Introduction

About up.time

up.time is an enterprise tool that provides a unified view for IT-systems monitoring. Through proactive, comprehensive and integrated monitoring and reporting, up.time gives complete visibility and control over the availability, performance and capacity of your IT environment, from applications, to servers and virtual machines, to network devices. Although comprehensive and scalable, up.time is also easy to use, and can be deployed in minutes.
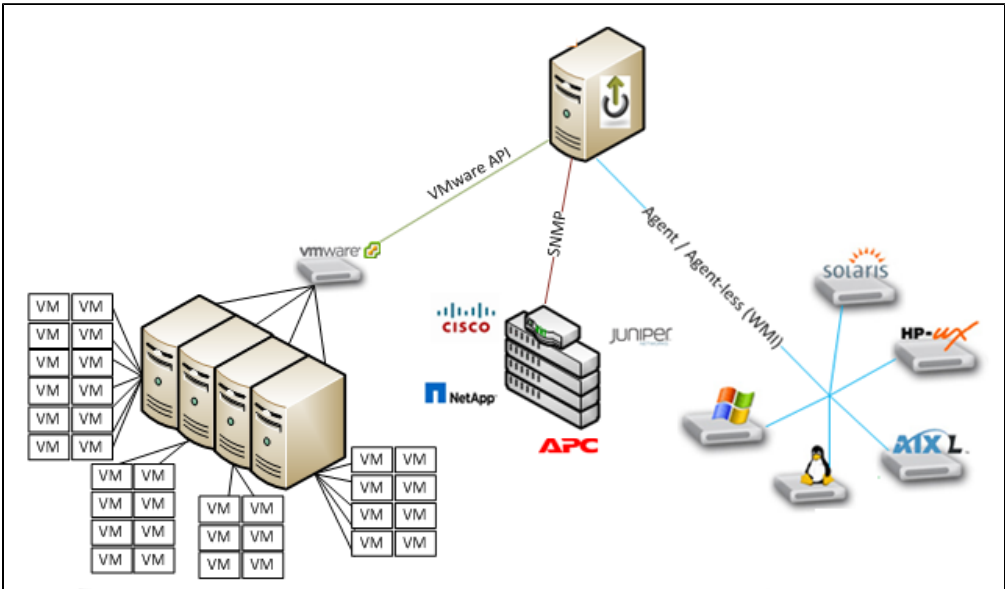
About this Guide

This Getting Started Guide will help you become familiar with using the up.time Monitoring Station to perform some of up.time's basic features. This guide will walk you through a typical post-installation workflow where you will add and organize Elements, add service monitors and service groups, manage users, and generate reports. With an understanding of these features, you will have a foundation to explore more advanced topics such as adding alerting and post-alert action profiles, implementing escalation policies, defining maintenance windows, or creating SLAs.

Intended Audience

This guide is intended for the system administrator who is responsible for managing up.time for other users within the IT organization. You may be installing and configuring up.time for the first time, or have taken over management of an existing deployment. Other members of the organization who are interested in understanding some of up.time's basic features may wish to skim this guide. In either case, this guide assumes readers are novices to the product, but are experienced in IT systems management.

Assumptions About Your Environment

Because up.time is a multi-faceted solution, its setup will vary depending on which platforms you are monitoring. This guide introduces monitoring a VMware vCenter inventory, monitoring Linux- and Windows-based servers using agents or WMI for data collection, respectively, and SNMP-based monitoring. These topics are structured in a manner that you can skip the type or monitoring that is not applicable to how you are deploying up.time in your environment.

Formatting Conventions

bold	any reference to parts of the up.time user interface
italics	terminology specific to up.time, that is being used for the first time
note box	⚠ **note** Some notes or tips will keep you aware of low-level details, or keep you focused on the big picture.

info box	ⓘ When applicable, links to other topics will be presented.

Getting Support

up.time is easy to get set up and running, and this guide covers basic use cases to get you started. However, up.time handles diverse monitoring needs; the following uptime software resources are available to you as you learn more about configuring and managing up.time:

- product documentation
- knowledge base
- community forums
- support@uptimesoftware.com

Next: First Steps