IPSWITCH
WhatsUpGold
IT MANAGEMENT MADE SIMPLE

# Unified Availability & Performance Monitoring

## **Discover, Map & Monitor** Wired & Wireless Networks, Apps, Physical & Virtual Servers

WhatsUp Gold tames network complexity for IT teams and provides the availability and performance demanded by your business. Backed by over 20 years of network and systems management experience with deployments on over 150,000 networks worldwide in 168 countries, WhatsUp Gold sets the standard and offers the industry's lowest total cost of ownership.

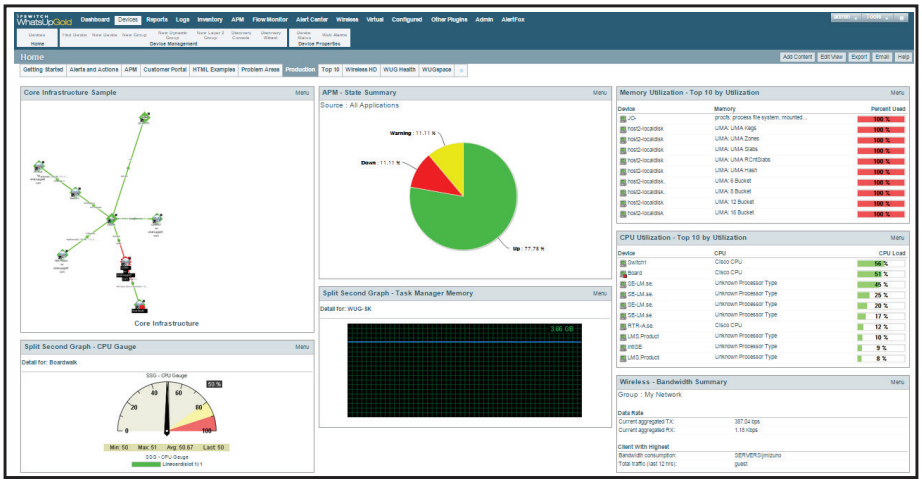
WhatsUp Gold features a customer-friendly modular architecture and licensing approach that lets you add capabilities in cost-effective phases with no surprises. Buy only what you need, when you need it based on your specific needs. For instance, you can start off with core WhatsUp Gold to monitor your wired and wireless networks and physical servers. Then, you can increase your IT team's visibility to assess the health of your virtual environments and applications, monitor your network traffic and bandwidth utilization, and manage your network device configurations.

"The choice to go with WhatsUp Gold was an extremely easy one to make. The product offered us everything we needed in terms of functionality and saved us a significant amount of money when considering the cost to purchase, deploy, and operate."

– Doug, Assistant IT Manager

## UNIFIED MONITORING

WhatsUp Gold monitors wired and wireless networks, physical and virtual servers, and packaged and customer applications in a multi-vendor IT environment.




WhatsUp Gold provides a unified view so you can see everything on your network.

### Discover Your Network

WhatsUp Gold Layer 2/3 Discovery identifies all of the devices on your network including your routers, switches, servers, and more. The product discovers the network using an IP Range Scan, from a Start and End IP Address. WhatsUp Gold also features SNMP Smart Scan which discovers all devices on the network by querying the "Bridge Table" on a core router.

WhatsUp Gold takes network discovery to the next level. It automatically discovers all port-to-port connectivity and network dependencies. This capability is important in preventing alert storms, which can overwhelm your IT team when chasing false positives.

WhatsUp Gold also features integrated inventory reporting including hardware inventory, reports on installed software and updates, warranty reports, and more. These reports save both time and money and can decrease year-end IT inventory activities from weeks to minutes. The reports will also help you find under-utilized hardware resources that can be re-deployed and identify unlicensed software to avoid expensive true-up costs.

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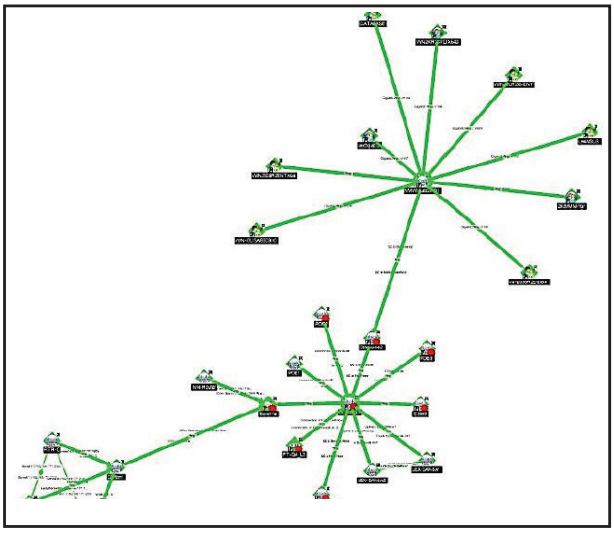
## Map Your Network

WhatsUp Gold automatically generates Layer 2/3 network maps of your core infrastructure, Windows® infrastructure, and more. Network maps are a powerful first response tool that helps you visualize your networks and quickly isolate the root cause of performance problems. They can turn messy wiring closets into graphical representations that are logical and easy to interpret.

The network maps also display real-time status information for each device on the map. Network administrators can click on any device to drill-down to a dashboard displaying detailed performance data. WhatsUp Gold can even map network dependencies by inserting directional arrows so you can visualize how a device failure cascades through the network.



Automatically discover, map and visualize infrastructure dependencies.

## Monitor Your Network

WhatsUp Gold continuously monitors the availability and performance of routers, switches, and firewalls. It monitors wireless LAN Controllers, Access Points, servers, printers and more. In short, WhatsUp Gold can monitor anything with an IP address that can be accessed with standard monitoring protocols including Ping, SNMP, WMI, and SSH.

WhatsUp Gold also supports scripting languages like VBScript and PowerShell and supports SQL queries to create database monitors.

At the completion of the discovery process, WhatsUp Gold automatically assigns Device Roles to discovered devices. Device Roles instruct WhatsUp Gold about what data to collect. You can modify default Device Roles or create new ones. In addition, WhatsUp Gold's powerful MIB browser lets you access thousands of SNMP objects so you can monitor the minutest detail of any device. It also provides access to thousands of WMI performance counters to monitor your Windows severs and applications.

WhatsUp Gold supports three types of monitors: active monitors that proactively poll to monitor device states, performance monitors that capture actual performance metrics like CPU and memory utilization, and passive monitors that collect SNMP traps, Syslog info, and Windows events. These monitors are used to collect performance and availability data on wired and wireless networks, physical and virtual servers, and off-the-shelf and in-house applications in a multi-vendor IT infrastructure.

## "Smart" Alerts

WhatsUp Gold provides real-time alerts via email, text, and logging. Alerts empower you to proactively respond to problems before they impact users, applications and the business.

WhatsUp Gold issues an alert when a device or monitor changes state (e.g., from an up state to a down state) or when a performance threshold is exceeded – for example, when memory utilization exceeds 95 percent. The WhatsUp Gold Alert Center displays threshold-based alerts from both WhatsUp Gold and its plug-ins in a single dashboard.

You can create notification policies for alerts including event logging, email, texting, and automated self-healing actions such as restarting an application service. This enables you to standardize your escalation procedures and ensure a uniform response to network problems.

WhatsUp Gold's "smart" alerting uses the network dependencies automatically identified in the discovery process to eliminate alert storms. For example, when a 48-port switch fails, WhatsUp Gold will issue a single alert for the failed switch and suppress the alerts from the 48 devices connected to the switch. This allows you to quickly isolate and resolve the root cause of network performance problems and avoid false positives. Other solutions require you to manually create network dependencies, which can take several weeks to complete.

**Performance CPU Utilization Exceeds 90% (6 items)**

**Description:** Average CPU Utilization during the past 30 minutes exceeds 90%

| Device | CPU | Average Utilization | Time Alerted |
|---|---|---|---|
| LMS.Product | Unknown Processor Type | 97.0 % | Tue 04/28 8:11 AM |
| LMS.Product | Unknown Processor Type | 97.3 % | Tue 04/28 8:11 AM |
| SE-LM.se | Unknown Processor Type | 99.0 % | Tue 04/28 8:21 AM |
| SE-LM.se | Unknown Processor Type | 93.0 % | Wed 04/29 2:32 AM |
| SE-LM.se | Unknown Processor Type | 92.7 % | Wed 04/29 2:32 AM |
| SE-LM.se | Unknown Processor Type | 93.0 % | Wed 04/29 2:32 AM |

Alerts empower you to proactively respond to problems.

## Report on Your Network

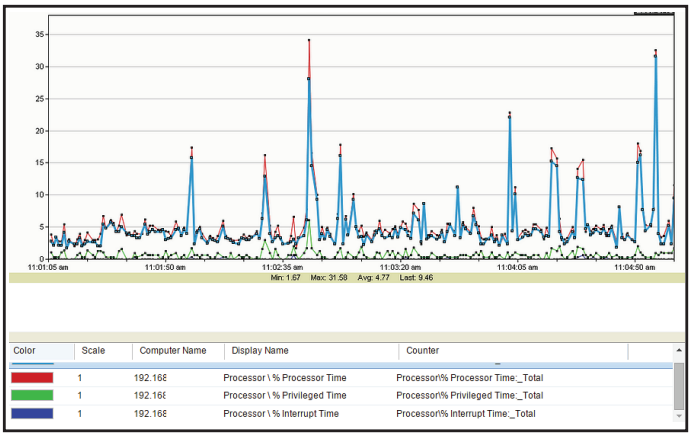
WhatsUp Gold delivers an easy-to-customize reporting environment. You can select from hundreds of out-of-the-box views generated by WhatsUp Gold and WhatsUp Gold plug-ins.

WhatsUp Gold lets you create high-level, summary dashboards that provide a quick assessment of overall IT health and detailed drill-down dashboards to isolate the root causes of performance problems.

You can create a dashboard displaying side-by-side views of your wired and wireless networks. You can create a dashboard with side-by-side views of your applications and physical and virtual servers. You can create an integrated, service level dashboard of all IT resources supporting your critical business applications, such as a dashboard of all the network devices, physical servers, and virtual machines supporting your CRM application. Using these dashboards can help you quickly resolve performance problems across your organization.

You can also use WhatsUp Gold real-time split second graphs that let you drill down into server performance problems. You can create split second graphs for almost any WMI performance counter or SNMP object.

Using the WhatsUp Gold Web Task Manager, system administrators can drill down even deeper to analyze detailed data on application processes and services that are consuming CPU and memory resources.




Get quick assessment of overall health & detailed drill-downs to isolate root cause.

## HIGH AVAILABILITY AND SCALABILITY

WhatsUp Gold Failover delivers high availability and uninterrupted monitoring. Using Failover, WhatsUp Gold is configured with a secondary server. When the primary server fails, the secondary server takes over all polling, alerting, and reporting functions. Once the primary server is restored, it resumes these functions – and it is all transparent to users.

A single instance of WhatsUp Gold supports 2,000 devices or 10,000 monitors, and these thresholds can be increased using Scalability Pollers. With Scalability Pollers, a single instance of WhatsUp Gold can support up to 20,000 devices or 100,000 monitors.

## UP AND RUNNING IN UNDER AN HOUR

WhatsUp Gold's installer, automatic discovery, mapping and alert suppression, and automatic Device Role assignment — combined with an intuitive user interface and workflows — helps you install and transition to full production in less than 1 hour! Ipswitch's in-house training and Professional Services also help you harness the full power of WhatsUp Gold quickly.

## AFFORDABLE AND LOW TCO

You will find it easier to do business with Ipswitch thanks to its easy-to-understand, transparent device-based licensing model. Ipswitch delivers an affordable solution with a lower TCO and no downstream cost surprises.

> "WhatsUp Gold is a proven solution with powerful discovery, mapping, SNMP and WMI monitoring, alerting, notification, and reporting capabilities. WhatsUp Gold provides us with 360° visibility into actionable intelligence about our IT infrastructure and complete control of all aspects of our multi-site network."
>
> – Peter, Global IT Service and Infrastructure Manager

## MINIMUM REQUIREMENTS

**Hardware**

*Processor:* Dual-core 2.4GHz or faster
*Memory:* 4 GB RAM
*Hard Drive:* 15 GB of free disk space

**Operating Systems**

Windows Server 2012 R2
Windows Server 2012
Windows Server 2008 R2 (64-bit)
Windows Server 2008 (32-bit and 64-bit)
Windows Server 2003 R2 (32-bit and 64-bit)
Windows Server 2003

*WhatsUp Gold supports the following Windows operating systems, BUT recommends that they be installed on a server class OS:*

Microsoft Windows 7 Professional, Enterprise, and Ultimate editions (32-bit and 64-bit)

**Databases**

Microsoft SQL Server 2008 R2 Express Edition 32-bit or 64-bit Local Only

Microsoft SQL Server 2005 Standard or Enterprise 32-bit or 64-bit Local or Remote

Microsoft SQL Server 2008 or 2008 R2 Standard or Enterprise 32-bit or 64-bit Local or Remote

Microsoft SQL Server 2012 Standard or Enterprise 32-bit or 64-bit Local or Remote

**WebServer**

Microsoft IIS versions 6, 7.x and 8.x

*WhatsUp Gold requires the following Web Server Role Services for IIS 7.x or 8 at a minimum:*

- Web Server
- ASP .NET
- Static Content
- HTTP Redirection
- Default Document

WhatsUp Gold requires the following web server extension for IIS 6 at a minimum:

- ASP .NET

**Supported Virtual Environments**

VMware vCenter Server versions 4.x, 5.x
VMWare ESXi versions 3.5, 4.x, 5.x
VMware ESX versions 3.5, 4.x
Microsoft Windows Server 2008 R2 Hyper-V
Microsoft Windows Server 2012 Hyper-V

**Web Browsers**

Google Chrome (recommended)
Microsoft Internet Explorer version 9.x, and 10.x
Mozilla Firefox version 36.0.1 or later

**For more details, please check our release notes through our Support page:**

▶ whatsupgold.com/support/index.aspx

## The WhatsUp Gold Suite of Integrated Products

*Unified IT Monitoring from One Single View*

**WhatsUp Gold Application Performance Monitor**
Monitors, alerts, and reports on application health and performance.

**Flow Monitor**
Provides visibility into network traffic and bandwidth utilization.

**WhatsConfigured**
Automates configuration and change management for network devices.

**WhatsVirtual**
Monitors, alerts, and reports on your VMware environment.

**VoIP Monitor**
Monitors and reports Voice over IP network performance.

*See individual Plug-in Data Sheets or www.WhatsUpGold.com for more details.*

**NEXT STEP**

**Try WhatsUp Gold Free for 30 Days**

**www.whatsupgold.com/free-trial**

### ABOUT IPSWITCH

Ipswitch helps solve complex IT problems with simple solutions. The company's software is trusted by millions of people worldwide to transfer files between systems, business partners and customers; and to monitor networks, applications and servers. Ipswitch was founded in 1991 and is based in Lexington, Massachusetts with offices throughout the U.S., Europe and Asia. For more information, visit www.ipswitch.com.

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CISCO DEVELOPER Solution
vmware PARTNER TECHNOLOGY ALLIANCE
Microsoft CERTIFIED Partner

**www.WhatsUpGold.com**

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