



# 9 Step Quick Start Guide

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You can also find helpful short videos to assist with your trial.

[These can all be found here, on the Trial Evaluation Center.](#)

# Step 1

**Security** – the first installation account is configured as the administrator.

Create user groups, user roles, notification groups and any additional users. After creating the user account, select the group he/she should belong to within up.time and the role for security purposes.

The screenshot shows the Idera up.time web interface. The browser address bar indicates the URL: 10.1.40.100/main.php?page=Users&subPage=UserContainer&subsection=view&id=1. The interface includes a navigation menu with options like Dashboards, My Portal, My Infrastructure, Services, Users, Reports, and Config. The main content area is divided into two sections: a sidebar with navigation options and a main table displaying user details.

**Users**

- View Users
- Add New User
- View Distribution Lists
- Add New Distribution List

**User Groups**

- View User Groups
- Add New User Group

**Notification Groups**

- View Notification Groups
- Add New Notification Group

**User Roles**

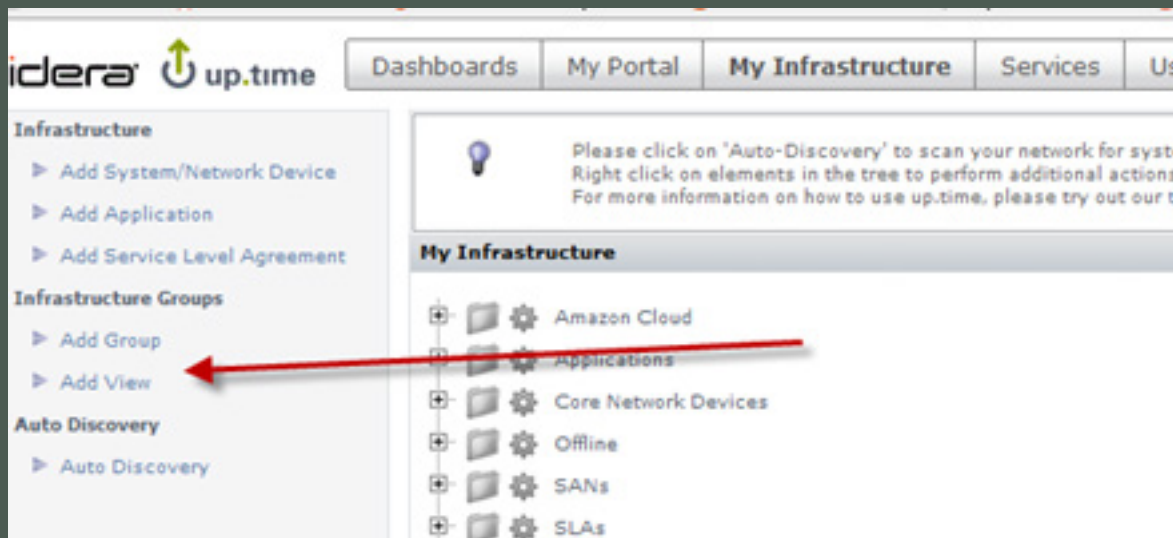
- View User Roles
- Add New User Role

**User**

Username	admin
First Name	up.time
Last Name	Administrator
Location	
Email Address	joel.pereira@uptimesoftware.com
Email Time Period	24x7
Pager/Cellphone Address	
Pager/Cellphone Number Time Period	24x7
User's Windows Desktop Host Name	
User's Windows Desktop Workgroup	
Windows Popup Time Period	24x7
Default Login Dashboard	Resource Scan
Is the User away on vacation?	<input type="checkbox"/> No
Should the User receive alerts?	<input checked="" type="checkbox"/> Yes
Alert on Critical	<input checked="" type="checkbox"/> Yes
Alert on Warning	<input checked="" type="checkbox"/> Yes
Alert on Unknown	<input checked="" type="checkbox"/> Yes
Alert on Recovery	<input checked="" type="checkbox"/> Yes
Disable ActiveX Graphs	<input type="checkbox"/> No
Show Tips	<input checked="" type="checkbox"/> Yes

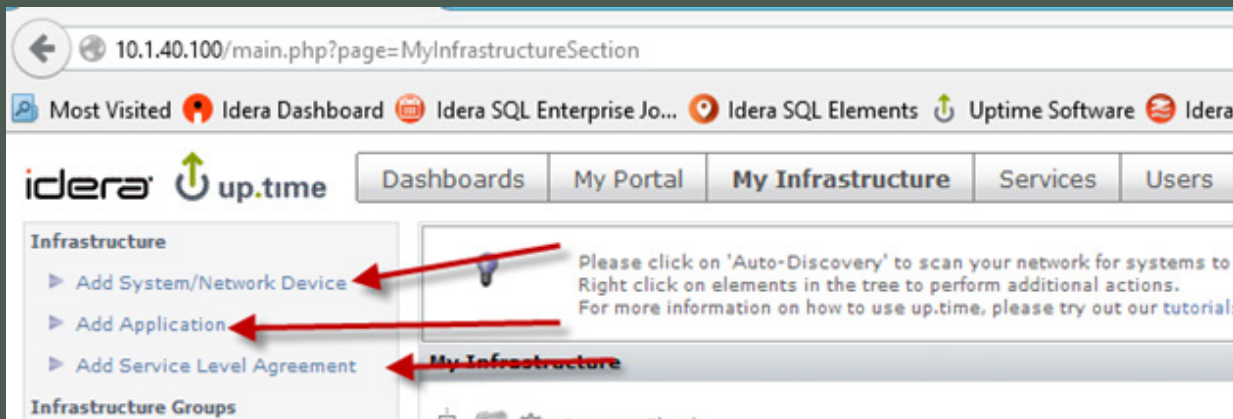
# Step 2

Go to the “My Infrastructure” tab and create **\*optionally\*** some “element groups”. These groups can be named based on server types, applications, and technology supported.

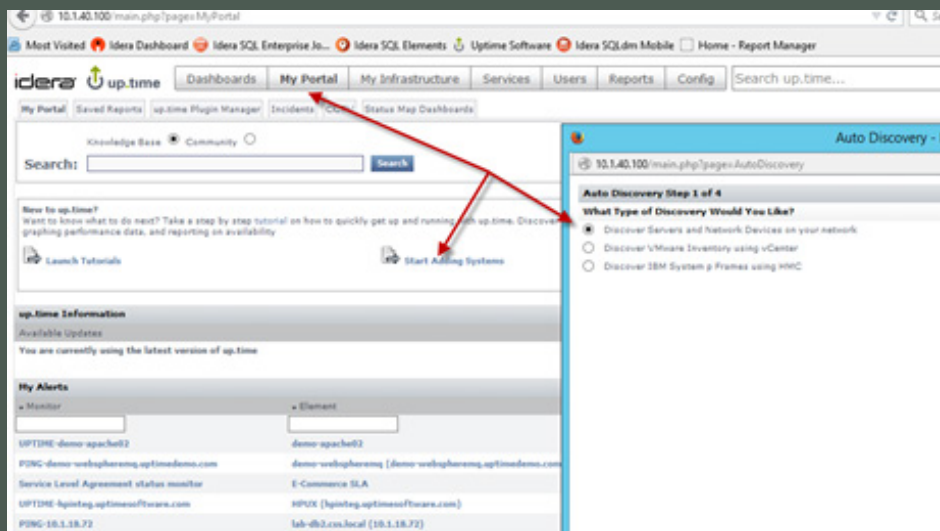


# Step 3

On the same “My Infrastructure” tab, create a SLA agreement for reporting on uptime and availability. Create an “Application” for organizing elements. And then select “Add system/Network device to start adding elements.

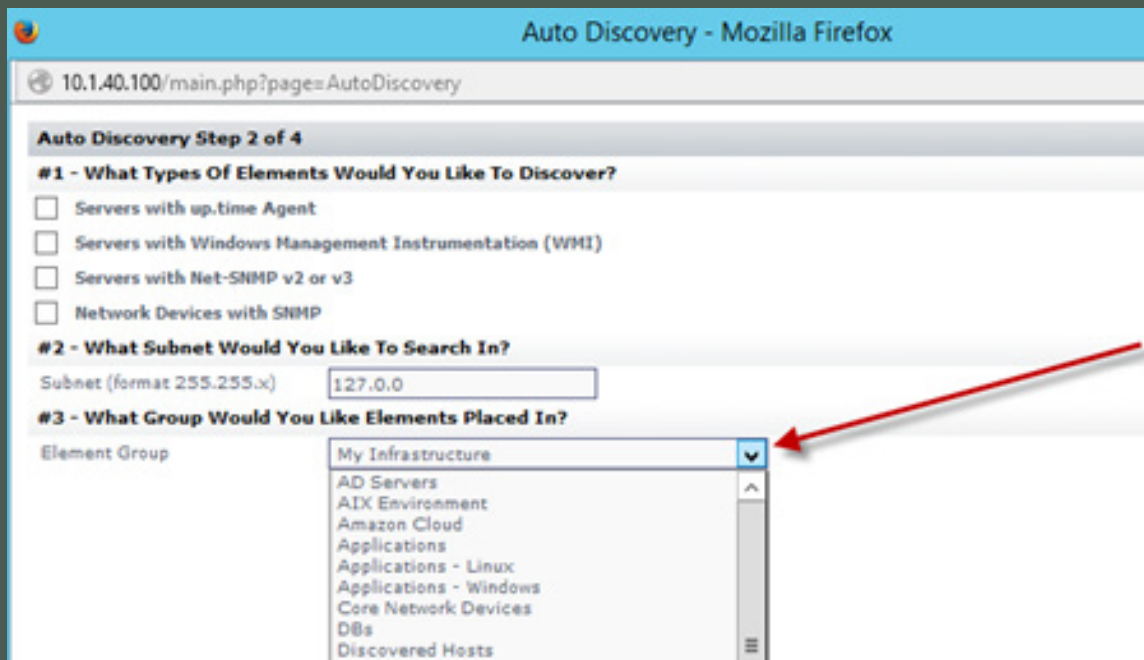


Select the “My portal” tab and choose the option to start discovery of elements as well.



# Step 3, continued

As elements are discovered, they can automatically be placed in the appropriate group.



# Step 4

As the elements are discovered, notice they are displayed at the bottom of the “My infrastructure” tab. Go to the “Services” tab and add service groups to be able to apply service monitors to groups of elements. We also deploy the basic health checks across the elements. Select the option to “Add Service Monitor” for more in depth monitoring around specific applications and services on the selected elements.

The screenshot shows the Idera Up.time web interface. The browser address bar displays `10.1.40.100/main.php?page=Services&subPage=ServiceGroup#`. The navigation menu includes: Dashboards, My Portal, My Infrastructure, **Services**, Users, Reports, Config, and Search up. The left sidebar contains the following menu items:

- Service Monitors
  - View Service Monitors
  - Add Service Monitor
- Service Groups
  - View Service Groups
  - Add Service Group
- Alert Profiles
  - View Alert Profiles
  - Add Alert Profile
- Action Profiles
  - View Action Profiles
  - Add Action Profile
- Host Checks
  - View Host Checks
- Topology

The main content area features a diagram titled "Service Monitors" showing three server icons connected to a "Service Group" folder icon, which is then connected to four "Systems" server icons. A text box on the right states: "Up.time gives you the ability to group multiple service monitors in to a single Service Group making it easier to assign this group of services to many systems." Below the diagram is a table of "Regular Service Groups":

Name	Element Groups
AD Servers	0
All Server Checks	2
Apache Servers	1
Db group example	1

Red arrows point from the "Add Service Monitor" and "Add Service Group" links in the sidebar to the diagram, and from the "View Host Checks" link to the table.

# Step 5

Alert profiles can also be set up to notify various team members regarding performance issues and outages specific to elements related to the recipients role or responsibilities. Action profiles can also be created to allow up.time to execute remediation scripts.

The screenshot displays the Idera up.time web interface. The browser address bar shows the URL `10.1.40.100/main.php?page=Services&subPage=AlertProfile#`. The page title is "Edit Alert Profile - Level 3 - Managers - Mozilla Firefox".

The left sidebar contains a navigation menu with the following sections:

- Service Monitors
  - View Service Monitors
  - Add Service Monitor
- Service Groups
  - View Service Groups
  - Add Service Group
- Alert Profiles
  - View Alert Profiles
  - Add Alert Profile
- Action Profiles
  - View Action Profiles
  - Add Action Profile
- Host Checks
  - View Host Checks
- Topology
  - View Topological Dependencies
  - Add Topological Dependency
- Maintenance Scheduler
  - View Maintenance Profiles
  - Add Maintenance Profile
  - Host Maintenance Windows
  - Service Maintenance Windows
  - Assign Maintenance to Service
- Monitoring Periods
  - View Monitoring Periods
  - Add Monitoring Period

The main content area is titled "Alert Profiles" and shows the configuration for the "Level 3 - Managers" profile. The "Name of Alert Profile" is "Level 3 - Managers". The "Start alerting on notification number" is set to 3, and the "End alerting on notification number" is empty. The "Never Stop Notifying" checkbox is checked.

The "Delivery Types" section includes:

- Email Alert
- Pager Alert
- Script Alert
- Windows Popup Alert

The "Script Path" field is empty.

The "Custom Formatting Options" section includes:

- Custom Format
- Medium Template (dropdown) and Fill button
- Notification type: `$TYPE$ $DATETIME$`
- Host: `$HOSTNAME$ ($HOSTSTATES)`
- Service: `$SERVICENAME$`
- Service State: `$SERVICESTATE$`
- Output: `$OUTPUT$`

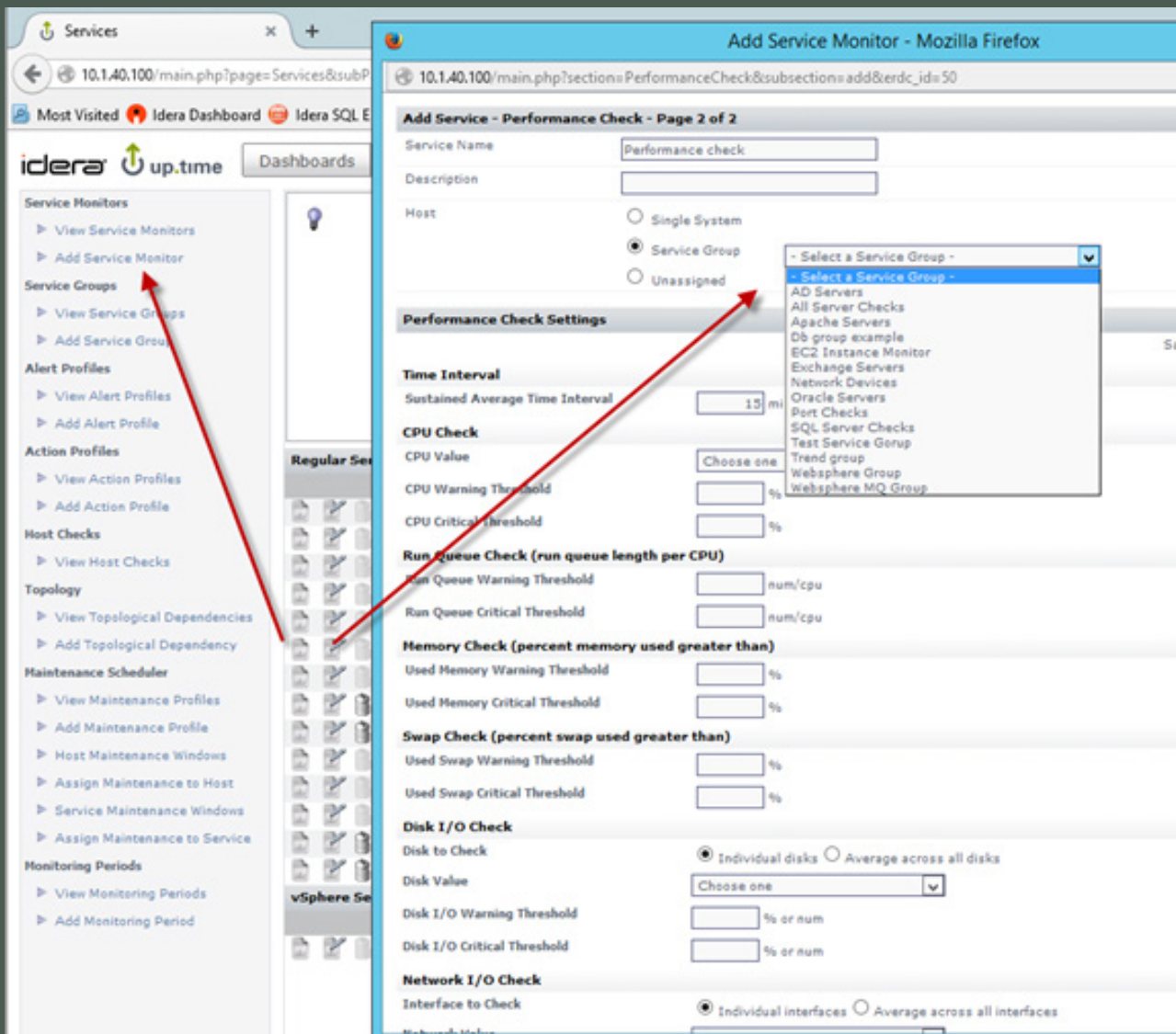
The "Notification Groups" section includes a search box and a table of notification groups:

Select the Notification Groups that should be contacted by this Profile

Search	Add all	3 items selected	Remove all
Dan Only	+	Abdullah Only	-
NotifySysAdmins	+	Windows Team - Daytime	-
Pres Team	+	Windows Team - Off Hours	-
Unix Team	+		
VMware Team	+		

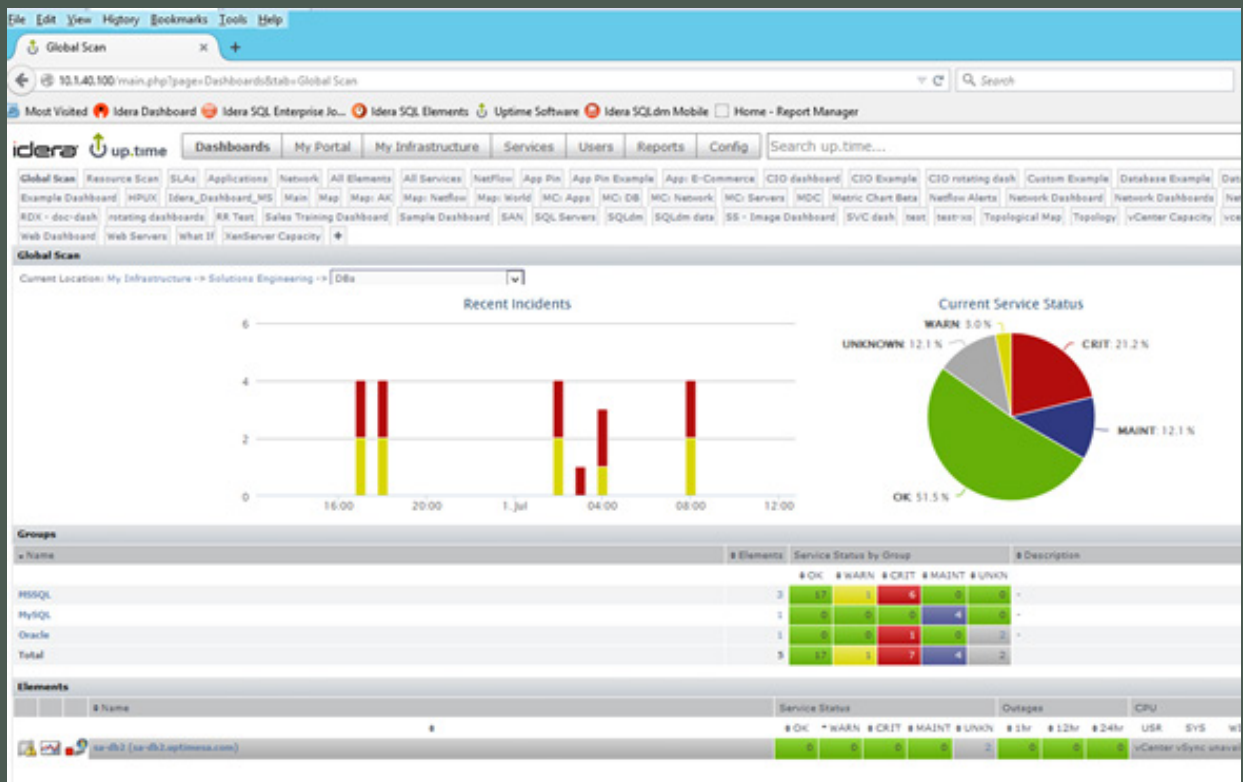
# Step 6

As monitoring is deployed by selecting a service monitor, a variety of threshold options are presented. These thresholds can be configured and applied to various groups of elements discovered previously.



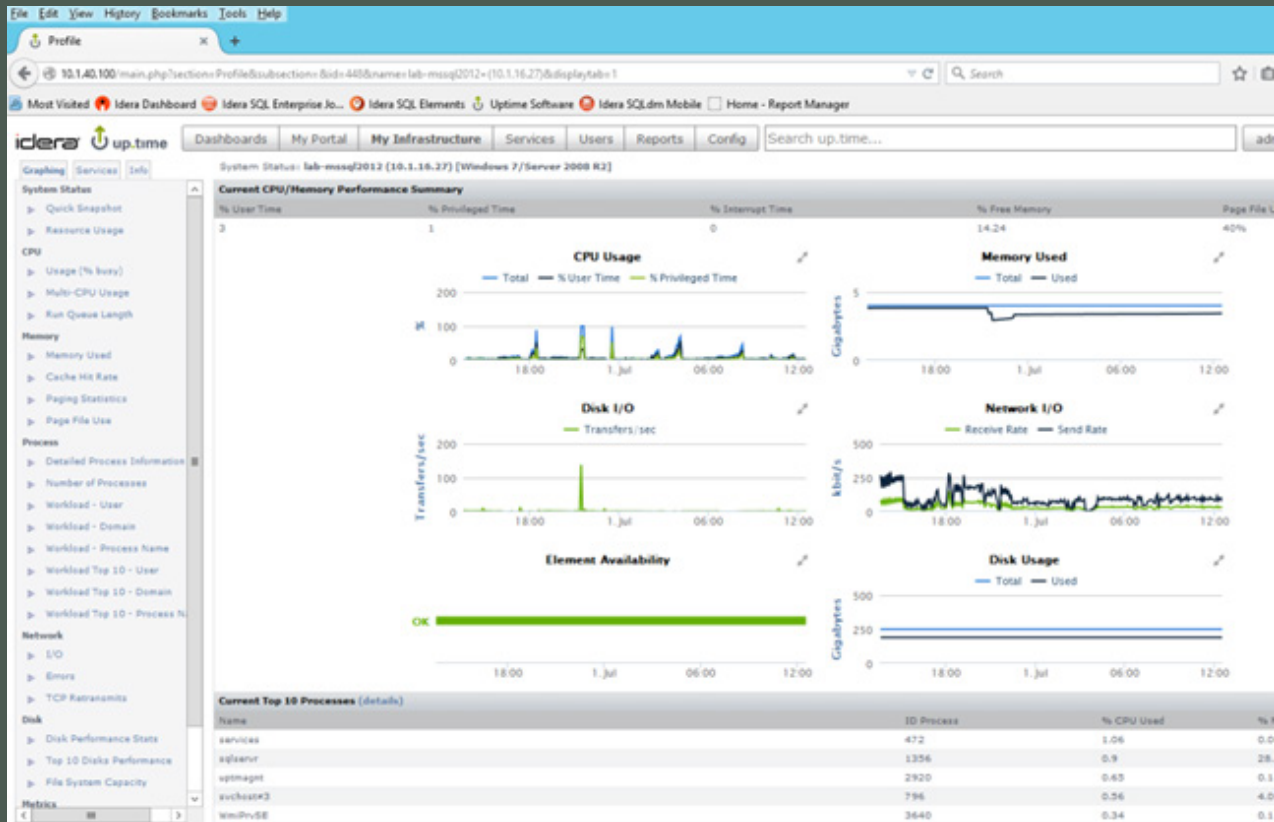
# Step 7

After deploying the basic check and additional service monitors, the main dashboard can be utilized to analyze the incoming data. Custom dashboards can also be created to review multiple facets of performance data.



# Step 8

Dashboards also allow for drill down analysis and graphing capability.



# Step 9

There are a variety of reports available to report on performance, availability, and status trends over time based on element, or groups of elements.

The screenshot displays the Idera up.time Reports interface. The main window shows a 'Resource Usage Report - Mozilla Firefox' for the host 'lab-mssql2012 (10.1.16.27)'. The report includes the following table:

Metric	Average	Maximum	Average	Smallest Free Mem
CPU Utilization	8.07%	98%	Memory Utilization	597.264 KB
File System	Average over Period	Highest Over Period	File System Size	
C:	76%	76%	262,038,524 KB	

Below the table is a line graph titled 'CPU Usage lab-mssql2012' showing '% User Time' (red) and '% Privileged Time' (green) from 00:30 to 13:30 on 2015-07-01. The graph shows several peaks, with the highest reaching approximately 100% at 00:30 and another significant peak around 04:30.

The interface also features a 'List of Views' section with the following options:

- AIX Servers
- Apache Cluster Environment
- Email Infrastructure
- HPUX Systems
- Solaris Systems
- VMware Physical Servers