



up.time
Version 4

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Getting Started with up.time 4

This guide explains how to install and start the [up.time](#) monitoring station. You can find information in the following sections:

- [up.time Service Monitoring Concepts](#)
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up.time Service Monitoring Concepts

up.time is a Web browser-based application that continuously monitors your servers, applications, databases, and IT resources and alerts you to problems. Using the information that **up.time** provides you can solve problems before they impact your business.

Before you start using **up.time**, you should first understand the underlying monitoring concepts.

- Monitors

The service monitor templates that are bundled with **up.time**. You use these templates to configure a service check.

- Alert Profiles

Templates which tell **up.time** exactly how to react to various alerts – issuing alert notifications and performing recovery options – generated by your service checks.

- Host Checks

Service checks that you select and assign to each server being monitored to test if a specific system is functioning properly. Service checks are temporarily disabled if **up.time** determines that a host is undergoing scheduled maintenance.

- Users

Individuals to whom an **up.time** administrator grants specific access to **up.time**. This access may be:

- Only to specific hosts being monitored, where the user can only view information and create reports.
- To specific hosts, plus authorization to receive alerts from **up.time**.
- Full access to all aspects of **up.time**.

- User Groups

Groups of users who can receive **up.time** alerts and who can be included in service alert monitoring escalations.

- Time Periods

Specific windows during which you want to have **up.time** generate and send alert notifications. For example, you can specify that alerts only be sent between 9 a.m. and 5 p.m. on weekdays.

- Monitor Escalations

The exact definitions of when and how **up.time** should escalate service alerts if they have not been acknowledged by specific users within pre-defined time limits.

- Service Groups

Service monitor templates that enable you to apply a common service check to one or multiple hosts (servers, network devices) that you are monitoring.

Installing the up.time Monitoring Station

You can install **up.time** on several operating systems (see the section “up.time Monitoring Station” in the *up.time User Guide* for more information). The monitoring station is installed a single directory. On Windows, the monitoring station is installed in the directory `C:\Program Files\uptime software\uptime4`. On Solaris, Linux and AIX, it is installed in the directory `/usr/local/uptime4`.

On Windows, the **up.time** monitoring station is installed using a graphical installer that guides you through the steps of the installation process. On Solaris, Linux and AIX, the installer is a console application.



Before installing **up.time**, you must be logged in as Administrator (in Windows) or as root (on Solaris, Linux or AIX).

For information on the hardware and software requirements for the monitoring station, see the section “Installation Requirements” in the *up.time 4 User Guide*.



up.time 4 can run with an Oracle or MS SQL Server database. If you plan to use either of these databases as the **up.time** DataStore, refer to the Knowledge Base articles “Running up.time 4 on Oracle” and “Running up.time on Microsoft SQL Server 2000” (<http://support.uptimesoftware.com>) for the additional steps required to enable **up.time** to work with Oracle or MS SQL Server.

Before You Begin

There are two ways in which to install the **up.time** monitoring station:

1 From the distribution CD.

If you are installing **up.time** from the distribution CD, do the following:

- Insert the CD in the CD-ROM drive.

- If you are installing [up.time](#) on Solaris, Linux or AIX, mount the CD-ROM drive if you are not using automount.

- Change to the following directory on the CD:

```
up.time_MonitoringStation
```

2 From an archive downloaded from the uptime software Web site.

If you have downloaded the [up.time](#) distribution from the uptime software Web site, copy the archive to a temporary directory on the system that will host the monitoring station. For the Windows installer, extract the contents of the archive using a utility like WinZip.

Then, refer to the procedures in the sections “Installing the Monitoring Station on Windows” on page 5 and “Installing the Monitoring Station on Solaris, Linux or AIX” on page 8 for details on completing the installation fro your platform.

Installing the Monitoring Station on Windows

To install the [up.time](#) monitoring station on Windows, do the following:

1 Double click on the following file:

```
up.time-4.0.<build#>-win32-x86.exe
```

Where <build#> is the number of the [up.time](#) build that you are installing. For example:

```
up.time-4.5.100-win32-x86.exe
```

2 On the Introduction screen, click Next.

3 On the License Agreement screen, carefully read the [up.time](#) end user license agreement, and then click the I accept the terms of the license agreement option.

4 Click Next.

5 Do one of the following to set the location where [up.time](#) will be installed:

- Click **Next** to accept the default location (C:\Program Files\uptime software\uptime4).

- In the **Please Choose a Folder** field, type the name of the directory where you want to install the application and then click **Next**.
 - Click **Choose** and select a directory from the **Browse for Folder** window.
 - To recover the default directory, click **Restore Default Folder**.
- 6 Do one of the following to set the location where the up.time DataStore will be installed:**

- Click **Next** to accept the default location (C:\Program Files\uptime software\uptime4\DataStore).
- In the **Please Choose a Folder** field, type the name of the directory where you want to install the DataStore and then click **Next**. This should be the full path to the DataStore.

Because the DataStore can grow very large (in excess of 100 GB), you can install the DataStore in another folder on the file system if you are monitoring a large number of systems and retaining data for extended periods.

- Click **Choose** and select a directory from the **Browse for Folder** window.
- 7 Do one of the following to specify the basic up.time configuration information:**

- Click **Next** to accept the defaults.
- Enter information in the following fields:
 - **SMTP Server**
The name of the default mail host. This value is written to the file `uptime.conf` which contains configuration information for [up.time](#).
 - **Email address**
The email address from which the monitoring station will send alerts and reports to users.

- **DataStore Port**
The number of the port on which the DataStore (the [up.time](#) database) will listen for requests. The port number is written to the file `uptime.conf`.
 - **Web Server Name**
The name of the computer that is hosting the Web server. This name is written to the file `httpd.conf`, which contains configuration information for the Web server used by [up.time](#).
 - **Web Server Port**
The number of the port on which the Web server for the monitoring station will listen for requests. The port number is written to the file `httpd.conf`.
- 8 Select an option for setting up icons in the Windows Start menu and then click Next.**
 - 9 On the Install Summary screen, review the installation options that you selected and then do one of the following:**
 - Click **Previous** to change the settings.
 - Click **Install** to begin the installation process.The installation process will take several minutes.
 - 10 When the software is installed, click Next.**
The following occurs:
 - The Web server, DataStore and Data Collector are installed.
 - The Web server and DataStore are started.
 - The DataStore is populated with default data.
 - The Data Collector is started.
 - 11 On the Install Complete screen, click Next.**
 - 12 Click Finish.**

Installing the Monitoring Station on Solaris, Linux or AIX

Installation on Solaris, Linux, or AIX is done at the command line. In addition to installing the **up.time** application, the installation process attempts to create the uptime user ID (which run applications in non-privileged mode). If it already exists, then the installer will use that account.

When you install the **up.time** monitoring station on AIX 5.3, the installer creates a user called uptime and adds the following lines to the end of the file `/etc/security/limits`:

```
uptime:
    fsize = 2097151
    core = -1
    cpu = -1
    data = -1
    rss = -1
    stack = -1
    nofiles = 2000
```

This allows **up.time** and the installer to exceed the default system resource limits, which can otherwise interfere with the ability of the application to perform monitoring and analysis.

To install the **up.time** monitoring station on Solaris, Linux or AIX, do the following:

1 Type the following command:

```
sh up.time-4.0.<build#>-<platform>.bin
```

where `<build#>` is the number of the **up.time** build that you are installing, and `<platform>` is the operating system on which you are installing **up.time**. For example:

- Linux: `up.time-4.5.100-rhes4-x86.bin`
- Solaris: `up.time-4.5.100-solaris-sparc.bin`
- AIX: `up.time-4.5.100-aix.bin`

It can take up to several minutes for the components of the installer to be extracted from the .bin file. Wait while this process completes.

- 2 **On the Introduction page, press Enter to continue.**
- 3 **On the License Agreement page, carefully read the [up.time](#) end user license agreement. Press Enter to scroll through the agreement.**
- 4 **At the DO YOU ACCEPT THE TERMS OF THIS LICENSE AGREEMENT? (Y/N) prompt, type y and press Enter.**
- 5 **Do one of the following to set the directory in which [up.time](#) will be installed:**
 - Press Enter to accept the default location (`/usr/local/uptime4/`).
 - Type a new location at the command prompt (for example, `/opt/uptime4`) and then press Enter.



The uptime user account must be able to access the installation directory that you specify.

- 6 **Do one of the following to set the location where the [up.time](#) DataStore will be installed:**
 - Press Enter to accept the default location (`/usr/local/uptime4/DataStore`).
 - Type a new location at the command prompt (for example, `/opt/uptime4/DataStore`) and then press Enter. This should be the full path to the DataStore.



Because the DataStore can grow very large (in excess of 100 GB), you can install the DataStore in another folder on the file system if you are monitoring a large number of systems and retaining data for extended periods.

- 7 Do one of the following to specify the basic up.time configuration information:**
 - Press Enter to accept the default for each option that is listed below.
 - Type new information for each of the following options:
 - **Web Server Name**

The name of the computer that is hosting the Web server. This name is written to the file `httpd.conf`, which contains configuration information for the Web server used by up.time.
 - **Web Server Port**

The number of the port on which the Web server for the monitoring station will listen for requests. The port number is written to the file `httpd.conf`.
 - **SMTP Server**

The name of the default mail host. This value is written to the file `uptime.conf`.
 - **up.time email address**

The email address from which the monitoring station will send alerts and reports to users.
 - **DataStore Port**

The number of the port on which the DataStore (the up.time database) will listen for requests. The port number is written to the file `uptime.conf` which contains configuration information for up.time.
- 8 On the Install Summary page, review the installation options that you selected and then do one of the following:**
 - Type back and then press Enter to change any of the settings.
 - Press Enter begin the installation process.

The installation process will take several minutes.

9 When the software is installed, press Enter.

The following occurs:

- The Web server, DataStore and Core are installed.
- The Web server and DataStore are started.
- The DataStore is populated with default data.
- The Core service is started.

10 On the Install Complete page, press Enter to exit the installer.



It can take up to a minute for the [up.time](#) services to start. Wait before attempting to log into the monitoring station.

Post-Installation Tasks

After installing [up.time](#), you will need to do the following:

- Set up the administrator account when you first log in. See the section “Setting Up the Administrator Account” in the *up.time 4 User Guide*.
- Install the license for [up.time](#). See the section “License Information” below.
- Add users and systems. See the sections “Configuring Users” and “Using My Enterprise” in the *up.time 4 User Guide*.
- If you are using Oracle as your DataStore, refer to the Knowledge Base article “Running up.time 4 on Oracle 10g” for the additional steps required to enable [up.time](#) to work with Oracle.
- If you are using MS SQL Server as your DataStore, contact uptime software Client Support Services for assistance in setting up MS SQL Server.

License Information

If your **up.time** package did not come with a license key, then either contact your sales representative to request a key or send an email to support@uptimesoftware.com.

You will need the host ID for the system so that a permanent license key can be generated. The host ID is displayed in the **License Information** subpanel, and is similar to the following:

```
001110bf101d
```



You do not need the host ID if you are evaluating up.time. The demo licenses expire after predetermined amounts of time and can run on any system.

To install a license, do the following:

- 1 **Log into up.time.**
- 2 **On the up.time tool bar, click Config.**
- 3 **In the Tree panel, click License Info.**

If you currently have an **up.time** license, it is displayed in the **License Information** subpanel.

- 4 **Paste the new license into the License Key text box and then click Update.**



You can also click the **Add License Key** link in the **My Portal** panel of the **up.time** interface to view a Flash presentations that visually demonstrate how install a license key.

Upgrading to up.time 4

If you are using a previous version of **up.time** and intend to upgrade to version 4, you can find detailed information about the upgrade process at the uptime software support Web site:

<http://support.uptimesoftware.com>

Starting and Stopping up.time

In addition to the Web interface, the **up.time** monitoring station consists of the Database, Web server, and Core services. These services run in the background and start automatically after the operating system on the server hosting **up.time** starts. However, system administrators may need to stop and start the **up.time** services – for example, after making configuration changes or performing an upgrade.

Starting the up.time Services

To start the **up.time** services, do the following:

1 In Windows, do the following:

- Select **Start > Control Panel**.
- Double click **Administrative Tools**, and then double click **Services**.
- In the **Services** window, find the following entries and click **Start the service**:
 - up.time 4 Data Store
 - up.time 4 Data Collector
 - up.time 4 Web Server

2 In Solaris or Linux, do the following:

- Log into the monitoring station as user root.
- Type the following command to start the database:
`/etc/init.d/uptime4_datastore start`
- Type the following command to start the Web server:
`/etc/init.d/uptime4_httpd start`
- Type the following command to start the **up.time** services:
`/etc/init.d/uptime4_core start`

3 On AIX do the following:

- Log into the monitoring station as user root.
- Type the following command to start the database:
`/etc/rc.d/init.d/uptime4_datastore start`
- Type the following command to start the Web server:
`/etc/rc.d/init.d/uptime4_httpd start`
- Type the following command to start the Data Collector:
`/etc/rc.d/init.d/uptime4_core start`

Stopping the up.time Services

To stop the [up.time](#) services, do the following:

1 In Windows, do the following:

- Select **Start > Control Panel**.
- Double click **Administrative Tools**, and then double click **Services**.
- In the **Services** window, find the following entries and click **Stop the service**:
 - up.time 4 Data Store
 - up.time 4 Data Collector
 - up.time 4 Web Server

2 On Solaris or Linux, do the following:

- Log into the monitoring station as user root.
- Type the following command to stop the database:
`/etc/init.d/uptime4_datastore stop`
- Type the following command to stop the Web server:
`/etc/init.d/uptime4_httpd stop`

- Type the following command to stop the **up.time** services:

```
/etc/init.d/uptime4_core stop
```

3 On AIX do the following:

- Log into the monitoring station as user root.
- Type the following command to stop the database:

```
/etc/rc.d/init.d/uptime4_datastore stop
```
- Type the following command to stop the Web server:

```
/etc/rc.d/init.d/uptime4_httpd stop
```
- Type the following command to stop the Data Collector:

```
/etc/rc.d/init.d/uptime4_core stop
```

Setting Up the Administrator Account

When you first log into **up.time**, you will have to set the password and email address for the administrator account. You do not need to set the user name for this account; the default is `admin`.

To set up the administrator account, do the following:

1 Enter the following in the address bar of a Web browser:

```
http://<uptime_hostname>
```

Where `<uptime_hostname>` is the name or IP address of the server that is hosting the monitoring station. For example:

```
http://localhost:9999
```

The **up.time** log in window opens in a Web browser.

- 2 Enter the password for the administrator in the Password field.
- 3 Re-enter the password in the Confirm Password field.
- 4 Enter your email address in the Administrator's Email field.
- 5 Click the Login button.

Accessing up.time

To access [up.time](#), do the following:

- 1 Start a Web browser.**
- 2 Enter the following in the address bar of the Web browser:**

`http://<uptime_hostname>`

Where `<uptime_hostname>` is the name or IP address of the server that is hosting the monitoring station.

The [up.time](#) log in window opens in a Web browser.

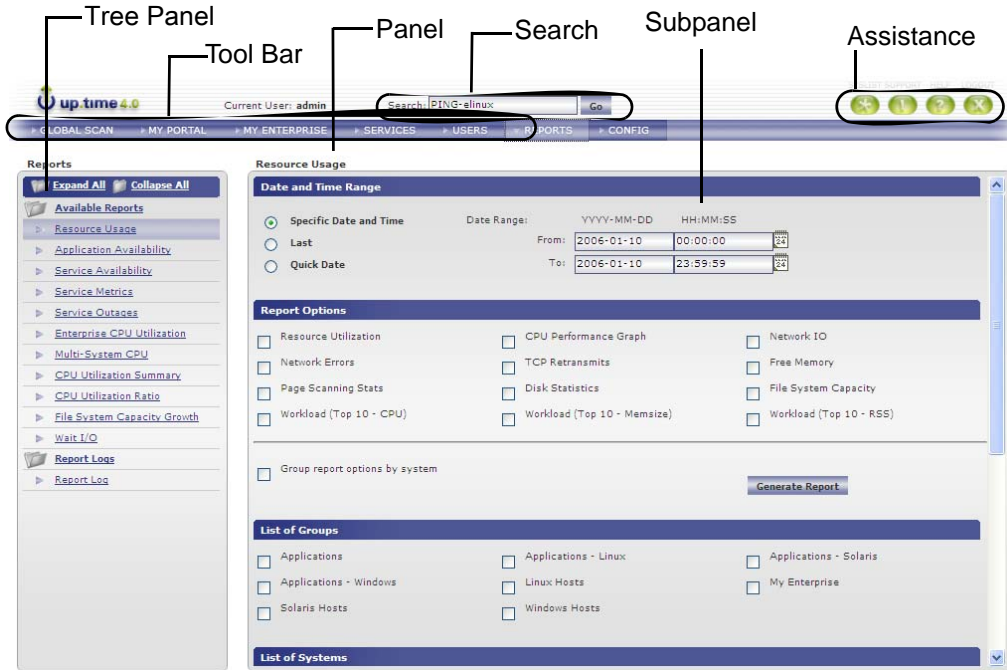
- 3 Enter your assigned user name in the User Name field.**
- 4 Enter your assigned password in the Password field.**
- 5 Click the Login button.**

Exiting up.time

To exit [up.time](#), click the **Logout** button on the [up.time](#) tool bar.

Understanding the up.time Interface

The up.time interface consists of six main sections, as shown in the image below. The panels change according to the task area that you have selected from the tool bar.



up.time Tool Bar

The up.time tool bar provides quick access to the following panels:

- Global Scan
- My Portal
- My Enterprise
- Services
- Users
- Reports
- Config

Global Scan

The **Global Scan** panel provides information about the status of your resources. You can drill down by system group, system, or alert status to obtain the lowest level of resource information in your environment.

For more information about using the **Global Scan** panel, see the chapter “Using Global Scan” in the *up.time 4 User Guide*.

My Portal

When you log into [up.time](#), the first screen you see is the **My Portal** panel. The **My Portal** panel gives quick access to basic [up.time](#) functions and to saved reports. The **My Portal** panel is divided into the following sections:

- Assistance
- My Preferences
- Latest News
- My Reports

For more information about using the **My Portal** panel, see the chapter “Using My Portal” in the *up.time 4 User Guide*.

My Enterprise

The **My Enterprise** panel provides an inventory of your network resources. You can view information about systems and their monitoring status. From the **My Enterprise** panel, you can add and view:

- Systems
- Groups
- Applications
- Views

For more information about using the **My Enterprise** panel, see the chapter “Using My Enterprise” in the *up.time 4 User Guide*.

Services

The **Services** panel enables you to manage and configure services, which are provided by an application to perform a specific task. **up.time** monitors both services and applications to ensure that performance and availability are maintained.

In the **Services** panel, you can manage and configure:

- Service instances.
- Service groups.
- Alert profiles.
- Action profiles.
- Host checks.
- Topological dependencies.
- Scheduled maintenance.

For more information about using the **Services** panel, see the chapter “Using Service Monitors” *up.time 4 User Guide*.

Users

The **Users** panel enables you manage all users, user groups, notification groups and their associated permissions.

With the **Users** panel, you can:

- View, create, edit, and delete users.
- View, create, edit, and delete user groups.
- View, create, edit, and delete notification groups.
- View, create, edit, and delete user roles.

For more information about using the **Users** panel, see the chapter “Configuring Users” in the *up.time 4 User Guide*.

Reports

The **Reports** panel enables you to manage and create detailed, custom reports on the performance and availability of the resources in your enterprise.

Using the **Reports** panel, you can:

- Customize and produce a report.
- Schedule when you want a report to be generated.
- Select the format of the report.
- Select how and where you would like the report delivered.

For more information about using the **Reports** panel, see the chapter “Using Reports” in the *up.time 4 User Guide*.

Config

The **Config** panel enables you to configure how **up.time** operates. Using the **Config** panel, you can view, add, modify, and delete the following:

- **up.time** license information and the license key.
- Archive policies.
- Mail servers.
- Remote reporting settings.
- Problem reports.

System List

The system list (Syslist) is a popup window that lists the following:

- The display names in **up.time** and the host names of systems in your environment, arranged in alphabetical order.
- The name of the group to which the system belongs, if any.



You access the system list by clicking the **Syslist** icon in the top-right corner of the **up.time** GUI. A window like the following one appears:




System List		
Display Name	Hostname	Entity Group Name
 Active Directory	10.1.1.19	My Enterprise
 ATX-5L	aix5l	UNIX Systems
 Brightmail	brightmail2	Windows Systems
 Cypher	cypher	Linux Systems
 WebLogic Server	dev-rmeloche	My Enterprise
 ELinux	elinux	Linux Systems
 Filter	filter	Solaris Systems
 FogBugz	fogbugz	Windows Systems
 Ginger	ginger	Linux Systems
 irobot	irobot	Windows Systems
 WebSphere Server	lab-websphere	My Enterprise

The Syslist is also a tool for quick navigation within the **up.time** GUI. Each display name is a hyperlink. Click a display name to view the information about the system in the **System Information** subpanel.

Icons

Entries in various panels have icons beside them. These icons enable you to do the following:

-  Clone
Makes a copy of a service monitor, which you can then modify.
-  Edit
Opens a window in which you can modify any entry in the **Services** or **Users** panels.

-  View
Displays the properties of any entry in the **Services** or **Users** panels.
 -  Delete
Deletes any entry in the **Services** or **Users** panels. You will need administrator privileges to delete certain entries.
-  These icons do not appear in the [up.time](#) GUI if users do not have permissions to access the functions represented by the icons.

Configuring up.time

Once **up.time** is installed and running, you can configure **up.time**. To do so, perform the following tasks:

- Add users and user roles.
See the chapter “Configuring Users” in the *up.time 4 User Guide* for more information.
- Configure alert profiles.
See the section “Alert Profiles” in the *up.time 4 User Guide* for more information.
- Add systems.
See the chapter “Using My Enterprise” in the *up.time 4 User Guide* for more information.
- Add service monitors.
See the following chapters in the *up.time 4 User Guide* for more information:
 - “Using Service Monitors”
 - “Agent Monitors”
 - “Microsoft Windows Monitors”
 - “Database Monitors”
 - “Application Monitors”
 - “Network Service Monitors”
 - “Advanced Monitors”

For information on how to perform basic tasks within **up.time**, click the **Launch Tutorials** link in the **My Portal** panel. This opens a new browser Window that takes you to the tutorials page at the Client Care Portal (<http://support.uptimesoftware.com/tutorials.php>).