

# NPI Certified WhatsUp Gold Training

---

Network Pipeline Inc. offers affordable WhatsUp Gold's Management Suite Certified Training plans for all size organizations - Small, Medium and Large.

## Ipswitch Certified Training Services

NPI Instructors have over 15 Man Years of Certified Training experience! NPI's training program has been developed over the last decade and its proven training curriculum has been used to train thousands of students in government, military, educational institutions and Fortune 1000 companies. Not even Ipswitch can make this claim. In the past 10 years, we are the only company that Ipswitch has outsourced client training to and we have the only Certified Instructors.

## WhatsUp Gold Training Curriculum

NPI's WhatsUp Gold Curriculum includes not only detailed instruction about how to take advantage of Ipswitch's WhatsUp Gold Management Suite but also is the only training program to date that includes over 40 hands-on labs that are Instructor-guided so the student can return to the office and be immediately productive.

Our copy written training materials, including labs, can be referred to after class is over as the student completes the tasks needed to build an effective monitoring solution with WhatsUp Gold.

NPI's in-depth training will enable students to optimize the Return On Investment for WhatsUp Gold's Management Suite by focusing on Best Practices and strategies that:

- Optimize configuration and management of your WhatsUp Gold system
- Strengthen your visibility and knowledge about network status
- Enhance your ability to locate, understand and resolve problems

## Course Offering

This training course has been developed by experienced Network Engineers and Administrators that have worked in the industry. This course has been designed by NPI to emphasize real world monitoring scenarios rather than a manufacturer's marketing presentation designed to sell not train. NPI training classes provide objective points of view that demonstrate the pros and cons when configuring WhatsUp Gold and the class is not limited to discussing only the manufacturer's point of view. NPI also addresses a wide range of scenarios that you will be faced with on a day-to-day basis.

## WhatsUp Gold Certified Hands-On Training and Seminar Series

Network Pipeline offers two classes:

- WhatsUp Gold Deployment and Best Practices – Day 1 and 2
- WhatsUp Gold Advanced Topics and Production System Review – Day 3

The three days of class offer approximately 40 hands-on exercises in addition to teaching you the strategies and techniques of deploying WhatsUp Gold and using best practices in the daily operation of this award winning network management and monitoring suite. Three venues are offered – Online, Open Classroom and Onsite at your offices.

### **Online Class**

Students will be invited to an online meeting on the designated training days. Students are expected to access a Windows 7 or higher Microsoft Operating System on a desktop or laptop to use for the class with the SNMP Windows Component installed. A telephone headset is required. Prior to class, the student will need to load a 30 day evaluation of WhatsUp Gold with its plug-ins a few days before class. There is no student travel required.

### **Open Classroom**

NPI publishes a schedule of classes planned for the next 6 - 12 months. Students are expected to bring a laptop to class with a Windows 7 or higher Microsoft Operating System on the laptop to use in the class with the SNMP Windows Component installed. Prior to class, the student will need to load a 30 day evaluation of WhatsUp Gold with its plug-ins a few days before class.

Students are responsible for their travel expenses. NPI may have special hotel rates available. Call 1.561.395.1201 for more details.

### **Onsite at your Facilities**

The hosting company is responsible for having the student classroom setup with a projector for the instructor. Call 1.561.395.1201 for more details.

## **The WhatsUp Gold Training Class Outline**

WhatsUp Gold - Deployment and Best Practices – Days 1 and 2 and Advanced Day 3

### **Who Is This Class Designed For**

- Domain and OU Administrators
- Network Managers and Technicians
- System Engineers
- Network Operation Center Management and Personnel
- Help Desk and Desktop Support Staff
- Security Professionals

### **What Students will learn?**

- Best Practices in the Deployment of WhatsUp Gold's Management Suite
- Real life scenarios not limited to Ipswitch exclusive discussion
- How to implement and deploy WhatsUp Gold's Management Suite
- Understand how to manage the WhatsUp Gold Operation on a day-to-day basis
- Build out the Monitoring Libraries and Strategies to determine Device Health
- How to take advantage of Alerting and Notifications and prevent false positives
- All classes offer Hands-On experience with Instructor-led hands-on labs

## WhatsUp Gold Three Day - Deployment, Best Practices and Advanced Topics

### *Day One - Planning and Configuration - 8:45am - 4:30pm*

- Overview of the WhatsUp Gold Management Suite What's New with the Current Release of WhatsUp Gold
- WhatsUp Gold Licensing and Management
- Strategic Partnerships and Third Party Tools
- WhatsUp Gold Deployment Planning and Project Plan
- Software and Hardware Platform Requirements and Growth Strategies
- SNMP Review and Preparation in the Deployment of WhatsUp Gold
- Windows Admin Console Overview
- WhatsUp Gold Global Program Options and Considerations
- WhatsUp Gold Device Properties and Utilization Tips
- Credentials Library for SNMP v1, v2, v3 and Windows
- Building and Testing Active, Passive and Performance Monitors

### *Day Two - Deployment and Management - 8:45am - 4:30pm*

- Building and Testing Active, Passive and Performance Monitors (continued)
- Building Standard Actions and Notifications via the Windows Admin Console
- Building Action Policies and Preventing False Positives
- Building Alert Center Actions, Notifications and Thresholds
- Creating and Identifying Custom Device Roles in your network
- Device Discovery Methods - Pros and Cons
- Building and Modifying Maps, Display Options and Images
- Defining Standard Device Groups and Dynamic Device Groups
- Remote Management via the Web Admin Console
- Dashboard Views and Navigation
- Alert Center Management
- Daily Operation, Reporting and Database Management
- Troubleshooting Techniques

### *Day Three - Plug-ins and Client Workshop - 8:45am - 4:00pm*

- SQL Server Management Performance Monitoring for SQL and Windows Servers
- WhatsUp Gold's Database Schema
- Troubleshooting Issues with SQL for WUG
- Distributed Edition (DE) Central and Remote Overview Managed Service Provider (MSP) Edition
- Distributed Edition & MSP Configuration and Reporting
- WhatsUp Gold Dashboard
- WhatsConnected Layer 2/3 Discovery Plug-In Installation and Configuration
- Discovery and Mapping with WhatsConnected
- Search and Documenting with WhatsConnected
- WhatsConnected Strategies
- WhatsUp Gold Flow Monitor Plug-In Flow Monitoring Overview
- Configuring Target Devices For Net Flow, sFlow and J-Flow

- Flow Reporting
- Flow Publisher
- VoIP Monitoring Overview
- Configuration Requirements for VoIP Monitoring
- VoIP Reporting
- WhatsConfigured
- Configuration and Implementation
- WhatsConfigured Scripting
- WhatsVirtual Configuration and Implementation
- Failover Manager
- Question and Answer Session Client Assisted Configuration
- Open Labs and Client Requests
- Online Certified Exam Instructions

**Contact Network Pipeline Sales at 1.561.395.1201**

*Please note the following Network Pipeline Inc. Training Terms and Conditions:*

1. Training will be conducted on the latest release and supported version of WhatsUp Gold, and if needed, NPI can also train your personnel on a previous release, please contact Brad Wilkus for this requirement
2. Seats are limited and reserved by full payment 10 business days in advance of the class dates
3. Training cannot be transferred or assigned and is non-refundable.
4. Classes are subject to schedule changes so please confirm by email or call 1.561.395.1201
5. Classroom training materials for online classes are sent in advance to students via UPS Ground
6. If the student registers 4 or fewer business days in advance of the class start date for online classes, training materials may be subject to additional shipping fees to accommodate the student
7. International students, please allow 5 business days for shipping online materials due to customs, etc.
8. Once purchased, Students have up to 180 calendar days to complete the class or lose their seat

## **Network Pipeline Inc. Professional Services**

NPI can be used to design, implement and deploy WhatsUp Gold with your IT Staff or outsource this task to NPI as many clients do.

NPI can also provide Upgrade Support, install new Plug-ins and interface with Ipswitch's Technical Support Department.

Contact Brad J. Wilkus for a confidential proposal at 561.395.1201 or by email – [bradwilkus@networkpipeline.com](mailto:bradwilkus@networkpipeline.com).