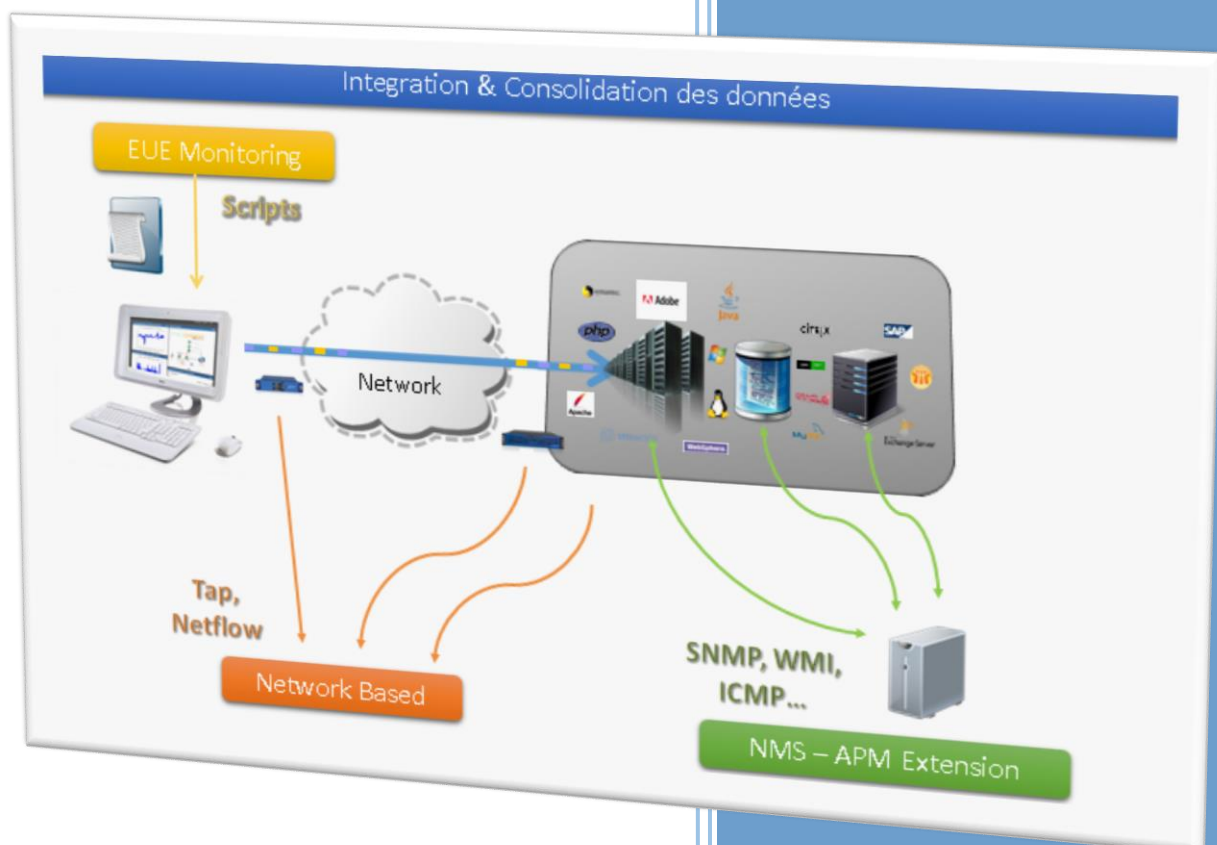


WHATSUP COMPANION INSTALLATION GUIDE



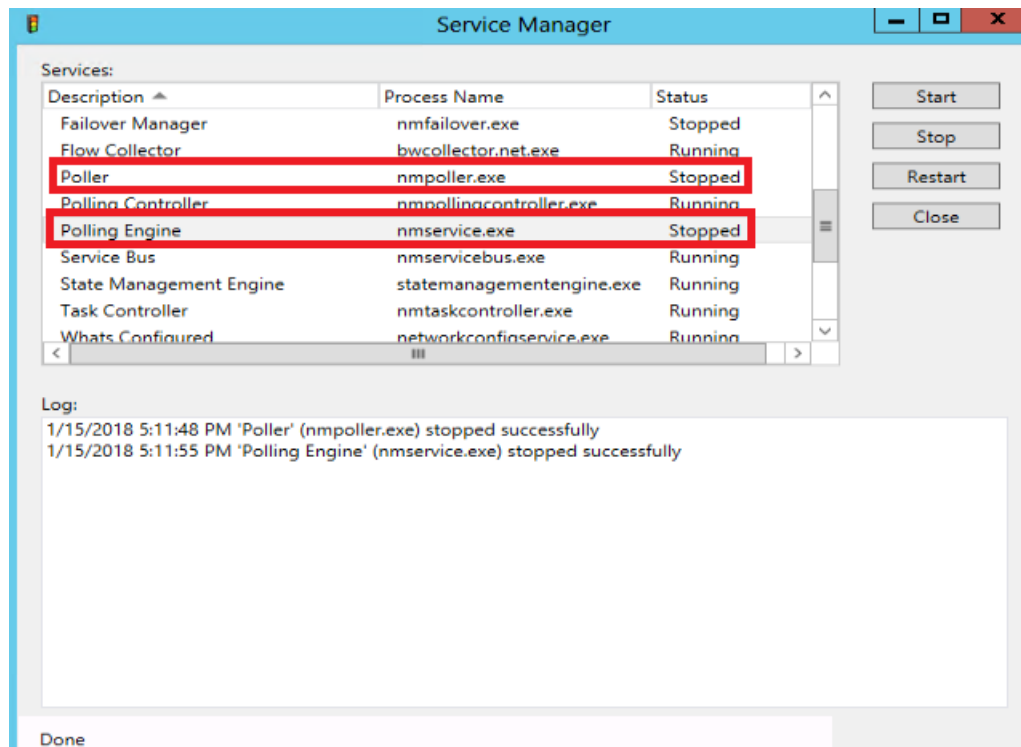
Summary

1. Prerequisites.....	3
2. WhatsUp Companion	4
2.1. WhatsUp Companion Installation.....	4

1. Prerequisites

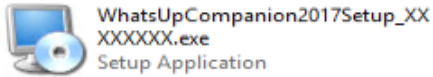
To begin the install process, you first need to stop the WhatsUp components listed below, using the WhatsUp Service Manager in Start > Service Manager :

Nmservice.exe	to stop this service, you have to go in the WhatsUp service controller and stop the polling engine.
NmPoller.exe	you can stop this service in the WhatsUp service controller.
Nmconsole.exe	to stop it, you have to quit the WhatsUp console.



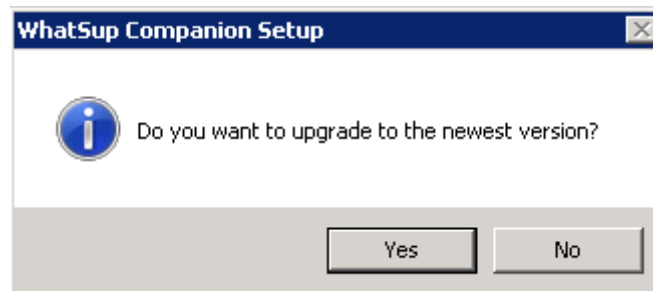
2. WhatsUp Companion

2.1. WhatsUp Companion Installation



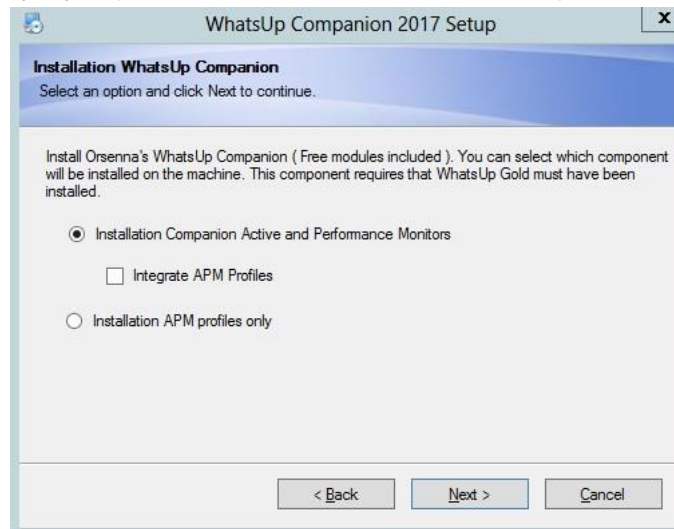
First, you have to launch the .exe of WhatsUp Companion.

In case of upgrade, the next windows will appear :

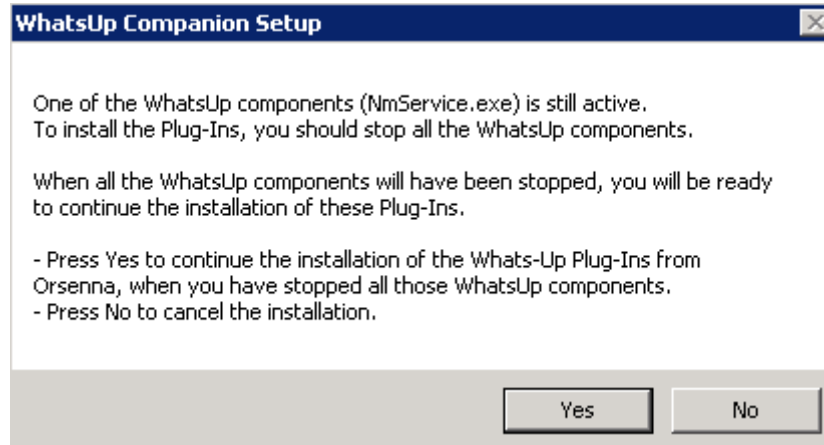


If this box is shown, click on yes to upgrade your WhatsUp Companion to the latest version.

In the next windows, select Install WhatsUp Companion for WhatsUp version 17, Those APM packages can be installed only if you plan to use APM module of WhatsUp Gold :



If you didn't stop the Ipswich service control manager, the following window will open:

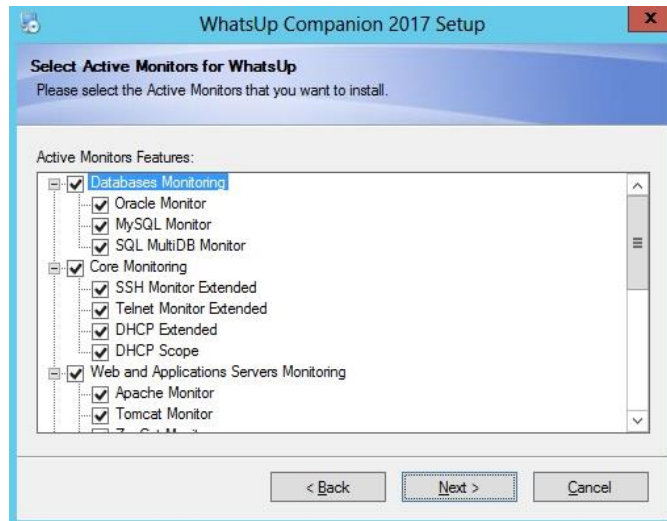


In this case, please go back to the Prerequisites section and stop mentioned services.

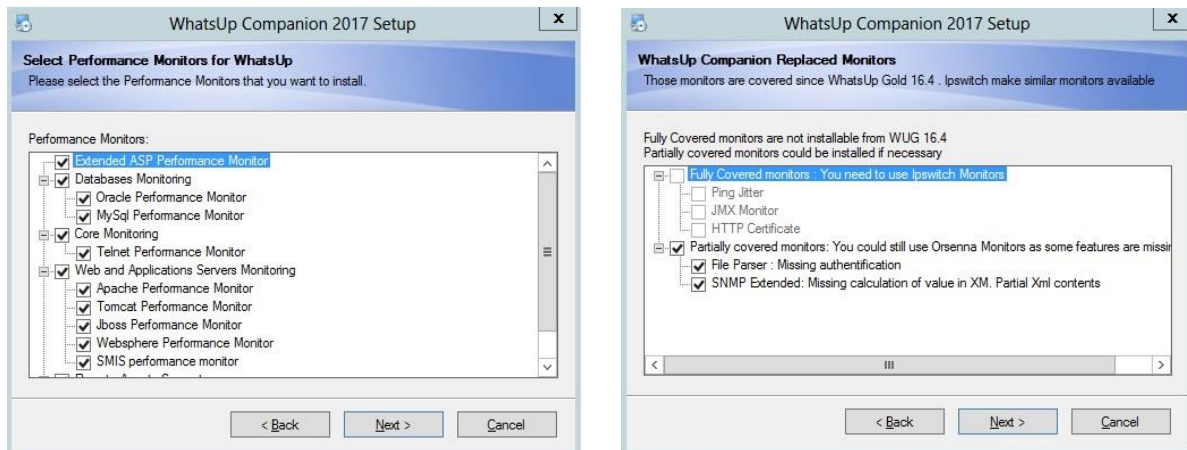
On the next screen, you need to accept the license agreement and click next to proceed the installation.



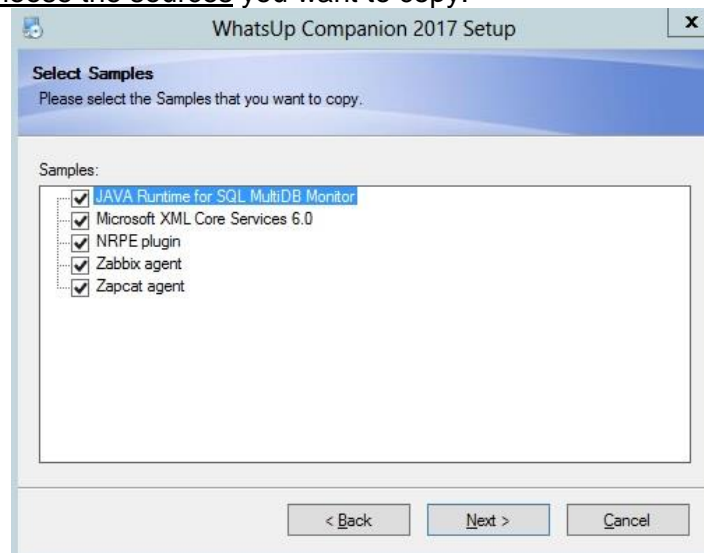
You have to choose which active monitor you want to install. Everything is selected by default, but you can only install the monitor you want by deselecting the ones you don't want. Click next to continue.



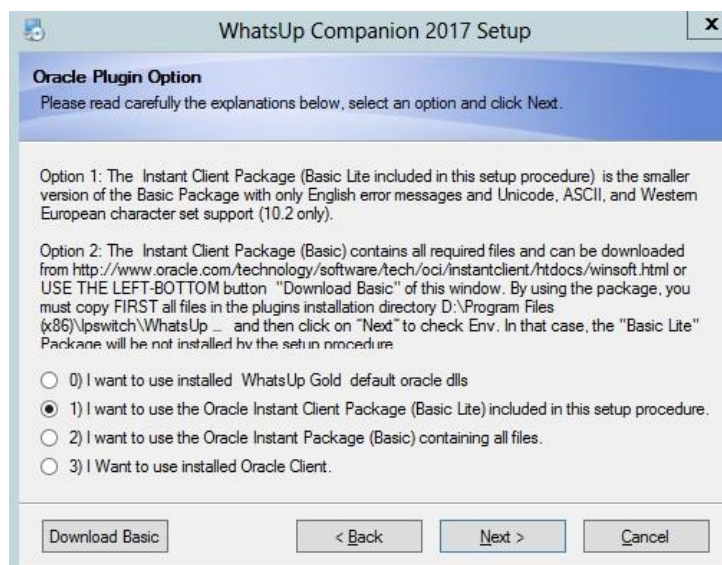
You will then have to do the same step for the performance Monitors and WhatsUp Companion Extended.

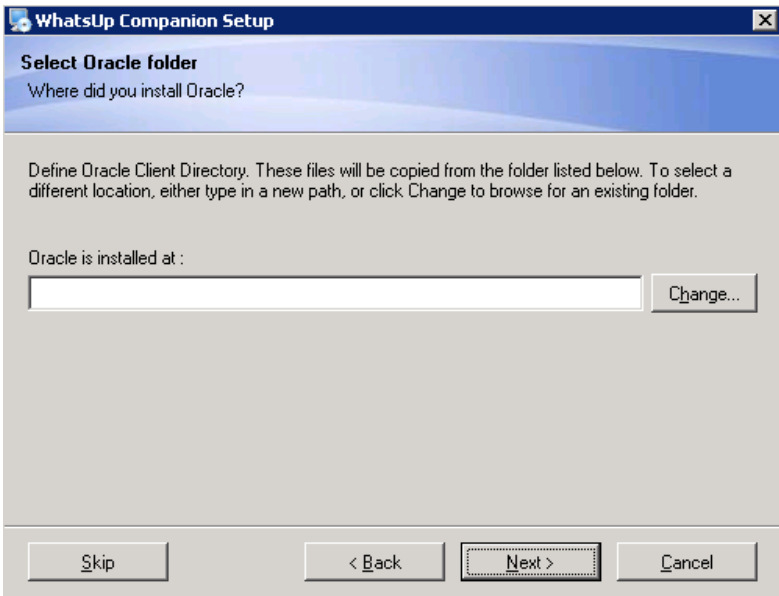


You then have to choose the sources you want to copy.



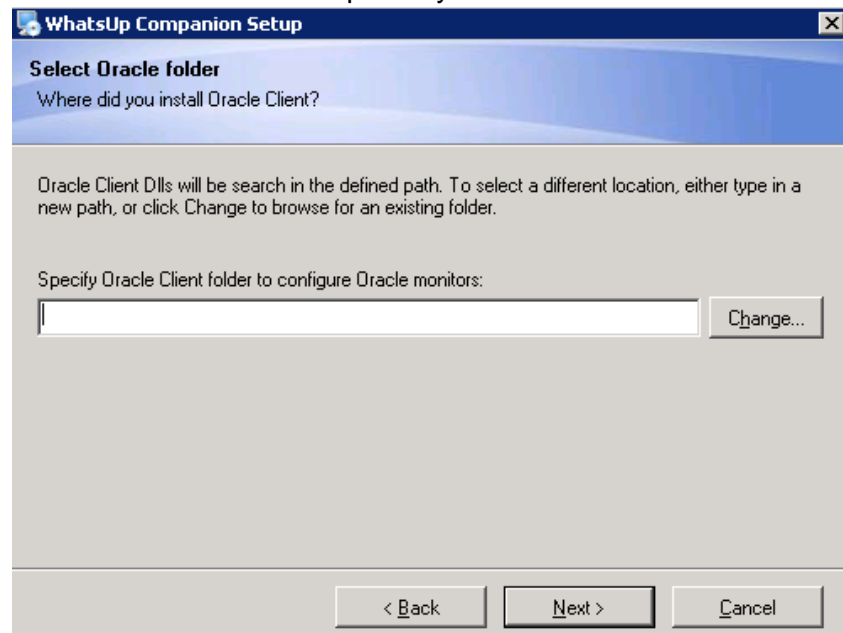
In the next window, you have to choose which Oracle package you want to use for the install:



<p><i>Option 0: I want to use installed WhatsUp Gold default oracle dlls</i></p>	<p>If you don't want to download anything, choose the Option 0: this will use the default Oracle dlls of WhatsUp Gold.</p>
<p><i>Option 1: I want to use the Oracle Instant Client Package (Basic Lite) included in this setup procedure</i></p>	<p>If you don't want to download anything, choose the Option 1: this will use the Instant client package included in the setup procedure.</p>
<p><i>Option 2: I want to use the Oracle Instant Package (Basic) containing all files</i></p>	<p>If you don't want to use the package included, choose Option 2: you will have to download the Client at the address given and copy all files in the Companion installation directory or click on "Download Basic" to download an instant client.</p> <p>Once you have your Oracle Client installed, just set the path to the dll files when asked. Those files will be copied into the WhatsUp installation folder.</p> 

*Option 3: I want to use
installed Oracle
client*

If you already have an oracle client installed and don't want to copy any files to the WhatsUp installation folder, choose this option. You will be asked to set the path to your Oracle installation .dll files:

A screenshot of the "WhatsUp Companion Setup" dialog box. The title bar says "WhatsUp Companion Setup". The main heading is "Select Oracle folder" with the question "Where did you install Oracle Client?". Below this, it says "Oracle Client Dlls will be search in the defined path. To select a different location, either type in a new path, or click Change to browse for an existing folder." There is a text input field labeled "Specify Oracle Client folder to configure Oracle monitors:" and a "Change..." button to its right. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

WhatsUp Companion Setup

Select Oracle folder
Where did you install Oracle Client?

Oracle Client Dlls will be search in the defined path. To select a different location, either type in a new path, or click Change to browse for an existing folder.

Specify Oracle Client folder to configure Oracle monitors:

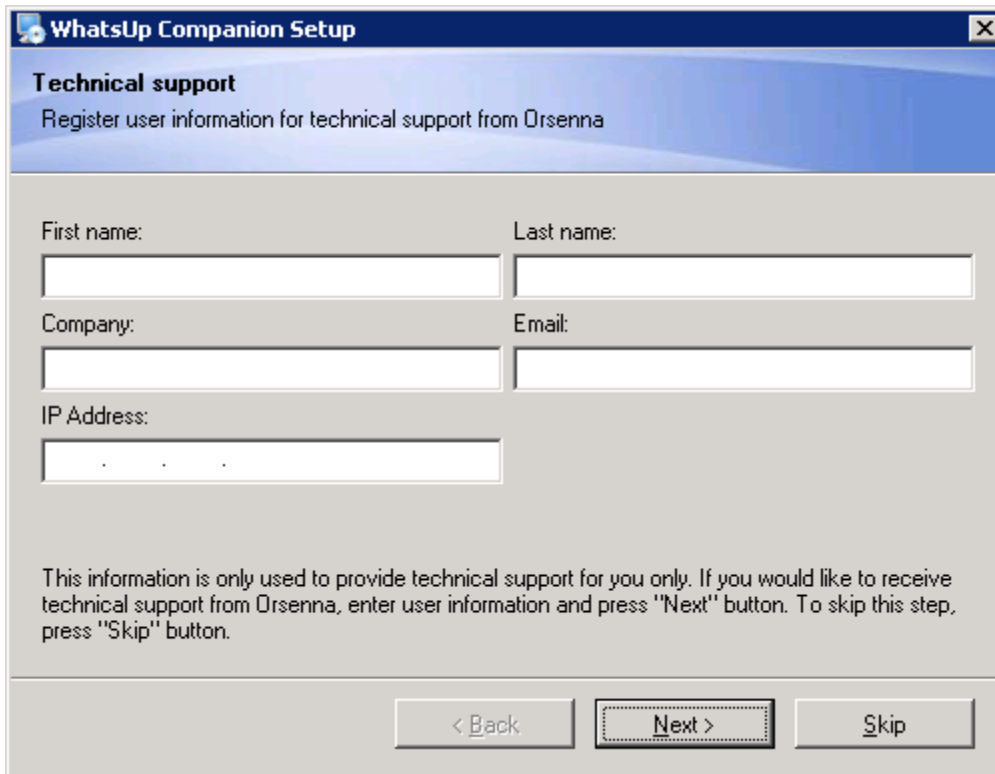
Change...

< Back Next > Cancel

Once you've choose your option, you will be ready for the installation process: [click next to begin the install.](#)



If you want to receive technical support from ORSENNA, you have to fill the user information and click next. If you don't want the technical support, click skip.



WhatsApp Companion Setup

Technical support
Register user information for technical support from Orsenna

First name: Last name:

Company: Email:

IP Address:

This information is only used to provide technical support for you only. If you would like to receive technical support from Orsenna, enter user information and press "Next" button. To skip this step, press "Skip" button.

< Back Next > Skip

Once WhatsApp Companion is installed, one windows will open:

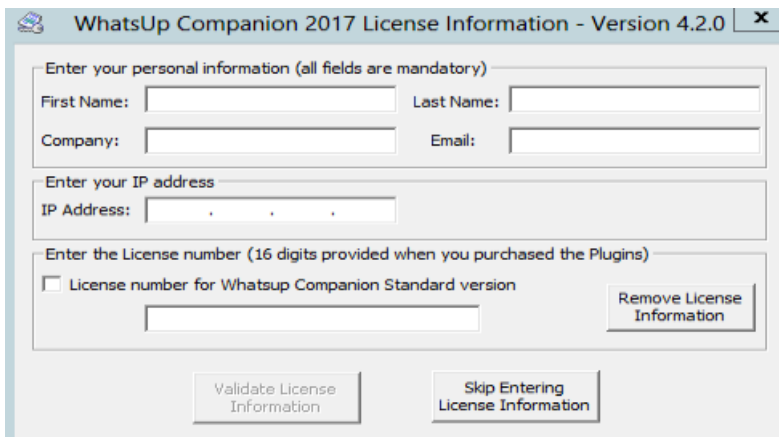


After installation, you need to active your Companion's license.

Click on Start, License Management.



Enter your license information and click on Validate License Information to finish:

A screenshot of a Windows-style dialog box titled "WhatsUp Companion 2017 License Information - Version 4.2.0". The dialog contains three sections: "Enter your personal information (all fields are mandatory)" with fields for First Name, Last Name, Company, and Email; "Enter your IP address" with an IP Address field; and "Enter the License number (16 digits provided when you purchased the Plugins)" with a checkbox for "License number for Whatsup Companion Standard version" and a text field. There is a "Remove License Information" button next to the text field. At the bottom, there are two buttons: "Validate License Information" and "Skip Entering License Information".