IPSWITCH

WhatsUp Gold Distributed Edition

v16.4

WhatsUpGold

IT MANAGEMENT MADE SIMPLE

Using WhatsUp Gold Distributed Edition **1**

About WhatsUp Gold Distributed Edition 1
About Distributed Edition's reporting capabilities 2
Installing the Distributed Edition Central and Remote Sites 3
System requirements 3
Using Reports for WhatsUp Gold Distributed Edition 3
Dashboard reports: Learning about the Central/Remote dashboard reports 3
Monitor Reports: Learning about the Central/Remote Monitor Reports 10
Advantages of monitor reports 10
Using the Remote Site full reports 11

CHAPTER 1

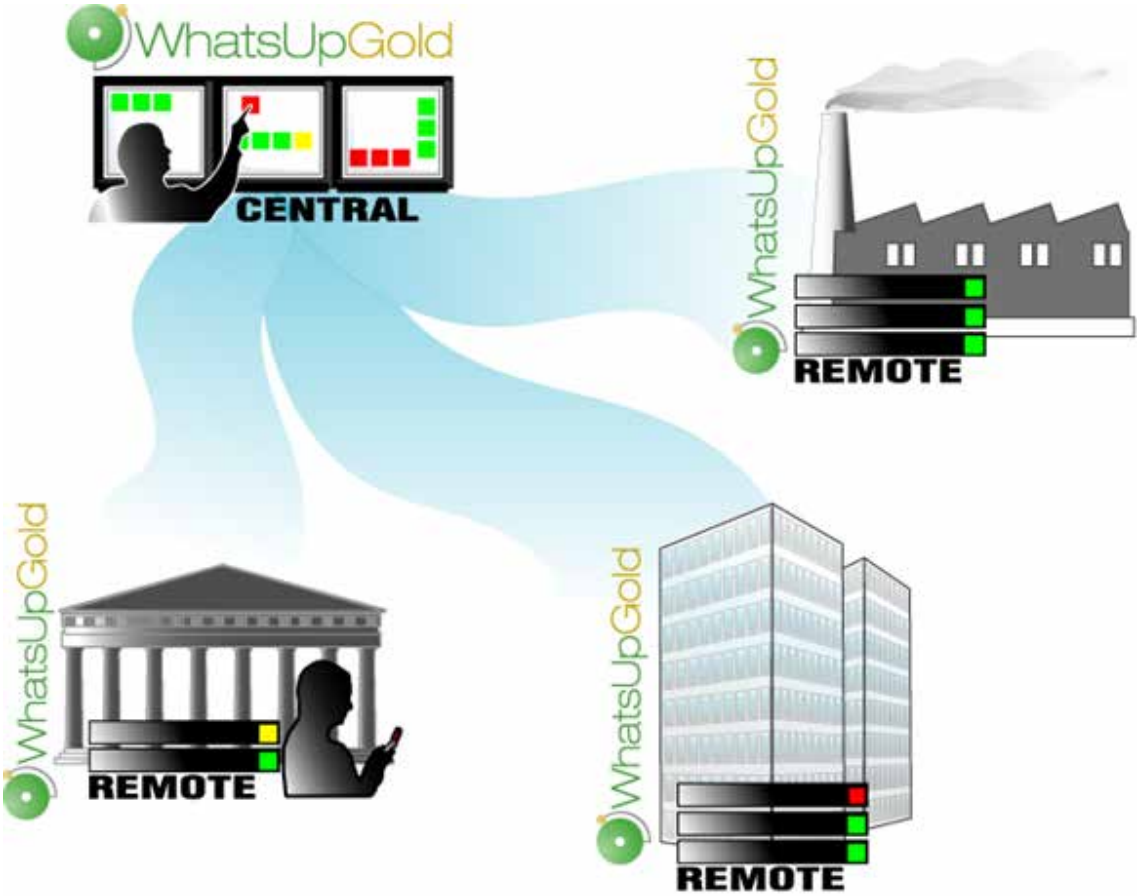
Using WhatsUp Gold Distributed Edition

In This Chapter

About WhatsUp Gold Distributed Edition.....1
Using Reports for WhatsUp Gold Distributed Edition 3
Monitor Reports: Learning about the Central/Remote Monitor Reports 10

About WhatsUp Gold Distributed Edition

WhatsUp Gold Distributed Edition extends the capabilities of WhatsUp Gold to multiple remote networks. The distributed 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 remote sites can be viewed in WhatsUp Gold reports on the central site. Together, the central and remote installations provide high visibility to multiple networks from one central location.



WhatsUp Gold Distributed Edition 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.

About Distributed Edition's reporting capabilities

WhatsUp Gold Distributed 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 Distributed Edition's combined monitoring and reporting capabilities, you stay informed about the overall health of all networks.

If connectivity is lost between the central and remote sites, information from the last network scan is available on the central site. In this instance, each remote site continues to run an independent, full-featured version of WhatsUp Gold, and network data is 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. Moreover, SSL communications between sites occur seamlessly, requiring no extra setup.

Installing the Distributed Edition Central and Remote Sites

Installation overview

The Ipswitch WhatsUp Gold Distributed Edition is comprised of the following:

- **WhatsUp Gold Central Site** component installed on a network computer to collect data from and monitor all of the Remote Sites.
- **WhatsUp Gold Remote Site** component installed on a network computer at each remote location. Each remote site computer monitors the remote site network and reports the network status back to the Central Site.
- **Ipswitch Dashboard Screen Manager** application automatically installed with the WhatsUp Gold Central Site. After the Central and Remote Sites are set up, you can configure this application to cycle through a series of selected WhatsUp Gold web interface pages and other Web pages that you want to view on a regular basis. The Dashboard is ideal to set up across multiple monitors to view multiple networks or Remote Sites, increasing visibility to the information that is most important to you.

There are two installation programs for the Distributed Edition, one for the WhatsUp Gold Central Site and a second for the WhatsUp Gold Remote Site. The installation programs step you through the process of installing each part of the application. For more detailed information on installing Distributed Edition, as well as other editions of WhatsUp Gold, see *Installing and Configuring WhatsUp Gold* (*http://www.whatsupgold.com/wuginstall_164*).

System requirements

For WhatsUp Gold system requirements for Distributed Edition, as well as information about the latest product features, editions, fixed in this release, and known issues, refer to the *Ipswitch WhatsUp Gold Release Notes* (*http://www.whatsupgold.com/WUG164releasenotes*).

Using Reports for WhatsUp Gold Distributed Edition

Dashboard reports: Learning about the Central/Remote dashboard reports

The WhatsUp Gold Home dashboard is the first screen you see after logging in to the WhatsUp Gold web interface. This is your personal, customizable Home portal, or dashboard.

The WhatsUp Gold Remote/Central dashboard reports are similar to the dashboard reports you may have used in other versions of WhatsUp Gold. The primary difference is the Remote/Central dashboard reports let you set up dashboard reports that watch Remote Site network status from your WhatsUp Gold Central Site.

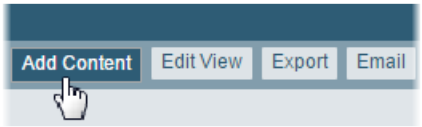
Dashboards are designed to be user-specific, and are configurable to include dashboard reports specific to users' needs. Dashboards contain multiple *views* that let you organize various dashboard reports by the type of information they display. When you begin customizing your dashboard views, you should consider the types of information you need to

view most often, the remote sites and devices to which you need to pay closest attention, and what level of detail you want to monitor through a particular dashboard view.

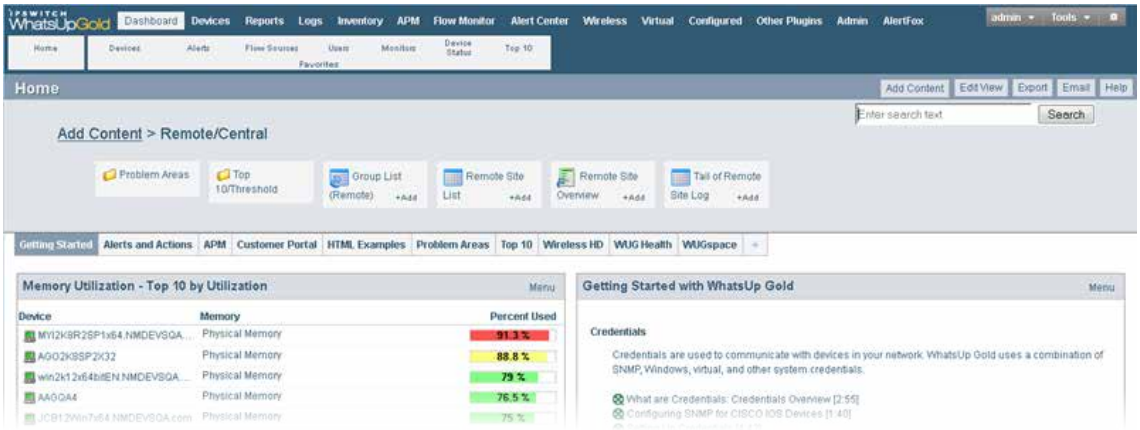
There are several Central/Remote dashboard reports included in a Remote Sites dashboard view for WhatsUp Gold Distributed Edition. They are available if you have completed a new installation of WhatsUp Gold application. If you are upgrading from a previous version of WhatsUp Gold, the Remote Sites reports are not added to the dashboard view for existing users; however, you can create a new Dashboard View and add the default Central/Remote dashboard reports to it.

Adding Remote/Central dashboard reports to your Home Dashboard

You can add new Remote/Central dashboard reports, including Top 10 reports, to the home dashboard to customize dashboard reports to best suit your needs. In the toolbar, click **Add Content**.



Use the Add Content pane to add one or multiple Remote/Central dashboard reports to a dashboard view.



Note: The Tail of Remote Site Log is the only dashboard report only available from the Remote Site.

To add a dashboard report:

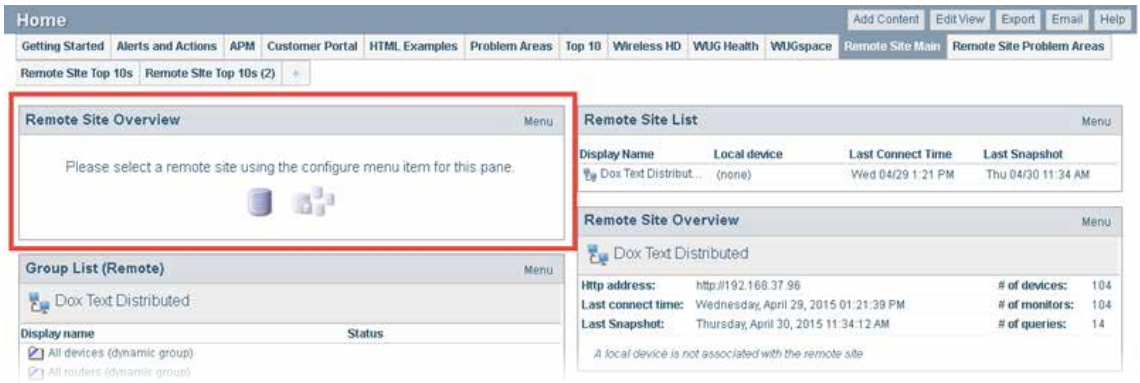
1 Click a category folder, then click the report you want to add to your dashboard. Some category folders contain other folders which also contain reports. A preview image for each dashboard report is displayed after you select a report.

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

2 After viewing the preview image of the report, click **Add** to add the report to the current view.

3 Click **Previous** and **Next** to view previews of other reports in the same folder, or click Close and navigate to other folders to add reports from other categories.

4 Add up to 15 reports to the view. When you have finished adding reports, click **Close** to close the report preview, then click **I'm Done** to exit the Add Content pane.
The Home Dashboard appears with the new dashboard report added to the page. Gray server icons display when you first add Remote Site dashboard reports. These icons indicate that you need to select a remote site for the dashboard report.

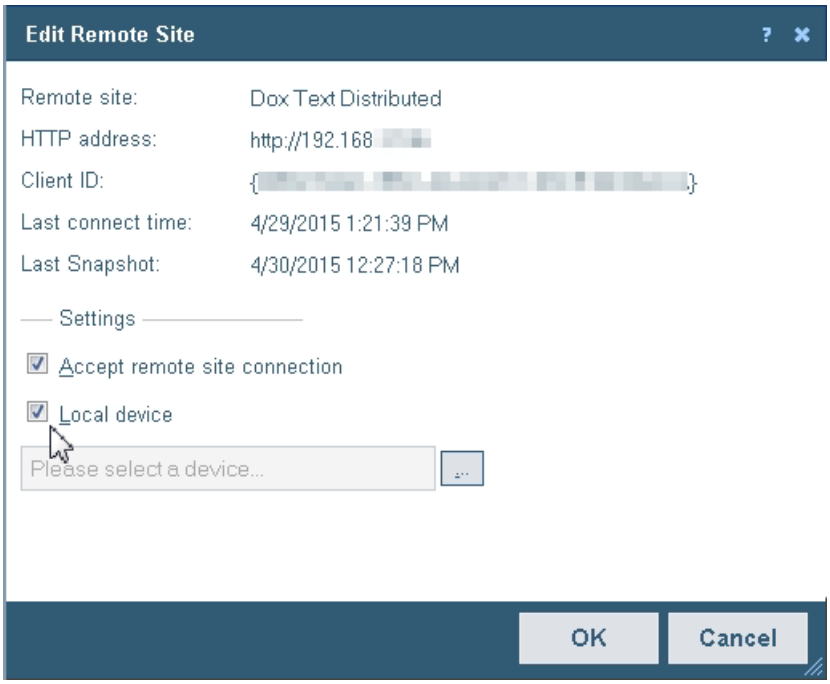


5 In the new dashboard report, click **Menu > Configure**. The Configure Remote Report dialog opens.

6 Select the Remote Site you want to add to the Home Dashboard and other options available in the dialog (the options vary, depending upon the dashboard report you selected), then click **OK**. The new dashboard report displays in the Home Dashboard.

Note: Additional options are available only for the Remote Site Overview dashboard report.

7 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.



8 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 option is 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.

9 Select **Local device** 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.

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

11 Click **OK** to save changes. The Home Dashboard 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 updates shortly or you can click **Click to refresh** to force a refresh of the Remote Site data.

Using the Remote/Central dashboard reports

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

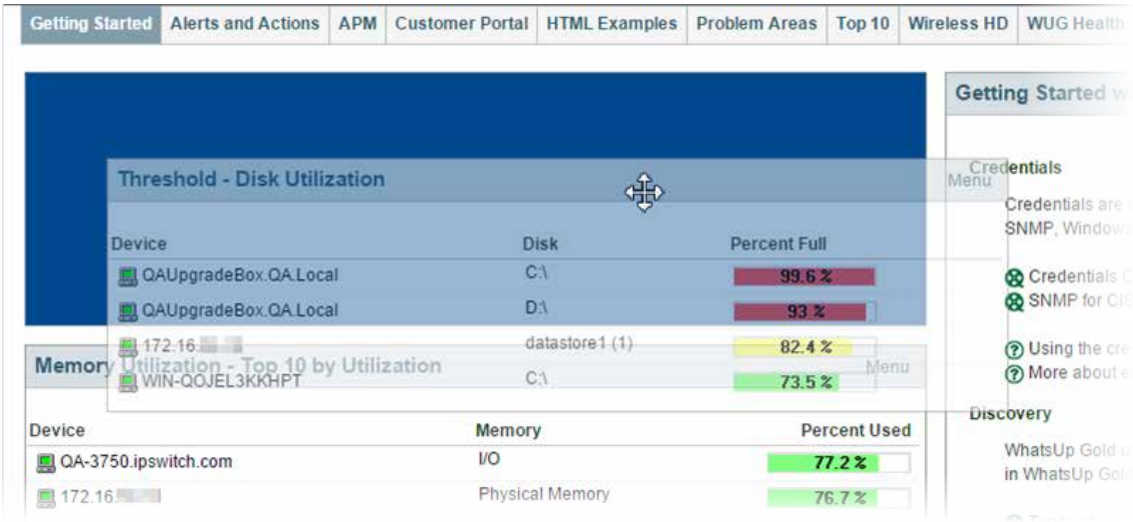
- The Remote Site dashboard report header includes a network icon next to the Remote Site name to differentiate the Remote Sites from the local network devices (see 1).
- When you hover over a Remote Site name, address, group name, status, etc., a shortcut icon displays to indicate that you can click 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 **Access Remote Reports** right for each user that you want to provide access to the Remote Site reports. Also, make sure that you select **Configure Remote Sites** for all users who should access and change options in the Remote Site Configuration dialog (from the console, **Configure** > **Program options**, then select **Remote Site Configuration**). For more information, see Configuring user accounts.

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

Moving and removing Remote/Central dashboard reports

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



To move a dashboard report:

1. Select the title bar of the report you want to move, then drag it to the desired location. A blue box indicates the area where the report will appear when you release the mouse button.
2. Release the mouse button to place the report in the new location. To cancel the move, while the report is selected, press the Esc key on your keyboard.

To remove a report:

1. Click **Menu** in the report you want to remove.
2. Click **Close**.

Note: When you remove a report, any customizations you have made to that report are lost.

Managing dashboard views

WhatsUp Gold comes with a several pre-configured dashboard views, including one for Default Remote Sites. You can create your own dashboard 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 WhatsUp Gold web interface, go to **Admin > Dashboard Views**. The Manage Dashboard Views dialog appears.

Use the Manage Dashboard Views dialog to configure dashboard views:

- Click **New** to configure a new dashboard.
- Select an existing dashboard view and click **Edit** to change the current configuration of a dashboard.
- Double-click an existing dashboard to change its configuration.
- Select a dashboard view, then click **Copy** to make a copy of that dashboard and add it to the list.
- Select a dashboard view, then click **Copy to** to copy an existing dashboard to another user's list of dashboard.
- Select a dashboard monitor view, then click **Delete** to remove it from the list.

To create a new dashboard view:

1. From the Manage Dashboard Views dialog, click **New**. The New Dashboard View dialog appears.
2. Enter or select the appropriate information:
   - **View Name**. Enter a unique name for the dashboard view.
   - **Start with**. Select how you would like the dashboard view to begin. You may choose one of the pre-configured views or choose **An empty view** to create your own customized dashboard view.
   - **Number of columns**. If creating a customized view, enter the number of columns to include in the view.
   - **Column 1 width**. If creating a customized view, enter the width of the first column in the view (in pixels).
   - **Column 2 width**. If creating a customized view, enter the width of the second column in the view (in pixels).
3. Click **OK** to save changes.

To edit a dashboard view:

1. Select a dashboard view to edit from the list in the Manage Dashboard Views dialog.
2. Click **Edit**. The Edit Dashboard View dialog appears.
3. Enter the appropriate information:
   - **View Name**. Enter a unique name for the dashboard view.
   - **Number of columns**. If creating a customized view, enter the number of columns to include in the view.
   - **Column 1 width**. If creating a customized view, enter the width of the first column in the view (in pixels).
   - **Column 2 width**. If creating a customized view, enter the width of the second column in the view (in pixels).

4 Click **OK** to save changes.

To copy an existing dashboard view:

1 Select a dashboard view to copy from the list in the Manage Dashboard Views dialog.
2 Click **Copy**. The Edit Dashboard View dialog appears.
3 Enter the appropriate information:
   - **View Name**. Enter a unique name for the dashboard view.
   - **Number of columns**. If creating a customized view, enter the number of columns to include in the view.
   - **Column 1 width**. If creating a customized view, enter the width of the first column in the view (in pixels).
   - **Column 2 width**. If creating a customized view, enter the width of the second column in the view (in pixels).
4 Click **OK** to save changes.

To copy a dashboard view to another WhatsUp Gold user:

1 Select a dashboard view to copy from the list in the Manage Dashboard Views dialog.
2 Select **Copy to**. The Edit Dashboard View dialog appears.
3 Enter or select the appropriate information:
   - **View Name**. Enter a unique name for the dashboard view.
   - **Copy to User**. Select the user account from where you want to copy the dashboard view.
4 Click **OK** to save changes.

To delete a dashboard view:

1 Select the view you want to remove in the Dashboard Views column.
2 Click **Delete**.
3 Click **Yes** to confirm the deletion.

Monitor Reports: Learning about the Central/Remote Monitor Reports

WhatsUp Gold Distributed Edition includes two monitor reports for Remote Sites, located on the Other Plugins tab:

- Remote Site Log
- Remote Site Status

Advantages of monitor reports

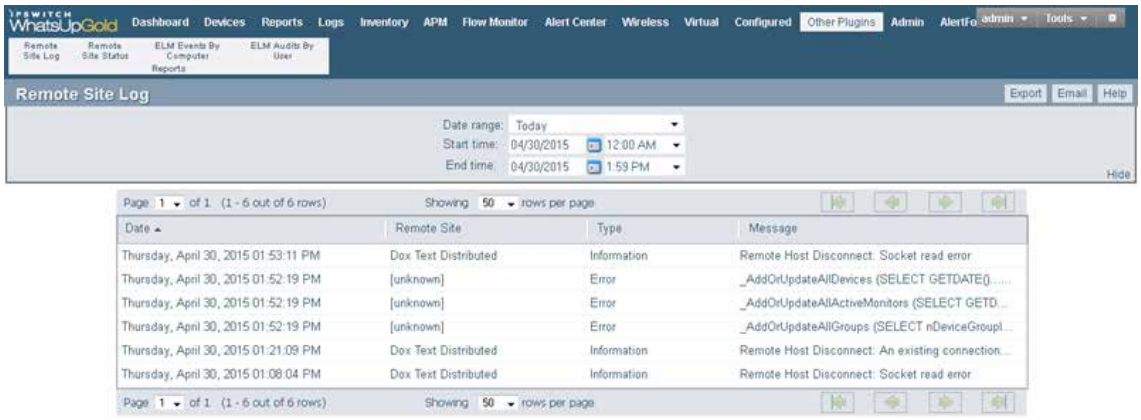
- Larger than the dashboard reports, monitor reports give you a larger data view, which can be useful in pin-pointing the time something happened, or viewing multiple graphed items. Many dashboard reports link to monitor reports, so that you can view this larger data view to troubleshoot.

- You can zoom in or zoom out on the monitor report date range, so that you get a smaller or larger picture of what's happening in a particular area of the network. This feature is available for the Remote Site Log.

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

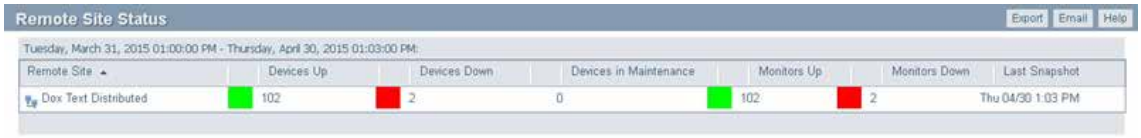
Using the Remote Site full reports

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



Click a Remote Site name to open an instance of the Remote Site WhatsUp Gold web interface. For more information about the Remote Site Log, see the application Help.

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



Click a number in one of the columns to drill-down to more detailed information about up and down devices and monitors and devices in maintenance.

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