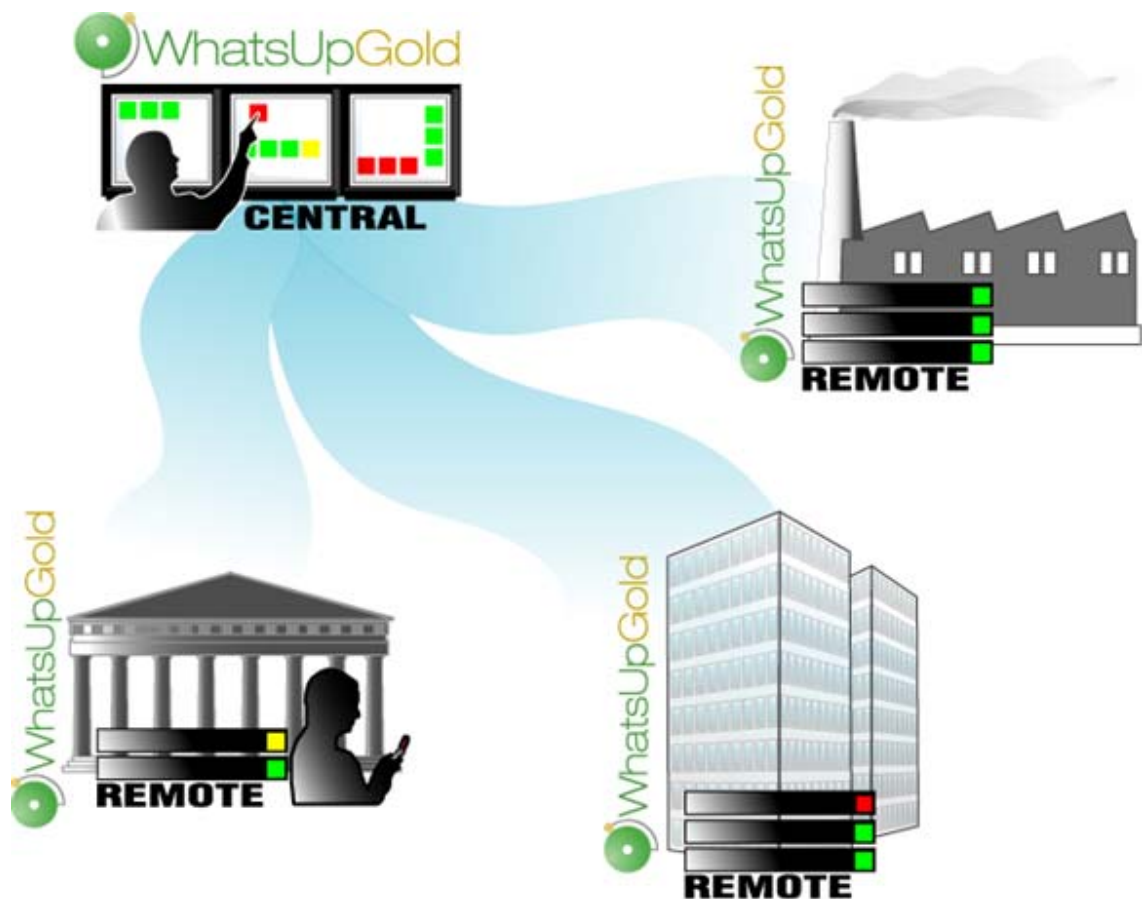
Using WhatsUp Gold MSP Edition

In This Chapter

About WhatsUp Gold MSP Edition 1

About WhatsUp Gold MSP Edition

WhatsUp Gold MSP Edition extends the capabilities of WhatsUp Gold to multiple remote networks. The MSP solution includes a WhatsUp Gold Central installation and a WhatsUp Gold Remote installation; the WhatsUp Gold Central Site installation coordinates data feeds from multiple Remote Site installations. The network data collected from the Remote sites can be viewed in reports on the Central Site. Together, the Central and Remote installations provide high visibility to multiple networks from one central location.



About MSP Edition's reporting capabilities

WhatsUp Gold MSP Edition lets you configure and view reports associated with multiple monitored networks. Centralized reports, configured on the Central Site, gather key data from the Remote Sites. With WhatsUp Gold MSP Edition's combined monitoring and reporting capabilities, you can be confident that you will stay informed about the overall health of all networks.

Even if you lose the connection between the Central and Remote Sites, information from the last network scan is still available on the Central Site. In this situation, each Remote Site continues to run an independent, full-featured version of WhatsUp, and network data is still gathered, 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 transmitted data is secure and confidential; SSL communications between sites occur seamlessly, requiring no extra setup.

System requirements

WhatsUp Gold software requirements

- 32-bit and 64-bit support for the following OS versions: Windows 7, Windows Vista Ultimate (SP2 recommended), Windows Vista Business (SP2 recommended), Windows XP Professional SP3, Windows Server 2003 SP2 (or later), Windows Server 2008 SP2, or Windows Server 2008 R2
- 32-bit and 64-bit support for the following virtual server environments: VMWare ESX 3.x or 4.x, VMWare ESXi 4.x and Microsoft Hyper-V Server 2008



Important: If WhatsUp Gold is hosted on VMWare ESXi or Microsoft Hyper-V Server 2008, to avoid licensing issues, make sure that you assign a static MAC address to the virtual machine that WhatsUp Gold is operating on.

- Microsoft SQL Server 2005 Express Edition (included), 32-bit SQL Server 2005 Standard or Enterprise Edition (optional), or 32-bit or 64-bit Microsoft SQL Server 2008 Standard or Enterprise Edition (optional), 32-bit or 64-bit Microsoft SQL Server Cluster 2005 or 2008 Standard or Enterprise Edition (optional)



Important: WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008.

- IIS 6, IIS 7, or Ipswitch Web Server
- For the WhatsUp Gold Web interface: Microsoft Internet Explorer 7.0, Microsoft Internet Explorer 8.0, or Firefox 3.0
- For the WhatsUp Gold Mobile interface: Mobile Safari 2.2, Microsoft Internet Explorer Mobile 6.1, or Opera Mini 4.2
- Microsoft .NET Framework 3.5 (required), Microsoft .NET Framework 3.5 SP1 included in install



Important: Microsoft .NET Framework 3.5 SP1 is not compatible with Windows SharePoint Services 2.0. If you are running SharePoint Services 2.0, you should not upgrade or install WhatsUp Gold. WhatsUp Gold requires Microsoft .NET Framework 3.5 SP1 and automatically installs this package if not present on the system. For more information about the issue, see the *Microsoft Knowledge Base article* (<http://support.microsoft.com/kb/957254>).

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



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

- Microsoft SAPI 5.1 (required for Text-to-Speech actions)
- Internet connectivity for activation, connecting Central and Remote Sites, and running the web interface.

Additional software requirements for WhatsUp Gold Flow Monitor

WhatsUp Gold Flow Monitor has the same base system requirements as WhatsUp Gold. In addition, WhatsUp Gold Flow Monitor requires:

- Ipswitch WhatsUp Gold Standard Edition, Premium Edition, MSP Edition, or MSP Edition
- At least one routing device that supports NetFlow versions 1, 5, and 9
- or -
At least one routing device that supports sFlow versions 2 and 5



Note: WhatsUp Gold Flow Monitor performs well in most installations that use SQL Server 2005 Express. However, some large data collections, that require 4 GB of data storage or more or where data is collected and archived over a long period of time, may require 32-bit MS SQL Server 2005 Standard or Enterprise Edition, 32-bit or 64-bit Microsoft SQL Server 2008 Standard or Enterprise Edition, or 32-bit or 64-bit Microsoft SQL Server Cluster 2005 or 2008 Standard or Enterprise Edition.

Hardware requirements

	Recommended	Required
Processor(s)	WhatsUp Gold: Dual-core Flow Monitor: Quad-core	WhatsUp Gold: Single-core Flow Monitor: Dual-core
Processor speed	2 GHz or more	2 GHz
RAM	WhatsUp Gold: 4 GB Flow Monitor: +4 GB	WhatsUp Gold: 2 GB Flow Monitor: +2 GB

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Hard drive space for application, SQL Server Express Edition dbase application, and supporting framework	3 GB	2 GB
Hard drive space for dbase and dbase logs	WhatsUp Gold: 8 GB or more Flow Monitor: +16 GB or more	WhatsUp Gold: 4 GB Flow Monitor: +8 GB
Network interface card	1 Gbps	100 Mbps
CD-ROM or DVD-ROM	Required if installing from CD-ROM. Not required for download installations.	Required if installing from CD-ROM. Not required for download installations.
Video display resolution	1280 x 1024 or higher	1024 x 768
Sound card	SAPI-capable sound card required for Text-to-Speech actions	Not required
Modem and phone line	Required for pager, SMS, and beeper actions; modem pooling is not supported	Not required
GSM modem	Required for SMS Direct actions	Not required

CHAPTER 2

Installing Central and Remote Sites

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Installing the Central and Remote Sites

Installation overview

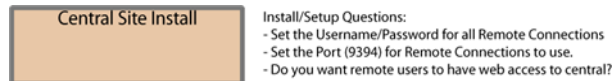
Ipswitch WhatsUp Gold MSP Edition includes:

- **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 is automatically installed with the WhatsUp Gold Central Site. After the Central and Remote Sites are set up, you can configure this application to display a series of selected WhatsUp Gold web pages. The Dashboard is ideal for multiple-monitor display, increasing visibility of multiple Remote Sites. For more information, see *Step 5: Using the Ipswitch Dashboard Screen Manager application* (on page 34).

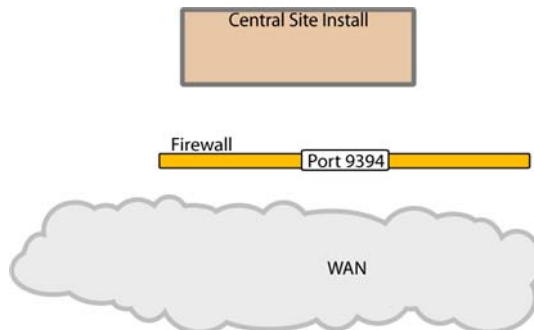
There are two installation programs for the MSP Edition, one for the WhatsUp Gold Central Site and a second for the WhatsUp Gold Remote Site.

Following are the overview steps required to install the MSP Edition:

- 1 Install the Central Site application. For more information, see *Step 1: Installing the WhatsUp Gold Central Site* (on page 7).
 - Select whether to enable the WhatsUp Web server and select the Web server port. We recommend that you enable at this time.
 - Enter 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.



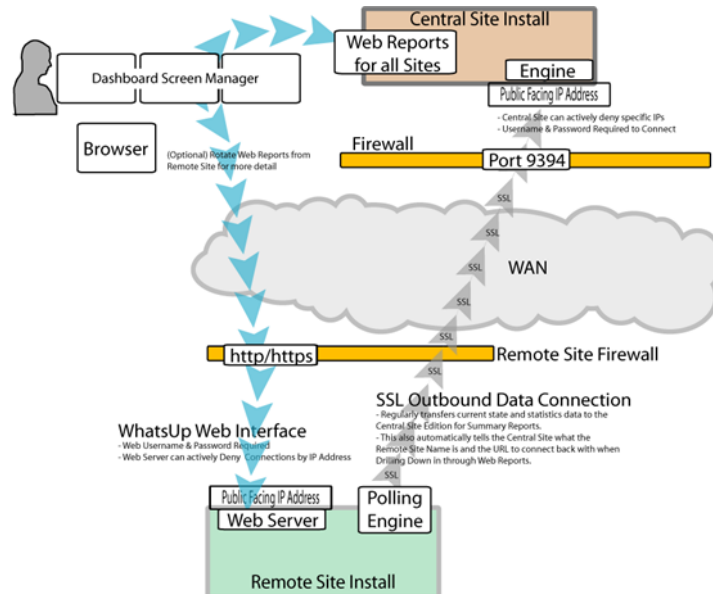
- 2 Make sure the firewall ports are specified and open for the inbound connections (from the Remote Sites on Port 9394 TCP). For more information see, *Step 2: Configuring the firewall for Central and Remote Site connections* (on page 15).



- 3 Install the Remote Site application at the remote locations. For more information, see *Step 3: Installing the WhatsUp Gold Remote Site* (on page 15).
 - 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.

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



- 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 MSP Edition* (on page 22).
- (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 34).

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 MSP Edition* (on page 22). 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.

You can install and configure WhatsUp Gold Central Site to use Microsoft SQL Server 2005 Express Edition or to use an existing instance of Microsoft SQL Server 2005 or Microsoft SQL Server 2008 as its database.

Installing the Central Site using Microsoft SQL Server 2005 Express Edition

To install the WhatsUp Gold using Microsoft SQL Server 2005 Express Edition:

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



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the Welcome screen.

Click a link to view a Help resource.

Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Express Edition Installation Options dialog appears.
- 5 Select **Install Microsoft SQL Server Express Edition on this machine**.

Click **Next** to continue.
- 6 Select the install directories for Microsoft SQL Server 2005 Express Edition. The application and data files are installed in default directories. To change the locations, click **Browse** to find and select a different directory for the application files or the data files.



Important: Make sure that you have a large capacity drive selected for data storage. The data files for WhatsUp Gold can reach a maximum size of 22 GB.



Important: During the initial installation, databases are created for WhatsUp Gold Flow Monitor. These initial databases are limited in size, but are increased the first time the Flow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the Flow Monitor databases is increased to 4 GB each (16 GB total including transaction logs). If less than 16 GB is available, the maximum size of the Flow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold Flow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

Click **Next**. The SQL Account Password dialog appears.

- 7 Specify a **User Name** for the account and enter and confirm a **Password**. You also have the option to **Keep the default password**.

Click **Next**. The installation directory dialog appears.

- 8 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

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



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

The Enable Web Server dialog appears.

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



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

- To use Microsoft Internet Information Services, select **No**, then see the *Configuring the web server* section of the *Installing and Configuring WhatsUp Gold* (http://www.whatsupgold.com/wugiis_143) guide.

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



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

10 Enter the information that Remote Sites will use to connect to this Central Site.

- Enter the **TCP Port** that the Remote Sites will use to connect to the Central Site (default port is 9394).
- Enter a **User Name** and **Password** that the Remote Sites will use to access this Central Site

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



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

11 Click **Install** to install the WhatsUp Gold application files. When the installation completes, the InstallShield Wizard Complete dialog appears.

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

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

Installing the Remote Site using Microsoft SQL Server

You can use an existing Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008 to store the data collected by WhatsUp Gold. To do this, these requirements must be met:

- Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008 English must be installed on the WhatsUp Gold host computer or another computer.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Important: WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008.

- Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008 must be configured to allow WhatsUp Gold to authenticate.
 - If Microsoft SQL Server is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft SQL Server to allow remote connections* (<http://support.microsoft.com/kb/914277>).
 - Use a Microsoft SQL Server user account to connect to the database.
- Microsoft SQL Server must be configured to have a user account that meets the following requirements:

- Full administrator privileges to Microsoft SQL Server, not just the WhatsUp Gold databases. WhatsUp Gold only supports accessing the database via an account with full administrator rights. WhatsUp Gold does not support using a limited access database user account.
- User's language is set to (United States) English. This can be set in the properties for the login used by WhatsUp Gold.

If you need assistance configuring or verifying these prerequisites, contact your database administrator or refer to the *Microsoft SQL Server documentation* (<http://support.microsoft.com/ph/2855>).

To install WhatsUp Gold using an existing Microsoft SQL Server:

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



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the Welcome screen.

Click a link to view a Help resource.

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

Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.
- 5 Select **Use an existing installation of Microsoft SQL Server**, then click **Next**. The Database Server Login dialog appears.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Tip: If you cannot remember your database server's hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

- a) In **Database server that you are installing to**, enter the hostname, or hostname and instance of your database server.



Note: If you are using a database instance other than the default instance, you must include the instance name using the format <Server_Name>\<Instance_Name>.

- b) In **SQL Server Authentication**, enter the correct **Login ID** and **Password**.
- c) Click **Next**. The installation program attempts to validate the credentials you entered and checks for the existence of WhatsUp Gold databases on the database server. If WhatsUp Gold databases are found on the database server, the setup program alerts you and asks if you want to continue.
 - Select **Yes** to upgrade the databases and continue the installation.
 - Select **No** to select another Microsoft SQL Server. After the credentials are validated, the Enter Microsoft SQL Server 2005 Express Edition Paths dialog appears.
- 6 This dialog lists the third-party resources that the installation program installs, including Microsoft SQL Server 2005 Express Edition client tools (required for installations of WhatsUp Gold that use Microsoft SQL Server databases) and Microsoft .NET Framework 3.5.

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

- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, *Program Files (x86)*). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

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



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

The Enable Web Server dialog appears.

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



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

- To use Microsoft Internet Information Services, select **No**, then see the *Configuring the web server* section of the *Installing and Configuring WhatsUp Gold* (http://www.whatsupgold.com/wugis_143) guide.

After making a selection, click **Next**. The Specify Web interface Admin account Password dialog appears.



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

Click **Next** to configure the Remote Site.

- 9 Enter the information required to connect to the Central Site.
 - In **Address**, enter the IP address of the Central Site.
 - In **TCP Port**, enter the port over which the Central Site is listening for connections from the Remote Sites (default port is 9394).



Tip: After you have entered this information, you can click **Test** to validate the connection to the Central Site.

- Enter the **User Name** and **Password** that the Remote Site uses to access the Central Site.



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

Click **Next**.

- 10 Define the information used to identify the Remote Site to the Central Site.
 - Enter the Remote Site **Display Name**. This is the Remote Site name that the Central Site uses to identify this Remote Site (for example, Atlanta Office). This name is particularly helpful in identifying reports associated with each Remote Site. The default name is the computer's hostname, but you can change it to better describe this Remote Site.

- Enter the **HTTP Address** of the Remote Site's web interface. 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: The Remote Site's IP address must be accessible from the Central Site to enable drill-downs into this Remote Site installation from the Central Site. If inbound Web connections are not possible, only status information is available at the Central Site.

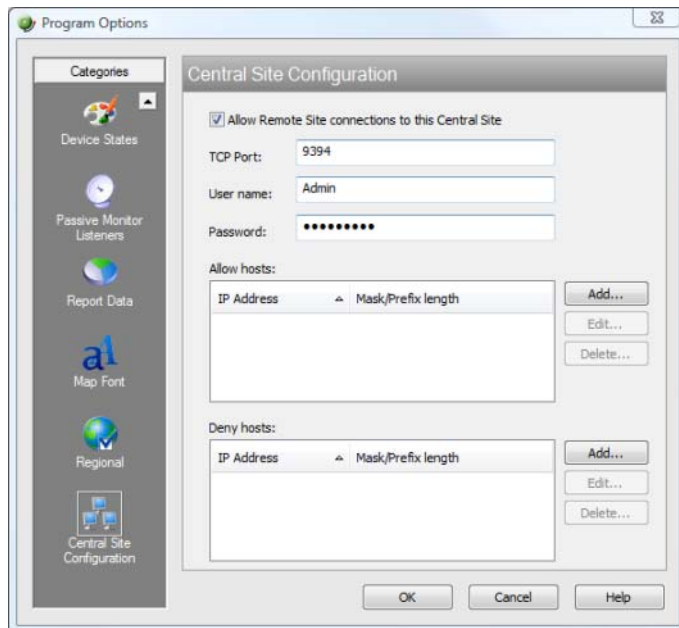
- Click **Install** to install the WhatsUp Gold application files. When the installation completes, the InstallShield Wizard Complete dialog appears.
To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.
- Click **Finish**. The setup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

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 Gold console after installation.

To update the Central Site configuration:

- From the WhatsUp Gold 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 MSP 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 36).

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.

You can install and configure WhatsUp Gold Remote Site to use Microsoft SQL Server 2005 Express Edition or an existing instance of Microsoft SQL Server 2005 or Microsoft SQL Server 2008 as its database.

Installing the Remote Site using Microsoft SQL Server 2005 Express Edition

To install the WhatsUp Gold Remote Site using Microsoft SQL Server 2005 Express Edition:

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



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.

- 4 Select **Install Microsoft SQL Server 2005 Express Edition on this machine**.
Click **Next** to continue.
- 5 Select the install directories for Microsoft SQL Server 2005 Express Edition. The application and data files are installed in default directories. To change the locations, click **Browse** to find and select a different directory for the application files or the data files.



Important: Make sure that you have a large capacity drive selected for data storage. The data files for WhatsUp Gold can reach a maximum size of 22 GB.



Important: During the initial installation, databases are created for WhatsUp Gold Flow Monitor. These initial databases are limited in size, but are increased the first time the Flow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the Flow Monitor databases is increased to 4 GB each (16 GB total including transaction logs). If less than 16 GB is available, the maximum size of the Flow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold Flow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

Click **Next**. The SQL Account Password dialog appears.

- 6 Specify a **User Name** for the account and enter and confirm a **Password**. You also have the option to **Keep the default password**.

Click **Next**. The installation directory dialog appears.

- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

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



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

The Enable Web Server dialog appears.

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



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

- To use Microsoft Internet Information Services, select **No**, then see the *Configuring the web server* section of the *Installing and Configuring WhatsUp Gold* (http://www.whatsupgold.com/wugiiis_143) guide.

After making a selection, click **Next**. The Specify Web interface Admin account Password dialog appears.



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

- 9 Either select to **Keep the default Admin password**, or enter and confirm a new password.

Click **Next** to configure the Remote Site.

- 10 Enter the information required to connect to the Central Site.

- In **Address**, enter the IP address of the Central Site.
- In **TCP Port**, enter the port over which the Central Site is listening for connections from the Remote Sites (default port is 9394).



Tip: After you have entered this information, you can click **Test** to validate the connection to the Central Site.

- Enter the **User Name** and **Password** that the Remote Site uses to access the Central Site.



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

Click **Next**.

11 Define the information used to identify the Remote Site to the Central Site.

- Enter the Remote Site **Display Name**. This is the Remote Site name that the Central Site uses to identify this Remote Site (for example, Atlanta Office). This name is particularly helpful in identifying reports associated with each Remote Site. The default name is the computer's hostname, but you can change it to better describe this Remote Site.
- Enter the **HTTP Address** of the Remote Site's web interface. 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: The Remote Site's IP address must be accessible from the Central Site to enable drill-downs into this Remote Site installation from the Central Site. If inbound Web connections are not possible, only status information is available at the Central Site.

12 Click **Install** to install the WhatsUp Gold application files. When the installation completes, the InstallShield Wizard Complete dialog appears.

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

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

Installing the Remote Site using Microsoft SQL Server

You can use an existing Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008 to store the data collected by WhatsUp Gold. To do this, these requirements must be met:

- Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008 English must be installed on the WhatsUp Gold host computer or another computer.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Important: WhatsUp Gold does not support non-English versions of Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008.

- Microsoft SQL Server 2005, Microsoft SQL Server 2008, or Microsoft SQL Server Cluster 2005 or 2008 must be configured to allow WhatsUp Gold to authenticate.
 - If Microsoft SQL Server is installed on a remote computer, remote connections must be allowed. For more information, see *How to configure Microsoft SQL Server to allow remote connections* (<http://support.microsoft.com/kb/914277>).
 - Use a Microsoft SQL Server user account to connect to the database.
- Microsoft SQL Server must be configured to have a user account that meets the following requirements:
 - Full administrator privileges to Microsoft SQL Server, not just the WhatsUp Gold databases. WhatsUp Gold only supports accessing the database via an account with full administrator rights. WhatsUp Gold does not support using a limited access database user account.
 - User's language is set to (United States) English. This can be set in the properties for the login used by WhatsUp Gold.

If you need assistance configuring or verifying these prerequisites, contact your database administrator or refer to the *Microsoft SQL Server documentation* (<http://support.microsoft.com/ph/2855>).

To install WhatsUp Gold using an existing Microsoft SQL Server:

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



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the Welcome screen.

Click a link to view a Help resource.

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

Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.

- 5 Select **Use an existing installation of Microsoft SQL Server**, then click **Next**. The Database Server Login dialog appears.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Tip: If you cannot remember your database server's hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

- a) In **Database server that you are installing to**, enter the hostname, or hostname and instance of your database server.



Note: If you are using a database instance other than the default instance, you must include the instance name using the format <Server_Name>\<Instance_Name>.

- b) In **SQL Server Authentication**, enter the correct **Login ID** and **Password**.
- c) Click **Next**. The installation program attempts to validate the credentials you entered and checks for the existence of WhatsUp Gold databases on the database server. If WhatsUp Gold databases are found on the database server, the setup program alerts you and asks if you want to continue.
 - Select **Yes** to upgrade the databases and continue the installation.
 - Select **No** to select another Microsoft SQL Server. After the credentials are validated, the Enter Microsoft SQL Server 2005 Express Edition Paths dialog appears.
- 6 This dialog lists the third-party resources that the installation program installs, including Microsoft SQL Server 2005 Express Edition client tools (required for installations of WhatsUp Gold that use Microsoft SQL Server databases) and Microsoft .NET Framework 3.5.

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

- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: The Program Files directory name may vary if on a 64 bit system (for example, Program Files (x86)). You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

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



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

The Enable Web Server dialog appears.

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



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

- To use Microsoft Internet Information Services, select **No**, then see the *Configuring the web server* section of the *Installing and Configuring WhatsUp Gold* (http://www.whatsupgold.com/wugis_143) guide.

After making a selection, click **Next**. The Specify Web interface Admin account Password dialog appears.



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

Click **Next** to configure the Remote Site.

- 9 Enter the information required to connect to the Central Site.
 - In **Address**, enter the IP address of the Central Site.
 - In **TCP Port**, enter the port over which the Central Site is listening for connections from the Remote Sites (default port is 9394).



Tip: After you have entered this information, you can click **Test** to validate the connection to the Central Site.

- Enter the **User Name** and **Password** that the Remote Site uses to access the Central Site.



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

Click **Next**.

10 Define the information used to identify the Remote Site to the Central Site.

- Enter the Remote Site **Display Name**. This is the Remote Site name that the Central Site uses to identify this Remote Site (for example, Atlanta Office). This name is particularly helpful in identifying reports associated with each Remote Site. The default name is the computer's hostname, but you can change it to better describe this Remote Site.
- Enter the **HTTP Address** of the Remote Site's web interface. 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: The Remote Site's IP address must be accessible from the Central Site to enable drill-downs into this Remote Site installation from the Central Site. If inbound Web connections are not possible, only status information is available at the Central Site.

11 Click **Install** to install the WhatsUp Gold application files. When the installation completes, the InstallShield Wizard Complete dialog appears.

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

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

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 Gold console.

To update the Remote Site configuration:

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

Step 4: Using Reports for WhatsUp Gold MSP Edition

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

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

- Workspace reports
- Full reports

Workspace Reports: Learning about the Central/Remote Workspace Reports

The WhatsUp Gold 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 WhatsUp Gold MSP 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:

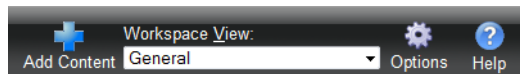
Remote/Central reports	Description
Remote Site List	Lists all configured Remote Sites. The report contains: Display Name Local device Last connect time Last refresh time
Device Status (Remote)	Provides a status summary of all monitored devices on a selected Remote Site. The report contains: Display name 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

Deployment Guide: Installing the WhatsUp MSP Edition to Central and Remote Sites

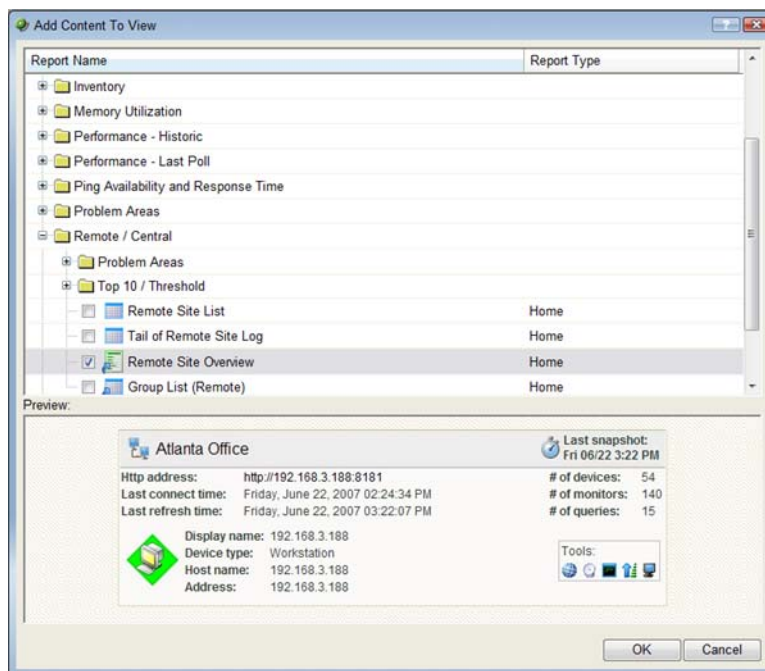
Tail of Remote Site Log	Provides the tail (last 10 records) of the Remote Site Log. The report contains: Date Type Message Remote Site
Active Monitor Status (Remote)	Lists all Active Monitors assigned to devices on the selected Remote Site
Threshold - Ping by Response Time Over 1 ms (Remote)	Displays 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.



Deployment Guide: Installing the WhatsUp MSP Edition to Central and Remote Sites





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.



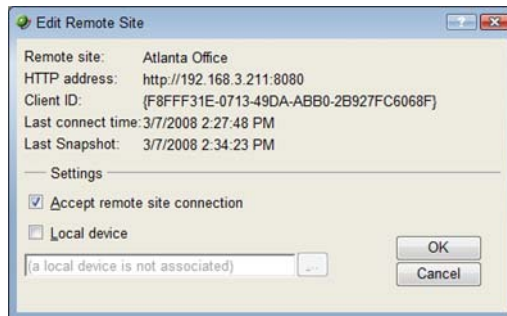
Device	Interface	Max (ms)	Avg (ms)
ATL-SWITCH2	192.168.3.3	2.0	1.0
ATL-Temp Probe	192.168.3.13	2.0	1.0
ATL-COLOR1	ATL-COLOR1 (192.168.3.20)	1.0	1.0
DSR2020 02-30-7	192.168.3.20	1.0	0.0
ATL-TPRUNG	atl-tpung ipswitch	1.0	0.0

- 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. (Additional options available only for the Remote Site Overview workspace report.)
- 5 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 appears.

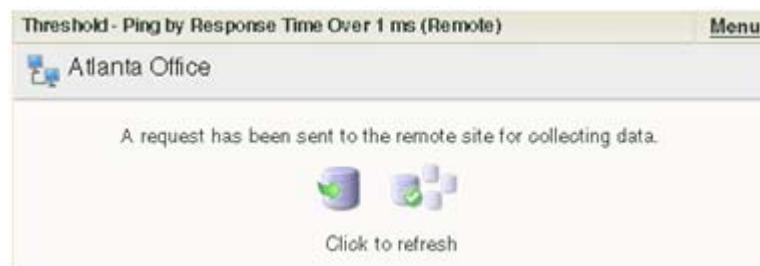


- 6 The **Accept remote site connection** option is selected by default. It allows users with rights the ability to select or deselect (from the Central Site) the option to accept connections from Remote Sites.

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, 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 Gold 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 appears.



- 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 appears.
- 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-down through 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 (From what **WhatsUp** section of the **GO** menu, **Configure > Configure Remote Sites**). For more information, see *Configuring user accounts* (on page 36).

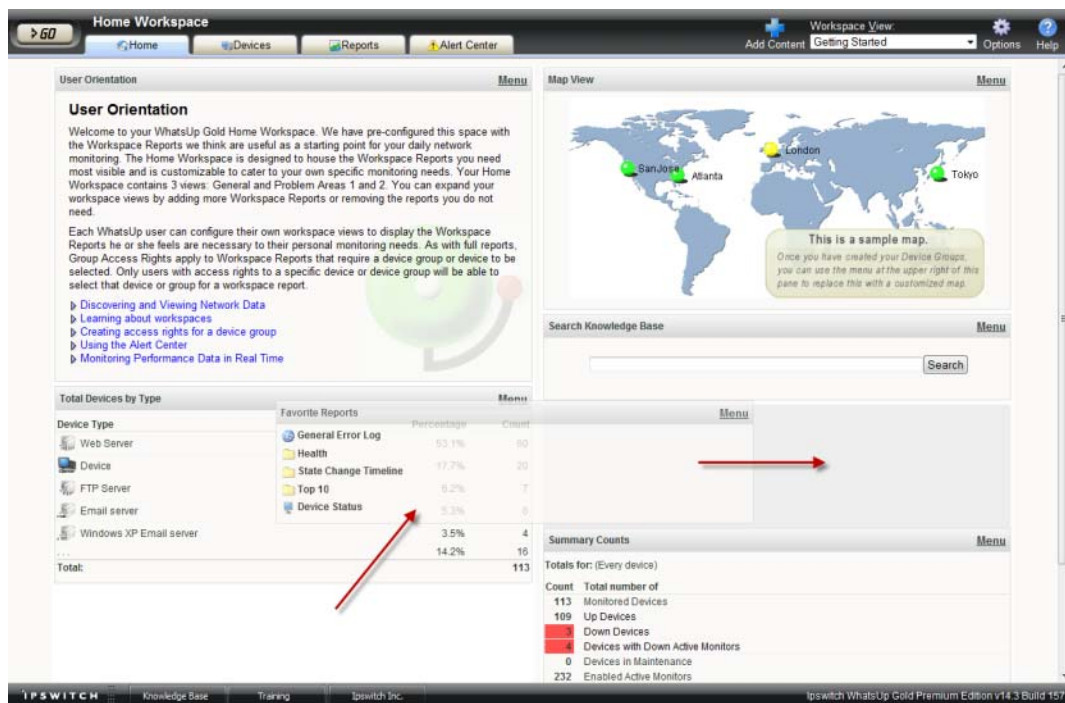
- The Last snapshot information indicates the last date and time the Remote Site data was sent to the Central Site (see 3).
- The date and time information turns blue if it has been longer than 5 minutes since the remote site last updated.
- The date and time information turns red if it has been longer than 10 minutes since the remote site last updated.



The screenshot displays the 'Home Workspace' interface with tabs for Home, Devices, Reports, and Alert Center. The 'Remote Site Overview' section shows two sites: Atlanta Office and Chicago Office. Each site entry includes a network icon (1), a mouse-over shortcut icon (2), and a 'Last snapshot' timestamp (3). Below this, the 'Active Monitor States (Remote)' section lists various monitors for each site, including their IP addresses, names, and status indicators (e.g., H4, HTTP, Ping, SNMP).

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.

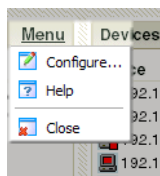


To move a workspace report:

- 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, then click **Close**.

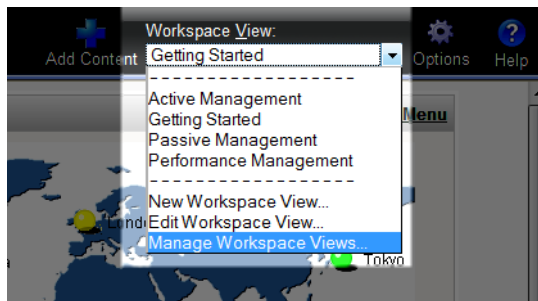


Keep in mind, when you remove a report, any customizations you have made to the report are lost.

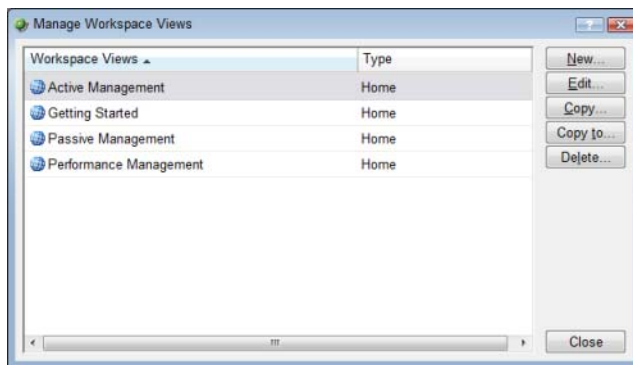
Managing Workspace Views

WhatsUp Gold comes with a several 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**.



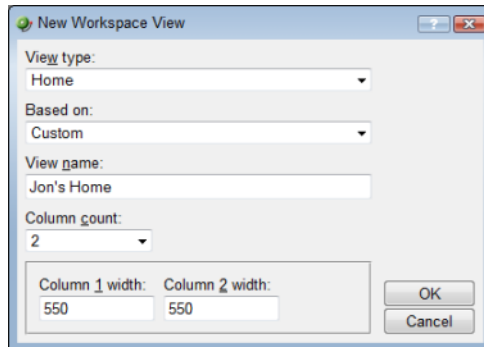
In the Manage Workspace Views dialog, you can create new workspace views, and edit, copy, or delete an existing workspace view.



- 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 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.

The screenshot shows a dialog box titled "New Workspace View". It contains several fields: "View type:" with a dropdown menu showing "Home"; "Based on:" with a dropdown menu showing "Custom"; "View name:" with a text box containing "Jon's Home"; "Column count:" with a dropdown menu showing "2"; and two text boxes for "Column 1 width:" and "Column 2 width:", both containing "550". At the bottom right are "OK" and "Cancel" buttons.

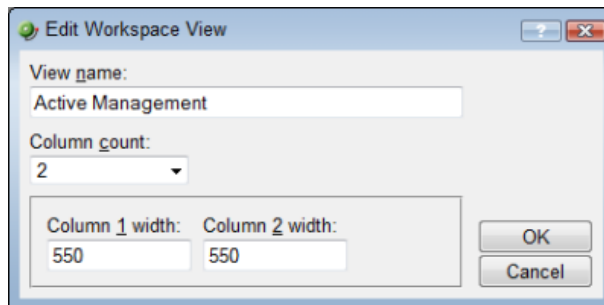
- 2 Enter the appropriate information in the following fields:
 - **View type.** Select the type of workspace view you want to create. You can select *Home*, *Device*, or *Top 10*.
 - **Based on.** Select the existing workspace view type by which to base the new view, or select to create a new custom view.
 - **View name.** Enter a unique name for the workspace view. This name will differentiate the view from other workspace views in the Manage Workspace Views dialog and the **Workspace Views** list on the WhatsUp Gold web interface.
 - **Column count.** Enter a value for the number of columns you wish to have in the new workspace view (1 -4). Keep in mind, the more columns you include, the smaller the data displayed inside a workspace.
 - **Column width.** If you choose to have more than 1 column in the workspace view, enter a width for each of the workspace view 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:
 - **View 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 an existing workspace view:

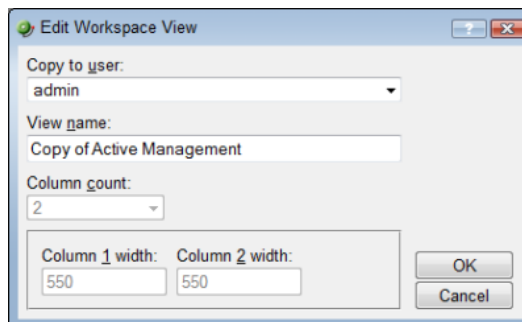
- 1 From the Manage Workspace Views dialog, select **Copy**. The Edit Workspace View dialog appears.



- 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

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

- Remote Site Log
- Remote Site Status

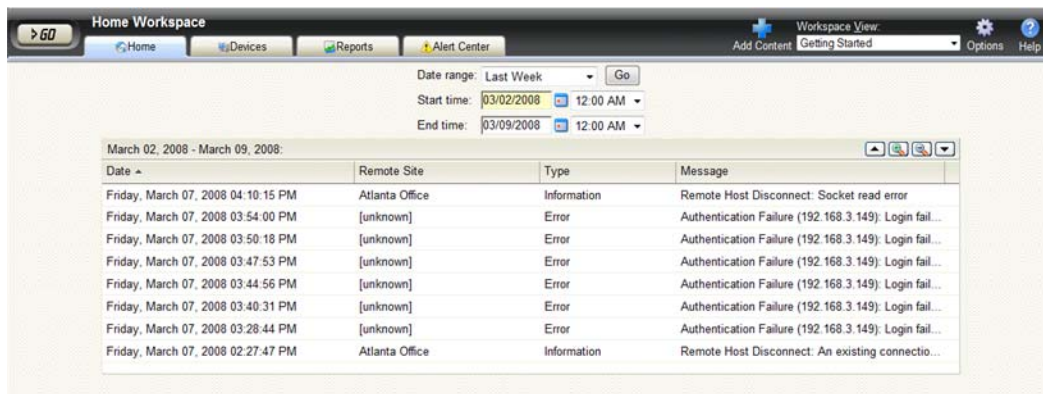
Advantages of full reports

- 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, or zoomed-out, so that you get a smaller or larger picture of what's happening in a particular area of the network.
- A list in the upper-right corner of a full report page 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 from which you are navigating away is transferred to any report you view subsequently.

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

Using the Remote Site full reports

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



Date	Remote Site	Type	Message
Friday, March 07, 2008 04:10:15 PM	Atlanta Office	Information	Remote Host Disconnect: Socket read error
Friday, March 07, 2008 03:54:00 PM	[unknown]	Error	Authentication Failure (192.168.3.149): Login fail...
Friday, March 07, 2008 03:50:18 PM	[unknown]	Error	Authentication Failure (192.168.3.149): Login fail...
Friday, March 07, 2008 03:47:53 PM	[unknown]	Error	Authentication Failure (192.168.3.149): Login fail...
Friday, March 07, 2008 03:44:56 PM	[unknown]	Error	Authentication Failure (192.168.3.149): Login fail...
Friday, March 07, 2008 03:40:31 PM	[unknown]	Error	Authentication Failure (192.168.3.149): Login fail...
Friday, March 07, 2008 03:28:44 PM	[unknown]	Error	Authentication Failure (192.168.3.149): Login fail...
Friday, March 07, 2008 02:27:47 PM	Atlanta Office	Information	Remote Host Disconnect: An existing connectio...

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.

Deployment Guide: Installing the WhatsUp MSP Edition to Central and Remote Sites

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



Remote Site	Devices Up	Devices Down	Devices in Maintenance	Monitors Up	Monitors Down	Last Snapshot
Atlanta Office	115	8	0	370	26	Mon 03/10 10:00 AM
Chicago Office	62	29	0	62	29	Mon 03/10 9:59 AM

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.



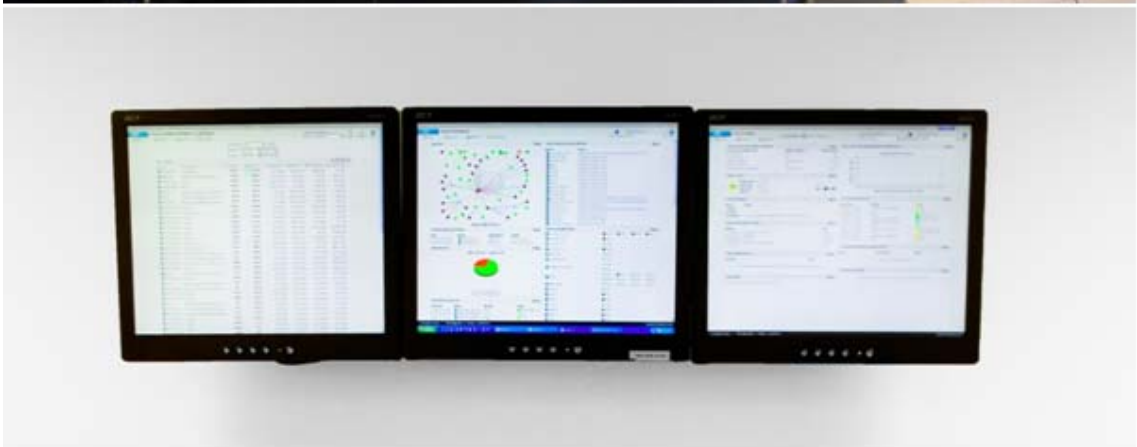
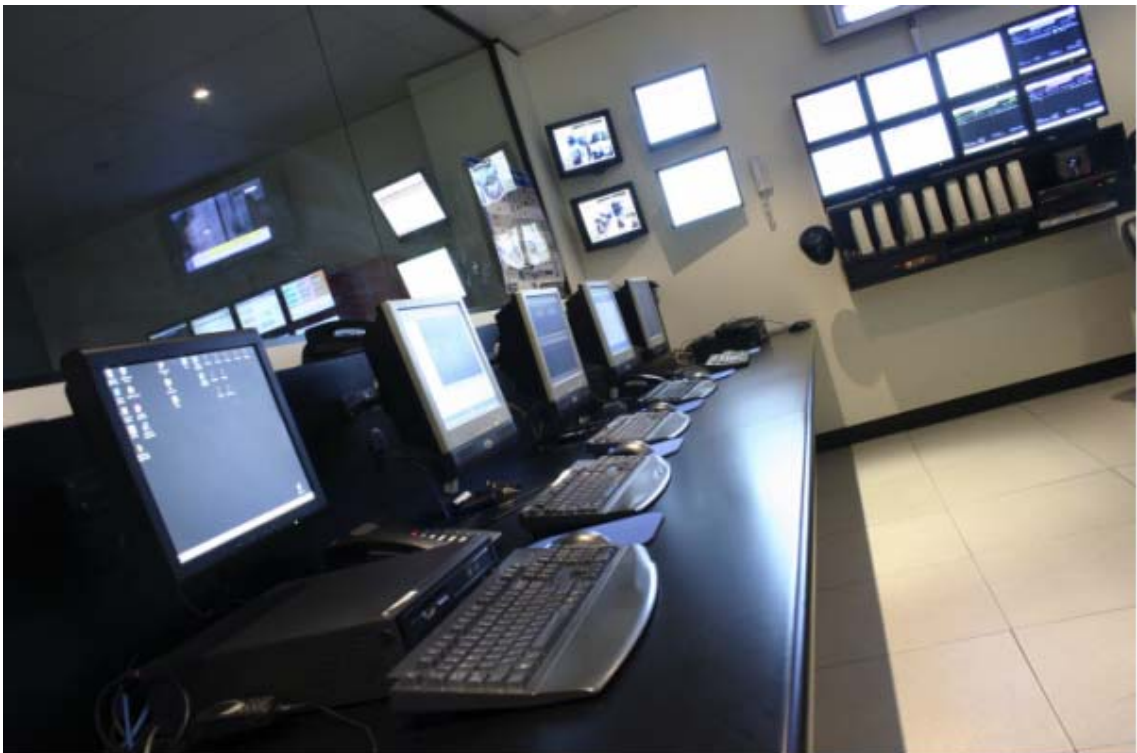
Note: The Remote Site Status report is only available from the Central Site.

Step 5: Using the Dashboard Screen Manager

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`.

Deployment Guide: Installing the WhatsUp MSP Edition to Central and Remote Sites

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 and 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.



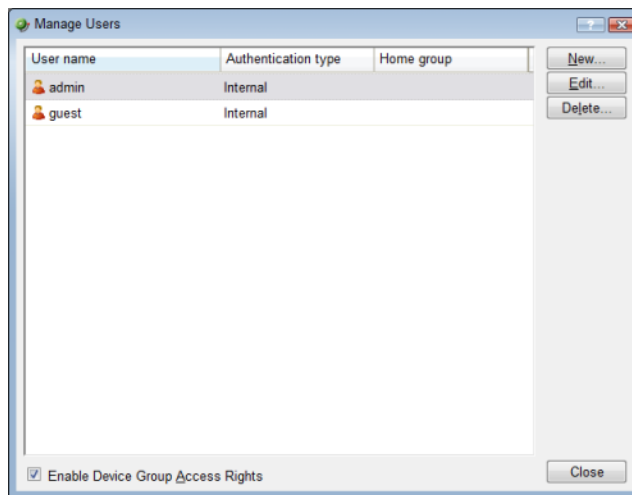
Note: If you want to display a password protected page for another Web application, you must supply a valid username and password for the page. For more information, see the Dashboard application Help.

For more information about installing and using the Dashboard Screen Manager, see *Using the Ipswitch Dashboard Screen Manager*, a document located on the *WhatsUp Gold* 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 *WhatsUp Gold* 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.



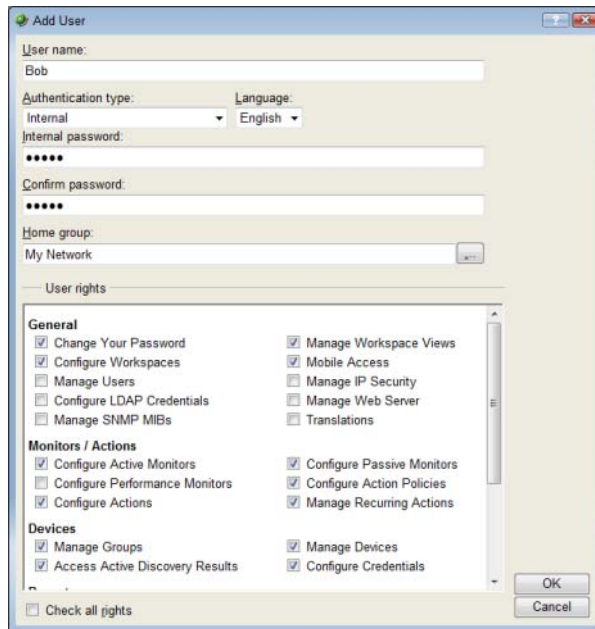
To create a new or edit a WhatsUp Gold user account:

- 1 From the WhatsUp Gold web interface, select **GO**. The GO menu appears.
- 2 If the WhatsUp section of the GO menu is not visible, click **WhatsUp**. The WhatsUp section of the GO menu appears.
- 3 Select **Configure > Manage Users**. The Manage Users dialog appears.

- 4 Click **New**. The Add User dialog appears.

- or -

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

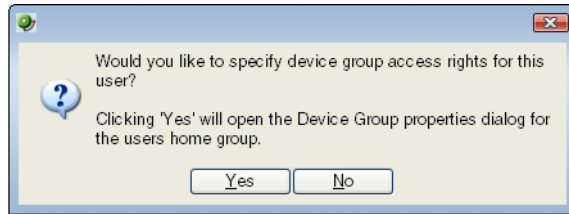


- 5 Enter the appropriate information.

- **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 device 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.

- 6 Click **OK** to save changes.

- 7 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.

For more information, see *About User Rights* in the Help.

For 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.aspx>).

- **Release Notes.** The release notes provide an overview of changes, known issues, and bug fixes for the current release. The notes also contain instructions for installing, upgrading, and configuring WhatsUp Gold. The release notes are available at **Start > Programs > Ipswitch WhatsUp Gold > Release Notes** or on the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug143relnotes>).
- **Application Help for the console and web interface.** The console and web help contain dialog assistance, general configuration information, and how-to's that explain how to use the features. The Table of Contents is organized by functional area, and can be accessed from the main menu or by clicking **Help** in the console, or the **?** icon in the web interface.
- **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.whatsupgold.com/wug143gsg>).
- **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 the online User Guide, see the *WhatsUp Gold web site* (<http://www.whatsupgold.com/wug124oh>).
- **Additional WhatsUp Gold guides.** For a listing of current and previous guides and help files available for WhatsUp Gold's multiple versions, see the *WhatsUp Gold web site* (<http://www.whatsupgold.com/support/guides.aspx>).
- **WhatsUp Gold optional plug-ins.** You can extend the core features of WhatsUp Gold by installing plug-ins. For information on available plug-ins and to see release notes for each plug-in, see *WhatsUp Gold plug-ins documentation* (<http://www.whatsupgold.com/support/guides.aspx>).

- **Licensing Information.** Licensing and support information is available on the *MyIpswitch licensing portal* (<http://www.myipswitch.com/>). The web portal provides enhanced web-based capabilities to view and manage Ipswitch product licenses.
- **Knowledge Base.** Search the Ipswitch Knowledge Base of technical support and customer service information. The knowledge base is available on the *WhatsUp Gold web site* (http://whatsup.custhelp.com/cgi-bin/whatsup.cfg/php/enduser/std_alp.php?p_sid=YuYjMM*j).
- **Support community.** Use the WhatsUp Gold community site to interact with other WhatsUp Gold users and share helpful application information on the forums, view KBs and documentation, submit new product ideas, access the script library, and keep up with the latest news on the blog. The wugSpace support community for WhatsUp Gold is available on the *WhatsUp Gold community site* (<http://ipswitch.hivelive.com/pages/home>).

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