

Administrator's Guide

Servers Alive 6.2



Woodstone® bvba

Contents

Chapter 1

| | |
|---|-----|
| What's New? | 5 |
| Getting Started | 6 |
| Installation..... | 7 |
| Getting Started in the Main Window | 10 |
| Default Host Names | 15 |
| License Agreement | 16 |
| Technical Support..... | 18 |
| Servers Alive and Terminal Server Sessions | 24 |
| File Menu | 26 |
| File > Setup (Setup Dialog Box)..... | 27 |
| Alerts (Setup Dialog Box) | 28 |
| Logging (Setup Dialog Box)..... | 77 |
| Uptime Logging (Setup Dialog Box) | 103 |
| Output (Setup Dialog Box) | 104 |
| General (Setup Dialog Box) | 128 |
| NT VERSION: | 141 |
| *NIX/BSD version: | 141 |
| Built-in Servers (Setup Dialog Box)..... | 151 |
| Edit Menu | 168 |
| Edit > Find (Find Dialog Box) | 170 |
| Edit > New Entry (Entries Dialog Box)..... | 171 |
| General Tab (Entries Dialog Box)..... | 172 |
| Check Tab (Entries Dialog Box)..... | 174 |
| Alert Tab (Entries Dialog Box)..... | 225 |
| Output Tab (Entries Dialog Box)..... | 277 |
| Logging Tab (Entries Dialog Box) | 279 |
| Schedule Tab (Entries Dialog Box) | 281 |
| Custom Tab (Entries Dialog Box) | 283 |
| Network Tab (Entries Dialog Box) | 284 |
| Edit > New Entry Based On | 287 |
| Edit > Entry (Entries Dialog Box)..... | 288 |
| Edit > Import Hosts (Import Entries Dialog Box) | 289 |
| Edit > Delete | 291 |
| Edit > Delete All | 292 |
| Edit > Global Change (Replace) (Global Changes Dialog Box)..... | 293 |

| | |
|--|---------|
| Edit > Changes Wizard (Global Add/Change Dialog Box) | 295 |
| What Tab (Global Add/Change Dialog Box) | 296 |
| Select Entries Tab (Global Add/Change Dialog Box) | 298 |
| Edit > People (People Dialog Box) | 299 |
| Person Tab (People Dialog Box) | 300 |
| SMTP Tab (People Dialog Box) | 303 |
| Pager Tab (People Dialog Box) | 305 |
| ICQ Tab (People Dialog Box) | 307 |
| MSN Tab (People Dialog Box) | 309 |
| AIM Tab (People Dialog Box) | 311 |
| XMPP Tab (People Dialog Box) | 313 |
| On Call Tab (People Dialog Box) | 315 |
| Edit > Teams (Teams Dialog Box) | 317 |
| People and Teams Example | 319 |
| Edit > Protocols (Protocols Dialog Box) | 322 |
| TCP (Protocols Dialog Box) | 323 |
| UDP (Protocols Dialog Box) | 326 |
| DNS Query (Protocols Dialog Box) | 329 |
| Radius (Protocols Dialog Box) | 333 |
| An example | 336 |
| Register, View, and Help Menus | 340 |
| Register Menu | 341 |
| View Menu | 342 |
| Help Menu | 343 |
| External Checks: Error Level | 344 |
| External Check Samples: COM-based Checks | 346 |
| Remote DF COM (*NIX Diskspace Check) | 348 |
| FileSize Check | 350 |
| Remote PS COM (*NIX Process Check) | 352 |
| Notes Check (NotesDB Check) | 354 |
| SMTP2POP3 COM (Mailflow Check) | 355 |
| COM ODBC (ODBC Query Addon) | 358 |
| Registry Keys | 359 |
| Index | 375 |

Chapter 1

What's New?

| Change | Help Topic if applicable |
|--|--|
| New Delete From button. | Default Page (Setup Dialog Box) (page 116) |
| New Conversion option: "Convert source and agent IPs to hostnames". | SNMP Trap Receiver (Setup Dialog Box) (page 163) |
| New Type of Service setting. | Check Tab: Ping Option (Entries Dialog Box) (page 181) |
| New Don't ignore bad certificates setting. | Check Tab: URL (HTTP/HTTPS) Option (Entries Dialog Box) (page 202) |
| The DNS checks can now work with DNS ROUND ROBIN results. | DNS Query (Protocols Dialog Box) (page 329) |
| If using a DUN connection, you can now select "DHCP" to use the IP assigned to the DUN adapter once the connection is actually made. | Advanced Settings for the SMTP Primary Mail: DUN and ESMTP (page 33) Advanced Settings for SMTP Alternate Mail (page 42) |
| Registry key now sets specific trap value. | SNMP Trap Sending (Setup Dialog Box) (page 51) |
| GT, LT etc operators now available with the SAIF tag. | HTML Page (Setup Dialog Box) (page 105) |
| New registry keys: | HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\PingSize (page 364) HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SNMPTrap\Localhost (string) (page 368) HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SNMPTrap\SpecificType (string) (page 368) |

(2270)

Chapter 2

Getting Started

Welcome to Servers Alive, the award winning monitoring tool from Woodstone bvba. Servers Alive is designed to monitor many different types of servers and services from a central location and report their status. Servers Alive supports many generalized tests applicable to servers of all types, along with specialized tests for certain types of services. When Servers Alive detects that a server or service has become unavailable, Servers Alive can report this condition in a variety of ways. The software can even take care of the problem without any human interaction.

Servers Alive is used all over the world by companies in all types of businesses, from computer to legal, military to government. The companies rely on the software to monitor their mission critical servers.

Servers Alive is a compact and inexpensive tool, but it packs a lot of punch. It has a feature set that compares favorably with the most popular monitoring packages available, but sells for a fraction of the cost. You can register the product and then you can check up to 1000 entries with the Standard edition and up to 5000 with the Enterprise edition.

We're sure you'll enjoy your experience with Servers Alive. As such, we offer the product free to those who only wish to monitor ten or less servers or services. We're confident you'll see the incredible worth you can get out of this amazing product!

In This Chapter

| | |
|---|----|
| Installation | 7 |
| Getting Started in the Main Window..... | 10 |
| Default Host Names..... | 15 |
| License Agreement..... | 16 |
| Technical Support | 18 |

Installation

Servers Alive has the following requirements for installation:

- 8 Microsoft® Windows® 2000 (Professional or Server edition), NT® (SP6a) (Workstation or Server edition), XP, and 2003.
- 8 Network interface card.
- 8 TCP/IP.
- 8 Telephony service.

For more information about these requirements, see the online Help for Windows.

You can purchase two different editions of Servers Alive: Standard and Enterprise. To find out more, see the *Woodstone web site* <http://www.woodstone.nu/salive/purchasev5.asp>.

The following table shows the differences between the editions and free version.

| | Free version | Standard edition | Enterprise edition |
|---|--------------|------------------|--------------------------------------|
| Entries | 10 | 1000 | 5000 |
| Logging to ODBC-compliant database | Yes | No | Yes |
| Alert schedules | Yes | No | Yes |
| On-call schedules | Yes | No | Yes |
| Schedules for each alert | Yes | No | Yes |
| RRD Tools | Yes | No | Yes |
| Custom fields | Yes | No | Yes |
| Visual Basic scripts | Yes | No | Yes |
| Network routes for checks | Yes | No | Yes |
| Alert on received SNMP traps | Yes | No | Yes |
| Remote Agents | 1 | No | Unlimited (2 included with license). |

Before Installing Servers Alive

Please note that you must be an administrative user on the computer before you can install Servers Alive. Also note that, for all operating systems, you must run the telephony service or the processor can take 100% CPU usage. For more information about telephony services, see the online Help for Windows.

Make sure that Windows has been updated to include the most recent patches provided by Microsoft®. This ensures the best possible compatibility. If you plan to use Servers Alive to check Oracle® or Microsoft SQL® databases, you must install the corresponding client software provided by the database manufacturer, as Servers Alive uses the client to perform its checks. If you check any Novell®-specific servers, you must install the Client for Novell Networks provided by Novell. The Novell client provided by Microsoft is not sufficient for the Netware® checks.

Downloading Servers Alive

Servers Alive is obtained primarily through an Internet download at the *Woodstone web site* <http://www.woodstone.nu/salive/purchasev5.asp>.

You can find the download link on that page, or you can choose from any of the worldwide mirrors.

Woodstone bvba can ship a CD to you when you purchase the full version of the software. Only one version of the software exists, regardless of whether you use it for ten or less entries or whether you have purchased a full license.

Installing Servers Alive

Make a backup of your Servers Alive installation file (.exe). Woodstone is not responsible for backups of this file.

Once you have downloaded the software package and saved it to a convenient location, launch the Setup program.

Note that you cannot install Servers Alive through a Terminal Server session. When running Servers Alive as a service through Terminal Server, you cannot see the tray icon.

The system tray icon of Servers Alive is visible only on the desktop of the system running Servers Alive. If the software is running as a service, you can only see the icon when the service user interacts with the desktop. Note that a Terminal Server session does not display the actual desktop, but a virtual desktop. Also, you can see the actual desktop if you use the terminal server session with the /CONSOLE command line option of the Terminal Service client of Windows 2003 and Windows 2003 server. This applies to Windows 2003 or newer.

The Setup program asks you for a location where it can install the software. You can install the software in any location. The install program extracts all program files to the location you specify and creates entries for Servers Alive on your Start Menu under the heading Alive.

Servers Alive can be run as a service if the computer for installation is running Windows NT, 2000, XP, or 2003. The Setup process detects your operating system and the service automatically installed. For Servers Alive to start automatically when you turn on your computer, you must go to the Services control panel and set the service called Servers Alive to automatic startup.

Extending Servers Alive

When the Setup program installs Servers Alive, the Setup program also installs a few companion applications that you can use to extend the functionality of Servers Alive. A subdirectory called **External** includes sample external check applications that you can use. Woodstone bvba creates and maintains the applications that are included in the external directory, but there are other applications, made by other authors, provided free, that you can download from the Woodstone bvba web site. There are also applications in the main Servers Alive directory that you can use to create your own external checks. For more information, see *External Checks* (page 344).

Configuring Servers Alive

Before adding any monitored entries to Servers Alive, you need to configure its various options and features. Servers Alive has many powerful features that you can use to tweak the monitoring process. You should configure these before adding any entries, as you cannot use most of the alerting or monitoring features without globally configuring them first.

The first thing to do is enter your registration code if you purchased the product. You can do this by selecting the Register menu option from the Main window. This menu option is visible only in the unregistered product. Woodstone bvba sends an email with the required name, company, and registration Code when you purchase the software. If you have purchased the product, but do not have a registration code, please send an email to *Servers Alive support* (<mailto:support@woodstone.nu>).

Next, you can click the Setup button on the Main window. You can configure how Servers Alive monitors and alerts you by setting various options in the tree.

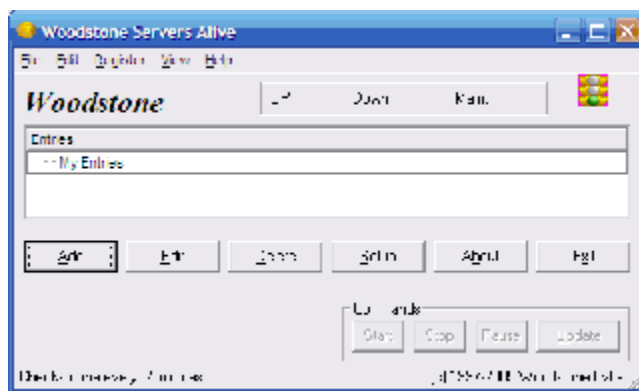
Getting Started in the Main Window

The Main window includes a listing of all entries. Each row in the entry list displays an entry item. The entry list shows the last detected condition, and, when a check cycle is in progress, displays the item that is currently being checked. You can use the Main window to control the check cycle, work with dependencies, and make global changes to all entries.

To get additional information about a dialog box or command, select the menu command and press F1 on the keyboard. Or, you can open a dialog box and press F1.

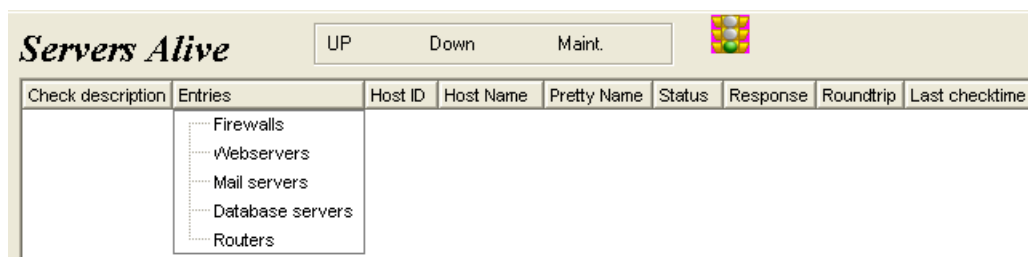
Moving, Displaying, Hiding Columns

When you first open Servers Alive, the Main window does not display columns.



You can display the columns by clicking any of the following commands on the View menu:

- 8 Host ID Column
- 8 Last Checktime Column
- 8 Roundtrip Column
- 8 Response Column
- 8 Status Column
- 8 Pretty Name Column
- 8 Host Name Column
- 8 Check Description Column
- 8 Priority Column



You can customize your own view of the item entries by doing one of the following:

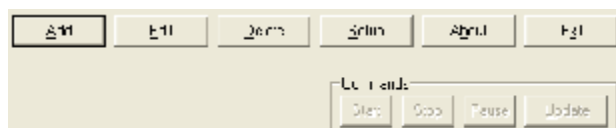
-
- 8 Hide UP or MAINTENANCE entries by selecting View > Hide entries based on status then Hide UP entries or Hide MAINTENANCE entries. This takes effect during the next check cycle.
 - 8 Click the column heading to re-sort the list.
-

If you resort, this affects the order in which Servers Alive checks the entries; but the software tracks the correct checking order for the dependencies.

- 8 Drag the column heading to the place you want to change the order of the columns.
- 8 You can hide different columns by selecting the name of the column on the View menu.
- 8 You can also display or hide the status icons by selecting View > Status Icons within Tree.

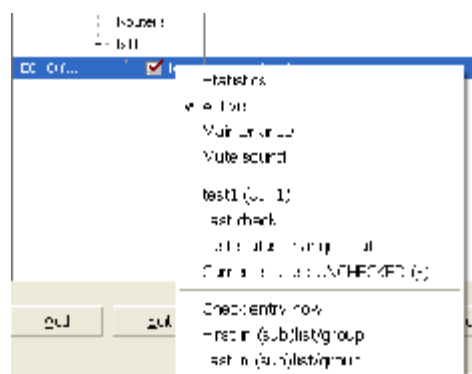
Adding and Editing Entry Items

You can add an entry item by clicking the Add button on the Main window. If you want to change the configuration and global settings of Servers Alive while adding entries, click the Setup button. If you want to delete an item, select the row for the item and click the Delete button.



To copy an entry, select the entry and press Ctrl + D on the keyboard. The new entry appears in the window as Copy of <pretty name> or Copy of <host name>, in cases where the entry has no pretty name.

To view information about an entry, select the entry and right-click. You can view the statistics, status, and maintenance information on the shortcut menu.



To change the font size and font type, such as Arial, for entries in the Main window, you can enter the following registry entries:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\Tree_Font_Name
(string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\Tree_Font_Size
(string)

When you add an entry, you can enable the individual alert entry in the Main window by clicking the check box that appears next to the entry. You can disable the alert entry by clearing the check box.

By default, the software asks you to confirm if you want to drag and drop an entry on the Main window. To turn this off, you must add the following registry key and then assign a value of 1:

HKEY_LOCAL_MACHINE\SOFTWARE\DBUConsulting\Servers
Alive\StartUp\No_confirmation_for_Drag_and_Drop (dword)

Organizing Entries with Groups

You can organize your entries in the Main window by grouping them together. In the list in the Main window, select one of the existing groups, such as Firewalls, Webservers, and so forth, and right-click. Select Add Group on the shortcut menu. You can add a group to an existing group by clicking Add Sub Group on the shortcut menu.

You can also rename a group by selecting an existing group and then clicking Rename Group on the shortcut menu. When you want to delete a group, select the group, right-click, and click Delete Group.

You can also drag groups to re-organize them:

- 8 If you drag an entry to a group, the item becomes a part of that group. However, if the item depended on other items in the original group, those dependencies are lost when the item is dragged to the target group.
 - 8 If you drag a group to another group, the item becomes part of the target group.
-

If you want to move a sub group to the top level of the tree, so that the sub group is not part of another group, select the sub group and right-click. On the shortcut menu, click Group to Top Level.

Changing the Order of Entries

You can change the order of entries in a subgroup with the following two commands:

- 8 First in (sub)list/group
- 8 Last in (sub)list/group

In the Main window, you select an entry and right-click to use the commands.

For example, if you have the following entry list in Main window: GROUP 1 contains SUBGROUP 1, which contains the following groups in the following order:

- 8 Entry_A
- 8 Entry_B
- 8 Entry_C

If you select Entry_C, and select First in (sub)list/group, the order in the Main window changes to the following:

- 8 Entry_C
- 8 Entry_A
- 8 Entry_B

Check Cycles

Servers Alive performs a check cycle starting from the top of the entry list working to the bottom of the list. The software auto-arranges the list of entries by host in the correct order for the dependencies to work properly.

You can see how often the software checks the servers in the lower left corner of the Main window. If you want to change how often the servers are checked, click the **Setup** button and click **Setup > Misc Settings** in the Setup tree. You must edit one of the boxes according to the time you want in the **Check Times** area. You can set whether the checks occur in minutes or seconds. To do this, click **File > Setup**. In the Setup tree, click **General > Startup Settings**.

If you want the view to scroll during checks, click the **Setup** button. In the tree on the Setup dialog box, click **General > Interface Settings**. You can then click the **Scroll Interface While Checking** check box.

Start, Stop, Pause, and Update Buttons

There are four command buttons in the lower right-hand corner of the Servers Alive window called **Start**, **Stop**, **Pause** and **Update**. Use these buttons to control the check cycle. If you pause the check cycle, it stops where it is and allows you to resume when ready. Note, however, that it only pauses until the next schedule check cycle, at which time the software checks entries again automatically. If you need to stop the check cycle for a long period of time, click the **Stop** button instead. When you are ready to resume, use the **Start** button. When you click the **Update** button, the software immediately begins a new check cycle.

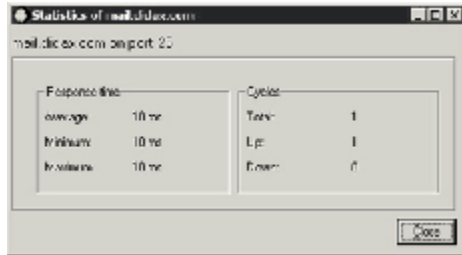
To display the status for entries in a group in the **Status** column of the Main window, you can click the **Setup** button and then click **General > Interface Settings** in the tree. Click the **Show Group Statistics in Tree Interface** check box. The status displayed in the Main window applies only to the entries in the group—and not subgroups.

Rechecking an Active Entry

You can recheck a single entry that has gone down to verify its condition. You do this by first clicking the **Stop** button to stop any check cycle currently in progress. Select an entry and right-click to select **Check Now**. Servers Alive checks that single entry and displays the status in the left-most column.

Statistics

Servers Alive maintains statistics on the availability of the servers that you monitor. You can access these statistics by first selecting an entry. You then right-click and select the Statistics command on the shortcut menu. The Statistics box displays response time statistics, showing the minimum, maximum, and average response times. The dialog box also shows how many times the server was detected as up and down. Currently, there is no process to produce reports based on this information.



Servers Alive does not keep previous statistics when you stop and then restart the software.

Active and Maintenance Modes

An entry can be in one of two modes: Active or Maintenance. Hosts are only included in the check cycle if they are active. Most entries stay in active mode all the time and only can be switched to maintenance mode when work is being performed on them. If you have regularly scheduled maintenance periods for a server, you should click the Add button and use the Schedule tab in the host entry to schedule periods when the item is switched to maintenance mode.

You can change an entry from active to maintenance states quickly and easily. Select an entry in the Main window and right-click. You can then select Active or Maintenance from the shortcut menu.

You can also change all the entries in a group with one click. Select a group and right-click. On the shortcut menu, click Set All Entries to Active or Set All Entries to Maintenance.

Sound

To turn off the sound for an entry, select it, right-click and select Mute Sound.

Alerts

To turn off alerts for an entry, select it, right-click and select Mute all alerts. The setting is not saved in the entries file, and is reset when you edit the entry.

Default Host Names

Servers Alive has certain default host names that are replaced by the current values in the operating system (OS).

- 8 @DNS1 which refers to the first DNS server as defined within the OS.
- 8 @DNS2 which refers to the second DNS server as defined within the OS.
- 8 @WINS1 which refers to the first WINS server as defined within the OS.
- 8 @WINS2 which refers to the second WINS server as defined within the OS.
- 8 @GATEWAY which refers to the default gateway as defined by the OS.

If the result that the OS gives back is blank, or none, the software executes the command with a blank host name. Some of the checks, such as the ping check, use your own local Internet protocol (IP) address.

License Agreement

This license agreement covers your use of Servers Alive by bvba Woodstone. This includes the executable files and documentation and is hereafter referred to as the "Product". The Product is Copyright © 1997-2008 by bvba Woodstone. If you do not agree with these terms you may not install the Product. By incorporating the Product in your work or distributing the Product to others you implicitly agree to these license terms. This End User License Agreement (EULA) covers the **current** version of the Product. bvba Woodstone reserves the right to modify the terms of this License Agreement at any time and without prior notification, in future releases of the Product.

Copyright

The Product is, and remains, copyright 1997-2008 bvba Woodstone. All rights reserved

All title and copyrights in and to the PRODUCT (including but not limited to any text, images, and other materials incorporated into the PRODUCT), and any copies of the PRODUCT are owned by the software publisher or its suppliers. All title and intellectual property rights in and to the content which may be accessed through use of the PRODUCT is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content. If this PRODUCT contains documentation which is provided only in electronic form, you may print one copy of such electronic documentation.

Conditions Of Use

The Product is provided in one (1) form: as a **downloadable**, ready-to-run, installation kit consisting of executable programs, release notes, and documentation, hereafter referred to as the "Product Executable". You may freely use and distribute the trial version of the Product Executable so long as you provide the complete and unmodified original trial version of the Product Executable installation kit as supplied by bvba Woodstone.

Woodstone provides only the latest version of the Product Executable for download from the Woodstone Web site. Older versions of the Product will not be provided by Woodstone at any time. It is your responsibility to create an archived copy of the downloaded Program Executable which you have purchased.

Disclaimer Of Warranty

The Product is provided on a trial basis for evaluation, in the hope that it will be useful. It is provided "AS-IS", without warranty of any kind, either expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The entire risk as to the quality and performance of the Product is with you. Should the Product prove defective, the full cost of repair, servicing, or correction lies with you. The trial version is limited to ten (10) check entries and this is the only limitation. You may purchase either the Standard Edition or the Enterprise Edition, depending on your needs.

Each registration code covers ONLY a single copy of the PRODUCT EXECUTABLE installed on a single machine. You need a unique registration code for each copy of the program you want to run. The license covers one (1) additional installation, which must be off-site and for disaster recovery and/or testing the DRP, only. You cannot run this concurrently with your main installation.

Technical Support

Limited technical support is available from Woodstone. Full, guaranteed technical support is available only with a ***support license*** purchased from bvba Woodstone. Current prices and conditions may be obtained by emailing support@woodstone.nu

Other Licensing Conditions

For commercial distributors, other licensing conditions may be negotiated with respect to technical support and redistribution rights. Before selling Servers Alive, you should contact bvba Woodstone in order to negotiate a redistribution license. Commercial distributors interested in OEM deals should contact us.

Technical Support

Email

Limited email support is available from **Woodstone support** (<mailto:support@woodstone.nu>).

Full guaranteed technical support is subject to a Woodstone bvba support license. For current prices and conditions, please send email to **Woodstone support** (<mailto:support@woodstone.nu>).

Mailing List

You can obtain technical information quickly by signing up for our mailing list. To sign up for the list, see the **subscriber page** <http://www.woodstone.nu/salive/maillinglist.asp>.

You can also search the **mail archives** <http://archive.serversalive.com> for useful information.

Trademarks

Servers Alive is a registered trademark of Woodstone bvba.

Oracle is a registered trademark of Oracle Corporation.

Novell is a registered trademark of Netware. ICQ is a registered trademark of Mirabilis LTD (copyright 1996).

Microsoft, Windows, Windows NT, Visual Basic, and MSN are registered trademarks of Microsoft Corporation. Citrix is a registered trademark of Citrix Systems, Inc.

The term "Linux" is a registered trademark of Linus Torvalds, the original author of the Linux kernel. UNIX is a registered trademark of The Open Group.

Lotus and Lotus Notes are registered trademarks of Lotus Development Corporation.

Domino and Notes are trademarks of Lotus Development Corporation.

IBM, the IBM logo, and Wake on LAN are trademarks of International Business Machines Corporation in the United States and/or other countries.

Intel is a trademark of Intel Corporation in the United States, or other countries, or both.

AOL and AIM are registered trademarks of America Online, Inc. AOL® Instant Messenger is a trademark of America Online, Inc.

ICQ is a registered trademark of ICQ, Inc.

Google is a trademark of Google, Inc.

All other brands and product names are trademarks or registered trademarks of their respective owners.

Copyright

The product is, and remains, copyright © 1997-2008 Woodstone bvba. All rights reserved including software, file formats, and audiovisual displays; may be used pursuant to applicable software license agreement; contains confidential and proprietary information of Woodstone bvba and/or third parties which is protected by copyright and trade secret law and may not be provided or otherwise made available without proper authorization.

Warranties and Liabilities

All warranties given by Woodstone bvba about software are set forth in your purchase contract, and nothing stated in, or implied by, this document or its contents shall be considered or deemed a modification or amendment of such warranties. Woodstone bvba believes the information in this publication is accurate as of its publication date. The information and the software discussed in this document are subject to change without notice and are subject to applicable technical product descriptions. Woodstone bvba is not responsible for any error that may appear in this document.

The software discussed in this document is furnished under a license and may be used or copied only in accordance with the terms of this license.

No responsibility is assumed by Woodstone bvba for the use or reliability of software. THE USER OF THE SOFTWARE IS EXPECTED TO MAKE THE FINAL EVALUATION AS TO THE USEFULNESS OF THE SOFTWARE IN HIS OWN ENVIRONMENT.

bvba Woodstone
Schrieksebaan 146
3140 Keerbergen
Belgium

Web site <http://www.woodstone.nu>

Email (mailto: general@woodstone.nu)

Copyright Notices for MIB Parser

Part 1: Copyright 1989, 1991, 1992 by Carnegie Mellon University

Derivative Work - 1996, 1998-2000

Copyright 1996, 1998-2000 The Regents of the University of California

All Rights Reserved

Permission to use, copy, modify and distribute this software and its documentation for any purpose and without fee is hereby granted, provided that the above copyright notice appears in all copies and that both that copyright notice and this permission notice appear in supporting documentation, and that the name of CMU and The Regents of the University of California not be used in advertising or publicity pertaining to distribution of the software without specific written permission.

CMU AND THE REGENTS OF THE UNIVERSITY OF CALIFORNIA DISCLAIM ALL WARRANTIES WITH REGARD TO THIS SOFTWARE, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS. IN NO EVENT SHALL CMU OR THE REGENTS OF THE UNIVERSITY OF CALIFORNIA BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER RESULTING FROM THE LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE.

Part 2: Networks Associates Technology, Inc copyright notice (BSD)

Copyright (c) 2001-2003, Networks Associates Technology, Inc

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- 8 Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

-
- 8 Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
 - 8 Neither the name of the Networks Associates Technology, Inc nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS ``AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDERS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Part 3: Cambridge Broadband Ltd. copyright notice (BSD)

Portions of this code are copyright (c) 2001-2003, Cambridge Broadband Ltd.

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- 8 Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- 8 Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- 8 The name of Cambridge Broadband Ltd. may not be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDER ``AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Part 4: Sun Microsystems, Inc. copyright notice (BSD)

Copyright © 2003 Sun Microsystems, Inc., 4150 Network Circle, Santa Clara, California 95054, U.S.A.
All rights reserved.

Use is subject to license terms below.

This distribution may include materials developed by third parties.

Sun, Sun Microsystems, the Sun logo and Solaris are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries. Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

- 8 Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- 8 Neither the name of the Sun Microsystems, Inc. nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS ``AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDERS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS;

OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Part 5: Sparta, Inc copyright notice (BSD)

Copyright (c) 2003-2004, Sparta, Inc

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

- 8 Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
- 8 Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
- 8 Neither the name of Sparta, Inc nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS ``AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDERS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Chapter 3

Servers Alive and Terminal Server Sessions

You can run Servers Alive natively as a service in Windows NT (SP6a)/2000/2003/XP. You must set Servers Alive as a system account with desktop interaction. To do this, you open the Microsoft Management Console, select the Local System Account option on the Properties dialog box, and click the Allow Service to Interact with Desktop setting.

If you run Servers Alive as a service, using the system account with desktop interaction, you see the system tray icon only when you log on to the real desktop of the system running the service.

Terminal Server Sessions

If you want to use a Terminal Server session to manage Servers Alive running as a service, you must run Terminal Server for Windows 2003 and the Windows 2003 Terminal Server client.

When using a Terminal Server session, you interact with a virtual desktop, not the actual, or real, desktop of the remote system. The system tray icon of Servers Alive is visible only on the real desktop of the system running the service and only if you are logged in with the correct privileges as the user of the service. To display the actual desktop of the system running the service, not the virtual desktop, you must type the command line option /CONSOLE on the client at the DOS prompt.

The Console option is available only for Windows 2003 Terminal Service client.

Security Issues with Services Running in Windows

Any services that run in Windows have a common security issue. To run Servers Alive under the system account with desktop interaction, you should carefully consider the following: Any process started from within Servers Alive has the same access rights as the system administrator.

You must protect the system running Servers Alive by ensuring that only users with a correct security clearance are allowed to log on to the local system. Remote log-ons have serious security implications. Users who log on remotely can perform tasks as though they were sitting at the console. For this reason, you should make sure that the server is behind a firewall. You should require that all users who use remote connections log in with a strong password.

For example, an administrator installs Servers Alive on a workstation and configures the software to run as a service, using the system account with desktop interaction. A non-administrative user can log on to the workstation and see Servers Alive as an icon in the system tray. The user can open the Servers Alive Help file and click the View Source command in the Windows Help viewer. Subsequently, in the Open dialog box, the user can open and run CMD.exe. The non-administrative user can now run the command line with all the access rights as the system administrator.

Members of the Server Operator group can list, monitor, and restart services.

Remote Windows NT or 2000 Systems

When you run Servers Alive as a service in Windows NT or 2000, using the System account with desktop interaction, you can perform checks. Consider the following example: The System account of host_1 has no rights to host_2; and you cannot assign rights to it. However, you can still check services, processes, or disk space on the remote Windows NT or 2000 system. To do this, you should specify a user name and password for each of the checks.

If the host is part of a domain, you should include the domain name with the user name as in:
domain_name\user_name.

Chapter 4

File Menu

The File menu has many commands that help you manage your information:

- 8 File - Open a new list of entries.
- 8 Import Old Hostfile - Open a host file saved in earlier versions of Servers Alive.
- 8 Print Tree - Preview and print a picture of entries in the Main window as shown on your computer screen. In the print preview window, click to zoom in to the view.
- 8 Save - Save your settings and list of entries. The Save command prompts you for a location and name to save the list of entries. Select a location and name that is easy to remember.
- 8 Save As - Save your list of entries as a text file with a .txt extension.
- 8 Exit - Close Servers Alive.
- 8 Setup - Edit the global settings for Servers Alive. You can also click the Setup button in the Main window.
- 8 Most Recently Used List - Displays the list of most recently used host files.

If you want Servers Alive to load a listing by default, you can set that by clicking the File > Setup command and then entering the information on the Startup tab.

In This Chapter

File > Setup (Setup Dialog Box) 27

File > Setup (Setup Dialog Box)

The Setup dialog box allows you to enter global settings for Servers Alive with the following branches in the Setup tree:

- 8 Alerts
- 8 Logging
- 8 Output
- 8 General
- 8 Built-in Servers
- 8 Check Settings

When you select a branch in the tree, different setup options appear on the right side of the dialog box.



Alerts (Setup Dialog Box)

The Alerts section of the Setup tree specifies the alerts that are sent when a server malfunctions. When Servers Alive detects a down condition, it can respond with a wide array of notifications and alerts, depending on the settings that you choose, including the following:

- 8 Sending an email using SMTP, indicating what server is down.
- 8 Paging you with a numeric or alphanumeric warning.
- 8 Executing a program.
- 8 Playing a sound.
- 8 Restarting an NT service.

Mail alerting is one of the most common types of alerting used. Servers Alive supports two different methods of sending mail: SMTP and Other Mail. Usually, you should choose settings on the SMTP tree unless your mail server does not support SMTP or you have special mailing needs. In these cases, you should examine the Other Mail options in the tree.

When you add an entry, you can enable the individual alert entry in the Main window by clicking its check box. You can disable the alert entry by clearing the check box.

SMTP (Setup Dialog Box)

Mail alerting is one of the most common types of alerting used. Servers Alive supports two different methods of sending mail: SMTP and Other Mail. Usually, you should choose settings on the SMTP tree unless your mail server does not support SMTP or you have special mailing needs. In these cases, you should examine the Other Mail options in the tree.

Primary (Setup Dialog Box)

The screenshot shows a 'Primary' setup dialog box with a light beige background. At the top, there is a checked checkbox labeled 'Enable primary SMTP mail'. Below this, a group box contains several fields: 'Mail host:' with the value '172.22.150.1', 'From:' with 'alert@mydomain.com', 'Default to:' with 'support@mydomain.com', 'Default subject:' with '%p is %s', and 'Default message:' with '%p is %s'. To the right of the 'Mail host' field is an unchecked checkbox labeled 'Send direct'. Below the 'Default message' field is a 'Priority of mail:' dropdown menu set to 'Highest'. At the bottom of the group box are two more checkboxes: 'Send mails to multiple recipients as multiple mails.' (checked) and 'Fall back to alternate when primary not responding correctly' (unchecked). A 'Test it' button is located at the bottom left of the dialog box.

Enable Primary SMTP Mail

Enables this feature and allows you to enter values on the dialog box. If you do not click this box, the software sends mail through both the primary and alternate SMTP servers.

Mail Host

Enter the mail host as a NetBIOS name, DNS name or IP address; for example, HERMES, mail.domain.com, or 123.45.67.89.

Send Direct

Click this check box to send the alert message directly to the mail server that is responsible for the domain in the To box of the message. If you select DUN options and click the Send Direct check box, Servers Alive sends the DNS request for the MX record before making the DUN connection. For more information about DUN options, see *Advanced Settings for the SMTP Primary Mail: DUN and ESMTP* (page 33).

When you click the Send Direct check box, with certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the following registry key. If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\Primary_DNS_to_use (string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\Primary_DNS_to_use_2 (string)

If the first DNS server does not respond correctly, the software uses the second DNS server, if specified, to get the MX record for the recipient domain.

From

Enter a name or a fully-qualified domain name; for example, serversalive@company.com. Your entries depend on the way your SMTP server is configured; most SMTP servers require a FROM name that looks like a valid email address, such as salive@domain.com. If you have trouble, please contact your mail server administrator for the appropriate settings.

If you do not enter correct information in the From box, you might receive a message from the mail server indicating that relaying has been denied.

Default To

Enter an email address, such as person@company.com. To send the message to several email addresses, separate the addresses with a comma, as in the following example:
user1@company.com,user2@company.com.

Default Subject

Enter the information that you want to appear in the Subject line of every SMTP alert message. The default message displays the following tokens:

- 8 %p for the pretty name.
- 8 %s for the status.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.

- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.

{25} for a : (colon).Default Message

Enter the message for the body of every SMTP alert message. You can enter multiple lines by pressing Shift + Enter on the keyboard.

The default message displays the following tokens:

- 8 %p for the pretty name.
- 8 %s for the status.

You can also use the parameters in the previous description.

Priority of Mail

Select one of several different levels of priority for sending the message.

Send mails to multiple recipients as multiple mails

When checked, Servers Alive uses one session per outgoing email. This is slower than sending all the emails in a single session. However, using a single session means that the entire batch is lost should the server reject a single recipient.

Fall Back to Alternate When Primary Not Responding Correctly

Check so that the alternate server is used only when the primary server is down or not responding correctly.

Test It

Sends a test message to the specified users. Remember to click the Apply button first; otherwise, Servers Alive uses the previous values for the test mail. Messages about the results of the test appear next to the Test It button.

Advanced Settings for the SMTP Primary Mail: DUN and ESMTP

Servers Alive also supports ESMTP, POP3 and CRAM-MD5 authentication. ESMTP authentication is limited to AUTH LOGIN, a clear text authentication method using a base-64-encoded user name and password.

The screenshot shows a configuration window for Servers Alive with three main sections. The top section is for DUN (Dial Up Networking) settings, featuring a dropdown menu for 'DUN entry to use' set to '_LAN_', and text boxes for 'Username:', 'Password:', and 'Domain:'. The middle section is for POP3 settings, with a 'Use SSL:' checkbox, an 'Authentication:' dropdown set to 'no', 'Username:' (set to 'user'), 'Password:' (masked with 'xxxxxxx'), and 'POP3 server:' (set to '172.22.150.1'). The bottom section is for SMTP settings, with a 'Sender IP:' dropdown menu showing a list of IP addresses: '172.22.150.180' (selected), '192.168.206.1', and '192.168.149.1'. At the bottom of the window, a status bar reads '0 mails send - 0 mails failed to send - 0 mails in queue'.

Servers Alive uses your LAN (network) connection to send the mail to your SMTP server. Servers Alive can also do this using DUN (Dial Up Networking).

Servers Alive sends SMTP mail through your usual LAN connection (_LAN_). You can, however, force Servers Alive to dial into a remote network before sending mail to an SMTP server. To do this, you first must configure the correct Dial-up Networking settings in Windows. You can then select them using the appropriate dropdown boxes on the DUN-SMTP branch of the tree. If you need to provide a user name, password, and domain to establish the connection, you can enter them in the appropriate text boxes.

Many organizations do not allow standard SMTP connections for outgoing mail, as outside spammers use them to send unsolicited mail. Most have an option to use ESMTP, which forces a person to log in to the SMTP mail server before allowing that person to send any mail. If your company uses ESMTP, you must supply a use name and password combination for your primary and/or alternate mail settings to allow Servers Alive to send mail.

To use this, select an authentication type in Use Authentication, and then type the user name and password.

DUN Entry to Use

Select whether to use the local area network or dial-up network. By default, Servers Alive connects to the host using the normal LAN connection (__LAN__). Additionally, Servers Alive can also create a dial-up network (DUN) connection to an external network before completing the check. After the check, Servers Alive disconnects from the external network. If you have created dial-up network connections on your computer, those connections appear on the DUN Entry to Use dropdown list.

The DUN feature is available only if a dial-up network connection is installed on the computer running Servers Alive. See the online Help for Windows for more information on how to create a dial-up network connection. To use this feature effectively, Servers Alive must make the connection completely unattended. For that reason, you must configure the dial-up entry to save passwords.

Username

Enter the user name required to log in to the network.

Password

Enter the password required to log in to the network.

Domain

Enter the name of the domain.

Use authentication

Select to use ESMTP, POP3 or CRAM-MD5 authentication. You can also select to not use authentication. If you click ESMTP, this type of authentication is limited to AUTH LOGIN type, a clear text authentication method using a base-64-encoded user name and password.

Username

Enter the user name required for authentication.

Password

Enter the password required for authentication.

POP3 Server

Type the name of the POP3 server.

Sender IP

Specify the IP address to use for sending emails. This applies to systems with more than one IP address. The default is *localhost*. If using a DUN connection, select "DHCP" to use the IP assigned to the DUN adapter once the connection is actually made.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

Registry Settings for SMTP

Ping Settings

Before sending an e-mail, Servers Alive pings the SMTP server to see if it is responding. You can use the following SMTP\PingTimeout parameter to determine the amount of time Servers Alive should wait for a response (max. 32 sec).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\pingtimeout
(dword)

Servers Alive can send you an email every few minutes, based on the interval that you choose, to show that the software is still running. The mail is sent using the default settings of the primary SMTP server. When Servers Alive starts or stops checking, it can also send an email, using the settings of the primary SMTP server. Before sending email to an SMTP server, Servers Alive pings the server and only sends email to the server if it gets a response. If your server is not responding to pings, because a router or fire wall filters out the ICMP packages, the email is not sent. You can disable this ping-before-send feature to get around this. All email sent by Servers Alive is by default sent as URGENT email (high priority).

By default, the keep-alive mailings are sent to the default primary Mailto parameter. This can be altered with the following registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\KeepAliveTo
(string)

SMTP Timeout

Another parameter called SMTP\Timeout controls how long Servers Alive waits for the SMTP server to respond. The default is 15 seconds, and the maximum is 60 seconds.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\timeout (dword)

If SMTP/ResolveAtStart equals 1, then Servers Alive attempts to resolve the SMTP, and alternate SMTP, server name to its IP address when Servers Alive starts and uses that from then on.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\ResolveAtStart
(dword) 1 or 0.

If ExcludeDateTimeInMail is 1, the generated SMTP mailings do not include the last line (Mail generated by ... date/time).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\ExcludeDateTimeInMail
(dword) 1 or 0

Alternate Ports and Servers

You can specify an alternate port, although not 25, for the primary and alternate SMTP server by modifying the following keys:

8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\PrimarySMTPPort (string)

-
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\AlternateSMTPPort (string)

Custom Mail Headers and Footers

You can use the following keys to add custom headers to any SMTP mail Servers Alive sends:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\PrimaryXHeader (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\AlternateXHeader (string)

You can use the following keys to add custom footers to any SMTP mail Servers Alive sends:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\PrimaryFooter (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\AlternateFooter (string)

You can use the following variables in the PrimaryFooter entry:

- 8 {time} hh:mm:ss format
- 8 {date} dd:mm:yy format
- 8 {sdate} dd:mm:yy format
- 8 {stime} hh:mm format
- 8 {saversion} Servers Alive version number
- 8 {0d} Carriage return character
- 8 {0a} New line character
- 8 {25} Colon

Custom Date and Time Formats

You can specify a custom date and time format for the customer headers and footers in SMTP mail:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\CustomDateFormat (string)

{cdate} custom date format

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\CustomTimeFormat (string)

{ctime} custom time format

Create or Edit HELO/EHLO Commands

The HELO/EHLO command is used to identify the client sender to the SMTP server. The sending server identifies itself and the receiving server accepts any given name, per request. EHLO is the Enhanced SMTP (ESMTP) version of HELO. To create or edit an HELO/EHLO command, you can edit the following registry entries:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\PrimaryHELO (string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\AlternateHELO (string)

You can use the following variables in the entry. The default value is 5.

- 8 A value of 0 uses the name of the SMTP server as defined in the Setup dialog box for the HELO/EHLO command.
- 8 A value of 1 uses the name of the system that runs Servers Alive for the HELO/EHLO command.
- 8 A value of 2 uses the domain name of the system running Servers Alive for the HELO/EHLO command. If no domain name is defined, Servers Alive uses NO.DOMAIN.NAME for the command.
- 8 A value of 3 uses machinename.Domainname; for the HELO/EHLO command. If no domain name is defined, Servers Alive uses machinename.NO.DOMAIN.NAME.
- 8 A value of 4 uses the IP address of the system running Servers Alive for the command.
- 8 A value of 5, the default, uses the machinename.domainname for the command. If no domain name is added, Servers Alive uses the IP address for the command.

If no numeric value is used, Servers Alive uses whatever string is defined for the HELO/EHLO command.

Size of Body Text

You can limit the size of the body text by editing the following registry entries. This value does not count the size of the additional footers or the "main generated" section.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\Primary_max_size (string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\Alternate_max_size (string)

Alternate (Setup Dialog Box)

The dialog box is titled 'Alternate (Setup Dialog Box)'. It has a checked checkbox labeled 'Enable alternate SMTP mail'. Below this, there is a group box containing several fields and options:

- Mail host:** Text box containing 'alternate.mydomain.com'.
- From:** Text box containing 'from@mydomain.com'.
- Default to:** Text box containing 'helpdesk@mydomain.com'.
- Default subject:** Text box containing '%p is %s'.
- Default message:** Text box containing '%p is %s (%e)' with up/down arrow buttons on the right and left/right arrow buttons at the bottom.
- Priority of mail:** Dropdown menu set to 'Normal'.
- Send direct:** An unchecked checkbox.
- Send mails to multiple recipients as multiple mails:** An unchecked checkbox.
- Fall back to primary when alternate not responding correctly:** An unchecked checkbox.
- Test it:** A button at the bottom left.

Enable Alternate SMTP Mail

Enables this feature and allows you to enter values on the dialog box. If you do not click this box, the software sends mail through both the primary and alternate SMTP servers.

Mail Host

Enter the Mail Host as a NetBIOS name, DNS name or IP address; for example, HERMES, mail.domain.com, or 123.45.67.89.

Send Direct

Click this check box to send the alert message directly to the mail server that is responsible for the address in the To box of the message.

When you click the Send Direct check box, with certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the following registry key. If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\Alternate_DNS_to_use (string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\Alternate_DNS_to_use_2 (string)

If the first DNS server does not respond correctly, the software uses the second DNS server, if specified, to get the MX record for the recipient domain.

From

Enter a name or a fully-qualified domain name; for example, Servers Alive or serversalive@company.com. Your entries depend on the way your SMTP server is configured; most SMTP servers require a FROM name that looks like a valid email address, such as salive@domain.com. If you have trouble, please contact your mail server administrator for the appropriate settings.

If you do not enter correct information in the From box, you might receive a message from the mail server indicating that relaying has been denied.

Default To

Enter an email address, such as person@company.com. To send the message to several email addresses, separate the addresses with a comma. For example, user1@company.com,user2@company.com.

Default Subject

Enter the information that you want to appear in the Subject line of every SMTP alert message. The default message displays the following tokens:

- 8 %p for the pretty name.
- 8 %s for the status.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.

-
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
 - 8 %y for the status change date.
 - 8 %z for the status change time.
 - 8 {0a} for chr(10) for a line feed.
 - 8 {0d} for chr(13) for a carriage return.

{25} for a : (colon).Default Message

Enter the message for the body of every SMTP alert message. You can enter multiple lines by pressing Shift + Enter on the keyboard.

The default message displays the following tokens:

- 8 %p for the pretty name.
- 8 %s for the status.

You can also use the variables described in the previous description.

Priority of Mail

Select one of several different levels of priority for sending the message.

Send mails to multiple recipients as multiple mails

When checked, Servers Alive uses one session per outgoing email. This is slower than sending all the emails in a single session. However, using a single session means that the entire batch is lost should the server reject a single recipient.

Fall back to primary when alternate not responding correctly

Check so that the primary server is used only when the alternate server is down or not responding correctly.

Test It

Sends a test message to the specified users. Remember to click the Apply button first; otherwise, Servers Alive uses the previous values for the test mail. Any error messages that result from the test display on the dialog box next to the Test It button.

You can enter registry settings for SMTP. See *Registry Settings for SMTP* (page 36).

Advanced Settings for SMTP Alternate Mail

The advanced settings for the SMTP Alternate Mail are identical to the *Advanced Settings for the SMTP Primary Mail*. (page 33)

Servers Alive also supports ESMTP, POP3 and CRAM-MD5 authentication. ESMTP authentication is limited to AUTH LOGIN, a clear text authentication method using a base-64-encoded user name and password.

Servers Alive uses your LAN (network) connection to send the mail to your SMTP server. Servers Alive can also do this using DUN (Dial Up Networking).

Servers Alive sends SMTP mail through your usual LAN connection (__LAN__). You can, however, force Servers Alive to dial into a remote network before sending mail to an SMTP server. To do this, you first must configure the correct Dial-up Networking settings in Windows. You can then select them using the appropriate dropdown boxes on the DUN-SMTP branch of the tree. If you need to provide a user name, password, and domain to establish the connection, you can enter them in the appropriate text boxes.

Many organizations do not allow standard SMTP connections for outgoing mail, as outside spammers use them to send unsolicited mail. Most have an option to use ESMTP, which forces a person to log in to the SMTP mail server before allowing that person to send any mail. If your company uses ESMTP, you must supply a use name and password combination for your primary and/or alternate mail settings to allow Servers Alive to send mail.

To use this, select an authentication type in Use Authentication, and then type the user name and password.

DUN Entry to Use

Select whether to use the local area network or dial-up network. By default, Servers Alive connects to the host using the normal LAN connection (__LAN__). Additionally, Servers Alive can also create a dial-up network (DUN) connection to an external network before completing the check. After the check, Servers Alive disconnects from the external network. If you have created dial-up network connections on your computer, those connections appear on the DUN Entry to Use dropdown list.

The DUN feature is available only if a dial-up network connection is installed on the computer running Servers Alive. See the online Help for Windows for more information on how to create a dial-up network connection. To use this feature effectively, Servers Alive must make the connection completely unattended. For that reason, you must configure the dial-up entry to save passwords.

Username

Enter the user name required to log in to the network.

Password

Enter the password required to log in to the network.

Domain

Enter the name of the domain.

Use authentication

Select to use ESMTP, POP3 or CRAM-MD5 authentication. You can also select to not use authentication. If you click ESMTP, this type of authentication is limited to AUTH LOGIN type, a clear text authentication method using a base-64-encoded user name and password.

Username

Enter the user name required for authentication.

Password

Enter the password required for authentication.

POP3 Server

Type the name of the POP3 server.

Sender IP

Specify the IP address to use for sending emails. This applies to systems with more than one IP address. The default is *localhost*. If using a DUN connection, select "DHCP" to use the IP assigned to the DUN adapter once the connection is actually made.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

Numeric Paging (Setup Dialog Box)

☐ Enable Numeric Paging

Phone number

End message indicator Waiting

☐ Add 0 when down and 1 when back up to the host-id

Test to use

☐ COM1 ☐ COM2 ☐ COM3 ☐ COM4 ☐ TAP

0 numeric pager messages sent in last test

You must install a modem in Windows to use this feature.

You must enable paging on a host-by-host basis. By default, you are not paged by any hosts when a DOWN condition is detected. Because numeric paging is not based on a standard protocol, numeric paging is not as reliable as alphanumeric paging.

Enable Pager

Enables Servers Alive to send you alerts through an attached modem to a numeric pager.

Phone Number

Specify a phone number of your numeric pager to which Servers Alive can send a message.

End Message Indicator

After a numeric message has been entered, specify an end-of-message indicator. Generally paging providers use # as the indicator.

Wait String

Specifies the wait time for Servers Alive. In most cases, after dialing the phone number of your pager, Servers Alive must wait several seconds before sending out the numeric information. You can enter a time in the Wait box as a number of commas. Every “,” represents about 2 seconds.

Add 0 When Down and 1 When Back Up to Host-id

Check this option to receive extended information on your page. Servers Alive adds a -0 for a down host to the host ID and a -1 for an up host to the host ID. Numeric paging is unreliable because it is not based on any standard protocol.

The message that you get on your pager displays a number. This number is the Host ID, which you can change when creating or editing a host.

If you select the **Add 0 When Down** and **1 When Back Up to Host-id** option, Servers Alive sends a "-" (dash) between the host ID and the 0/1 (down/up). You can change this if you add or edit the following registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\DBUConsulting\Servers Alive\Pager\Separatorstring
(string)

Port to Use

Specifies the COM port to which your modem is attached. In most cases, you can enter TAPI. When using TAPI, Servers Alive uses only the TAPI modem that you installed first.

Test It

Tests the pager. Remember to click the **Apply** button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the **Reset** button.

Alpha Paging - SMS (Setup Dialog Box)

The alpha paging feature sends a text-based message to a cell phone or paging device. You must install a modem in Windows to use alpha paging. Note that Servers Alive also supports GSM modems using the AT+C protocol.

One of the most common methods of alerting is alphanumeric paging, which sends a text-based message to a cell phone or pager device. You can send small alerts to your alphanumeric pager detailing exactly which server is down, often with collaborating information. To do this, you must provide a modem device that allows you to send alphanumeric pages. The actual paged device or number is added on a host-by-host basis.

Enable Alpha Paging and SMS Messaging

To turn on this feature, click the Enable Alpha Paging & SMS Messaging box.

Devices

Configure the device that Servers Alive uses to send the message. Click the Devices list to choose a modem. This drop down box displays any modems that you have installed in Windows.

Comm Settings

Enter the communication settings in the Comm Settings box. Contact your paging/SMS provider for these settings, along with the protocol and SMSC.

In general, you can try entering 7E1, 7N1, or 8N1. Woodstone bvba maintains an informal list with settings reported by users of Servers Alive for providers around the world. You can find this list at the **Woodstone web site** <http://www.woodstone.nu/salive/pagersettings.asp>. Woodstone bvba takes no responsibility for the accuracy of the supplied information.

Baud rate

Choose a setting that is appropriate for your service provider.

Devices

SMSC No

Enter the phone number for the modem of your service provider. You can enter an international format as +1 bbbccccc, such as +1 812123456.

When using an international format, make sure that you include the space between the country number and the rest of the number. In the previous example, +1 is the country number. You must also set the country and area code correctly in the software that comes with your modem.

When using the AT+C protocol for GSM modems, you do not need to provide an SMSC number. Servers Alive uses the settings of the attached GSM modem. You must configure your modem to send SMS messages.

Protocol to Use

Select the protocol used by your provider. This is either TAP, AT+C, or UCP.

UCP Operation

If your provider uses UCP, you must also specify settings for the UCP Operation box.

You can view the list at the *[pager settings page at the Woodstone web site](http://www.woodstone.nu/salive/pagersettings.asp)* <http://www.woodstone.nu/salive/pagersettings.asp>, but the information might not be listed for your provider or contain up-to-date settings. Please contact your provider for the correct information.

Message

In the Message section, you must provide authentication information. This information is available from your provider and is required in order to send a message.

Sender

Enter the name of the sender for authentication purposes. In most cases, this can be left blank.

Legitimization Code

Enter the code, if required by your provider.

Authentication Code

Enter the authentication, if required by your provider.

Send Multiple Messages Per Call

Allows the software to send multiple messages per call.

Max. Number of Messages per Call

Specifies the maximum number of messages allowed.

Format

Enter ALPHA NUMERIC, in most cases.

Receipt Type

Enter GSM, in most cases.

Test It

Tests the settings to receive a test page. Remember to click the **Apply** button first, or Servers Alive uses the previous settings.

Sending SMS Messages

Note that, in some rare cases, the SMS message must be sent twice before it is received. To enable this feature, you must add or edit the following registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Paging\DoubleMessage (dword) 1 or 0

By default, the SMS feature tries to send the message twice, using one re-dial. You can change the number of re-dials to a maximum of ten re-dials by editing the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Paging\MaxRedials

Most SMS providers limit the number of characters within a message. Servers Alive provides a default limit of 160 characters. You can change this limit in Servers Alive by editing the following registry entries:

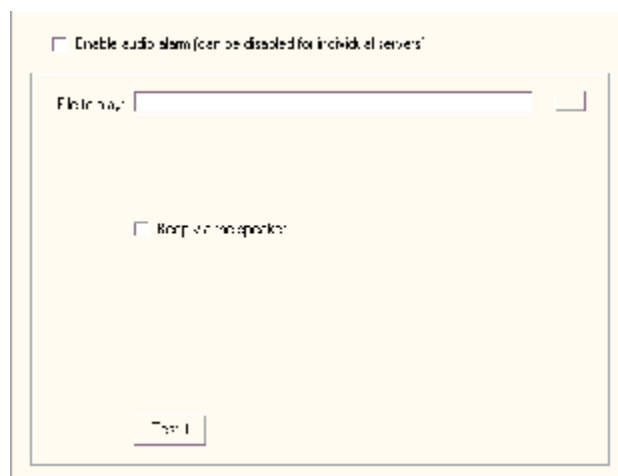
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Paging\MaxMessageSize (string)

Enter a number to define the maximum size of the message. 160 characters is the default if you do not edit this registry entry.

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Paging\SplitLongMessage (string)

If you enter a value of 1, Servers Alive splits messages that exceed the number of characters that you enter in the MaxMessageSize registry entry. If you enter a value of 0, Servers Alive truncates the message at the number of characters that you enter in the MaxMessageSize entry. Any characters after that point are not sent.

Audio (Setup Dialog Box)



If you have the Servers Alive monitoring server near your operations staff, you can use audible alerts to tell them that something is down.

Enable Audio Alarm

If you want Servers Alive to warn you of a failure with a sound, click the **Enable Audio Alarm** box. If no WAV-capable device is available, you cannot check the **Enable Audio Alarm** check box. However, you can still use sounds as alarms by enabling the **Beep via Speaker** option.

File to Play

Select a WAV file on the computer. The file name you enter is the default that Servers Alive uses. You can set a different file name for every host.

Beep Via the Speaker

Select this if you do not have a device on your computer that is capable of playing WAV files.

Test It

Tests the settings. You should receive a test page. Remember to click the **Apply** button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the **Reset** button.

Registry Settings for Sounds

Servers Alive plays a sound when starting or stopping as a proof that it is still alive. You must add or edit the following registry keys:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\KeepAlive\StartSound (string)

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\KeepAlive\StopSound (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\KeepAlive\KeepAliveSound (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\KeepAlive\KeepAliveSoundMinutes (dword)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\KeepAlive\KeepAlivewithSound (dword) 1 to enable

☐ Enable SNMPv3 Items

Host: port:

Community:

Source:

Server IP:

SNMP Version:

☐ Log host sending to syslog

Enables this feature and allows you to enter settings on the dialog box. For setting the SPECIFIC TRAP value, see *HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SNMPTrap\SpecificType (string)* (page 368). For specifying the adaptor IP, see *HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SNMPTrap\Localhost (string)*.

Indicates the name of the destination host.

Indicates the destination port for sending traps. The default standard port number is 161. However, for security purposes, you can enter a different, non-standard port number.

Enter a community string to use in the traps that the software sends. The default string is public.

Controls which varbinds to include in the trap; all varbinds are included by default. This option is not available when you select SNMPV2 on the SNMP Version list.

SNMP traps can only include a IP or OID within the Header when for SNMP Version 1 traps.

An OID is a dotted numeric string that identifies an object. Typical objects that can be identified using OIDs include: attributes in X.500/LDAP-based directories, certificate policies and practice statements, MIBS for network management, and encryption algorithms. Two objects are considered to be the same only if they have the exact same OID.

Sender IP

Specifies the destination host name or IP address for sending traps. This option is not available when you select SNMPV2 on the SNMP Version list. To send the trap to two otherwise identical hosts, enter two IPs separated by a comma.

SNMP Version

Select from either SNMP Version 1 or Version 2.

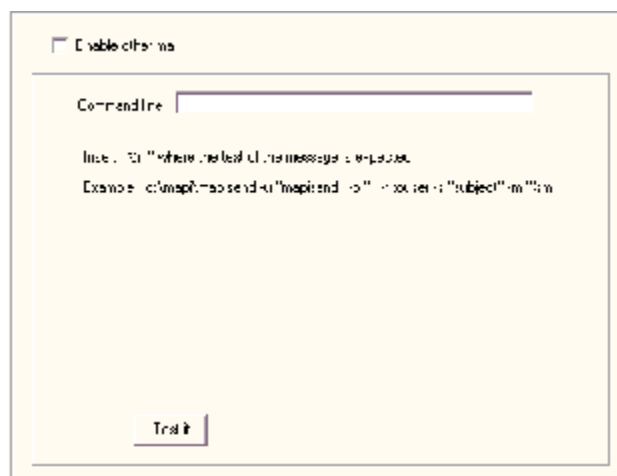
Log Trap Sending to Logfile

Writes the event to a file.

Test It

Tests the settings. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Other Mail (Setup Dialog Box)



Servers Alive can natively send mail using an SMTP server. If you are not using an SMTP server, Servers Alive can still send mail using your mail server, if you define a command line mailer for your mail system.

For each entry, you can define an alert that sends a message using Other Mail. This alert has its own message and uses the send options defined within the alert. For more information, see *Send Other Mail* (page 234).

Enable Other Mail

Click the check box to allow Servers Alive to send mail using the command line mailer you specify.

Command Line

Defines the command line that the software uses. You can define an alert for each entry that sends a message using these settings. The entry has its own message. In the command line, you enter the command that Servers Alive issues when sending mail with your command line mailer. Within the command line, the %m is replaced with the actual message that Servers Alive generates.

Test It

Tests the settings. You should receive a test message. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Registry Settings for Verifying Messages

You can modify the message that Servers Alive sends by adding or editing the following registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\OtherMail\OtherMessage (string)

You can use the following variables:

8 %a for additional information. For a ping check, this is the round trip time.

- 8 %c for the complete host/check description.
 - 8 %d for the date.
 - 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
 - 8 %g contains the group-name.
 - 8 %h for the host name.
 - 8 %i for hostID; used for numeric paging.
 - 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
 - 8 %p for the pretty name.
 - 8 %r for the remark.
 - 8 %s for the status.
 - 8 %t for the last check time.
 - 8 %u for the unique ID of the host.
 - 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
 - 8 %y for the status change date.
 - 8 %z for the status change time.
 - 8 {0a} for chr(10) for a line feed.
 - 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon). If you want to force the case of the message to uppercase or lowercase only, you must add or edit the following registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Othermail\ForceCase
(string) U or L

ICQ (Setup Dialog Box)

When Servers Alive sends an ICQ™ alert, it sends an ICQ page by direct connection to the ICQ server, on port 5190 by default. When your ICQ software detects the incoming page, the software announces this with a sound. The software does not flash the minimized ICQ icon that is displayed in the Windows system tray.

For each alert, Servers Alive logs on and logs off of the ICQ network. The software does not stay connected to the network for multiple ICQ alerts.

If sending an ICQ alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection. For more information, see *Failure Settings* (page 64).

In order to send an ICQ message, Servers Alive must log on to the ICQ network. Because an ICQ user can have only one concurrent log-in, you should use a different user account for sending the ICQ alerts than the user account that you use to receive the alerts.

Enable ICQ

Click this check box to enable this feature and enter information in the dialog box.

Login

Enter the appropriate name for logging in to the ICQ network.

Password

Enter the appropriate password for logging in to the ICQ network.

Default To

Enter an ICQ number to which the alert message is sent. This is the ICQ number for your account.

Default Message

Enter text for the body of the message. This is the default text for the alert message. You can use the parameters listed in the previous description.

Test It

Tests the settings. You should receive a test message. Remember to click the **Apply** button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the **Reset** button.

MSN Messenger (Setup Dialog Box)

To use MSN® Messenger, you must install the high encryption pack from Microsoft. To ensure that you have installed the pack, click Help > About Internet Explorer in Internet Explorer. The About box should display Cipher Bits as 128 bits or higher.

This feature works only with TCP protocol, not UDP or HTTP. No proxy support is provided.

In order to send a Microsoft Network (MSN) message, Servers Alive must log on to the MSN network. Because an MSN user can have only one concurrent log-in, you should use a different user account for sending the MSN alerts than the user account that you use to receive the alerts.

If sending an MSN alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection. For more information, see *Failure Settings* (page 64).

Enable MSN®

Click this check box to send messages over the Microsoft Network (MSN) messenger service and enter information on the dialog box.

From (MSN Username)

Enter the name for your MSN account.

From (MSN Password)

Enter the password for your MSN account.

Default To

Enter the default name to appear in the To line of the message.

Default Message

Enter text that you want to appear in the message each time it is sent.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.

{25} for a : (colon).Test It

Tests the settings. You should receive a test message. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

AIM (AOL Instant Messenger) (Setup Dialog Box)

In order to send an AIM message, Servers Alive must log on to the AIM network. Because an AIM user can have only one concurrent log-in, you should use a different user account for sending the AIM alerts than the user account that you use to receive the alerts.

If sending an AIM alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection. For more information, see *Failure Settings* (page 64).

Enable AIM

Click this check box to enable this feature and enter information on the dialog box.

From (AIM Username)

Enter the AIM name that you want to appear on the alert message as the sender.

From (AIM Password)

Enter the appropriate AIM password for the sender name.

Default To

Enter the AIM name to which the alert is sent.

Default Message

Enter text for the body of the message. This is the default text for the alert message.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.

- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.

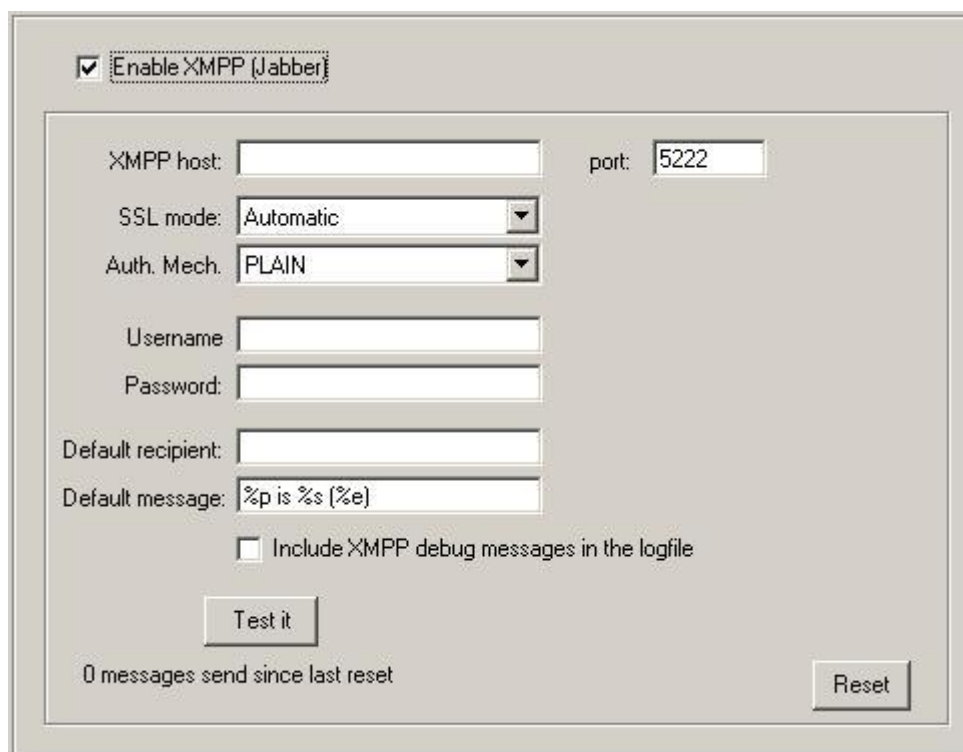
{25} for a : (colon).Test It

Tests the settings. You should receive a test message. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

XMPP (Jabber) (Setup Dialog Box)



The dialog box is titled "XMPP (Jabber) (Setup Dialog Box)". It features a checked checkbox labeled "Enable XMPP (Jabber)". Below this, there are several input fields and dropdown menus. The "XMPP host:" field is empty, and the "port:" field contains "5222". The "SSL mode:" dropdown is set to "Automatic", and the "Auth. Mech." dropdown is set to "PLAIN". There are empty fields for "Username" and "Password". The "Default recipient:" field is empty, and the "Default message:" field contains the text "%p is %s (%e)". A checkbox labeled "Include XMPP debug messages in the logfile" is unchecked. At the bottom left, there is a "Test it" button. At the bottom right, there is a "Reset" button. Below the "Test it" button, the text "0 messages send since last reset" is displayed.

☒ Enable XMPP (Jabber)

XMPP host: port:

SSL mode:

Auth. Mech.

Username

Password:

Default recipient:

Default message:

☐ Include XMPP debug messages in the logfile

0 messages send since last reset

SNPP (Network Paging) (Setup Dialog Box)

☐ Enable SNPP

SNPP Host: Port:

Connection:

Caller ID:

Timeout:

Default pager ID:

Default message:

SNPP messages and times adjust:

If sending an SNPP alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection. For more information, see *Failure Settings* (page 64).

Enable SNPP

Allows you to send messages over the Simple Network Paging Protocol (SNPP). Click the check box to enable the feature and enter values on the dialog box.

SNPP Host

Enter the name of the host.

Port

Enter the port that you want to use.

Connection

Click to select the level of the connection that you prefer. Level Two allows you to enter information about caller ID in the Caller ID box.

Caller ID

Enter the caller ID of your SNPP account.

Timeout

Enter the time that you want Servers Alive to keep trying to send you a message.

Default Pager ID

Enter the pager ID.

Default Message

Enter the text that you want to appear in the body of the message. The default message displays the following tokens:

8 %p for the pretty name.

8 %s for the status.

You can use the following variables:

8 %a for additional information. For a ping check, this is the round trip time.

8 %c for the complete host/check description.

8 %d for the date.

8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.

8 %g contains the group-name.

8 %h for the host name.

8 %i for hostID; used for numeric paging.

8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.

8 %p for the pretty name.

8 %r for the remark.

8 %s for the status.

8 %t for the last check time.

8 %u for the unique ID of the host.

8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)

8 %y for the status change date.

8 %z for the status change time.

8 {0a} for chr(10) for a line feed.

8 {0d} for chr(13) for a carriage return.

{25} for a : (colon).

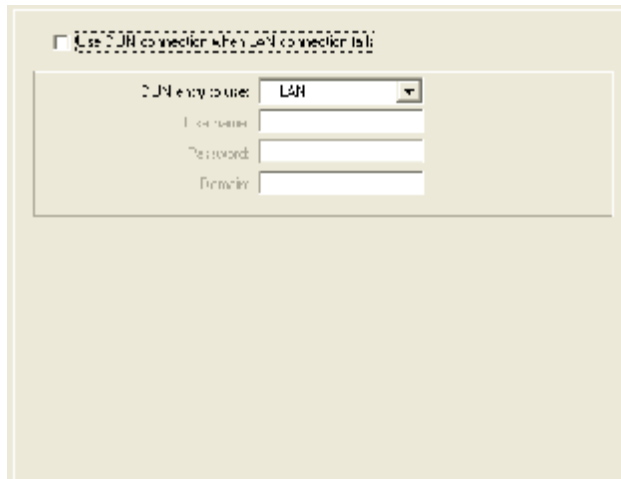
Test It

Tests the settings. You should receive a test message. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

Failure Settings



To display these settings, click the Setup button and then, in the tree, click Alerts > SNPP (Network Paging).

You can then click Failure Settings.

Use DUN Connection When LAN Connection Fails

Click the check box to allow Servers Alive to use the DUN connection when network paging connection fails.

DUN Entry to Use

Select the current DUN entry or _LAN_. If you have created dial-up network connections on your computer, those connections appear on the dropdown list.

The DUN feature is available only if a dial-up network connection is installed on the computer running Servers Alive. See the online Help for Windows for more information on how to create a dial-up network connection. To use this feature effectively, Servers Alive must make the connection completely unattended. For that reason, you must configure the dial-up entry to save passwords.

Username

Enter the user name.

Password

Enter the user password.

Domain

Enter the domain.

SMPP (Network Paging) (Setup Dialog Box)

☒ Enable SMPP

SMPP Host: Port:

Encoding schema: SMSC Default System type:

System ID: Password:

Src TON: Unknown End TON: Unknown

SSN: Unknown SSN: Unknown

C Destination TON: Unknown C Destination TON: Unknown

From: To:

Default: U.S.M.P.P. messages per minute:

Message: Last reset:

☐ Do not use MULT for sending to multiple recipients

☐ Include SMPP error messages in the log file

If sending an SMPP alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection. For more information, see *Failure Settings* (page 64).

Enable SMPP

Allows you to send messages over the Short Message Peer to Peer (SMPP) protocol. Click the check box to enable the feature and enter values on the dialog box.

SMPP Host

Enter the name of the host.

Port

Enter the port that you want to use. This option specifies the TCP/IP port on the SMPP server that the gateway should connect to.

Encoding Schema

Select from a list of options for encoding the message including: SMSC Default, IA 5 ASCII, Cyrillic, 8 bit binary B, and so forth.

System Type

Specifies an optional parameter for logging in. This parameter should be set only if required by the SMPP server. The system administrator provides this value, which is usually a short text string.

System ID

Enter the user name, or system ID, for the gateway to use when connecting to the SMPP server.

Password

Indicates the password for the gateway to use when connecting to the SMPP server.

Many SMPP SMSC providers require specific parameters for SMPP. Servers Alive uses automatic defaults for the TON and NPI values that work for most SMPP connections. For more information about the parameters you should use, contact your SMPP provider.

Bind TON

Select from several options including Unknown, International, National, Net Specific, and so forth.

Bind NPI

Select from several options including ISDN, Data, Telex, and so forth.

If one of the following options is set, the values are used in place of the automatic values determined by the software: SSource TON, SDestination TON, SSource NPI, SDestination NPI.

SSource TON

Applies to the sender address that is associated with messages that are submitted to the SMSC. Select from several options including Unknown, International, National, Net Specific, and so forth.

Servers Alive automatically sets the SSource TON to 1 if the sender address is in international format, or, rather, starts with a + character. If the sender address is not in international format, Servers Alive sets the SSource TON to 0. The software sets the SSource NPI to 1 in both cases. If the sender address contains alphabetic characters and is not a valid phone number, the software sets the SSource TON to 5 and the SSource NPI to 0.

SSource NPI

Applies to the sender address that is associated with messages that are submitted to the SMSC. Select from several options including: ISDN, Data, Telex, and so forth.

SDestination TON

Applies to the receiver addresses for messages that are submitted to the SMSC. Select from several options including Unknown, International, National, Net Specific, and so forth.

SDestination NPI

Applies to the receiver addresses for messages that are submitted to the SMSC. Select from several options including ISDN, Data, Telex, and so forth.

From

Enter a name or a fully-qualified domain name; for example, Servers Alive or serversalive@company.com. Your entries depend on the way your SMPP server is configured; most SMPP servers require a FROM name that looks like a valid email address, such as salive@domain.com. If you have trouble, please contact your mail server administrator for the appropriate settings.

Test It

Tests the settings. You should receive a test message. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Default To

Enter the default name to appear in the To line of the message.

Message

Enter the text that you want to appear in the body of the message. The default message displays the following tokens:

8 %p for the pretty name.

8 %s for the status.

You can use the following variables:

8 %a for additional information. For a ping check, this is the round trip time.

8 %c for the complete host/check description.

8 %d for the date.

8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.

8 %h for the host name.

8 %i for hostID; used for numeric paging.

8 %p for the pretty name.

8 %r for the remark.

8 %s for the status.

8 %t for the last check time.

8 %u for the unique ID of the host.

8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.

8 %y for the status change date.

8 %z for the status change time.

8 {0a} for chr(10) for a line feed.

8 {0d} for chr(13) for a carriage return.

8 {25} for a : (colon).

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

Don't Use MULTI for Sending to Multiple Recipients

Select this check box if your host provider does not support the MULTI option. The SMPP alert uses the MULTI option by default when sending an alert to several recipients.

Include SMPP Debug Messages in the Log File

Set this option to include information about SMPP errors in the log file.

NotePage - PageGate (Setup Dialog Box)

To use PageGate and the protocols that it supports, including SNPP, WCTP, and SMTP, download and install it from the *NotePage web site* <http://www.notepage.net/>.

PageGate is 3rd party software from NotePage, Inc.

Enable NotePager - PageGate

Allows you to send messages using PageGate. Click the check box to enable the feature and enter values on the dialog box.

Default To

Enter the default name to appear in the To line of the message.

Default Message

Enter text for the body of the message. This is the default text for the alert message.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.

- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.

{25} for a : (colon).Path to Save to

Enter the directory path to save the message to.

Test It

Tests the settings. You should receive a test message. Remember to click the Apply button first, or Servers Alive uses the previous settings.

Reset

Resets the counter that tracks the number of messages that the alert sends when completing a check. You can view the number of messages sent since the last time that you clicked the Reset button.

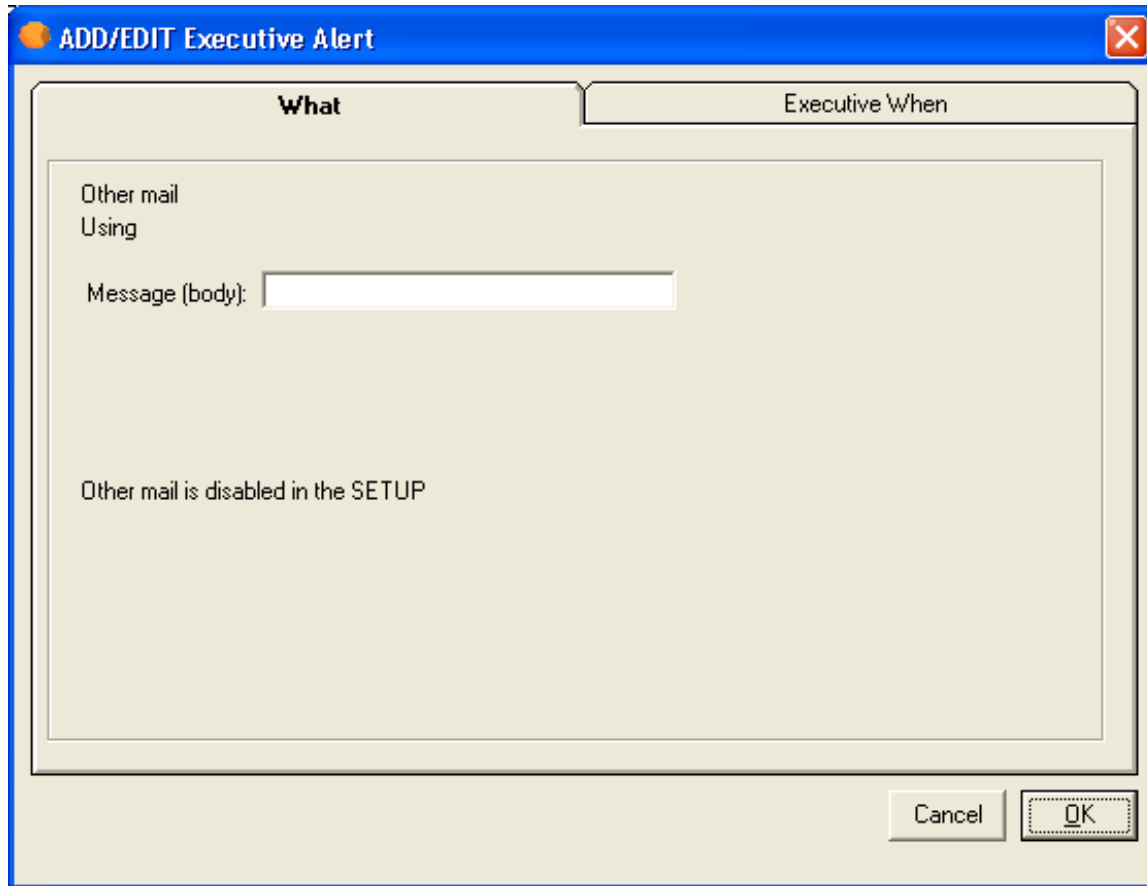
Executive Alerts (Setup Dialog Box)

The Executive Alerts branch of the Setup dialog box allows you to create a schedule of when certain alerts are sent based on the criteria you select. These criteria include checking certain categories of entries, such as all the entries or entries in a certain group, or a certain percentage of a category. You can also select the type of protocol, such as SMTP, and condition of the server, such as down or in maintenance.

When you click the Add or Edit button, the Add/Edit Executive Alert dialog box appears.

Add/Edit Executive Alert Dialog Box

You can display this dialog box when you click the Add or Edit button on the Executive Alerts branch of the Alerts tree on the Setup dialog box.



The options of the What tab of the Add/Edit Executive Alert dialog box are different, depending on the option you select when you click the Add button. The following list shows the different settings that appear on the What tab for each option:

What Tab: Send SMTP Mail (Primary) (page 229)

What Tab: Send SMTP Mail (Alternate) (page 236)

What Tab: Send Other Mail (page 234)

What Tab: Alpha Page/SMS (page 239)

What Tab: Send Network Page (SNPP) (page 241)

What Tab: Send Network Page (SMPP) (page 243)

What Tab: Generic NotePager-PageGate Message File (page 245)

What Tab: Numeric Page (page 247)

What Tab: Execute Command (page 249)

What Tab: Sound (page 255)

What Tab: HTTP(S) GET/POST (Add/Edit Alert Dialog Box) (page 256)

What Tab: Send ICQ Message (page 258)

What Tab: Send MSN Message (page 260)

What Tab: Send WinPOPUP Message (page 265)

What Tab: Send AIM Message (page 268)

What Tab: Send SNMP Trap (page 267)

What Tab: Do an SNMP SET (page 270)

The dialog box also displays the following tab:

Executive When Tab (page 74)

Executive When Tab (Add/Edit Executive Alert Dialog Box)

ADD/EDIT Executive Alert

Executive When

☐ an entry of all is down for more than 120 minutes

☐ more than 50 % of all entries are down

☒ approximately at 13:00

Status change entries

all entries of check type Ping (IP)

Cancel OK

Select one of the following options and enter the appropriate information for when you want to receive an alert.

An Entry of _____

Select an option to determine the type of entry that sends an alert when the alert check encounters the conditions that you enter.

- 8 If you select All, then the executive alert is sent when all entries meet the criteria you enter in the boxes. All entries are included in the conditions.
- 8 If you select Check Type, you can click the protocol you want in the dropdown list that appears. The executive alert is sent when all entries of a certain type of check protocol meet the criteria you enter in the boxes.
- 8 If you select Group, you can click a group of entries that you have created from the dropdown list. The executive alert is sent when all entries in the group meet the criteria you enter in the boxes.
- 8 If you select Level, you can select a numeric value for all entries that are that number of levels deep in the tree in the main window. For example, if you select 9 on the list, Servers Alive checks 9 levels deep in the tree.

Is _____ for More than _____ Minutes

Specify the condition and minimum number of minutes that the condition exists for the entry that you want an alert for:

- 8 Down,

-
- 8 Possible Down,
 - 8 Unavailable,
 - 8 Maintenance,
 - 8 Up,
 - 8 Unchecked,
 - 8 Possibly Available.

For example, you can enter the following conditions to send an alert when all entries are down for at least 30 minutes:

An Entry of All

Is Down for More than 30 Minutes

More than % of

Enter a percentage of the number of entries to check a condition for. This is the percentage of servers in the selected category that meet the conditions you enter in the Is box.

- 8 If you select All Entries, then the executive alert is sent when all entries meet the criteria you enter in the boxes.
- 8 If you select All Entries of Check Type, you can click the protocol you want in the dropdown list that appears. The executive alert is sent when all entries of a certain type of check protocol meet the criteria you enter in the boxes.
- 8 If you select All Entries of Group, you can click a group that you have created from the dropdown list that appears. The executive alert is sent when all entries in the group meet the criteria you enter in the boxes.

Are

Specify the condition to check before sending the alert message:

- 8 Down,
- 8 Possible Down,
- 8 Unavailable,
- 8 Maintenance,
- 8 Up,
- 8 Unchecked,
- 8 Possibly Available.

For example, to check send an alert when 50% of all entries are in maintenance mode, you can enter the following:

More than 50 % of All Entries

Are Maintenance

Approximately at

Specify a daily executive alert at approximately this time. The alert body will include a summary even if none of the criteria are met.

Logging (Setup Dialog Box)

The two different editions of Servers Alive provide slightly different logging capabilities:

- 8 The Standard edition accepts 1000 entries.
- 8 The Enterprise edition accepts 5000 entries and provides logging capabilities to an ODBC-compliant database. The Enterprise edition also offers RRD Tools (Round Robin Database) for processing and displaying logs.

Logfile (Setup Dialog Box)

For more information about logging to a file or to a database, see one of the following sections.

To File (Logfile) (Setup Dialog Box)

The screenshot shows a dialog box titled "To File (Logfile) (Setup Dialog Box)". It has a section for "Enable Logging" with a checked checkbox. Below this is a "Log file" section with a text box containing "logfile" and a browse button "...". There are three radio button options for log rotation: "Fixed Name" (selected), "Automatically change the name every month (LOGgy-m.log)", "Automatically change the name every day (LOGgy-m-d.log)", and "Automatically change the name every hour (LOGgy-m-d-h.log)". Below these is a "Log option:" section with three radio button options: "Minimum" (selected), "Medium", and "Maximum". At the bottom is an "Advanced options:" section with a "Path used for auto-generated logfile:" text box containing "C:\Program Files\Serve" and a browse button "...". There are also "Username:" and "Password:" text boxes.

Enable File Logging

Click the check box to enable Servers Alive to log all its activities to a log file.

Log File

Fixed Name

Select this box and enter the name of the log file, if you want Servers Alive to log events to a fixed log file. All new logging is appended to the end of the file.

Automatically Change the Name Every Month

Click this option to allow Servers Alive to rotate your log file every month. The file is written to the Servers Alive product directory.

Automatically Change the Name Every Day

Click this option to allow Servers Alive to rotate your log file every day. The file is written to the Servers Alive product directory.

Automatically Change the Name Every Hour

Click this option to allow Servers Alive to rotate your log file every hour. The file is written to the Servers Alive product directory.

Log Options

Advanced Options

Path Used for Auto-Generated Logfiles

Enter the path that you want for the log file that is automatically generated. By default, Servers Alive saves the log file, except for the fixed name log, in the same directory as Servers Alive. You can change this by entering the path that you want in the box.

Username

Enter the user name for the log file.

Password

Enter the password for the log file.

Registry Settings for Saving a Retrieved Web Page in the Log File

When performing a URL check with a “contains” clause, Servers Alive saves 150 bytes (by default) of the retrieved web page in the log file. You can change how much is saved or changed by adding or editing the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Log\HTTPBytesinLog
(string)

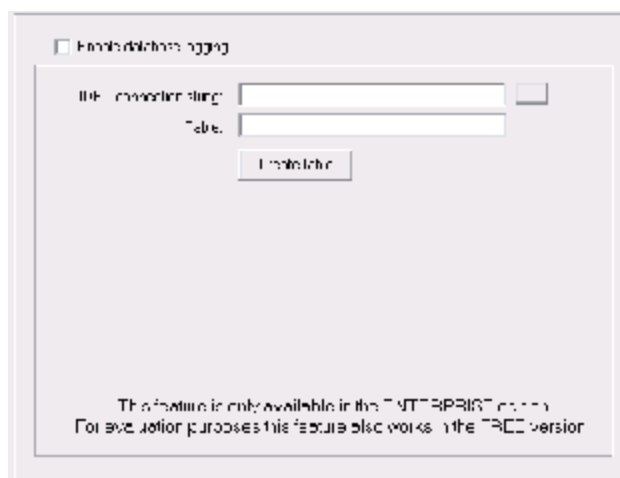
A value of -1 means the full web page. Use this with care because your log file will grow very fast. A value of 0 defaults back to 150 bytes.

If you want to safeguard the Servers Alive logs against missing data due to power failures or critical operating system errors, you can request that Servers Alive close the log file each time the software writes to the log file with the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Log\CloseEachTime
(dword)

Value 1 forces Servers Alive to close the log file each time the software writes to the log file. This value changes the default action.

To Database (Logfile) (Setup Dialog Box)



This feature is available only in the Enterprise edition and free version of Servers Alive. It is not available in the Standard edition.

Enable Database Logging

Click the check box to enable this option.

ODBC Connection String

Enter the connection string for the Open Database Connectivity (ODBC) database. Click the browse button to open the **Create Database Connection String dialog box** (page 83) and select a data source. The browse button is not available until you click the **Enable Database Logging** check box.

You can also use UDL files for database logging. Because UDL files use OLEDB providers, the files use memory more efficiently than ODBC drivers. To create a UDL file, open Notepad and save an empty file as <your_filename>.UDL. Double-click the .UDL file to open the **Data Link Properties** dialog box and configure the UDL connection. To use the file, enter the path to the UDL file as a connection string in the **ODBC Connection String** box.

Table

Enter the name of the table for the database that you want to send information to.

Enter this name before you click the **Create Table** button.

Create Table

Click this button to create the database.

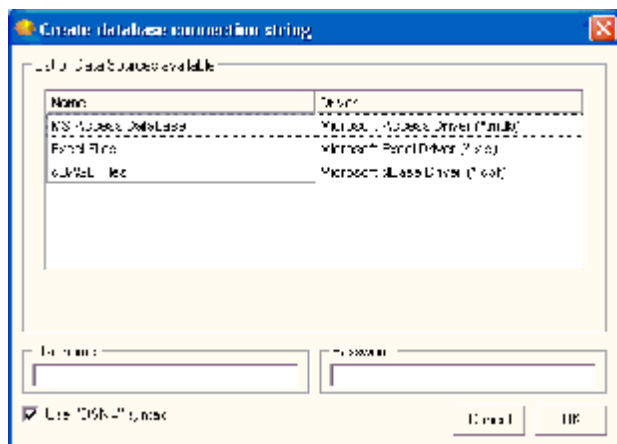
Registry Settings for Date and Time Format

You can define the date and time format for the database logging by specifying the following registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Log\db_DateFormat

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Log\db_Timeformat

Create Database Connection String Dialog Box



List of Data Sources Available

Name

Lists the type of databases available on your computer.

Driver

Lists the application drivers used to create the corresponding database.

Username

Enter the user name for logging in to the database.

Use "DSN=" Syntax

Click this check box to create a connection string in the following syntax:

```
oConn.Open "DSN=mySystemDSN;" & "Uid=myUsername;" & "Pwd=myPassword"
```

Password

Enter the password used to log in to the database.

Syslog (Setup Dialog Box)

Syslog is a standard method of centralizing various logs. You can use a syslog server to store your Servers Alive logs in a remote location for later perusal or long-term storage. If you want to use the Syslog feature, there are various freeware syslog servers on the Internet. Syslog is an established standard so Servers Alive works with any syslog servers.

For a Windows based syslog server, we recommend Kiwi Syslog Daemon, available from www.kiwisyslog.com <http://www.kiwisyslog.com/>.

You must enable syslog logging for each particular entry that you want to log. It is not turned on for every entry by default. You should determine if you want to use this service before adding many entries so that you can turn it on as needed as you add entries.

Enable Syslog

Click to enable this feature and enter information on the dialog box.

Syslog Host (Name or IP)

Enter an IP address for your server.

Port

Enter the port for your server. The port number is usually 514 unless you are using a non-default port number on your syslog server. When you have entered the server and port, click the **Apply** button and then the **Test It** button. You can check the logs on your syslog server to verify that the server is correctly logging events from Servers Alive.

Priority to Use When Entry Is

Specifies which entries are logged and how often they are logged.

Down

Specifies how to log an entry when the server is down. You can choose from Emergency, Error, Alert, Critical, Warning, Info, Notice, and Debug.

Up

Specifies how to log an entry when the server is up.

Maintenance

Specifies how to log an entry when the server is in maintenance mode.

Unavailable

Specifies how to log an entry when the server is unavailable.

When to Send**Always**

Specifies that the log message should be sent on every check cycle.

Status Change

Specifies to send the log message only when the log status changes.

Options**Include RFC header**

Adds RFC compliancy. This RFC compliant header adds information to the message, such as date stamp of send, or who sent the message, and the name of the process that sent the message.

Use TCP

Sends the syslog message with TCP to the remote syslog server, usually on port 1468.

Test It

Click to verify your settings. After you have entered the server and port, click the **Apply** button and then the **Test It** button. You can check the logs on your syslog server to verify that the server is correctly logging events from Servers Alive.

Registry Settings for Process Name

By default, the syslog messages sent by Servers Alive include the process name "Servers Alive". You can remove this by adding or editing the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SYSLog\WithoutProcess
(dword)

Value of 1

Statistical Logging (Setup Dialog Box)

Servers Alive only writes entries to the statistical log when an entry changes state; for example, when an entry goes from up to down.

You can choose to export a statistical log file to either a file or, in the Enterprise edition, a database. You can set options to write the log to a file or a database.

Statistical logging is created only at the end of a check cycle. When you perform a manual check, the data is not written to the log. Thus, in the Main window, when you select an entry and right-click, you can select Check Entry Now on the shortcut menu. If a change of state occurs, no data is written to the database. The new status of the entry is not recorded to the log.

To File (Statistical Logging) (Setup Dialog Box)

You can export a statistical logging file in Servers Alive. The format of the log file is as follows:

<prettyname>,<UID>,<current status>,<previous status>, <current date>, <current time>, <date of previous status change>, <time of previous status change>, <time difference between previous and current in minutes>

The values for the status are as follows:

- 8 Down = 1
- 8 POSDOWN = 2
- 8 Unavailable = 3
- 8 Maintenance = 4
- 8 Up = 5
- 8 Unchecked = 6
- 8 POSUNAVAILABLE = 7

The dates within the file are in the format `yyyymmdd`. The times are in the format `hhmm`, unless you select seconds as the unit, which makes the time format `hhmmss`.

The values you can get for the status are as follows:

- 8 1 down
- 8 3 unavailable
- 8 4 maintenance
- 8 5 up



Export Statistical Logging File

Click to activate this feature and enter settings on the dialog box.

Path

Enter the path to which you want to write the log file.

File Extension

Specify the file extension for the log file.

Separator

Specify the separator for entries in the log file.

Time Unit

Select the time unit used to indicate how long an entry was in a certain status before the status changed. The statistical logging creates an entry, in the log file, when the entry that is checked changes status; for example: from up to down. The logging includes the time the entry was in a previous status. So, for example, when the status goes from up to down, the record shows the time the entry was up before the server went down. The Time Unit box determines how the software indicates how long the entry was in that status: x minutes - x hours, and so forth.

Registry Settings for the Host Name

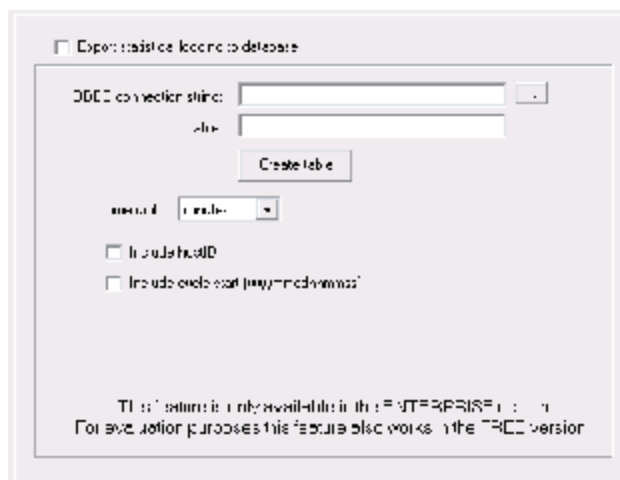
You can also edit the Windows registry to define whether to use the host name:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StatsLog\AlwaysHostName (regdword)

0 - use the host name if no pretty name is defined, otherwise use the pretty name.

1 - always use the host name.

To Database (Statistical Logging) (Setup Dialog Box)



This feature is available in the free version of Servers Alive and in the Enterprise edition. This feature is not available in the Standard edition.

Export Statistical Logging to Database

Click the check box to enable this feature and enter settings on the dialog box.

ODBC Connection String

Enter the connection string for the Open Database Connectivity (ODBC) database. Click the browse button to open the Create Database Connection String *dialog box* (page 83) and select a data source.

You can also use UDL files for database logging. Because UDL files use OLEDB providers, the files use memory more efficiently than ODBC drivers. To create a UDL file, open Notepad and save an empty file as <your_filename>.UDL. Double-click the .UDL file to open the Data Link Properties dialog box and configure the UDL connection. To use the file, enter the path to the UDL file as a connection string in the ODBC Connection String box.

Table

Enter the name of the table for the database that you want to send information to.

Enter this name before you click the Create Table button.

Create Table

Click this button to create the database.

Time Unit

Select the time unit used to indicate how long an entry has been in a certain status before the status changed. The statistical logging creates an entry, in the database, when the entry that is checked changes status; for example: from up to down.

The logging includes the time the entry was in a previous status. So, for example, when the status goes from up to down, the record shows the time the entry was up before the server went down. The Time Unit box determines how the software indicates how long the entry was in that status: x minutes - x hours, and so forth.

You can define the date and time format for the database logging by specifying the following registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StatsLog\db_Dateformat

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StatsLog\db_Timeformat

Include Host ID

Click the check box to include the ID of the host server.

Include Cycle Start (yyyymmddhhmmss)

Select the check box to include the date and time for the start of the cycle. The format is yyyymmddhhmmss. For example, 20041206093035 would mean the cycle started at December 6, 2004 at 9:30:35 in the morning.

Registry Settings for Host Name

You can edit the Windows registry with the following registry key to define the size of the host name, also known as the pretty name, within the database for statistical logging:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StatsLog\db_prettynamesize (string)

You can also edit the Windows registry to define whether to use the host name:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StatsLog\db_AlwaysHostName (regdword)

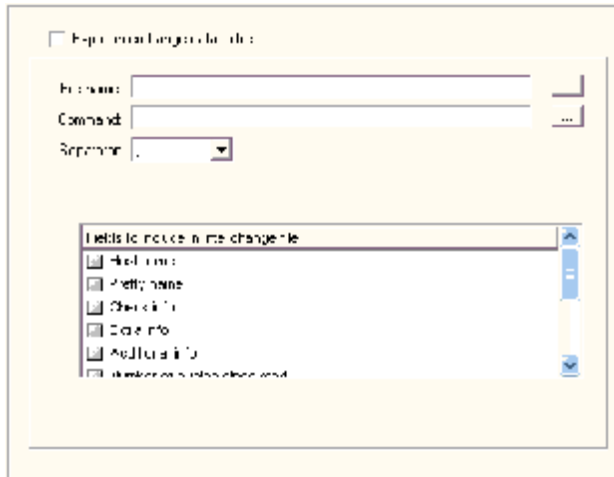
0 - use the host name if no pretty name is defined, otherwise use the pretty name.

1 - always use the host name.

Interchange Data (Setup Dialog Box)

You can choose to export interchange data to either a file or, if you have the Enterprise edition, a database. You can set options for either of these two features.

To File (Interchange Data) (Setup Dialog Box)



This feature exports a result file after each check file that contains the status of all entries. You must specify the file name, including the full path, to which the export file is written.

The interchange log file is overwritten after each check cycle. You must get the data after each cycle.

Export Interchange Data to File

Click the check box to enable this feature and enter settings in the dialog box.

File Name

Enter the name of the file to write the information to. Click the browse button to select a file on the computer.

Command

Enter the command. Click the browse button to select a command file on the computer. The command is executed after the interchange log file is generated. You can use a command to insert the interchange data into a database. However, this process is easier if you have the Enterprise edition of Servers Alive.

Separator

Select the separator to use as a column delimiter in the log file. If the separator that you select appears within the data that should be logged, the software replaces that separator with an underscore _. For example, you might select a comma as a separator. The Extra Info field contains a comma, as follows:

Welcome, coming from IP 1.2.3.4

The software converts the comma in the Extra Info field to the following text:

Welcome_ coming from IP 1.2.3.4

Fields to Include in Interchange Data

Click the following check boxes to include the information in the log.

Host Name

Includes the host name in the log.

Pretty Name

Includes the pretty name in the log.

Check Info

Includes information that is checked. For example, for an SMTP check, the information could be (TCP port 25) - ping.

Extra Info

Includes the response on the check. For example, this information could be "Service is running" or "404 not found error" for a URL check.

Additional Info

Includes additional information in the log for the round trip or the time necessary to complete the test.

Number of Cycles Since Start

Includes the number of cycles since the start. The UID is the unique ID that Servers Alive assigns to each host entry. This UID cannot be changed.

Host ID

Includes the ID of the host server.

Group ID

Includes the group ID.

Cycle Start

Includes the date and time for the start of the cycle. The format is `yyyymmddhhmmss`. For example, `20041206093035` would mean the cycle started at December 6, 2004 at 9:30:35 in the morning.

Remark

Includes a remark in the log file.

To Database (Interchange Data) (Setup Dialog Box)

This feature is available in the free version of Servers Alive and in the Enterprise edition. This feature is not available in the Standard edition.

Export Interchange Data to Database

Click the check box to enable this feature and enter settings in the dialog box.

ODBC Connection String

Enter the connection string for the Open Database Connectivity (ODBC) database. Click the browse button to open the **Create Database Connection String dialog box** (page 83) and select a data source.

You can also use UDL files for database logging. Because UDL files use OLEDB providers, the files use memory more efficiently than ODBC drivers. To create a UDL file, open Notepad and save an empty file as <your_filename>.UDL. Double-click the .UDL file to open the **Data Link Properties dialog box** and configure the UDL connection. To use the file, enter the path to the UDL file as a connection string in the ODBC Connection String box.

Table

Enter this name before you click the **Create Table** button.

Enter the name of the table for the database that you want to send information to.

Create Table

Click this button to create the database.

Log to db every

Specify the number of cycles between interchange logging.

Fields to Include in Interchange Data

Click the following check boxes to include the information in the log.

Host Name

Includes the host name in the log.

Pretty Name

Includes the pretty name in the log. You can enter the size of the Pretty Name in the box. If you enter or modify the size, recreate the table by clicking the Create Table button.

Check Info

Includes information that is checked. For example, for an SMTP check, the information could be (tcp port 25) - ping.

Extra Info

Includes the response on the check. For example, this information could be "Service is running" or "404 not found error" for a URL check.

Additional Info

Includes additional information in the log for the round trip or the time necessary to complete the test.

Number of Cycles Since Start

Includes the number of cycles since the start.

Host ID

Includes the ID of the host server.

Group ID

Includes the group ID.

Cycle Start

Includes the date and time for the start of the cycle. The format is yyymmddhhmmss. For example, 20041206093035 would mean the cycle started at December 6, 2004 at 9:30:35 in the morning.

Remark

Includes a remark in the log file.

Registry Entries for Date and Time Format

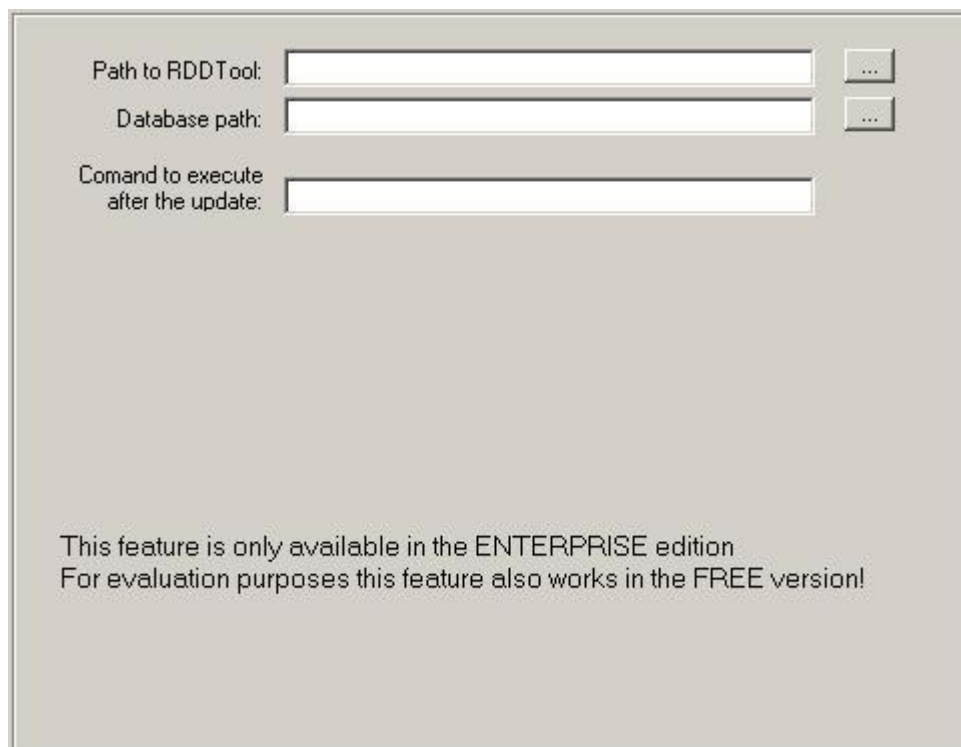
You can define the date and time format for the database logging by specifying the following registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Interchange\db_Dateformat

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Interchange\db_Timeformat

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Interchange\db_sqlcmd_before (string) is the SQL command that is executed before
interchange records are added to the database.

RRD Tools (Round Robin Database) (Setup Dialog Box > RRD Tools > General)



Path to RRDTool: ...

Database path: ...

Command to execute after the update:

This feature is only available in the ENTERPRISE edition
For evaluation purposes this feature also works in the FREE version!

This feature is available in the free version of Servers Alive and in the Enterprise edition. This feature is not available in the Standard edition.

The Round Robin Database (RRD) Tools store and display time-series data, such as network bandwidth, server load average, and so forth, from many different data sources. The RRDTools compact the data so that it does not expand over time. The tool then displays graphs of the data.

For more information about RRDTools, see the *RRDTools web site* (<http://people.ee.ethz.ch/~oetiker/webtools/rrdtool/>).

Servers Alive updates existing RRDTools databases.

RRDTools databases give the following benefits:

- 8 Round robin logging resulting in minimal data transfer.
- 8 Fixed resolution logging with random data arrival.
- 8 Storage of data at different resolutions in parallel.
- 8 On-the-fly data consolidation.

The RRDTools graphs provide the following benefits:

- 8 You can use data from any number of databases.
- 8 You can display line, area, and stack charts.
- 8 RRDTools perform powerful RPN math on data before graphing it.

Unlike linear databases, the size of an RRDTools database remains constant. In linear databases, the size continuously increases because new data gets appended to the end of the data table. In contrast, the maximum size of an RRDTools database is determined when the database is created. Data is added until the database reaches the maximum size. When the database reaches the maximum size, the new data overwrites existing data at the beginning point.

Other databases store the values as supplied. RRDTools can calculate the rate of change from the previous to the current value and store this information instead.

Other databases get updated when values are supplied. The RRDTools only needs data at pre-defined time intervals. If the database does not get a new value during the interval, the database stores an Unknown value for that interval. So, when using the RRDTools database, you must use scripts that run at regular intervals to ensure a constant flow of data.

- 1) Click File > Setup. In the Logging > RRD Tools area, enter the appropriate options.
- 2) In the main window, edit each entry to enable RRD logging. Click Edit > Changes Wizard.
- 3) Click File > Setup.
- 4) Click the Generate Create Script (page 100) and Generate Graph Script (page 101) buttons to create the .bat files.
- 5) From the command prompt or a DOS window, browse to the database directory and execute the Create script in the .bat file. Type `sa_create_rrd.bat`. For each entry that has RRD logging enabled, a database file is created.
- 6) To create the graphs after each cycle, enter the command in Command to Execute after the Update (see below). Type the directory path and `sa_graph_rrd.bat`.

Enable RRDTool Logging

Click to enable logging of data with the RRDTools.

After you enter your settings for RRD graphs and databases, you can edit each entry to enable them for RRD logging. You can do this quickly by clicking Edit > Changes Wizard. After you edit each entry, you then click File > Setup and, in the Logging > RRD Tools area, click the Generate Create Script and Generate Graph Script buttons.

Path to RRDTool

Enter the path where you installed the RRDTools. You should include the .exe that you compiled.

Database Path

Enter the path where you want the databases stored.

Command to execute after the update

Enter a command to start Servers Alive updates to the RRDTools databases. For example, you can enter the name of the .bat file that Servers Alive generates to create the data graphs.

By default, the RRDTools logging is completed in UTC (GMT) time. You can change the logging time to the local time by editing the Windows registry with the following key:

**HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\RRD\UseLocalTime
(dword) to 1**

RRD Logging (Round Robin Database) (Setup Dialog Box)

Subdirectory:

Database prefix: Database suffix:

How to log

Up: Maintenance: Unavailable:

Down: Unchecked:

This feature is only available in the ENTERPRISE edition
For evaluation purposes this feature also works in the FREE version!

Each RRD tool type has the same basic settings. However, UpDown logging has additional "How to log" settings.

Database Prefix

Enter the prefix for the names of all the databases. This ensures that each database has a unique name. Once you enter the prefix, you should not change it. By default, Servers Alive creates and updates database files with the name `xy`, where `xy` is the unique ID of the entry. For example, if you want to name the database `sa_xy.rrd`, enter `sa_` for the prefix and `.rrd` for the suffix.

Database Suffix

Enter the suffix for the names of the databases. See the previous paragraph. For example, if you enter `RRD` for the prefix and `.DB` for the suffix, the database for the entry with a unique ID of 4 is called `RRD4.DB`.

Generate Create Script

Click to generate a `.bat` file that creates the databases for all the entries. You can review and edit the `.bat` file before executing it by entering your changes on the RRD Create Parameters dialog box.

UpDown Logging

How to log

Assign values to each status for logging purposes.

Check Result RRD Logging (Round Robin Database) (Setup Dialog Box)

Directories

Hour: ... Web:

Day: ... Web:

Week: ... Web:

Month: ... Web:

Year: ... Web:

☐ Add "type" subdirectory name to the directory name of the graphs

This feature is only available in the ENTERPRISE edition
For evaluation purposes this feature also works in the FREE version!

Generate GRAPH script

Directories

Enter the directory where you want to store graphs that are generated at the following intervals. You can click the browse button next to the box to select a directory. You must create the directories in Windows Explorer before entering them in the Directories box in Servers Alive.

- 8 Hour
- 8 Web
- 8 Day
- 8 Week
- 8 Month
- 8 Year

Generate Graph Script

Click to generate a script that creates the graphs of data in the databases. You must run the .bat file to create the graphs. Servers Alive prompts you to review or edit the contents of the .bat file in Notepad. Servers Alive does not actually create the graphs directly.

The graphs are in .gif or .png format. You can include these graphs in web pages.

Add type subdirectory name to the directory name of the graphs

Select this to create a subdirectory for each of the Types, e.g.

```
<what-you-entered>\roundtrip  
<what-you-entered>\checkresult  
<what-you-entered>\updown
```

Uptime Logging (Setup Dialog Box)



Uptime logging creates a daily record for each entry for each day. This record contains the time and total cycles spent in each state.

Enable uptime db logging

Select to enable this feature.

ODBC connection string

Log to the database opened by this connection string.

Table

Log to this table.

Output (Setup Dialog Box)

You can specify outputs to an HTML page, WAP page, or status summary message.

HTML Page (Setup Dialog Box)

If you choose to have Servers Alive generate an HTML page that is based on a template, you have tools that allow you a higher degree of control over the final product. To use a template, you must first tell Servers Alive the name of the resulting page and then select the HTML template to use. Servers Alive reads through the template after each cycle and uses the template to generate the end result page.

For caching HTML Templates during generation, see *Startup Settings (Setup Dialog Box)* (page 131).

A template has three parts and supports a set of custom HTML tags that Servers Alive replaces on-the-fly with the associated information. The three parts are as follows:

- 8 Header
- 8 Core
- 8 Footer

The header part is everything before the `<sa_report>` tag. The header is only interpreted once per page generation. Everything between `<sa_report>` and `</sa_report>` is interpreted for every host that must be on the page. The footer part is the part after `</sa_report>` and is also interpreted only once.

You can add an optional parameter to `sa_report` called SORT that determines how the hosts are sorted. The default sort is set in the software.

- 8 To sort by status, you would use `<sa_report sort=status>`.
- 8 To sort by the type of check, you use `<sa_report sort=check>`.

You can add the name of the top level group with `<sa_topgroup_name>`. Use the following tags for the header and footer:

- 8 `<sa_topgroupheader>`
- 8 `<sa_topgroupfooter>`

The interpretation of the header and footer part converts these tags to their current value:

`<sa_currentlongtime>` - 1:32:07 PM.

`<sa_currentshorttime>` - 13:32.

`<sa_currentlongdate>` - Day, Month Date, Year (Monday, May 1, 2002).

`<sa_currentshortdate>` - Day/Month/Year (5/1/2002).

Note that `sa_currentlongtime`, `sa_currentshorttime`, `sa_currentlongdate` and `sa_currentshortdate` use the format that is defined within the international settings of the control panel of the Servers Alive computer.

`<sa_version>` - ex. 2.1.952.

`<sa_cycles>` - Number of cycles since Servers Alive started.

`<sa_cyclestart>` - Date/time when the cycle started.

<sa_cyclestop> - Date/time when the cycle stopped.

<sa_cycletime> - Time the last check cycle occurred in minutes-seconds format.

<sa_avgcycletime> - Average time a cycle takes (since the last time START was clicked).

<sa_alerts> -List of all alerts for this entry.

The <sa_alerts> tag displays a
 tag between each alert, by default. You can change the
 to another value by entering the string you want in the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\ServersAlive\StartUp
\HTMLAlertsSeparator(string)

<sa_startshorttime> - Returns the time, in a short format, when Servers Alive started.

<sa_startlongtime> - Returns the time, in a long format, when Servers Alive started.

<sa_startshortdate> - Returns the date, in a short format, when Servers Alive started.

<sa_startlongdate> - Returns the date, in a long format, when Servers Alive started.

<sa_nr_entries> - Returns the number of entries.

<sa_nr_unavailable> - Returns the number of entries that are not available.

<sa_nr_unchecked> - Returns the number of entries that are unchecked.

<sa_nr_maintenance> - Returns the number of entries in maintenance.

<sa_fullpath> - Displays the path of the entry.

Additional structures are available for headers and footers:

8 <sa_groupheader> </sa_groupheader>

8 <sa_groupfooter> </sa_groupfooter>

8 <sa_select_case STATUS>

8 <sa_case>

8 </sa_select_case>

<sa_case> can also use the values in <sa_rrd_checkresult_graph_available>, <sa_groupid>, <sa_groupname>, <sa_checktype>, <sa_rrd_checkresult_graph_available>.

8 <sa_said> Contains the name of the system on which Servers Alive is running. This tag is equivalent to the SAID tag used in database logging. You can use this tag in the Core section too.

8 <sa_nr_up> - Returns the total number of up entries.

8 <sa_nr_down> - Returns the total number of down entries.

8 <sa_receivedtraps> - Returns the SNMP received traps.

For more information, see *SNMP Trap Receiver (Setup Dialog Box)* (page 163).

The following parameters are valid within a group header and group footer:

- 8 <sa_group_name>
- 8 <sa_group_up_entries>
- 8 <sa_group_down_entries>
- 8 <sa_group_maintenance_entries>
- 8 <sa_groupid>
- 8 <sa_group_path>
- 8 <sa_group_number_of_entries> - Returns the total number of entries within the group.

The following parameter is valid outside of the entries loop: <sa_receivedtraps>.

The following parameter is valid within the entries loop: <sa_groupid>.

Within the core section, between <sa_report> and </sa_report>, you can specify many more options. You can use the following tags in the core section:

- 8 <sa_hostname>
- 8 <sa_prettyname>
- 8 <sa_priority> - priority for an entry as seen on the *Schedule Tab (Entries Dialog Box)* (page 281).
- 8 <sa_startcycle> the startcycle for an entry as seen on the *Schedule Tab (Entries Dialog Box)* (page 281).
- 8 <sa_status>
- 8 <sa_remark> - Gives the remark field.
- 8 <sa_statuschangedate>
- 8 <sa_statuschangetime>
- 8 <sa_onstatustime> - Time that an entry is on a specific status in days-hours-minutes-seconds format; for example, 3d 7h 32 m 45s. If the days are 0, days are not displayed.

The HTML template can sort with sa_onstatustime to list the more recent up/down entries before older entries.

- 8 <sa_checkdescription>
- 8 <sa_checkresponse> - Same as the %e parameter. This tag returns whether the SAIF tag contains (CON) or does not contain (NC0) a specific string.
- 8 <sa_checkresponse_num> - Shows only the numeric value of <sa_checkresponse>. For example, if <sa_roundtrip> returns 2567 ms, then <sa_roundtrip_num> shows 2567.
- 8 <sa_checkinterval_unit> - supplies "minute(s)" or "second(s)" as specified in *Startup Settings (Setup Dialog Box)* (page 131)
- 8 <sa_hostid>
- 8 <sa_ip> - IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 <sa_levelsdeep> - Gives back a number that shows the level for an entry. This is useful if you want to determine where an item is in the tree, as in the following:

ASP:

```
<%  
    for i=1 to X  
        response.write "X"  
    next  
%>
```

PHP:

```
<?php  
for(i=1; i<=x;i++) {print "X";}  
?>
```

- 8 <sa_uid>
- 8 <sa_depends_on_uid> - Gives the UID of the parent entry. When no parent entry exists, returns -1.
- 8 <sa_roundtrip> - Same as the %a parameter.
- 8 <sa_rrd_roundtrip_enabled> Reads true/false.
- 8 <sa_rrd_updown_enabled> Reads true or false depending on whether RRD logging is enabled.
- 8 <sa_rrd_checkresult_enabled> Reads true/false.
- 8 <sa_rrd_roundtrip_graph_available> Reads true/false.
- 8 <sa_rrd_checkresult_graph_available> Reads true/false. This value is true if the <sa_rrd_checkresult_enabled value> = true and the entry is the check type D/M/F/E.
- 8 <sa_roundtrip_num> - Shows only the numeric value of <sa_roundtrip>. For example, if <sa_checkresponse> shows 220 myMailHost version 2.51, then <sa_checkresponse_num> shows 220.
- 8 <sa_rrd_roundtrip_graphname> - Displays the name of the RRD graph that Servers Alive generates if this feature is enabled. For more information about this feature, click **RRD Tools (Round Robin Database) (Setup Dialog Box)** (page 97).
- 8 <sa_rrd_checkresult_graphname> - See the previous tag.
- 8 tag <sa_mute_alerts> - Mute alerts for this entry (possible values T or F).
- 8 Tags supplying the interval time as specified in *Misc Settings (Setup Dialog Box)* (page 134):
 - <sa_checkinterval_saturday_day>
 - <sa_checkinterval_saturday_night>
 - <sa_checkinterval_sunday_day>
 - <sa_checkinterval_sunday_night>
 - <sa_checkinterval_weekday_day>
 - <sa_checkinterval_weekday_night>
- 8 Tags supplying the real name of graphs:
 - <sa_rrd_checkresult_day_graphname>
 - <sa_rrd_checkresult_hour_graphname>

<sa_rrd_checkresult_month_graphname>

<sa_rrd_checkresult_week_graphname>

<sa_rrd_checkresult_year_graphname>

<sa_rrd_roundtrip_day_graphname>

<sa_rrd_roundtrip_hour_graphname>

<sa_rrd_roundtrip_month_graphname>

<sa_rrd_roundtrip_week_graphname>

<sa_rrd_roundtrip_year_graphname>

<sa_rrd_updown_day_graphname>

<sa_rrd_updown_hour_graphname>

<sa_rrd_updown_month_graphname>

<sa_rrd_updown_week_graphname>

<sa_rrd_updown_year_graphname>

8 Tags supplying the name of the graph with the web directory:

<sa_rrd_checkresult_day_web_graphname>

<sa_rrd_checkresult_hour_web_graphname>

<sa_rrd_checkresult_month_web_graphname>

<sa_rrd_checkresult_week_web_graphname>

<sa_rrd_checkresult_year_web_graphname>

<sa_rrd_roundtrip_day_web_graphname>

<sa_rrd_roundtrip_hour_web_graphname>

<sa_rrd_roundtrip_month_web_graphname>

<sa_rrd_roundtrip_week_web_graphname>

<sa_rrd_roundtrip_year_web_graphname>

<sa_rrd_updown_day_web_graphname>

<sa_rrd_updown_hour_web_graphname>

<sa_rrd_updown_month_web_graphname>

<sa_rrd_updown_week_web_graphname>

<sa_rrd_updown_year_web_graphname>

8 <sa_said> Contains the name of the system on which Servers Alive is running. This tag is equivalent to the SAID tag used in database logging. You can use this tag in the header and footers sections too.

8 <sa_threshold>

8 <sa_threshold_num> - Shows only the numeric value of <sa_threshold>. This is the first value in the returned string. See <sa_checkresponse_num> for an example.

8 <sa_stats_avgrtrip> - Average roundtrip time of all UP cycles.

- 8 <sa_stats_avgtrip_num> - Shows only the numeric value of <sa_stats_avgtrip>. This is the first value in the returned string. See <sa_checkresponse_num> for an example.
- 8 <sa_stats_maxrtrip> - Maximum roundtrip time of all UP cycles.
- 8 <sa_stats_maxrtrip_num> - Shows only the numeric value of <sa_stats_maxrtrip>. This is the first value in the returned string. See <sa_checkresponse_num> for an example.
- 8 <sa_stats_minrtrip> - Minimum roundtrip time of all UP cycles.
- 8 <sa_stats_minrtrip_num> - Shows only the numeric value of <sa_status_minrtrip>. This is the first value in the returned string. See <sa_checkresponse_num> for an example.
- 8 <sa_stats_upcycles> - Number of UP cycles.
- 8 <sa_stats_uptime> - Up time as a percentage.
- 8 <sa_stats_downtime> - Down time as a percentage.
- 8 <sa_stats_maintenancetime> - Maintenance time as a percentage.
- 8 <sa_stats_nondowntime> - Consecutive UP time.
- 8 <sa_stats_downcycles> - Number of DOWN cycles.
- 8 <sa_stats_maintenancecycles> - Number of MAINTENANCE cycles.
- 8 <sa_stats_totalcycles> - Number of total cycles.
- 8 <sa_inverted> - Displays T if the Invert option is enabled for a check; otherwise, sa_inverted displays F.
- 8 <sa_syslog_enabled> - Displays true/false.
- 8 <sa_syslog_facility>
- 8 <sa_syslog_message>
- 8 <saif> - Most powerful tag. See the following section for more information.

SAIF allows you to include certain HTML code depending on the condition of the current host. SAIF is used as follows:

<SAIF variable IS value AND variable IS value>something</SAIF>

<SAIF variable IS value OR variable IS value>something</SAIF>

<SAIF variable NOT value>something</SAIF>

Note that an SAIF statement must be on one continuous line. You can have many things inside the SAIF start and stop tags, but they must all be on one line, with no line breaks.

The variables you can check are listed here along with their possible values:

- 8 sa_status – Possible values are UP, DOWN, MAINTENANCE, UNAVAILABLE, and UNCHECKED.
- 8 sa_check – Possible values are NETWARE, ORACLE, SQL, URL, DISKSPACE, PROCESS, SERVICE, PING, IPXPING, UDP, SNMP, WINSOCK, EXTERNAL, and EXTERNALCOM.
- 8 sa_hostname – Host name of the entry.
- 8 sa_hostid – ID assigned to entry.
- 8 sa_UID – Unique ID assigned automatically to the entry by Servers Alive.
- 8 sa_depends_on_UID - Gives the UID of the parent entry. If no parent entry exists, the tag returns - 1.

-
- 8 `sa_depends_on_entry` - Returns the description or pretty name of the entry on which the current entry depends. For all entries that depend on another entry, the description of the entry on which they depend is shown within brackets. For hosts that do not depend on other hosts, nothing displays.
 - 8 `sa_checkresponse` - Same as the `%e` parameter. This tag returns whether the SAIF tag contains (CON) or does not contain (NC0) a specific string.
 - 8 `sa_prettyname` - Returns the pretty name of the entry.
 - 8 `sa_previous_hostname_in_html` - Returns the previous hostname. This is useful, for example, in order to only show the hostname if it is different from the previous one: `<saif sa_hostname not sa_previous_hostname_in_html><sa_hostname></saif>`.
 - 8 `sa_mute_alerts` - mutes alerts for the item (possible values TRUE and FALSE)
 - 8 and for the output itself you can use as tag `<sa_mute_alerts>` (will get T or F as value)

`<SAIF SA_STATUS IS DOWN>help us please it's down</SAIF>`

`<SAIF SA_STATUS IS DOWN AND SA_CHECK IS SQL>The SQL database is down, again.</SAIF>`

`<SAIF SA_CHECK IS ORACLE OR SA_CHECK IS SQL>A database.</SAIF>`

`<SAIF SA_CHECK IS URL OR SA_CHECK IS SERVICE OR SA_CHECK IS DISKSPACE AND SA_STATUS IS DOWN>Big alert. Houston we have a problem</SAIF>`

`<SAIF SA_HOSTNAME IS www.domain.com AND SA_STATUS IS DOWN>Might wanna update the resume, pal.</SAIF>`

The evaluation is always processed from left to right and case does not matter. Also, you can include quotes around the values, but they are not necessary.

`<SAIF SA_DEPENDS_ON_ENTRY NOT -1>(<sa_depends_on_entry>)</saif>`

If you would like additional information and a starter template, you can download a zip archive with helpful information from the *Woodstone web site* <http://www.woodstone.nu/salive/doc/template.zip>.

If you choose to use the `sort=check` option in the `sa_report` tag, you can specify a custom priority for the various check types. You edit the following registry entry and supply a string that lists the order of importance for all checks.

HKEY_LOCALMACHINE\SOFTWARE\DBU Consulting\Servers
Alive\HTMLPage\CheckTypeSortOrder (string)

Ex. Default is WIPXSRDUQONME

(Winsock TCP (W) - Winsock UDP (I) - PING (P) - IPX Ping (X) - NT Service (S) - NT process (R) - Disk space (D) - URL (U) - SQL server (Q) - Oracle (O) - Netware (N) - SNMP (M) - External (E))

Additional features include the following tags used to filter, on the page, the entries that can be displayed based on their status.

`<sa_report sort= status=ALL,DOWN,UNAVAILABLE,UP,UNCHECKED>`

You can have one or more of the list. For example, status=DOWN,UP gives only the entries that are up or down.

You can sort the entries for the page with the following tags. Sorting is always by group by default and then by the parameter that you give within the page.

sort=HOSTID,UID,NAME (or HOSTNAME),CHECK,STATUS,PRETTYNAME,IP, ENTRYPATH

You can have one or more in the list; for example sort=name,check.

If you do not want to sort by group first, then set the nogroup option.

In the group My Entries, each entry is part of a group, or subgroup. The full path is the ENTRYPATH, or the path to the entry:

group \subgroup\subsubgroup

When sorting the template-based HTML output by GroupPath or EntryPath, you can edit the registry to set the number of bytes used by those parameters:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\SortStringPathSize (string)

Not in the registry or =0 defaults to 250. Above 1250 goes back to 1250.

Example Template

Carriage returns and line feeds are removed from outputs based on the HTML template.

```
<!--This is the header section.-->
```

```
<BODY>
```

```
<!--Here the current date and time variables are used-->
```

```
<H4>Last check done on <sa_currentlongdate>&nbsp;&nbsp;&nbsp;<sa_currentlongtime>
```

```
<!--Add in a comment that notes that Servers Alive generated the page.-->
```

```
<!-- Generator Servers Alive version <sa_version> via template....-->
```

```
<p>
```

```
<TABLE WIDTH="762" cellpadding="4">
```

```
<TR><TD WIDTH="32" align="center"><FONT face="verdana" size="2"><B>Up?</TD>
```

```
<TD width="20" align="center"><FONT face="verdana" size="2"><B>ID</TD>
```

```
<TD width="130" align="center"><FONT face="verdana" size="2"><B>Host</TD>
```

```
<TD width="280" align="center"><FONT face="verdana" size="2"><B>Host Check</TD>
```

```
<TD width="80" align="center"><FONT face="verdana" size="2"><B>Parameter</TD>
```

```
<TD width="70" align="center"><FONT face="verdana" size="2"><B>Actual</TD>
```

```
<TD width="145" align="center"><FONT face="verdana" size="2"><B>Time of Last Status Change</TD>
```

```
</FONT>
```

```
</TR>
```

```
<!--The core section begins here. It is repeated for every host on the page.-->
```

```
<sa_report sort=status>
```

```
<!--Use SAIF to change the color depending on whether the host is up or down.-->
```

```
<tr bgcolor="<saif sa_status is down>ff0f00</saif><saif sa_status is up>dbdcaf</saif>">
```

```
<TD BGCOLOR="#ffffff">
```

```
<!--Use SAIF to display the correct icon (not supplied with Servers Alive)
```

```
depending on the host condition.-->
```

```
<SAIF SA_STATUS IS UP></SAIF>
```

```
<SAIF SA_STATUS IS DOWN></SAIF>
```

```
</TD>
```

```
<TD WIDTH=20 BGCOLOR="#8fbc8f">
```

```
<!--Display Host ID with SA_HOSTID.-->
```

```
<CENTER><FONT SIZE=2><sa_hostid></FONT></CENTER>
```

```
</TD>
```

```
<TD WIDTH="145">
```

```
<!--Display Pretty Name with SA_PRETTYNAME.-->
```

```
<FONT FACE=verdana SIZE=1><sa_prettyname></FONT>
```

```
</TD>
```

```
<TD WIDTH="280">
```

```
<!--Display the type of check with SA_CHECKDESCRIPTION.-->
```

```
<FONT FACE=verdana SIZE=1><sa_hostname> (<sa_checkdescription>)</FONT>
```

```
</TD>
```

```
<TD WIDTH="80">
```

```
<!--Display check parameters with SA_THRESHOLD.-->
```

```
<FONT FACE=verdana SIZE=1><CENTER><sa_threshold></CENTER></FONT>
```

```
</TD>
```

```
<TD WIDTH="70">
```

```
<!--Display the response time/data with SA_CHECKRESPONSE.-->
```

```
<FONT FACE=verdana SIZE=1><CENTER><sa_checkresponse></CENTER></FONT>
```

```
</TD>
```

```
<TD WIDTH="175" valign="center" align="center">
```

```
<!--Display the time of the last status change with SA_STATUSCHANGETIME and  
SA_STATUSCHANGEDATE.-->
```

```
<FONT FACE=verdana SIZE=1><sa_statuschangetime>, <sa_statuschangedate></FONT>
```

```
</TD>
```

```
</TR>
```

```
<!--End of the core section.-->
```

```
</sa_report>
```

```
<!--Beginning of footer.-->
```

```
</TABLE>
```

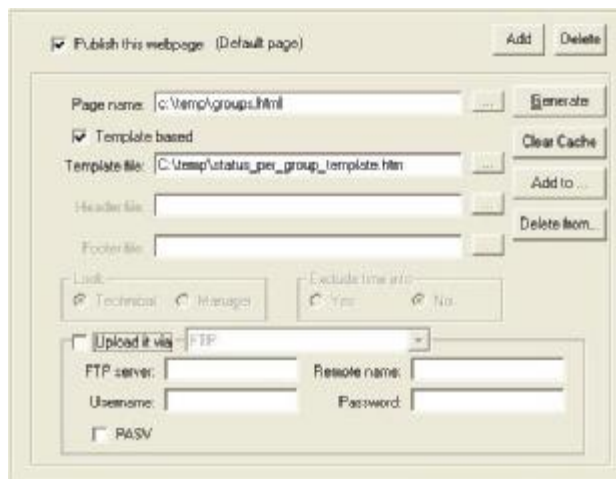
```
<BR>
```

```
<!--Display when the last check cycle occurred using SA_CURRENTLONGDATE  
and SA_CURRENTLONGTIME.-->
```

```
<H4>Last check done on <sa_currentlongdate>&nbsp;&nbsp;&nbsp;&nbsp;<sa_currentlongtime>
```

```
</BODY>
```

Default Page (Setup Dialog Box)



Servers Alive creates HTML pages, but does not serve the pages using the built-in web server.

Publish This Web Page

Click this check box to enable Servers Alive to create one or more HTML pages after every check cycle.

Add

Click to enter the name of a web page. The name of the new page appears in the tree on the left side of the Setup dialog box.

Delete

Click to delete a web page.

Generate

Click this button to generate the page using the known values.

Clear Cache

Reloads Servers Alive's cache of templates in order to reflect any changes made to the originals.

Add To

Click to add the HTML page as output page for the following:

- 8 All entries.
- 8 All entries for a specific type of check.
- 8 All entries for a specific group.

Delete From

Click to delete the HTML page from the following:

- 8 All entries.
- 8 All entries for a specific type of check.

8 All entries for a specific group.

Page Name

Enter the page name for the resulting HTML page. The name must also include the directory in which the file is created.

When you click the Generate button and not all the cycles are complete in Servers Alive, the values on the resulting page could be part of cycle_n and parts of cycle_n+1, if cycle_n+1 is in progress.

Template Based

Click to define a template file.

Template File

Enter a file name to use as boiler plate for the log file. You can click the browse button and select a file. This option is available only if you click the Template Based checkbox.

For more on templates, see <http://www.woodstone.nu/salive/documentation>
<http://www.woodstone.nu/salive/documentation.htm>

Header File

Customize the web page by specifying a custom HTML header page. You must also specify both the name and directory for these two files. If you use this option, you must also specify a footer file. When creating the HTML page, Servers Alive copies the header, adds the Servers Alive grid to it, and appends the footer at the end. To publish this page on the Internet or intranet, you need a third-party web server.

Footer File

Enter the file to use as a footer. See the previous option for more information.

Look

Customize the contents of the grid created by Servers Alive.

Technical

Specifies that the grid contains the name, port number, and pretty name.

Manager

Specifies that the grid contains the pretty name, but not the name and port number.

Exclude Time Info

Specify whether the grid includes the current status and the time/date that it detected that status. Click Yes or No.

Upload It Via

Select the check box to upload the page to your server with a protocol. Click one of the following protocols in the dropdown list.

- 8 FTP - File Transfer Protocol. For faster cycles, this is now performed asynchronously, meaning Servers Alive does not wait for completion of the upload.

FTP is the least secure protocol.

- 8 SFTP - Simple File Transfer Protocol,
- 8 FTP + SSL insecure data channel,
- 8 FTP + SSL secured data channel,
- 8 FTP + SSL wrapped SSL channel.

FTP Server

Enter the name and IP of the remote FTP server; for example, you can enter: ftp.company.com.

If you want to upload the information using a port other than the default port, enter the host name and port number in the following format: host_name:port.

Remote Name

Enter the directory and filename that the file should have on the FTP server; for example, if you want to upload to ftp.company.com and store the file in /user/me/directory and call the file myfile.asp, then you can enter: /user/me/directory/myfile.asp.

User Name

Specify the user name if the page must reside on a remote computer that requires authentication before you can write on the computer's disk.

If webpage authentication is required, Servers Alive initially sends a frame without authentication, then based on the response of the server (401 frame is 'authentication is needed') resends the request with authentication. However you can send authentication directly by manually editing the authentication type in the entries file: ADPA="#WEBAUTHTYPE=<name>#" <name> can have the following values: basic, ntlm, digest, auto (this is the default if none is mentioned too).

Password

Specify the password.

PASV

Specifies to use passive ftp. This mode works better when you are connecting through a firewall than the normal FTP connection mode.

However, clicking this check box does not guarantee that PASV mode works for your connection. PASV causes some security risks, so some network administrators disable PASV mode on the server side.

Registry Settings for Reset Times

The upload of HTML pages can give a "Busy executing command" error when several files have to be uploaded.

If you decide not to use a template page, refer to the following information.

Registry Settings for Status

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the following registry keys:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UpFontStart
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UpFontStop
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownFontStart
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownFontStop
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\MaintenanceFontStart
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\MaintenanceFontStop
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UnavailableFontStart
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UnavailableFontStop
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UncheckedFontStart
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UncheckedFontStop

Registry Settings for Last Check Times

Servers Alive displays the last check time just before or just after the table with the hosts. This can be configured by adding or editing the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\PlaceOfCheckTime (dword)
0 is below the table, 1 is above the table

Registry Settings for Tables

You change the default size of the columns by adding or editing the following registry values:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\HostColumn (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage>StatusColumn (string)

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\HTMLPage\SmallStatusColumn (string)

Example: "100" or "35%" or "AUTO"

To change the background color of the table of the generated HTML page, you must add or edit the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\HTMLPage\TableBackground (string)

Example: "#FF0000" or "Red"

By default, Servers Alive generates `<TABLE BORDER="1">` as beginning of the table with the entry's statuses. Using the previous table background property gives you the option to specify `<TABLEBGCOLOR="tablebackground">`.

By adding or editing the following registry value you are now able to specify `<TABLE BGCOLOR="tablebackground" tableproperties>`

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\HTMLPage\TableProperties (string)

Registry Settings for the Number of Host Down Times

If you want to see the number of times a host has been down since the last log filename change in the saved HTML file, you must add or edit the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\HTMLPage\Includedownstats (dword) with a value of 1

Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this you must add or edit the following registry values:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UpIcon (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownIcon (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\MaintenanceIcon (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UncheckedIcon (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UnavailableIcon (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\IncludeIcons (dword) When this value is 1, are substituted for the normal words.

Registry Settings for Different Pages

All the previous registry settings can be used differently for all the pages that Servers Alive must generate.

-
- 8 The default page uses HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\ as the root for its registry keys.
 - 8 A web page with a display name of WebServers uses HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\WebServers\ as the root for its registry keys.

WAP Page (Setup Dialog Box)

Servers Alive is the first monitoring platform to support alerting using WAP (wireless access protocol) pages. If you have a cellular device that can view WAP pages, you can spot check your servers while on the road.

Enable WAP Output

Click the check box to enable this feature and enter settings on the dialog box.

WAP alerting uses the concept of WML cards, which are similar to linked HTML pages, to allow you to choose the way you view Servers Alive's current status. There are four different page types that can be used.

To enable one of the pages, you type a full file path, including file name, or you can click the button on the right side of each location box and browse to the correct location.

All Hosts with Status (Small)

Produces a page that shows only the host names and their status.

All Hosts with Status (Large)

Produces a page with an initial view showing the names of the hosts and their status, with a link to show their exact check description.

If you are using this option, the resulting WML file can become very big. If you encounter size problems within your browser, you can use the **Only Down Hosts (Large)** option to produce a WML file. Future versions of Servers Alive will provide more control over what host should be in which WML file.

On some WML browsers, the size of a deck is limited. This is the compiled size of a deck, and, because no direct link exists between the size of the source WML file and the size of the compiled WML file, Servers Alive cannot limit the size of the source WML file. In addition, not all browsers have the same limit.

Only Down Hosts (Small)

Produces a page that shows only the host names of down servers and their status.

Only Down Hosts (Large)

Produces a page with an initial view showing the names of the down hosts and their status, with a link to show their exact check description.

Add tag to refresh after

Force the browser to reload the page after the specified number of seconds.

Upload Via

Select the check box to upload the page to your server with a protocol. Click one of the following protocols in the dropdown list.

- 8 **FTP - File Transfer Protocol.** For faster cycles, this is now performed asynchronously, meaning Servers Alive does not wait for completion of the upload.

FTP is the least secure protocol.

- 8 **SFTP - Simple File Transfer Protocol,**
8 **FTP + SSL insecure data channel,**
8 **FTP + SSL secured data channel,**
8 **FTP + SSL wrapped SSL channel.**

FTP Server

Enter the name and IP of the remote FTP server; for example, you can enter: <ftp.company.com>.

If you want to upload the information using a port other than the default port, enter the host name and port number in the following format: `host_name:port`.

Remote Dir

Enter the directory and filename that the file should have on the FTP server; for example, if you want to upload to <ftp.company.com> and store the file in `/user/me/directory` and call the file `myfile.asp`, then you can enter: `/user/me/directory/myfile.asp`.

User Name

Specify the user name if the page must reside on a remote computer that requires authentication before you can write on the computer's disk.

Password

Specify the password.

PASV

Specifies to use passive FTP. This mode works better when you are connecting through a firewall than the normal FTP connection mode.

However, clicking this check box does not guarantee that PASV mode works for your connection. PASV causes some security risks, so some network administrators disable PASV mode on the server side.

If you want to store your WAP page on a remote server that requires authentication, you can use the following registry entries to supply the authentication information. The server listed here should be the same as the server listed in the software for WAP file storage.

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\Username (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP>Password (string)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\Server (string)

The upload of WAP pages can give a "Busy executing command" error when several files have to be uploaded. By default, Servers Alive waits 100ms after the upload in order to give the socket the time to do a correct reset. If this is too much or too little time, you can change the value in the registry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\FTPSleepTime (dword) Max is 5000 (ms).

Servers Alive does not provide any WAP access through its built-in web server. It only generates WML files that can be viewed with a WML enabled browser, typically a WAP-enabled phone, through a third-party web server.

If you want to publish WML files with your own web server, you must add the needed MIME type to your web server. Some WML browsers need those to be able to show the downloaded WML files.

You will need the following:

- 8 Associated extension: WML
- 8 Content type (MIME): text/vnd.wap.wml

You can edit the Windows registry with the following keys to modify the responses:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\IncludeAllSmallResponse (dword)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\WAP\IncludeAllLargeResponse (dword)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\WAP\IncludeDownSmallResponse (dword)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\WAP\IncludeDownLargeResponse (dword)

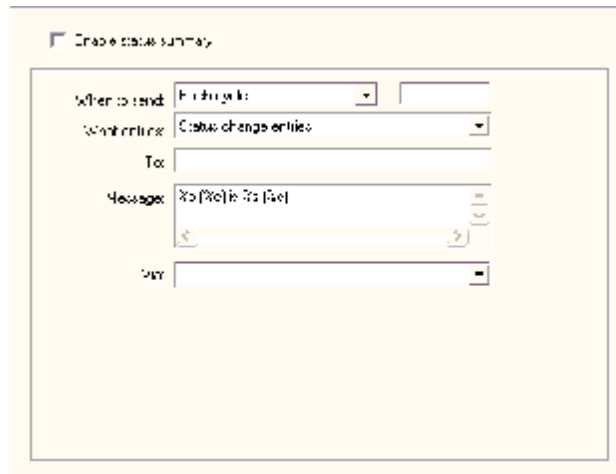
With a value of 1 it will add the response column too. (%e parameter)

To change the DOCTYPE header of the WAP file, edit the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\WML_Version
(string) with acceptable values: 1.1 or 1.2 or 1.3 or 2.0

Status Summary (Setup Dialog Box)

The Status Summary dialog box allows you to enter conditions for sending a status summary message through the protocol that you want. This is useful if you want to receive a quick, periodic update on your servers.



Servers Alive can send an email to show the status of the entries by email, paging, or instant message (IM).

Enable Status Summary

Click the check box to enable this feature and enter settings on the dialog box.

When to Send

Click an option to determine when to send the status summary message. You can send an email after each cycle or at a predefined time. If you select **Approximately At**, you can enter a time and date for sending the message.

What Entries

Select an option from the dropdown list to specify the information to include in the message. You can choose to receive information for certain types of entries or the summary line, as follows:

- 8 Status Change Entries
- 8 Status Change Entries and ALL Down Entries
- 8 All Entries
- 8 Summary Line Only
- 8 Summary Line per Group
- 8 All Down Entries

To

Enter an email address, such as person@company.com. To send the status summary message to several email addresses, separate the addresses with a comma, as in the following example:

user1@company.com,user2@company.com.

Message

Enter the message you wish to receive as part of the status summary.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.

{25} for a : (colon).Via

Select the protocol for sending the status summary from the dropdown list. You can select any protocol, such as SMTP, SMS, and so forth.

Registry Settings

You can enter a default subject for the status summary by editing the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StatusSummary\FixedSubject (string)

General (Setup Dialog Box)

The General settings for Setup include the following:

- 8 Proxy settings,
- 8 Startup settings,
- 8 And various settings for the individual user.

Proxy Settings (Setup Dialog Box)

The image shows a screenshot of the 'Proxy Settings (Setup Dialog Box)' in Servers Alive. It contains two identical sections for configuring proxy servers. Each section has the following fields:

- Proxy Server:**
 - Server Name:** A text input field.
 - Port:** A text input field.
 - Type:** A dropdown menu with 'Web Standard' selected.
- Use Proxy Authentication:** A checkbox that is currently unchecked.
 - Username:** A text input field, visible only if authentication is enabled.
 - Password:** A text input field, visible only if authentication is enabled.

In Servers Alive, you can set up two different sets of proxy settings. You can configure the following settings for two proxy servers.

Proxy Server

Depending on your setup, you can require Servers Alive to do some or all URL type checks through a proxy for security purposes. You can force this behavior by specifying a server and port in this section. You can enter either the domain name or IP address of the server. Just entering information in this section of the Setup dialog box does not force all URL checks to go through the proxy. You must still enable the use of proxy on specific entries.

Server Name

Enter the name of the proxy server.

Port

Enter the port for the proxy server.

Type

Enter the type of protocol for the proxy. This setting depends on what your proxy server supports.

- 8 Web Standard - This includes HTTP, or hypertext transfer protocol.
- 8 Socks 4 - Socks 4 is a protocol for TCP proxy across firewalls.
- 8 Socks 4a
- 8 Socks 5
- 8 Relay
- 8 Same as Internet Explorer - This setting uses the proxy server port from Internet Explorer. This setting does not use exceptions that you set in Internet Explorer.

Use Proxy Authentication

Click to enable proxy authentication.

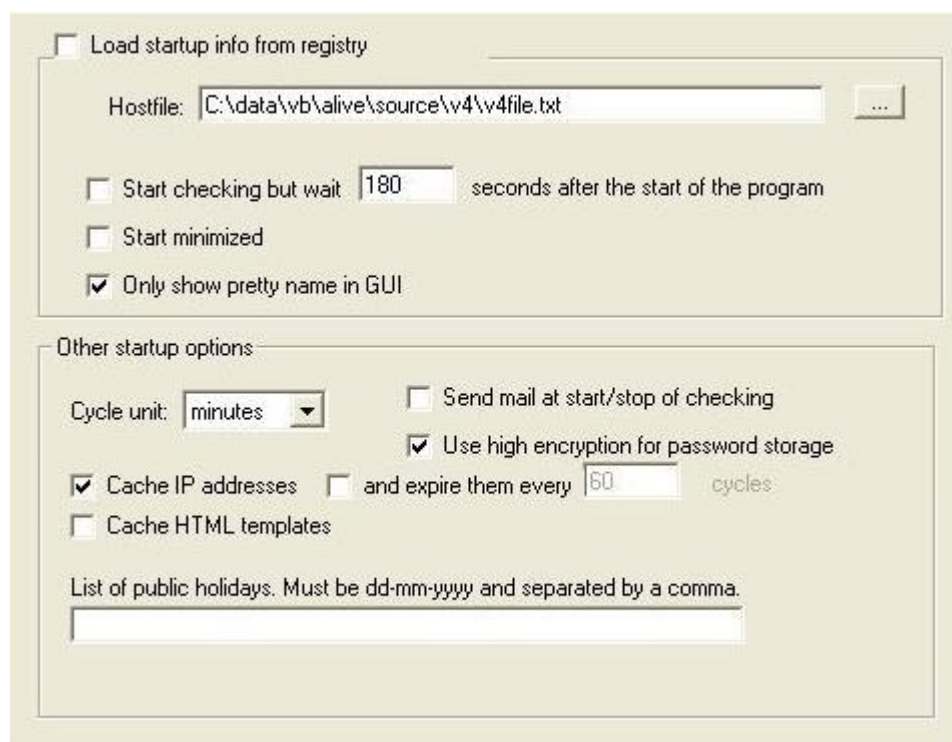
User Name

Enter the user name.

Password

Enter the password.

Startup Settings (Setup Dialog Box)



The **Startup Settings** branch of the **Setup** dialog box tree controls how Servers Alive gets its list of monitored services and what the software does with them initially.

Load Startup Info from Registry

Click if you plan to have Servers Alive start automatically and read in a saved list of monitored entries, which is required for operation as a service. In the registry, Servers Alive stores the various startup options and the name of the file containing information on what entries to check.

Hostfile

Specify where the saved file containing check information is located. This file has not been created yet if you are reading through this documentation for the first time, so you must refer to this information again later, after you have created your list of entries.

Start Checking But Wait __ Seconds After the Start of the Program

Click the check box to enable Servers Alive to automatically start checking when it is launched. Enter the number of seconds that you want Servers Alive to pause before checking. This is useful if Servers Alive runs as a service when the computer boots up, but you want Servers Alive to wait for all local programs to finish launching before starting its check cycle.

Start Minimized

Starts Servers Alive minimized, whether the software is launched through the Programs menu or as a service.

Only Show Pretty Name in GUI

Shows only the pretty names in the software interface. Pretty names are labels that you assign to your monitored items for easy recall.

Other Startup Options**Cycle Unit**

Determines whether Servers Alive uses minutes or seconds as the cycle unit. This time unit determines how long the software waits between check cycles. You can specify settings for the check cycle on the Misc Settings branch of the Settings dialog box tree.

Send Mail at Start/Stop of Checking

Click this check box to enable Servers Alive to send mail at the beginning and ending of every check cycle.

Use High Encryption for Password Storage

Select this check box to ensure that passwords are stored with high, or AES 256-bit, encryption settings.

Cache IP Addresses and ____ Expire Them Every ____ Cycles

Ensures that Servers Alive stores the IP addresses in cache. Clear this check box to ensure that Servers Alive does not cache the IP addresses.

This check box is selected by default. Thus, by default, the first time Servers Alive checks a host using ping, TCP, or UDP, the software resolves the name into an IP address. Each of the following times Servers Alive checks your host, the software uses the IP address stored in memory.

Click the second check box and enter a numeric value to determine how many cycles pass before the IP addresses expire.

Cache HTML Templates

Select to generate HTML template-based output from memory, instead of from disk. This should be faster, but will use more memory.

List of Public Holidays

Enter a list of public holidays. You must use the dd-mm-yyyy format with a comma delimiter. For example, you can enter 12-25-2003 for December 25, 2003.

You can use the Startup branch of the Setup tree to edit your list of public holidays. These public holidays can be treated as a Sunday, rather than whatever day they actually fall on, when Servers Alive determines whom to alert. You turn that feature on when defining a person with the Edit > People command.

You can change the way tabs on dialog boxes appear by editing your registry with the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\tabs_look
(dword)

0 - tab dialog style

1 - property page style like Windows Properties dialog boxes

To reduce the amount of time that Servers Alive waits between two checks, edit the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\PerItemCycle
{string}

The default is 250 ms. Enter values starting at 10.

Misc Settings (Setup Dialog Box)

☐ Automatically save changes on exit (to a file)
☐ Load window positions at startup
☐ Send keep alive mails every minutes
☐ Automatically restart checking after minutes

Check times (every X minutes)

| | 8am to 6pm | 6pm to 8pm |
|---------|---------------------------------|---------------------------------|
| Weekday | <input type="text" value="30"/> | <input type="text" value="30"/> |
| Evening | <input type="text" value="1"/> | <input type="text" value="1"/> |
| Weekend | <input type="text" value="1"/> | <input type="text" value="1"/> |

Automatically Save Changes on Exit (to a File)

Click to save changes to a file. If the Automatically Save Changes on Exit (to a File) option is selected, all changes made to the current entries configuration are saved automatically. If the option is enabled and you start a new set of entries, you are prompted for a file name when you exit Servers Alive.

Load Windows Positions at Startup

Select to open Servers Alive in the same size and position that it had when you closed the software. If Load Window Positions at Startup is enabled, Servers Alive restores its last position on the screen and also restores itself to the last known window size.

Send Keep Alive Mails Every __ Minutes

Enter the number of times that you want mails sent. You can request a mail from Servers Alive every once in awhile as proof that it is still running.

Automatically Restart Checking After __ Minutes

Specify how often you want Servers Alive to start checking in minutes.

Check Times (Every X Minutes)

Enter values in the grid to tell Servers Alive when to begin a check cycle on your list of hosts. The check times indicate the time that is between the end of a cycle and the start of the next cycle.

For example, if you enter 30 in the 8am to 6pm column of the Weekday row, then Servers Alive starts a check cycle every 30 minutes from 8 in the morning until 6 in the evening Monday through Friday. If you enter 0 in the grid, the software defaults to starting a check cycle every five minutes during the applicable time period of the column and row.

Weekday

Saturday

Sunday

Saturday 6pm to 8am means from Saturday 6pm to Sunday 8am.

By default, the morning starts at 8h (8AM) and the evening starts at 18h (6PM). You can change this by adding or editing the following registry entries:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\MorningStart (dword)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\EveningStart (dword)

Times are in 24h format. 6pm would be 18.

You can use the Startup branch of the Setup tree to edit your list of public holidays. These public holidays can be treated as a Sunday, rather than whatever day they actually fall on, when Servers Alive determines whom to alert. You turn that feature on when defining a person with the Edit > People (page 299) command.

Interface Settings (Setup Dialog Box)

The screenshot shows a dialog box titled "Interface Settings (Setup Dialog Box)". It contains a section titled "Colors used within the main interface" with seven color selection buttons, each with a corresponding label and a browse button (...). The colors are: green for "UP", red for "DOWN", yellow for "MAINTENANCE", orange for "UNAVAILABLE", light orange for "DOWN? (during SK)", darker orange for "UNAVAILABLE? (during SK)", and pink for "checking the entry". Below this is a "Gridlines within interface:" dropdown menu set to "No gridlines". At the bottom are four checkboxes: "Update interface during check cycle" (checked), "Scroll interface while checking" (unchecked), "Show group statistics in tree interface" (checked), and "in color" (checked).

Colors Used Within the Main Interface

For each of the following options, click the browse button to select a color that appears when the condition described by the option occurs. For example, you can select a red color to indicate when servers are down.

- 8 Use This Color When the Entry Is UP
- 8 Use This Color When the Entry is DOWN
- 8 Use This Color When the Entry Is in Maintenance
- 8 Use This Color When the Entry is UNAVAILABLE
- 8 Use This Color When the Entry Is DOWN? (During SK)
- 8 Use This Color When the Entry is UNAVAILABLE? (During SK)
- 8 Use This Color When Checking the Entry

Gridlines Within Interface

Click an item in the dropdown list to display horizontal or vertical grid lines or both in the Main window of Servers Alive. You can also choose not to display grid lines.

Update interface during check cycle

Select this check box to have SA update the interface during the check cycle. This option increases the cycle time, and is unselected by default.

Scroll Interface While Checking

(Not available if *Update interface during check cycle* is selected.)

Click the check box to ensure that, while Servers Alive checks your servers, the Main window scrolls to display the current entry that the software is checking. When you select this check box, Servers Alive shows five entries at a time.

You can change the number of entries displayed by editing the registry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Startup\NumberOfVisibleItems (string)

Show Group Statistics in Tree Interface

Click this check box to display statistics for entries in a group in the Status column of the Main window. The status applies only to the entries in the group—and not subgroups.

In Color

Displays color for group statistics.

Custom Fields (Setup Dialog Box)

You can create up to seven fields to hold information and then use these fields in your Visual Basic scripts or as variables in messages. The output for the custom fields appears as `sa_custom_value_1`, `sa_custom_value_2`, and so forth, in the file or database logs.

This feature is available only in the free version and Enterprise edition of Servers Alive.

| | Field caption | Field name in database |
|-----------------------------------|---------------|------------------------|
| <input type="checkbox"/> Custom 1 | Custom 1 | custom_1 |
| <input type="checkbox"/> Custom 2 | Custom 2 | custom_2 |
| <input type="checkbox"/> Custom 3 | Custom 3 | custom_3 |
| <input type="checkbox"/> Custom 4 | Custom 4 | custom_4 |
| <input type="checkbox"/> Custom 5 | Custom 5 | custom_5 |
| <input type="checkbox"/> Custom 6 | Custom 6 | custom_6 |
| <input type="checkbox"/> Custom 7 | Custom 7 | custom_7 |

This feature is only available in the ENTERPRISE edition.
For evaluation purposes this version also works in the FREE version!

Custom 1

Click this check box to enter information that defines your custom field.

Field Caption

Type the caption that you want to use as the name or label for the field.

Field Name in Database

Type the name that you want to use for the field in the database table. You can use this name when writing a script.

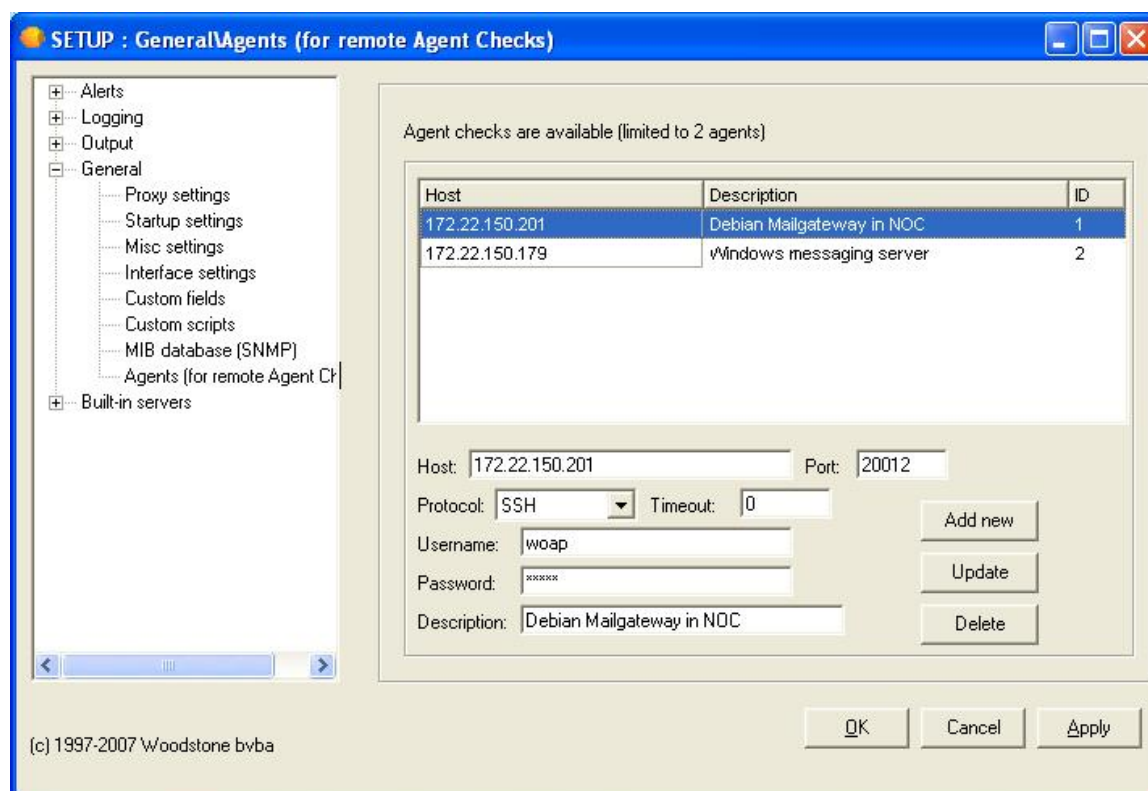
Agents (Setup Dialog Box)

A remote agent enables you to perform checks without needing to open up non-secure protocols in your firewall. The agent runs on the remote system, and Servers Alive connects to it in order to request a check from that agent. (See *Check Tab: Remote Agent Check (Entries Dialog Box)* (page 224)).

Background

Prior to version 6.1, Servers Alive checks used the specific protocol that was being checked. This meant that network connectivity between the system running Servers Alive and the system being checked had to support the checked protocol. For example if you want to check if an NT service is running on a remote system you need Netbios access to that remote system - possible in a "simple" LAN but problematic with a WAN. For this reason, Woodstone introduced a new protocol called WOAP (WOodstone Agent Protocol). WOAP is documented protocol that describes the "language" used between Servers Alive and an agent.

The free-edition of Servers Alive can work with one agent (for evaluation purposes), the standard edition does not support remote agents, and the Enterprise edition can work with unlimited agents (the base license includes two remote agents - more can be added).



NB The remote agent must first be installed on the remote host - see *Installing a Remote Agent* (page 141).

Host

IP address of the remote server.

Port

The default is "20012".

Protocol

Either "SSH", a fully encrypted secure SHH-like connection (recommended), or "OR" an insecure telnet-like connection.

Username

The default is "woap".

Password

The default is "heslo".

Installing a Remote Agent

Servers Alive comes with remote agents for Windows and for Linux/BSD/Unix host. Once you have installed the remote agent, you can set it up (see *Agents (Setup Dialog Box)* (page 139)) then select it (see *Check Tab: Remote Agent Check (Entries Dialog Box)* (page 224)).

NT VERSION:

Run the setup on the remote system.

*NIX/BSD version:

The Woodstone *nix/bsd agent is provided in a pre-compiled binary version for some operating systems, and as source code version so you can recompile if required.

Prerequisite: XINETD or OR INETD already running

In order to work correctly, XINETD or OR INETD must already be running and able to accept remote connections. (For OR INETD, substitute "inetd" for "xinetd").

1) First:

`emerge --digest -av xinetd` (on Gentoo)

`apt-get install xinetd` (on Ubuntu/Debian/...)

`rpm -i <package-name>` (exact name can be found on <http://www.rpmfind.net>) (on OpenSuse/RedHat/CentOS/Fedora/...)

`yum install xinetd` (on OpenSuse/RedHat/CentOS/Fedora/...)

2) Depending on what is exactly installed on your system add:

`zlib-devel` and `openssl-devel`

(can also be called `libssl-dev`, `zlib1g`, `zlib1g-dev`, `openssl`)

3) Configure XINETD to accept remote connections:

In `/etc/xinetd.conf` file, remove or remark "`only_from=localhost`", then restart the system.

Installing the agent

Precompiled:

1) Extract the downloaded file (x represents the latest version of the file):

`tar xzf woap-1.x.tar.gz`

For Solaris:

`gunzip woap-1.x.tar.gz`

`tar xf woap-1.x.tar`

2) `cd woap-1.x`

Binary install:**1) First**

```
./install <binary-name> ssh
```

Where the binary-names are:

bin-fedora-6-i686

bin-debian-4.0-i686

bin-ubuntu-6.10-i686

bin-slackware-11-i686

bin-mandriva-2007.0-i586

bin-gentoo-r7-i686

bin-freebsd-6.2-i386

bin-openbsd-4.0-i386

bin-netbsd-3.1-i386

2) Recompile the source code :

```
./install src ssh
```

PERL version (unencrypted!):

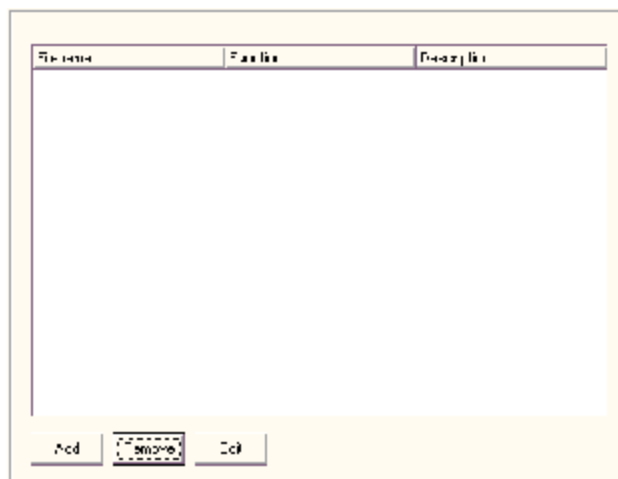
```
.install src perl
```

Custom Scripts (Setup Dialog Box)

You can define the scripts that Servers Alive can use. The settings that you can define include a filename, the function, and a description for that function. For each entry that you define, you can specify that if the output, or result of the check, must be converted using one of the script functions, the %e parameter, included in the check result. You can write scripts only in Visual Basic.

This feature is available only in the free version and Enterprise edition of Servers Alive.

The script is executed after the status of the entry has been set and before any of the alerts are fired or an output is generated. This affects the alerts when they use the When Down the "Extra Info Field" Should Contain option on the When tab of the Add/Edit Alert dialog box. See *When Tab (Add/Edit Alert Dialog Box)* (page 271).



You can use the following fields in your Visual Basic scripts:

- 8 Fields.sa_checkdescription
- 8 Fields.sa_ip
- 8 Fields.sa_hostname
- 8 Fields.sa_prettyname
- 8 Fields.sa_status
- 8 Fields.sa_remark
- 8 Fields.sa_fullpath
- 8 Fields.sa_roundtrip
- 8 Fields.sa_groupID, available when you use fields.sa_ip or fields.sa_groupid in the script.

The script accepts one parameter, which is the check result, or %e parameter. The script returns one parameter, which is the value of the new content of the %e parameter.

An example of a custom script follows:

```
Function HTTP_Response(x)
  S=trim(x)
  rcode=left(s,3)
  select case rcode
    case "200"
      http_response="All is going well with the website"
    case "404"
      http_response="The page you're requesting
is not available on this server"
    case else http_response=x + " (looks like that isn't within my
case)" + fields.sa_checkdescription
  end select
end function
```

Filename

Displays the filename that contains the script. Enter information in this column by clicking the Add or Edit button and typing the information in the *Scripts dialog box* (page 145).

Function

Displays the code functions for the script. Enter information in this column by clicking the Add or Edit button and typing the information in the Scripts dialog box.

Description

Displays the description for the function. Enter information in this column by clicking the Add or Edit button and typing the information in the Scripts dialog box.

Add

Click this button to add a script to the list.

Remove

Click this button to remove a script from the list.

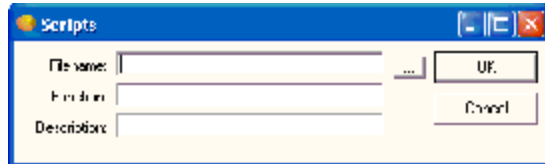
Edit

Click this button to edit information in the list.

Scripts Dialog Box

You can add scripts to the Setup options by clicking **File > Setup** and then selecting **General > Custom Scripts** in the tree. Click the **Add** or **Edit** button to display the Scripts dialog box.

This feature is available only in the Enterprise edition of Servers Alive.



Filename

Type or click the browse button to enter the name of the file that contains the script.

Function

Enter the function name of the script.

Description

Enter a text string that describes the script.

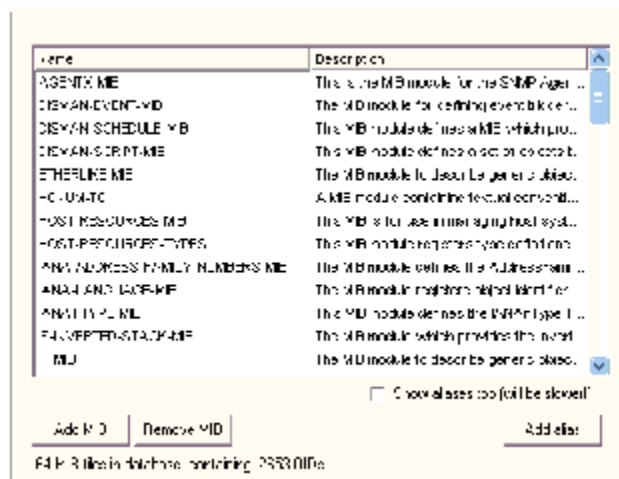
MIB Database (SNMP) (Setup Dialog Box)

Servers Alive can parse SNMP traps using a built-in MIBs (management information base) database. A MIB database is a core tool for network engineers: you can query a remote server or other device on your network for hardware and software configurations using SNMP. This database is useful for monitoring and collecting data about any specific device on your network, if the device supports SNMP. For example, you can find out what OIDs the remote server supports. The SNMP trap receiver can perform OID lookups within a MIB database. And the SNMP check can interpret the result it receives.

An OID is a dotted numeric string that identifies an object. Typical objects that can be identified using OIDs include: attributes in X.500/LDAP-based directories, certificate policies and practice statements, MIBs for network management, and encryption algorithms. Two objects are considered to be the same only if they have the exact same OID.

MIB files are a kind of dictionary used to assemble and interpret SNMP messages. Each type of device on your network has its own specific MIB file. The MIB file defines the device as a set of managed objects or, rather, values that the SNMP manager reads or changes. The MIB file allows the SNMP manager to interpret trap messages from devices.

To interpret trap messages, the SNMP manager must access the MIB file, which describes the format and content of the traps that the device can send. To be available for the SNMP manager, the MIB file for each of your equipment types needs to be installed, or compiled, on the SNMP manager. Because MIB files are specific to the hardware, you must have the correct MIB for your hardware type, model, and version number. You can get a MIB file from the equipment vendor.



In the grid, you can change the way the information is displayed. For example, you can click each column heading to resort the information alphabetically in either ascending or descending order. You can also select a column heading and drag it to a different location in the grid to change the order of the columns.

Name

Displays the name of the MIB file in the MIBs database for Servers Alive.

Description

Displays information about MIB file.

You can resize the columns on the grid to see more of each column. Also, if you point the mouse to a description in the list, you can see the entire description in the tooltip that appears.

Show Aliases Too

Displays the Alias column. This can possibly slow down the software.

Add MIB

Allows you to import a MIB file into the Servers Alive MIBs database with the *Add MIBs to the MIB Database dialog box* (page 148).

Remove MIB

Select a row in the grid for a MIB file and click this button to remove the MIB file from the Servers Alive MIBs database. You cannot reverse this action. However, you can import the MIB file into the database again by clicking the Add MIB button.

Add Alias

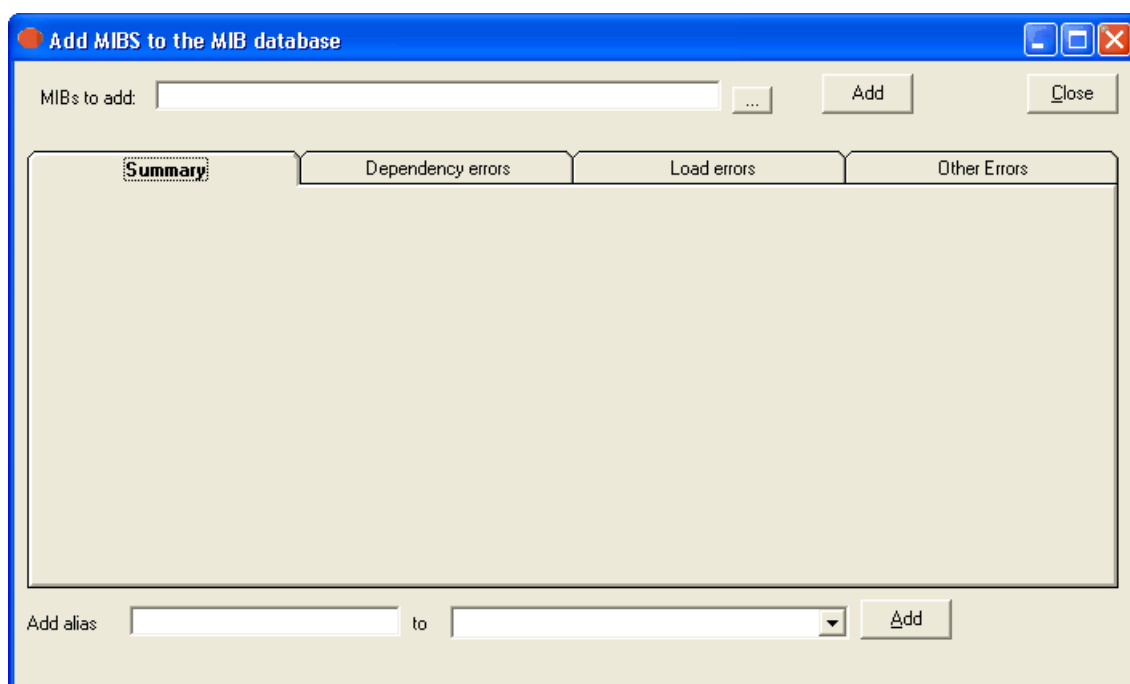
Allows you to add an alias to the MIBs database in Servers Alive. Select a row in the grid and click this button. When you add an alias, the new alias appears in the Alias column.

Add MIBs to the MIB Database Dialog Box

On the MIB Database (SNMP) dialog box, you can do the following:

- 8 Add MIB files to the Servers Alive MIBs database.
- 8 Add aliases to the MIB files in the MIBs database.

Several factors can affect importing a MIB file into the Servers Alive MIBs database. The MIB file format is not standardized and can be different, depending on the vendor that produced the MIB file. Secondly, a MIB file can sometimes depend on another MIB file. If a MIB file depends on another file, and the other MIB file is in the Servers Alive MIBs database, Servers Alive uses that MIB file in relation to the imported MIB file. The Dependency Errors tab and the Summary tab display errors resulting from missing dependency files when you import a MIB file.



MIBs to Add

Click the browse button and select the MIB file that you want to add to the Servers Alive MIBs database. You can select files with a .mib or .txt extension.

With the browser dialog box, you can select only one MIB file at a time. To add several MIB files at one time, use a wildcard * in the file name that you enter in the box. For example, you can enter cis*.txt to add all MIB files that begin with cis and end with .txt.

Add

Click to add the MIB file that you selected in the MIBs to Add box to the MIBs database. You must enter a name in the MIBs to Add box before clicking this button.

The results of the import action appear on the Summary tab. For example, if the MIB file already exists in the Servers Alive MIBs database, a message appears on the Summary tab.

The file name is not the MIB name. Two MIB files can have the same MIB name and exist under two different file names. The MIB name is stored inside the MIB file and appears in the list on the MIB Database (SNMP) branch of the Setup dialog box.

You can add as many MIB files as you want without closing this dialog box. You can select another MIB file in the MIBs to Add box and click the Add button again.

You can also use a wildcard to add several MIB files at once. For example, you can enter C:\MIBFiles\Mm*.mib to add Mm1628v2.mib, Mm1628v3.mib, and Mm1628v4.mib to the Servers Alive MIBs database all at once when you click the Add button. The list of all the MIB files that match the wildcard in that directory appear in the results of the import on the Summary tab.

When you add a MIB file to the MIBs database, Servers Alive automatically creates an alias for the file by adding MIB to the name of the file. The software removes dashes or underscores in the file name. The following table shows some examples.

If you add this MIB file to the MIBs database

Servers Alive creates this alias

| | |
|--------------|------------|
| rfc1234 | rfc1234mib |
| rfc-1234 | rfc1234mib |
| rfc-1234-mib | rfc1234mib |
| rfc_1234-mib | rfc1234mib |

Summary Tab

Displays the results of the import when you click the Add button. This tab appears blank, until you import a MIB file into the Servers Alive MIBs database. The tab then displays the results of the import and the location of the MIB file.

Dependency Tab

Displays the errors in dependency relationships that the software detects when you import an MIB file into the Servers Alive MIBs database. These errors often result when the MIB file is dependent on another MIB file that does not already exist in the database. You must get the other MIB file from the appropriate hardware vendor.

In the grid, you can change the way the information is displayed. For example, you can click each column heading to resort the information alphabetically in either ascending or descending order. You can also select a column heading and drag it to a different location in the grid to change the order of the columns.

When you add a MIB file to the database, Servers Alive tries to locate the files on which the MIB file depends, if any. The software looks for different versions of the file name. The following table shows examples.

| If a MIB file depends on | The software searches for the dependent file in the database with the following names |
|--------------------------|---|
| rfc-1234 | rfc-1234, rfc1234mib |
| rfc-1234-mib | rfc-1234-mib, rfc1234mib |
| rfc_1234_mib | rfc_1234_mib, rfc1234mib |

If Servers Alive cannot find the file on which the MIB is dependent, the MIB file is not imported into the Servers Alive MIBs database.

Load Errors Tab

This tab displays errors that result from mistakes within the MIB file itself.

Other Errors Tab

Displays errors that result from importing the MIB file into the Servers Alive MIBs database.

Add Alias

Enter a string to add to the MIB file that is listed in the MIBs to Add box. In certain cases, you might want to create an alias of your own. For example, a file with an alias of rfc1234 might be referenced in other MIB files as rfc1234mib. You might want to add that alias to the database.

When you add an alias, the new alias appears in the Alias column of the Setup dialog box.

To

Click the dropdown list and select a MIB file from the Servers Alive MIBs database.

Add

Click this button to add the alias to the database. A MIB file can have more than one alias.

Built-in Servers (Setup Dialog Box)

Servers Alive has several built-in servers to include:

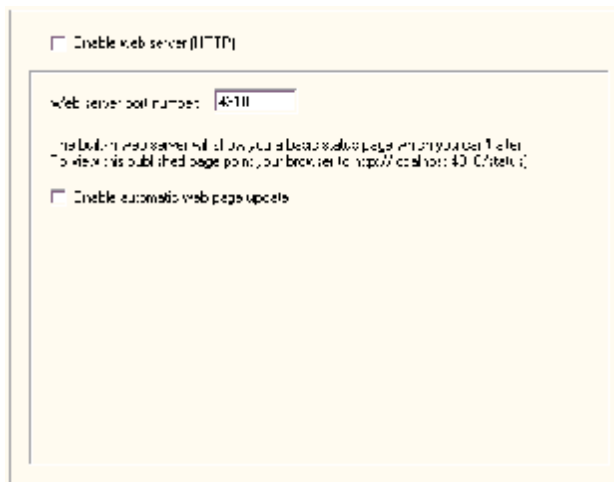
- 8 Web server
- 8 Telnet server
- 8 SSH server
- 8 SNMP server

You can use these to remotely determine the status of all checked items and issue basic management commands.

The difference between SSH and Telnet communications are:

- 8 Communication between a Telnet client and a Telnet server is clear text.
- 8 Communication between an SSH client and an SSH server is encrypted.

Web Server (Setup Dialog Box)



Enable Web Server (HTTP)

Click to enable the web server. If you enable the built-in web server, it publishes a standard status page on the port you designate.

This web page cannot be altered beyond a few cosmetic changes. If you need to have a more detailed web page, or desire a different layout, please refer to [HTML Page](#) (page 105). Note that the options in the HTML Page branch do not apply to the built-in web server.

Web Server Port Number

Specify the port number for the server. The default is 4310.

Enable Automatic Web Page Update

Click to allow automatic updates to the web page. The web page causes the browser to refresh itself every minute for an up-to-date view of the current checked status of all items.

Note that this web page does not include any management options and is not password protected. If you need this sort of functionality, you must use a third party web server.

You can use the following registry key to change the automatic update interval of the built-in web server; the default is 60 seconds:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\AutoUpdateHTTPInterval (string)

In some cases, you might need to adjust the HTTP output buffer to improve the speed. You can do this by creating the following registry key:

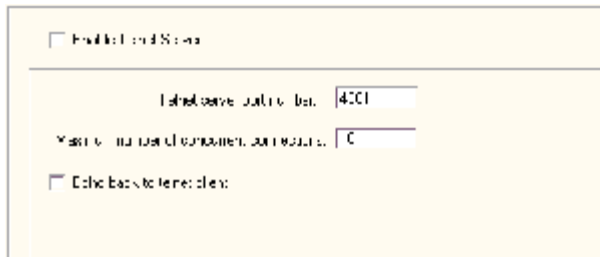
HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\HTTPDaemon_OutBufferSize (string)

The default value is 999999.

You can force the web server to include the host name for each entry that has a pretty name by editing the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\http_show_host_and_prettyname (string) with a value of 1

Telnet Server (Setup Dialog Box)



☒ Enable Telnet Server

Telnet server port number:

Maximum number of concurrent connections:

☐ Echo back to telnet client

For more information about security settings, see [Security \(Setup Dialog Box\)](#).

Enable Telnet Server

Click to enable a Telnet server. If you enable the Telnet server and specify a port number, you can interrogate Servers Alive using a Telnet client, which comes with Windows. With a Telnet client, you can see a list of all hosts, their status, and the last time the status changed. The list is ordered by status. The Telnet server supports multiple connections.

Telnet Server Port Number

Enter the port number of the Telnet server. The default port number is 4301.

Maximum Number of Concurrent Connections

Enter the maximum number of concurrent connections.

Echo Back to Telnet Client

Click the check box to enable Telnet character echo. By default, this feature is not turned on. This means that what you type might not be visible on the screen as you type it, depending on the client you use and how it is configured.

You can also issue commands that modify the behavior of Servers Alive. Refer to *Commands* (page 159) for a list of commands that the Telnet server understands.

Security (Setup Dialog Box)

The following security settings are for Telnet and SSH servers.

You can provide some security to the built-in SSH or Telnet server so that only approved personnel can issue administrative commands. You do this by clicking the branch of the Setup tree labeled Security. The types of security that you can add to an SSH or Telnet server are IP address restrictions or password protection.

IP Address Access Restrictions

By Default Computers will be

Secures the SSH or Telnet server by allowing only certain IP addresses to connect. You can choose from two basic modes.

Granted Access

Permits all computers to access the server.

Denied Access

Restricts access to all computers.

If you select either Granted Access or Denied Access, you can add exceptions to the rule. The usual procedure is to deny everyone access by default and then add in certain exceptions, by IP address, for known good addresses. To add an IP address range, specify an appropriate subnet mask.

Except Those Listed Below

Lists exceptions to the computers that are denied or permitted access to the SSH or Telnet server, depending on the option that you selected in By Default All Computers Will Be.

Access

Displays whether the specific IP address is denied or permitted access to the server.

IP Address

Lists the IP address of each computer that is denied or permitted access to the SSH or Telnet server.

Add

Click to add an IP address to the list.

Remove

Select an IP address and then click Remove to delete the address from the list of exceptions.

Edit

Select an IP address and then click Edit to change the address.

Password Protection

Sets password protection, the other type of access restrictions for SSH or Telnet servers. Choose Password protected (Full-control) or Password Protected (Read-only). You can have two log-in names: one name that has full control and one that can only retrieve the status of checked hosts.

If no password protection is selected, then Servers Alive uses the following security settings:

8 FULL CONTROL password protected

8 Username: sshuser

8 Password: sshpassword

If you use this type of authentication, remember that the Telnet protocol does not make use of any encryption. Any user name and password that you use goes out over the network in clear text and can be intercepted. Plan accordingly. Note that you can use both types of security simultaneously.

Password Protected (Full-Control)

Allows a name and password for a user who has full control.

User Name

Enter the name of the user with full control.

Password

Enter the password of the user with full control.

Password Protected (Read-Only)

Allows a name and password for a user who can only retrieve the status of checked hosts.

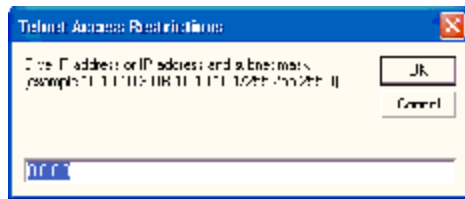
User Name

Enter the name of the user with read-only privileges.

Password

Enter the password of the user with read-only privileges.

Access Restrictions



You can set access restrictions by entering an IP address and subnet mask for Telnet servers, SSH servers, or SNMP trap receivers.

You can open this dialog box by selecting the following items in the Main Window:

- 8 File > Setup > Tree: Built-in Servers > Telnet Server > Security > Add button
- 8 File > Setup > Tree: Built-in Servers > SSH Server > Security > Add button
- 8 File > Setup > Tree: Built-in Servers > SNMP Trap Receiver > Add button

Commands List

You can use the following commands:

RELEASE IP

Internally Servers Alive converts all host names into IP addresses the first time they are used. This applies to the hosts that you check as well as any SMTP servers that you use. If you want to release all of these IP addresses from memory while Servers Alive is running, you can do this with the **RELEASE IP** command on the Telnet interface.

REMOVE HTML OUTPUT

Determines that no entries have HTML output.

START CHECKING

Accomplishes the same action as clicking the Start button on the Main window of Servers Alive.

STOP CHECKING

Accomplishes the same action as clicking the Stop button on the Main window of Servers Alive.

SYST

Shows the build number of Servers Alive.

STATUS

Shows a list of all hosts and their current status.

STATUS DOWN

Shows a list of all hosts in a down state.

STATUS MAINTENANCE

Shows a list of all hosts in a maintenance state.

QUIT

Disconnects your Telnet client from the Telnet interface of Servers Alive.

HELP

Displays basic help on various Telnet commands.

UPDATE

Accomplishes the same action as clicking the Update button on the Main window of Servers Alive.

MAINTENANCE x

Sets host x into maintenance mode. To get the number of the host issue a **STATUS** command and you will see the number of all hosts.

MAINTENANCE ALL

Sets all hosts into maintenance mode.

ACTIVE x

Sets host x into active mode. To get the number of the host, issue a STATUS command and you will see the number of all hosts.

ACTIVE ALL

Activates all hosts.

LOAD filename

Accomplishes the same action as clicking File > Open from the Main window of Servers Alive.

RESET PAGER

Clears all pager queues.

RESET DOWN COUNTERS

Resets all down counters for all hosts.

RESET STATISTICS

Resets the statistics of all hosts.

SET ALL SOUND TO NONE

Sets all sound entries to none.

SET ALL SOUND TO DEFAULT

Sets all sound entries to default, used most often when you add a sound card to your computer after you have configured Servers Alive.

SET ALL PRIMSMTPMESSAGE TO xyz

Sets all primary SMTP messages to xyz.

SET ALL ALTSMTMPMESSAGE TO xyz

Sets all alternate SMTP messages to xyz.

ENABLE TEAM=<name of team>

Enables the named team.

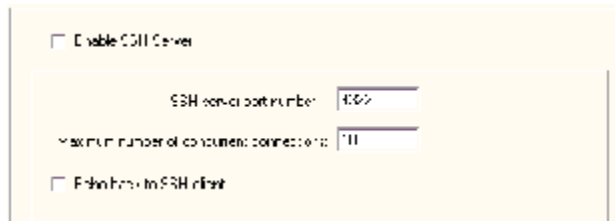
DISABLE TEAM=<name of team>

Disables the named team.

INCHECKCYCLE

Indicates whether Servers Alive is in the middle of a check cycle. The command returns a possible yes/no response. If Servers Alive is in the middle of a check cycle, then the response is Yes. Otherwise, the response is No.

SSH Server (Setup Dialog Box)



For more information about security settings, see *Security (Setup Dialog Box)* (page 166).

Enable SSH Server

Click to enable a SSH server. If you enable the SSH server and specify a port number, you can interrogate Servers Alive with a SSH client, which comes with Windows. With a SSH client, you can see a list of all hosts, their status, and the last time the status changed. The list is ordered by status. The SSH server supports multiple connections.

SSH Server Port Number

Enter the port number of the SSH server. The default port number is 4322.

Maximum Number of Concurrent Connections

Enter the maximum number of concurrent connections.

Echo Back to SSH Client

Click the check box to enable SSH character echo. By default, this feature is not turned on. This means that what you type might not be visible on the screen as you type it, depending on the client you use and how it is configured.

You can also issue commands that modify the behavior of Servers Alive. Refer to *Commands* (page 159) for a list of commands that the SSH server understands.

SNMP Trap Receiver (Setup Dialog Box)

For more information about security settings, see *Security (Setup Dialog Box)* (page 166).

Enable SNMP Trap Receiver

Click to enable Simple Network Management Protocol (SNMP) traps.

If you want to view the received traps in the HTML template-based output, you must use the `<sa_receivedtraps>` tag in the header or footer of the HTML file. For more information about creating the HTML file, see *HTML Page* (page 105).

SNMP Trap Receiver Port Number

Enter the port number of the SNMP trap receiver. The default port number is 162.

Maximum Number of Traps to Save

Enter the maximum number of traps to receive.

Conversion

Displays the following options that determine how OIDs are represented:

- 8 **Don't Convert Received OIDs to Text** - Specifies that each OID that the SNMP trap detects remain numeric values. The OID is not converted to a text representation.
- 8 **Convert Received OIDs to Short Text** - Specifies that each received OID and the result are converted to a short descriptive value from the MIB database. For example, if the OID is `.1.3.6.1.2.1.2.2.1.6`, the short text is as follows:
ifPhysAddress
- 8 **Convert Received OIDs to Long Text** - Specifies that each OID and the result received by the trap are converted to a long text representation from the MIB database. For example, if the OID is `.1.3.6.1.2.1.2.2.1.6`, the long text value is as follows:
.iso.org.dod.internet.mgmt.mib-2.interfaces.ifTable.ifEntry.ifPhysAddress

If you select **Convert Received OIDs to Short Text** or **Convert Received OIDs to Long Text**, the software converts any received value within a MIB file to the string representation.

- 8 **Convert source and agent IPs to hostnames** - Specifies that source and agent IPs are converted to the hostnames of the received SNMP traps. The information is cached for a maximum of 1 hour. To view the current status of the cache, use the **VIEW CACHE** command in the Servers Alive telnet/ssh interface.

IP Address Access Restrictions

By Default Traps from All Computers will be

Secures the SNMP trap receiver by allowing only certain IP addresses to connect. You can choose from two basic modes.

Accepted

Permits all computers to access the SNMP receiver.

Denied

Restricts access to all computers.

If you select either **Granted Access** or **Denied Access**, you can add exceptions to the rule. The usual procedure is to deny everyone access by default and then add in certain exceptions, by IP address, for known good addresses. To add an IP address range, specify an appropriate subnet mask.

Except Those Listed Below

Lists exceptions to the computers that are denied or permitted access to the SNMP Receiver, depending on the option that you select in **By Default Traps from All Computers will be**.

Access

Displays whether the specific IP address is denied or permitted access to the SNMP receiver.

IP Address

Lists the IP address of each computer that is denied or permitted access.

Add

Click to add an IP address to the list.

Remove

Select an IP address and then click **Remove** to delete the address from the list of exceptions.

Edit

Select an IP address and then click **Edit** to change the address.

Including the type in the message

To include the generic and specific type of the trap in the message for a received SNMP trap, assign the value of "1" to the registry key: HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SNMPTrapReceiver\IncludeType.

Example message:

Trap received from 199.8.7.6(172.22.150.179) with generic type 5, specific type 23 trigger rule With

Including extra parent levels when searching for OID within the MIB database

By default, when the SNMP TRAP receiver does a lookup of a received OID, it looks for the actual OID. If the actual OID is not found, it then searches for the parent of the given OID. To extend the search up by more than one level, create the key HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\MIBdb\ParentLevelsToSearch and set the value to more than 1.

Example:

A trap is received with OID .1.3.6.1.4.1.232.6.2.6.8.1.0.2

Within the mib database we find .1.3.6.1.4.1.232.6.2.6.8.1

With the ParentLevelsToSearch set to 1 (or default) it would be translated as

.1.3.6.1.4.1.232.6.2.6.8.1.0.2

With the ParentLevelsToSearch set to 2 it would be translated as...

.iso.org.dod.internet.private.enterprises.compaq.cpqHealth.cpqHeComponent.cpqHeThermal.cpqHeTemperatureTable.cpqHeTemperatureEntry.0.2

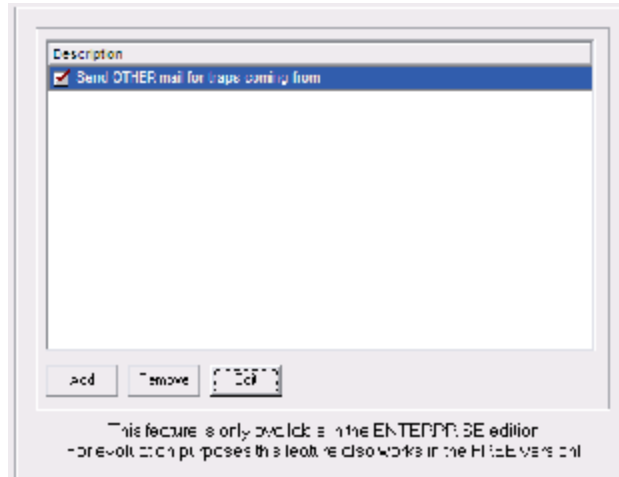
...since ".1.3.6.1.4.1.232.6.2.6.8.1" is

".iso.org.dod.internet.private.enterprises.compaq.cpqHealth.cpqHeComponent.cpqHeThermal.cpqHeTemperatureTable.cpqHeTemperatureEntry".

Trap Alerts (Setup Dialog Box)

The following settings are for SNMP trap receiver servers.

This feature is available in the Enterprise edition and the free version of Servers Alive.



Description

Shows the alert and settings that you configure when you click the Add or Edit button.

Add

Adds an alert on the received SNMP traps. You can display the Add/Edit Alert dialog box when you click the Add or Edit button. The options for the What tab of the Add/Edit Alert dialog box are different, depending on the option you select when you click the Add button.

The following list shows the different options that appear on the What tab when you select an option:

What Tab: Send SMTP Mail (Primary) (page 229)

What Tab: Send SMTP Mail (Alternate) (page 236)

What Tab: Send Other Mail (page 234)

What Tab: Alpha Page/SMS (page 239)

What Tab: Send Network Page (SNPP) (page 241)

What Tab: Send Network Page (SMPP) (page 243)

What Tab: Generate NotePager - PageGate Message File (page 245)

What Tab: Numeric Page (Add/Edit Alert Dialog Box) (page 247)

What Tab: Send ICQ Message (page 258)

What Tab: Send MSN Message (page 260)

What Tab: Send WinPOPUP Message (page 265)

What Tab: Send AIM Message (page 268)

What Tab: Send SNMP Trap (page 267)

What Tab: Sound (page 255)

The dialog box also displays the following tab:

Trap Alert Tab (Add/Edit Alert Dialog Box) (page 275)

Remove

Select an item in the alert list and click this button to delete it.

Edit

Allows you to change settings for an alert in the list.

Chapter 5

Edit Menu

On the Edit menu in the Main window, you can complete the following activities:

- 8 Quickly locate an entry.
- 8 Edit entries, to include settings for checks and alerts.
- 8 Add new entries based on another entry.
- 8 Find and replace various settings, such as your pager number.
- 8 Edit teams, people, and protocols.

The Edit menu has the following commands:

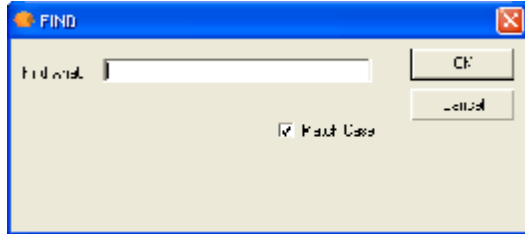
- 8 **Expand All** - Displays all the entries in each group in the Main window.
- 8 **Collapse All** - Shows only the top level of the groups in the Main window.
- 8 **Find** - Searches for a string in the entries.
- 8 **New Entry** - Creates a new entry.
- 8 **New Entry Based On . . .** - Adds a new entry based on an existing entry.
- 8 **Import Hosts** - Opens a list of hosts based on a file that you select. You can save a list of hosts with the **Save As** command and then place the list of hosts on another computer and use it in another copy of Servers Alive.
- 8 **Entry** - Select an entry in the Main window and use this command to edit the settings.
- 8 **Delete** - Removes the selected host from the Main window.
- 8 **Delete All** - Removes all hosts.
- 8 **Global Change** - Makes changes in all hosts.
- 8 **Changes Wizard** - Make changes to items quickly and efficiently.
- 8 **People** - Allows you to add personnel. You can also enable specific protocols for receiving messages and schedule those protocols for each person.
- 8 **Teams** - Allows you to create teams.
- 8 **Protocols** - Allows you to enter settings for each type of protocol.

In This Chapter

| | |
|--|-----|
| Edit > Find (Find Dialog Box) | 170 |
| Edit > New Entry (Entries Dialog Box) | 171 |
| Edit > New Entry Based On | 287 |
| Edit > Entry (Entries Dialog Box) | 288 |
| Edit > Import Hosts (Import Entries Dialog Box) | 289 |
| Edit > Delete..... | 291 |
| Edit > Delete All..... | 292 |
| Edit > Global Change (Replace) (Global Changes Dialog Box) | 293 |
| Edit > Changes Wizard (Global Add/Change Dialog Box)..... | 295 |
| Edit > People (People Dialog Box)..... | 299 |
| Edit > Teams (Teams Dialog Box) | 317 |
| Edit > Protocols (Protocols Dialog Box) | 322 |

Edit > Find (Find Dialog Box)

In a long list of hosts, you can click Edit > Find on the Main window to quickly locate a specific entry.



Find What

Enter the pretty name of the entry and then click OK.

Match Case

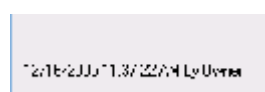
Click this check box to ensure the search locates items that match the case, either upper case or lower case, of the letters that you enter in the Find What box. If you clear the check box, the search locates any letters that you enter, either upper case or lower case.

Edit > New Entry (Entries Dialog Box)

Once Servers Alive has been configured properly, you are ready to begin adding or editing entries. When adding or editing an entry, a dialog box appears that allows you to specify what host should be checked and what should be checked on that host.

You can add new entries by clicking the Add button. You can edit entries by either selecting an entry and clicking the Edit button or double-clicking an entry, when the software is not in a check cycle.

If you select an entry in the main window and click the Edit button, you can see the date of the last change and the user name who edited the entry. The information appears in the lower left corner of the Entries dialog box, as in the following example:



If you have purchased the Standard edition, you can create up to 1000 entries. If you have purchased the Enterprise edition, you can create up to 5000 entries.

You can apply a unique schedule for each entry on the Schedule tab.

General Tab (Entries Dialog Box)

Server Name of IP(X) Address

Enter the name of the server or its IP address. You can enter a NetBIOS name (server) or its fully qualified domain name (server.domain.com). Internally Servers Alive attempts to resolve this name to the name's IP address on its first check cycle and then use that address from then on. If the software has trouble resolving a name, you might need to specify the host by IP address. For an IPX ping, you must enter the IPX address of the server. If you enter an IPX address, enter the network address, a colon <:>, and then the node address; for example: 352FBA2B:000000000001.

Pretty Name

Enter the pretty name. The pretty name is used only for display purposes, such as in the software, Telnet client, email, HTTP/HTML output, and so forth. You should enter a descriptive name that instantly identifies the computer and check to you when you receive it in a page or email.

Host ID

Enter the number used to identify the host when using numeric paging and in the interchange format. You do not need to enter anything in this field, as it is automatically generated for you when you create the entry. You can change the host ID to be more meaningful to you, however.

Depends On

Select a server name from the list. This option displays a tool tip with the full description of the check. This feature is useful when the pretty name, or check description, is longer than the Depends On box.

Being

Select the status of the server for when you want the check to occur.

Group Membership

Select the group.

Remark

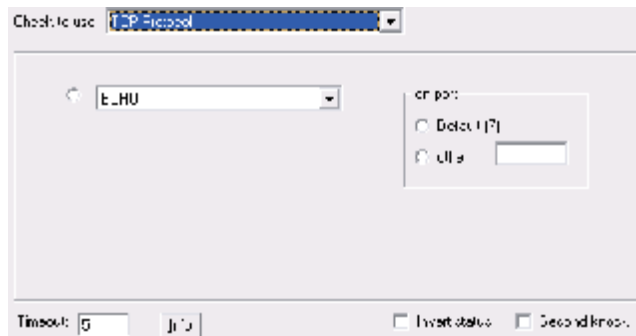
Enter a note or remark for your reference.

Active/Maintenance

Click **Active** or **Maintenance** to specify how to include the entry in the check. If a host is down due to maintenance, you can exclude it temporarily from the list of hosts that is checked. The HTML report shows the host as being in maintenance.

The fastest way to exclude the entry is in the Main window of Servers Alive. You can select the entry, right-click on it, and then choose **Maintenance** on the shortcut menu. You can also place a host in maintenance mode with the Telnet server.

Check Tab (Entries Dialog Box)



After supplying the needed information for the General tab of the Entries dialog box, you must select what type of check to use for the entry on the Checks tab. You can choose from many check options.

Only one check can be used for each entry on the Main window. If you want to perform multiple checks on a server, you must have separate entries for each check you want. Each check type is discussed in the following sections.

The Winsock checks include any checks that make a basic connection to another computer over TCP/IP. This includes both TCP and UDP connections. TCP checks are used for things such as web and mail servers. UDP checks include things such as Radius servers, DNS servers, and various game servers. Servers Alive can also monitor CITRIX® Terminal Servers with the UDP protocol.

When creating a check, first select the protocol that applies to the check type you want by selecting the appropriate item in the Check to Use list. You can select from any of the protocols that Servers Alive supports:

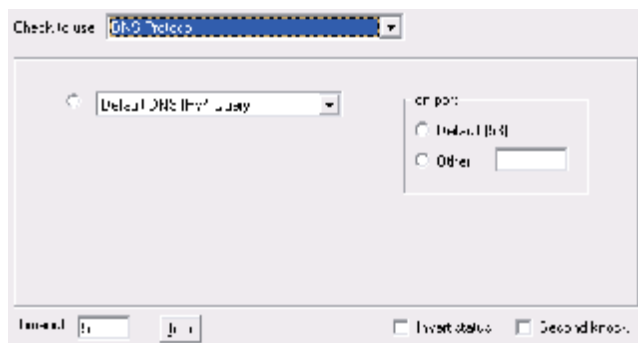
- 8 TCP
- 8 UDP
- 8 DNS
- 8 Radius
- 8 Ping
- 8 NT Service, Process, and Perfmon
- 8 Diskspace
- 8 URL (HTTP/HTTPS and RTSP/MMS)
- 8 Database (Microsoft SQL and Oracle)
- 8 Netware
- 8 SNMP
- 8 External COM
- 8 External (Errorlevel)

While verifying that a port is open can be sufficient to monitor a service, this can also cause odd logging on whatever server is being checked. Some services, such as SSH, do not function properly when computers connect and then immediately disconnect. For this reason, you might see spurious warnings in the logs regarding connections from the Servers Alive Server. This is not a problem, but it is something you should keep in mind.

The check process is case-sensitive. This means that a process with the name "fest" is different from a process with the name "Test." You can change this so that each check is case-insensitive by editing the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\ProcessnameCaseInsensitive (dword) with a value of 1.

Check Tab: DNS Protocol Option (Entries Dialog Box)



You can define your own protocol and the corresponding port by clicking *Edit > Protocol* (page 322) in the Main window.

Select the specific port or service you want to check.

On Port

Default

Click to use the default, or most common, ports or services. Servers Alive defines these, along with their default ports.

Other

Click this option if you want to check a service that is not on the list or is using a non-standard port. You must then supply the port number.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 300 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: TCP Protocol Option (Entries Dialog Box)

You can define your own protocol and the corresponding port by clicking **Edit > Protocol** (page 322) in the Main window.

Select the specific port or service you want to check.

On Port

Default

Click to use the default, or most common, ports or services. Servers Alive defines these, along with their default ports.

Other

Click this option if you want to check a service that is not on the list or is using a non-standard port. You must then supply the port number.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 300 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: URL (RTSP/MMS) Option (Entries Dialog Box)

The screenshot shows a dialog box with several tabs: General, **Check**, Alert, Output, Logging, Schedule, Custom, and Network. The 'Check' tab is active. It features a dropdown menu labeled 'Check to use' with 'URL (RTSP/MMS)' selected. Below this is a text input field containing 'rtsp://streamingserver.company.com/mystream'. A note states 'MMS/RTSP stream check is only done using TCP.' There is a checkbox for 'Password protected stream' which is checked. Below this checkbox are two input fields: 'Username' with 'streamusername' and 'Password' with 'xxxxxxxxxxxx'. A note below these fields states 'Only BASIC authentication can be used and only for RTSP streams.' At the bottom, there is a 'Timeout' field with the value '5', and two checkboxes: 'Invert status' and 'Second knock', both of which are unchecked.

Servers Alive can perform a URL (Universal Resource Locator) check based on the MMS (Microsoft media server) or RTSP (streaming audio) protocol. RTSP stream checking can also check an RTSP stream that is password protected (basic authentication).

Select the radio button and enter information in the box.

Servers Alive supports the MMS and RTSP protocols using only TCP, not UDP or HTTP.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 300 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

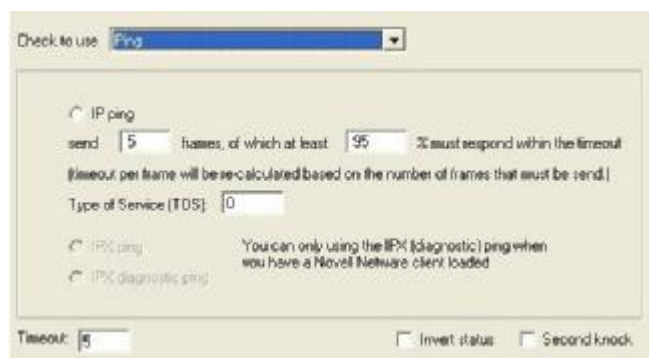
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: Ping Option (Entries Dialog Box)



IP Ping

Click to enable the ping feature. Servers Alive can ping a host using an ICMP network frame, which determines if the computer and the network between the computer and the Servers Alive computer are functional.

By default, a ping sends a 32-byte ICMP frame. For changing this, see *HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\PingSize* (page 364).

Servers Alive can also ping over the IPX protocol for Novell servers and clients using the Novell Netware client, which you must install separately.

Maximum timeout for a ping check is 600s. During the check, the timeout per frame is calculated and has a maximum of 32s per frame—a limit of the ICMP.DLL.

For example, if Servers Alive must send 10 frames and the timeout is set to 400, then each frame has a maximum timeout of 32 seconds. If the number of frames is set to 20 and the timeout to 400, each frame has a maximum timeout of 20 seconds.

A ping (IP) can generate the following error codes, which can be found in the log files:

- 8 IP_SUCCESS = 0
- 8 IP_BUF_TOO_SMALL = (11001)
- 8 IP_DEST_NET_UNREACHABLE = (11002)
- 8 IP_DEST_HOST_UNREACHABLE = (11003)
- 8 IP_DEST_PROT_UNREACHABLE = (11004)
- 8 IP_DEST_PORT_UNREACHABLE = (11005)
- 8 IP_NO_RESOURCES = (11006)
- 8 IP_BAD_OPTION = (11007)
- 8 IP_HW_ERROR = (11008)
- 8 IP_PACKET_TOO_BIG = (11009)
- 8 IP_REQ_TIMED_OUT = (11010)
- 8 IP_BAD_REQ = (11011)
- 8 IP_BAD_ROUTE = (11012)

- 8 IP_TTL_EXPIRED_TRANSIT = (11013)
- 8 IP_TTL_EXPIRED_REASSEM = (11014)
- 8 IP_PARAM_PROBLEM = (11015)
- 8 IP_SOURCE_QUENCH = (11016)
- 8 IP_OPTION_TOO_BIG = (11017)
- 8 IP_BAD_DESTINATION = (11018)

Send ____ Frames, Of Which at Least ____ % Must Respond with the Timeout

Enter the number of frames and percentage that must respond within the timeout limit that you set.

The IPX Ping and IPX Diagnostic Ping options are available if the Novell Netware client is installed and if the host name is entered as an IPX address. Example: 352FBA2B:000000000001).

Type of Service

This is only sent if the sending OS is configured for this. See

<http://support.microsoft.com/?kbid=248611> <http://support.microsoft.com/?kbid=248611>.

IPX Ping

Click to use socket 9086.

IPX Diagnostic Ping

Click to use socket 456.

Timeout

Enter the length of time for the timeout in seconds.

For example, you can enter the following items:

Timeout 5 seconds

10 frames

75% success rate

As a result of these settings, Servers Alive sends 10 frames and each of them should get a response within $5s/10=.5s$. If Servers Alive receives the response, the frames are internally flagged as being OK. The next frame is sent after the timeout of the previous check or when the previous check gets back. After the ten frames, Servers Alive calculates the percentage of frames that came back on time. Servers Alive checks to see if this fits the given rule, in this case 75%, and based on this check, indicates an OK or DOWN for the host entry.

Info

Displays the values of the variables as they are used in a formula.

Invert Status

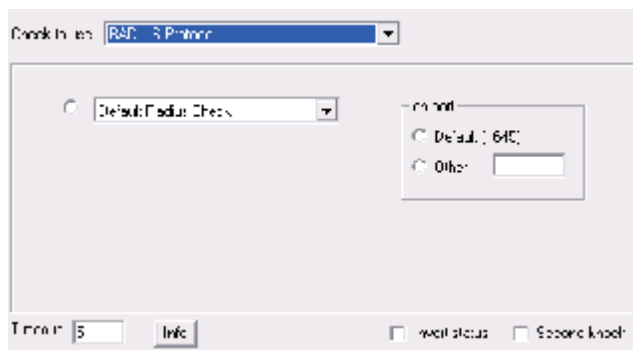
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: Radius Protocol Option (Entries Dialog Box)



You can define your own protocol and the corresponding port by clicking **Edit > Protocol** (page 322) in the Main window.

Select the specific port or service you want to check.

On Port

Default

Click to use the default, or most common, ports or services. Servers Alive defines these, along with their default ports.

Other

Click this option if you want to check a service that is not on the list or is using a non-standard port. You must then supply the port number.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 300 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

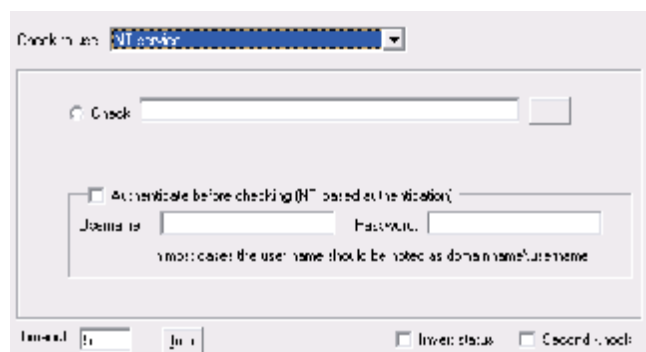
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: NT Service Option (Entries Dialog Box)



Servers Alive can perform various checks specific to Windows NT, 2000, and 2003. The software can check Windows NT services on local and remote computers. Keep in mind that if you are running Servers Alive as a service, and want to check a service, process, or performance counter on a remote computer, you must specify a user name and password with sufficient rights to perform the check on the remote computer.

In order for Servers Alive to perform the various checks that are specific to Windows NT, 2000, and 2003, the software must have access to the remote server's NetBIOS ports. This can be a problem if there are any intervening firewalls. Please consult with your firewall administrator to get the required access.

NT services can be checked from a Windows 98 computer if the NT administration tools are installed on the computer and are available to Servers Alive. The process works best if the tools are installed in the same directory as Servers Alive.

Check

Click this radio button and then click the browse button to open the *Services Running On dialog box* (page 188). You can then select from the list of services running on the remote computer.

Authenticate Before Checking

Click to enable authentication before the check starts.

The user performing the service check needs to have at least power-user rights on the computer that is checked. For the process checking, you need administrator rights. This means that, when Servers Alive runs within the context of user_1, user_1 must have power-user or administrator rights on the computer that is checked.

If user_1 does not have sufficient rights, you can specify another user name, usually in the form domain\username, and password of a user with power-user or administrator rights on the computer that is checked.

Username

Enter the user name.

Password

Enter the password.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

The various Windows checks can return errors in the log. Some common errors follow:

- 8 5 Access denied.
- 8 53 The network path was not found.
- 8 1219 Multiple connections to a server or shared resource by the same user, using more than one user name, are not allowed. Disconnect all previous connections to the server or shared resource and try again.
- 8 1220 An attempt was made to establish a session to a network server, but there are already too many sessions established with that server.
- 8 1312 A specified log on session does not exist. It might already be terminated.
- 8 1322 No mapping between account names and security IDs was completed.
- 8 1323 The value provided as the current password is incorrect.
- 8 1324 The value provided contains values that are not allowed in passwords.
- 8 1325 The value provided does not meet the length, complexity, or history requirement of the domain.
- 8 1326 Unknown user name or bad password.
- 8 1327 User account restriction.
- 8 1328 Account logon time restriction violation.
- 8 1329 The user is not allowed to log on to this computer.
- 8 1330 The specified account password has expired.

8 1331 The account is currently disabled.

8 1722 The RPC server is unavailable.

Usually, Servers Alive de-authenticates at the end of any check cycle that includes authentication. If this does not succeed, it can cause any subsequent checks to fail. To force an authentication disconnect before a check, add the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\DisconnectBeforeAuthenticationConnection (dword). Value of 1 turns this feature on.

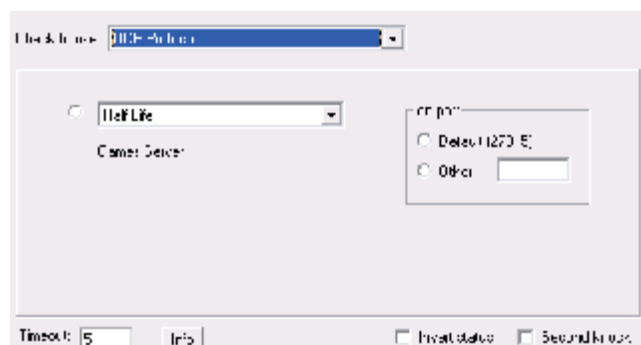
If any error code found within this comma separated list occurs during the authentication phase, Servers Alive still sees the authentication as being successful. This is not a guarantee that the check will pass.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\AuthenticationErrorIgnoreList

Info

Displays the values of the variables as they are used in a formula.

Check Tab: UDP Protocol Option (Entries Dialog Box)



Servers Alive supports checks for common game servers including the following:

- 8 Quake1, QuakeWorld Master, Quake 2, Quake 2 Master, Quake 3,
- 8 Half-Life, Half-Life Master,
- 8 Tribes, Tribes Master, Tribes 2,
- 8 Unreal, Unreal Master,
- 8 Hexen World, and Hexen 2.

Thanks to Carl at *DNA Games* <http://www.dnagames.net> for providing the information needed to provide the game server checks.

You can define your own protocol and the corresponding port by clicking *Edit > Protocol* (page 322) in the Main window.

Select the specific port or service you want to check.

On Port

Default

Click to use the default, or most common, ports or services. Servers Alive defines these, along with their default ports.

Other

Click this option if you want to check a service that is not on the list or is using a non-standard port. You must then supply the port number.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 300 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

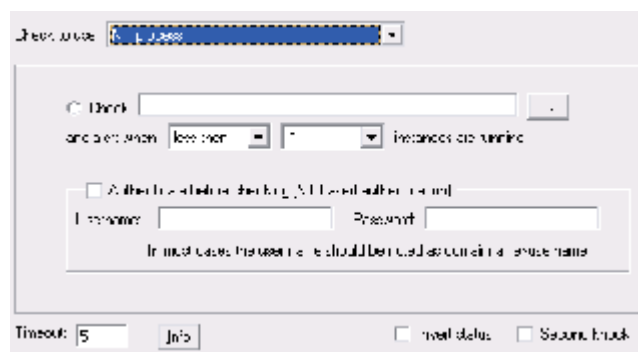
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: NT Process Option (Entries Dialog Box)



Servers Alive can perform various checks specific to Windows NT, 2000, and 2003. The software can check Windows NT processes on local and remote computers. To check if a process is running on a remote server, you must have access to the registry of that system. Keep in mind that, if you are running Servers Alive as a service, and want to check a service, process, or performance counter on a remote computer, you must specify a user name and password with sufficient rights to perform the check on the remote computer.

Servers Alive can only check for Windows NT processes if Servers Alive is running on a computer that runs Windows NT, 2000, or 2003.

In order for Servers Alive to do the various Windows NT, 2000, and 2003 specific checks, the software must have access to the remote server's NetBIOS ports. This can be a problem if there are intervening firewalls. Please consult with your firewall administrator to get the required access, if this is the case.

If you select NT process, you can click List the Available to get a list of the running processes on the remote computer. Double-click on one to select it and return to the Check tab. On the right side, select the check condition. Servers Alive can alert you when less than, or at least x number of, the specified processes are running. This is commonly used to alert when the Dr. Watson process is running (indicating an error).

Check

Click this radio button and then click the browse button to open the *Processes Running On dialog box* (page 194). You can then select from the list of services running on the remote computer.

And Alert When ____ ____ Instances Are Running

Enter the condition and number of instances to perform the check.

Authenticate Before Checking

Click to enable authentication before the check process starts.

The user performing the service check needs to have at least power user or administrator rights on the computer that is checked. If you do not have sufficient rights, you can specify another user name, usually in the form <domain name>\<user name>, and password of a user with power user or administrator rights on the computer that is checked.

Username

Enter the user name.

Password

Enter the password.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

The various Windows checks can return errors in the log. Some common errors follow:

- 8 5 Access denied.
- 8 53 The network path was not found.
- 8 1219 Multiple connections to a server or shared resource by the same user, using more than one user name, are not allowed. Disconnect all previous connections to the server or shared resource and try again.
- 8 1220 An attempt was made to establish a session to a network server, but there are already too many sessions established with that server.
- 8 1312 A specified log on session does not exist. It might already be terminated.
- 8 1322 No mapping between account names and security IDs was completed.
- 8 1323 The value provided as the current password is incorrect.
- 8 1324 The value provided contains values that are not allowed in passwords.
- 8 1325 The value provided does not meet the length, complexity, or history requirement of the domain.
- 8 1326 Unknown user name or bad password.
- 8 1327 User account restriction.

-
- 8 1328 Account logon time restriction violation.
 - 8 1329 The user is not allowed to log on to this computer.
 - 8 1330 The specified account password has expired.
 - 8 1331 The account is currently disabled.
 - 8 1722 The RPC server is unavailable.

Usually, Servers Alive de-authenticates at the end of any check cycle that includes authentication. If this does not succeed, it can cause any subsequent checks to fail. To force an authentication disconnect before a check, add the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Startup\DisconnectBeforeAuthenticationConnection (dword). Value of 1 turns this feature on.

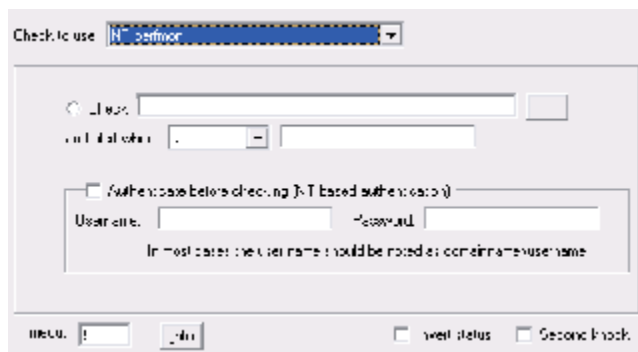
If any error code found within this comma separated list occurs during the authentication phase, Servers Alive still sees the authentication as being successful. This is not a guarantee that the check will pass.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Startup\AuthenticationErrorIgnoreList

Info

Displays the values of the variables as they are used in a formula.

Check Tab: NT Perfmon Option (Entries Dialog Box)



Servers Alive can perform various checks specific to Windows NT , 2000, and 2003. It can check NT performance monitor (perfmon) counters on local and remote computers. If you are running Servers Alive as a service, and want to check a service, process, or performance counter on a remote computer, you must specify a user name and password with sufficient rights to perform the check on the remote computer.

In order for Servers Alive to perform the various Windows NT, 2000, and 2003 specific checks, the software must have access to the remote server's NetBIOS ports. This can be a problem if there are any intervening firewalls. Please consult with your firewall administrator to get the required access, if this is the case.

The software can check to see if the result of a check:

- 8 Is less than a value,
- 8 Is greater than a value,
- 8 Is equal to a value,
- 8 Is different from (<>) a value,
- 8 Contains a result of a formula that is false.

Check _____

Click this radio button and then click the browse button to open the *Select Counter dialog box* (page 199). You can then select from the list of services running on the remote computer.

And Alert When

Select one of the operators from the list.

| This option | Means this |
|-------------|---|
| < | Is less than a value. |
| = | Is equal to a value. |
| > | Is greater than a value. |
| <> | Is different from (<>) a value. |
| Formula | Contains a result of a formula that is false. |

When you select Formula from the list, you can use the following parameters to check the result of a formula:

- 8 sa_currentresult = the result of the get operation.
- 8 sa_previousresult = the result of the previous get operation.
- 8 sa_currenttimeinms = the current time in milliseconds.
- 8 sa_previoustimeinms = the time of the previous get operation in milliseconds.

You can create formulas using these parameters and have Servers Alive give a down when the result of the formula is false. For example, you can check the number of errors that occur in a network interface with the following formula:

$(sa_currentresult - sa_previousresult) / ((sa_currenttimeinms - sa_previoustimeinms) / 1000) < 5$

The example formula gives a down if there are five or more errors per second that were added between the last two cycles of this entry.

Authenticate Before Checking

Click to enable authentication before the check starts.

The user performing the service check needs to have at least power-user rights on the computer that is checked. For the process checking you need administrator rights. This means that, when Servers Alive runs within the context of user_1, user_1 must have power-user or administrator rights on the computer that is checked.

If user_1 does not have sufficient rights, you can specify another user name, usually in the form domain\username, and password of a user with power-user or administrator rights on the computer that is checked.

Username

Enter the user name.

Password

Enter the password.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

The perfmon check sometimes fails or gives unexpected values due to timing issues with the performance counters retrieval DLL. By default the timeout is set to 1000ms. You can change the timeout by creating the following registry entry and giving it a value between 1 and 10000 (milliseconds). Remember the value is in ms and the default is already 1000, so you should make the change with numbers higher than 1000.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\PerfmonTimings (string)

The various Windows checks can return errors in the log. Some common errors follow:

- 8 5 Access denied.
- 8 53 The network path was not found.
- 8 1219 Multiple connections to a server or shared resource by the same user, using more than one user name, are not allowed. Disconnect all previous connections to the server or shared resource and try again.
- 8 1220 An attempt was made to establish a session to a network server, but there are already too many sessions established with that server.
- 8 1312 A specified log on session does not exist. It might already be terminated.
- 8 1322 No mapping between account names and security IDs was completed.
- 8 1323 The value provided as the current password is incorrect.
- 8 1324 The value provided contains values that are not allowed in passwords.
- 8 1325 The value provided does not meet the length, complexity, or history requirement of the domain.
- 8 1326 Unknown user name or bad password.
- 8 1327 User account restriction.
- 8 1328 Account logon time restriction violation.
- 8 1329 The user is not allowed to log on to this computer.
- 8 1330 The specified account password has expired.
- 8 1331 The account is currently disabled.
- 8 1722 The RPC server is unavailable.

Usually, Servers Alive de-authenticates at the end of any check cycle that includes authentication. If this does not succeed, it can cause any subsequent checks to fail. To force an authentication disconnect before a check, add the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Startup\DisconnectBeforeAuthenticationConnection (dword). Value of 1 turns this feature on.

If any error code found within this comma separated list occurs during the authentication phase, Servers Alive still sees the authentication as being successful. This is not a guarantee that the check will pass.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\Startup\AuthenticationErrorIgnoreList

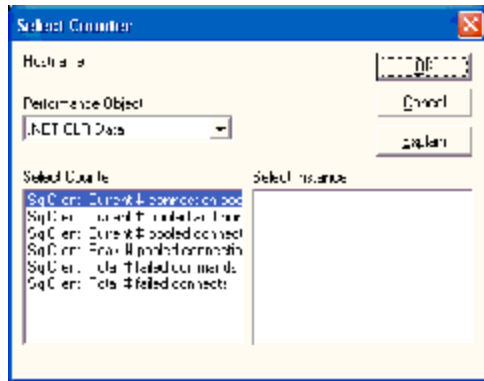
Info

Displays the values of the variables as they are used in a formula.

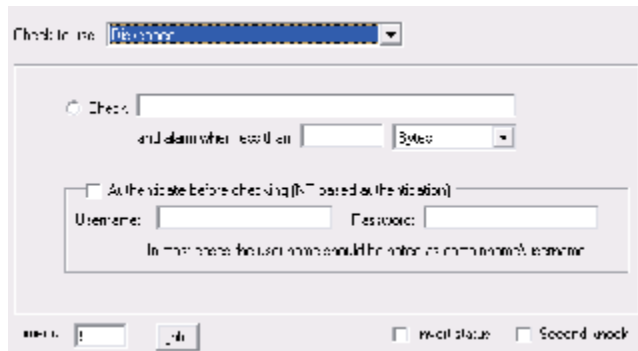
When you use an NT perfmon check, you can select the performance object, counter, and instance to use in the check. For example, you can check .NET CLR Exceptions, # of Exceps Thrown, _Global_.

To open this dialog box, select the following items from the Main window:

Add button > Entries dialog box > Check tab > Check to Use list: NT Perfmon > Browse button.



Check Tab: Diskspace Option (Entries Dialog Box)



Check

Enter the item to check. Servers Alive can check to ensure enough disk space exists on a specific Windows network share. The name of the resource must be given as \\server\share.

And Alarm When Less Than ____

Enter the conditions for performing the check. Servers Alive sends you an alarm when the free space is less than x. You must also select the units: Bytes, Kilobytes (KB), Megabytes (MB), Gigabytes (GB), Terabytes (TB), or Percentage.

For example, if you want an alarm when less than 25 kb of the disk space is available, you should type 25 in the box and select Kilobytes in the list. If you want an alarm when less than 5% of the disk space is available, then enter 5 in the text box and select Percentage in the list.

Authenticate Before Checking

Click to enable authentication before the check starts.

The user performing the service check needs to have at least power-user rights on the computer that is checked. For the process checking you need administrator rights. This means that, when Servers Alive runs within the context of user_1, user_1 must have power-user or administrator rights on the computer that is checked.

If user_1 does not have sufficient rights, you can specify another user name, usually in the form domain\username, and password of a user with power-user or administrator rights on the computer that is checked.

Username

Enter the user name.

Password

Enter the password.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

The exact byte value of KB/MB/GB/TB can be changed in the registry.

Values to add or change are as follows:

- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\kb (string value)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\mb (string value)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\gb (string value)
- 8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\tb (string value)

By default, Servers Alive selects the next available drive letter to connect with when performing a disk space check. You can force Servers Alive to use a specific one if you choose.

HKLM\SOFTWARE\DBU Consulting\Servers Alive\StartUp\ForcedDriveLetter (string value)

When performing a disk space check, the %e parameter contains the actual free space on the share that is checked. If the compare value is given in MB, the %e parameter is also in MB. However, if the compare value is given as a percentage, the %e is in bytes. You can now control how %e is returned when checking by a percentage by editing this registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\DiskSpace\PercentageMeasure (string)

Possible values: KB, MB, GB, TB, %. The default value is MB.

Check Tab: URL (HTTP/HTTPS) Option (Entries Dialog Box)

Servers Alive can perform a URL (Universal Resource Locator) check based on the HTTP (web) and HTTPS (secure web) protocol.

With "no proxy" selected, this also works on an ipv6 website (as long as ipv6 is installed on the system running Servers Alive). Servers Alive first queries the DNS to get the hostname's IPv6 IP address, or failing that, an IPv4 IP address.

Servers Alive treats as bad responses those web pages where the content length given in the header exceeds that of the returned page. For changing this, see below.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\AcceptIncompleteResponses (page 369).

To use the URL check, you should have a temp directory with write access to it. To accommodate this requirement, the URL (HTTP/HTTPS) check creates a file in the same directory that you installed Servers Alive. The file is named `_temp_for_url.tmp`.

In the first box of the check, you should enter a URL for the web page, as in the following examples:

8 <http://www.mydomain.com/sub-dir/page.html>

8 <https://www.mydomain.com/sub-dir/page.html>

If you add the yyyy-mm-dd parameter to the string for the URL, the parameter is translated. For example, the following string

<http://www.domain.com/Log/{yyyy-mm-dd}.html>

Becomes the following:

<http://www.domain.com/Log/2005-03-23.html>

You can use the following values for the date and time, surrounded by { and }:

dd day

| | |
|------|----------------------|
| mm | short month (01) |
| yy | short year (02) |
| Mmmm | long month (January) |
| yyyy | long year (2002) |

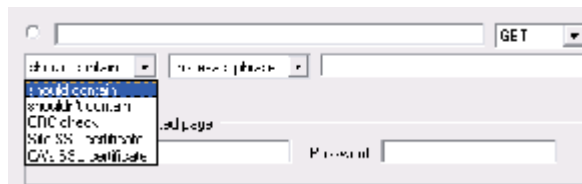
For both the HTTP and the HTTPS check, Servers Alive can connect to the remote server using a proxy server. This proxy server is defined in the Proxy branch of the Setup dialog box.

You can enter the conditional settings to perform the check.

You can select Get or Post in the dropdown list to implement a check with either a get or a post action.

You can also select Head in the dropdown list to check for a string in the header of the received web page, according to the conditionals that you enter in the next boxes.

For both the HTTP and the HTTPS check, Servers Alive can also check whether the content of the retrieved page is correct or not. To use this functionality, you must use the **Should contain** or **Shouldn't contain** option in combination with a word or sentence that should or should not be in the retrieved web page.



The following list shows the results for different options:

| <u>If you select this option</u> | <u>And this option</u> | <u>You get this result</u> |
|----------------------------------|------------------------|---|
| Should Contain | All of These Words | Each of the words should be in the page to get an up reading. |
| Should Contain | Any of These Words | At least one of the words should be in the page to get an up reading. |
| Should Contain | This Exact Phrase | This phrase, with the exact words in the exact order, must be in the page to get an up reading. |
| Should Not Contain | All of These Words | If all of the indicated words are in the page, a down reading results. |
| Should Not Contain | Any of These Words | If any of the words appear in the page, a down reading results. |
| Should Not Contain | This Exact Phrase | If the exact words appear in the page in the exact order, a down reading results. |

| If you select this option | And this option | You get this result |
|---------------------------|-----------------|---|
| CRC | | Perform a Cyclic Redundancy Check. This is useful to ensure the integrity of data transmission or that a file or data is un modified. |

A new algorithm significantly boosts the performance of the CRC check.

You can also select **This Exact Phrase**, **All of These Words**, or **Any of These Words** to determine conditions for the sentence or phrase that you use to check the content of the page. This list appears if you select **Should Contain** or **Shouldn't Contain** in the previous list. Use the hex code {0x0a} to add line feeds to the string, for when the expected information is spread on several lines.

In the content check string, you can have a value that is based on the current date. To do this, add a string that is surrounded by { and } and contains some of the following keywords:

| | |
|------|----------------------|
| dd | day |
| mm | short month (01) |
| yy | short year (02) |
| Mmmm | long month (January) |
| yyyy | long year (2002) |

For example, "{dd-mm-yy}" translates to "22-01-02", and "{dd Mmmm yyyy}" would translate to "22 January 2002".

In the dropdown list, if you select **Site SSL Certificate** or **CA's SSL Certificate**, you can implement client certificates for the check. You can then enter the number of days to check that the certificate is valid.

Data to Post

Appears when you select **Post** in the list box. You can enter the data that needs to be posted in the following format:

VAR1=value1&VAR2=value2

CRC on binary file

Appears when you select **CRC** in the dropdown list. Perform a CRC check on a binary file, ignoring the absence of the <BODY and </BODY> tags. If left unselected, a CRC on a binary file returns an **up** as long as the page exists. If the requested file does not exist, you get a **down**.

Reset CRC after Each Check

Appears when you select **CRC** in the dropdown list. This check box ensures that the CRC feature is reset after each check cycle.

Still Valid for ____ Days

Appears when you select Site SSL Certificate or CA's SSL Certificate in the dropdown list. Enter the number of days for the software to check that the certificates, that you get through the given URL, are still valid. This option does not implement client-side certification.

You can load a KEYfile and a CERTfile for the individual HTTP(S) check. You have to edit the entries file for it however.

#SSLKEYFILE=c:\directory\keyfile.ext#SSLKEYPWD=password#SSLCERTFILE=c:\directory\certfile.ext#SSLCERTPWD=password#

If you're using a PFX file, the SSLKEYFILE and SSLCERTFILE parameter must point to the same file, and both the SSLKEYPWD and SSLCERTPWD must be the same.

Password Protected Page

Click to enable a page that is protected by a password.

Username

Enter the user name.

Password

Enter the password.

No Proxy

Click to disable proxy authentication. Click the check box when you have a direct connection to the Internet to retrieve a web page. This is required for an ipv6 website. However, some companies or Internet service providers force people to use a proxy server. In these cases, you must define the proxy server settings by clicking File > Setup and then click the General branch of the tree and select the Proxy branch. You can now use these settings within the HTTP/HTTPS checks.

HTTP Version to Use

Select the version of HTTP that Servers Alive uses to complete a check. You can select either Version 1.0 or 1.1. Many servers use Version 1.1. However, for compatibility, the default setting HTTP 1.0 is recommended.

Don't ignore bad certificates

Respond to certificate errors. The default is to ignore these.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Info

Displays the values of the variables as they are used in a formula.

By default, the software interprets a space as a word separator. To change this, enter the following registry setting:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\URL_Word_Separator (string)

Servers Alive performs the check in a case-sensitive way when you click **Should Contain** in the previous list. This can be changed by adding or editing the following registry value:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\URLContentInsensitive (dword)

1 = case insensitive

0 = case sensitive (default)

A CRC (checksum) check of a URL (HTTP/HTTPS) check retrieves the web page and calculates a CRC on the content of the page. However, the check only does this for all that text between the <BODY> and </BODY> tags.

The CRC check can automatically reset the CRC after each cycle. An altered page generates only one down cycle and the next up again.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\StartTAG (string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\EndTAG (string)

You can still exclude some parts too between those two tags, as they are often used for changing data like a date or time.

All text in between the following tags is not used for the CRC calculation:

<!-- SA Ignore --> <!-- SA Resume -->

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\StartIgnoreTAG
(string)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\EndIgnoreTAG
(string)

You can log all communication during an HTTP/HTTPS check to a file so that you can debug the process. Edit the following registry entries:

8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\logHTTP
(dword)

Enter a value of 1 to enable this feature.

8 HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\logHTTPFile
(string)

Enter the path and name of the file log.

Servers Alive treats as bad responses those web pages where the content length given in the header exceeds that of the returned page. For changing this, see

**HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\StartUp\AcceptIncompleteResponses** (page 369).

On some Windows 95 and 98 systems, the HTTPS checks fail and write the following error message to the log: "failed due to Could not acquire security credentials: error 0x80090305."

To fix the error, do the following:

- 1) Install Internet Explorer 5.5 or newer.
- 2) Install the DSCLIENT.EXE file that can be found on the Windows 2000 server CD in the following directory: \Clients\Win9x\DSCLIENT.EXE. This updates several important pieces of the security subsystem.
- 3) Update the Windows registry by adding ", schannel.dll" to the end of the string found in the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders

Usually, Servers Alive uses one set of UserAgent/SecurityFlag/AdditonalHeaders for all URL (HTTP/HTTPS) checks. However, if for some reason you want to change them for one or more entries, you can do this by opening and editing the entries file directly.

An example without additional parameters is:

```
#TYPE=U#PARAM=""#URL=http://www.company.com#CCO=CON#CON=#AUTH=F#USR=#PWD=#PRX
=F#COO=F#"#ADPA=""#TIME=10#SK=F#
```

An example with additional parameters is:

```
#TYPE=U#PARAM=""#URL=http://www.company.com#CCO=CON#CON=#AUTH=F#USR=#PWD=#PRX
=F#COO=F#"#ADPA=""#ADDITIONALHEADERS=Accept-Encoding:gzip,
deflate#"#TIME=10#SK=F#
```

This is a CORRECT example.

Within the "string," you get a #ADPA="; all information after that, until the next ", is for additional parameters. Currently you can use several additional parameters:

- 8 USERAGENT
- 8 HTTPSECURITYFLAGS
- 8 ADDITIONALHEADERS
- 8 ACCEPTLANGUAGE
- 8 SSLCERTSUBJECT
- 8 SSLCERTSTORE
- 8 SSLKEYPWD
- 8 SSLKEYEPWD
- 8 SSLCERTFILE
- 8 SSLCERTPWD
- 8 SSLCERTEPWD

An example that uses two of the parameters is:

```
#TYPE=U#PARAM="URL=http://www.company.com#CCO=CON#CON=#AUTH=F#USR=#PWD=#PRX=F#COO=F#"ADPA="#USERAGENT=NSPlayer/7.1.0.3055#ACCEPTLANGUAGE=en-us#ADDITIONALHEADERS=Accept-Encoding: gzip, deflate#"#TIME=10#SK=F#
```

The {0d}{0a} is needed if you want to send several different additional headers.

This is an updated example.

```
#TYPE=U#PARAM="URL=http://www.woodstone.nu#CCO=CON#CON=#AUTH=F#USR=#PWD=#PRX=F#COO=F#CRS=F#HCT=GET#HDT="#ADPA="#USERAGENT=Anewuseragent#"#TIME=5#SK=F#SEV=emergency#
```

You can also specify SSLCERTSTORE and SSLCERTSUBJECT so that Servers Alive presents a client-side certificate to the server when making the connection.

For example, within the host file for a URL check, you get the following example of a simple URL check of <http://www.woodstone.nu> without contains or authentication and a simple GET:

```
#TYPE=U#PARAM="URL=http://www.woodstone.nu#CCO=CON#CON=#AUTH=F#USR=#PWD=#PRX=F#COO=F#CRS=F#HCT=GET#HDT="#ADPA="#"#TIME=5#SK=F#SEV=emergency#
```

If you want a different user agent for this specific check than what Servers Alive would usually implement, then you can change it with the following example:

```
#TYPE=U#PARAM="URL=http://www.woodstone.nu#CCO=CON#CON=#AUTH=F#USR=#PWD=#PRX=F#COO=F#CRS=F#HCT=GET#HDT="#ADPA="#USERAGENT=A new useragent#"#TIME=5#SK=F#SEV=emergency#
```

In the example, instead of "#ADPA="", you get the following:

```
"#ADPA="USERAGENT=A New useragent#"#
```


Check Tab: Database (Microsoft SQL) Option (Entries Dialog Box)

The screenshot shows a dialog box titled 'Check Tab: Database (Microsoft SQL) Option (Entries Dialog Box)'. At the top, there is a dropdown menu labeled 'Check to use:' with 'Database (Microsoft SQL)' selected. Below this, there is a section for 'SQL client' with four input fields: 'Database', 'Username', 'Password', and 'Hostname'. The 'Hostname' field has 'SQL7000' entered. A 'Test' button is located below these fields. At the bottom of the dialog, there is a 'Timeouts' section with a 'Time' field set to '5' and a 'Unit' dropdown set to 'Sec'. There are also two checkboxes: 'Lower timeout' and 'Second check', both of which are unchecked.

Servers Alive works only with Microsoft SQL Server and not any other third party SQL server. Servers Alive works with SQL Server 2000 and 2005 clients as though the clients use SQL Server Version 7.

Servers Alive can check the availability of a Microsoft SQL server database. To perform this check, the software uses the Microsoft SQL client, which you must install separately. Servers Alive supports Microsoft SQL 6.5, 7.0 and 2000 clients. The SQL 2000 client is seen as SQL7.

When you want to check a Microsoft SQL database, you must provide the name of the database, the user name, and the password that is used to connect to the database. The SQL server name is the host name. If you have both multiple clients installed, you can select which client Servers Alive should use.

SQL Server

Click to use SQL server. These options are available only if you have the Microsoft SQL DMO libraries installed on your computer.

Database

Enter the name of the database.

Username

Enter the user name for connecting to the database.

Password

Enter the password to connect to the database.

Libs to Use

Enter the name of the library that you want to use to connect.

Test

Click to perform a test check based on the information that you have entered in this dialog box. The result displays on the dialog box. This is convenient when you want to ensure that a check that you create works.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

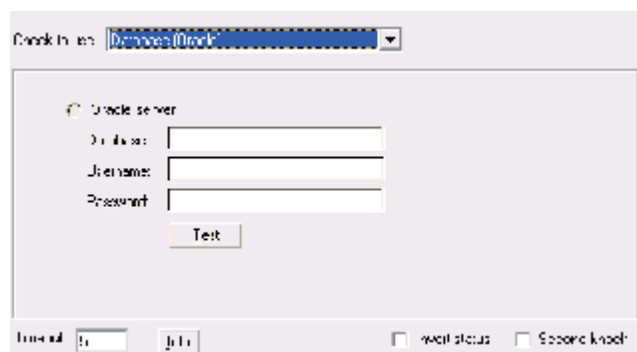
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: Database (Oracle) Option (Entries Dialog Box)



Servers Alive works only with Oracle by Oracle Corporation and not any other brand.

Servers Alive can check the availability of an Oracle database. To do this, the software uses the Oracle OLE object, which is part of the Oracle client. Servers Alive supports Oracle 7, Oracle 8, 8g, 8i, 9i, and 10g clients. With Oracle 9i and 10g, you must install the Oracle Windows Interface included with Oracle. In most cases, a full installation of the Oracle client is needed. When you want to check an Oracle database, you must provide the name of the database, the user name, and the password that are used to connect to the database.

Oracle Server

Click to use an Oracle server. These options are not available unless you have installed the Oracle OLE (object linking and embedding) libraries.

Database

Enter the name of the database that you want to connect to.

Username

Enter the user name to connect to the database. The database name is a name that is defined within the TNSNames.ora file. For more information on how to configure entries in the TNSNames.ora file, please consult your Oracle documentation.

Password

Enter the password to connect to the database.

Test

Click to perform a test check based on the information that you have entered in this dialog box. The result displays on the dialog box. This is convenient when you want to ensure that a check that you create works.

Timeout

Enter the length of time for the timeout in seconds. This option appears only when you select an entry in the main window and click Edit.

Info

Displays the values of the variables as they are used in a formula.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: SNMP Option (Entries Dialog Box)

Servers Alive can check the status of a device or host with the Simple Network Management Protocol (SNMP). The software checks if the value of a certain OID is one of the following:

- 8 Is less than a value,
- 8 Is greater than a value,
- 8 Is equal to a value,
- 8 Is different from (<>) a value,
- 8 Contains a value,
- 8 Does not contain a value,
- 8 If the result of a formula is true or false.

Servers Alive can, within one check, retry several times to get an answer from the host.

To get a list of valid OIDs for your SNMP-enabled devices, you should contact the vendor of the device. They can give you an MIB file that contains all the OIDs for the device.

An OID is a dotted numeric string that identifies an object. Typical objects that can be identified using OIDs include: attributes in X.500/LDAP-based directories, certificate policies and practice statements, MIBS for network management, and encryption algorithms. Two objects are considered to be the same only if they have the exact same OID.

Check ____ And Alert When the Result ____

Enter the host name or object identifier (OID) that you want to check. Examples are the following:

-1.3.6.1.2.1.1.1.0

1.3.6.1.2.1.1.3.0

To check special characters, enter the appropriate hexadecimal value in the Check box and then select one of the following items in the dropdown list for And Alert When the Result:

| This option | Means this |
|-------------|--------------------------|
| Is < than | Is less than a value. |
| Is > than | Is greater than a value. |

| | |
|-----------------|---|
| Is = to | Is equal to a value. |
| Is <> than | Is different from (<>) a value. |
| Contains | Contains a value. |
| Doesn't Contain | Does not contain a value. |
| Formula | Contains a result of a formula that is false. |

When you select Formula from the list, you can use the following parameters to check the result of a formula:

- 8 sa_currentresult = the result of the get operation.
- 8 sa_previousresult = the result of the previous get operation.
- 8 sa_currenttimeinms = the current time in milliseconds.
- 8 sa_previoustimeinms = the time of the previous get operation in milliseconds.

You can create formulas using these parameters and have Servers Alive give a down when the result of the formula is false. For example, you can check the number of errors that occur in a network interface with the following formula:

$(sa_currentresult - sa_previousresult) / ((sa_currenttimeinms - sa_previoustimeinms) / 1000) < 5$

The example formula gives a down if there are five or more errors per second that were added between the last two cycles of this entry.

To create a second rule that works with the first rule, click the check box that immediately follows the boxes for the first rule and enter conditionals. For example, you can create a check that sends a message when the OID < 45 or OID > 60 or alert when the OID > 45 and OID > 60.

Test It

Click to perform a test check based on the information that you have entered in this dialog box. The result displays on the dialog box.

Community String

Enter the appropriate community string for the server. You must enter the community string for the SNMP check for authentication purposes. An SNMPv1 community string serves as a password. By default, on most SNMP systems, this is PUBLIC; however, the community string can be different on your systems.

SNMP Version

Allows you to select the version of SNMP. If you select SNMPv3, you can click the Set Authentication button and enter the user name, password, and type of authentication in the *SNMPv3 Authentication Parameters dialog box* (page 216).

Set Authentication

Click this button to enter settings for SNMP version 3 when you click the SNMPv3 option on the SNMP Version list.

Advanced

Click this button to enter settings for an SNMP SET. The SNMP GET check can do an SNMP SET before performing the SNMP GET. You can enter values on the *Advanced Settings for SNMP Checks dialog box* (page 217).

SNMP Port

Enter the SNMP port number. The default standard port number is 161. However, for security purposes, you can enter a different, non-standard port number.

The dropdown list determines whether the results of the SNMP check are converted to a text representation. This determines how information is displayed in the MIBs database.

- 8 **Don't Convert Received Result to Text** - Specifies that the result of the check remains a numeric value.
- 8 **Convert Received Result to Text** - Determines if the result of the SNMP check is converted to text. For example, .1.3.6.1.2.1.2.2.1.7 is the following:
 ifAdminStatus
 1 means up.
 2 means down.
 3 means testing.
- 8 **Convert Received Result to HEX Representation** - Changes the received result to a hexadecimal value. Each character is replaced by the appropriate two-byte hexadecimal value, representing the ASCII text value of the character.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 300 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

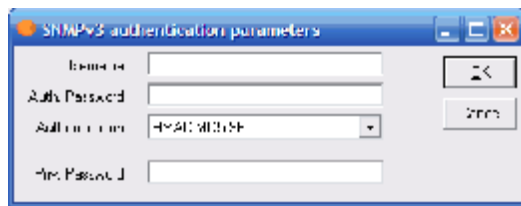
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If a host is seen as down during a check cycle and you have clicked the check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

SNMPv3 Authentication Parameters Dialog Box



User Name

Enter the user name for the SNMP device.

Password

Enter the password for the SNMP device.

Authentication

Select the type of authentication for the device: HMAC-MD5-96 or HMAC-SHA-96.

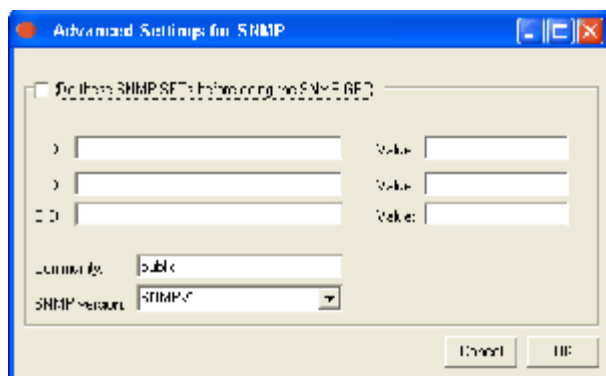
Priv. Password

Enter the authentication password.

Advanced Settings for SNMP Checks

This dialog box allows you to enter settings for an SNMP SET. The SNMP GET check can do an SNMP SET before performing the SNMP GET. You can enter values for up to three SET processes.

You can use SNMP versions 1 and 2 to perform an SNMP SET before a GET. You cannot perform the SET with SNMP version 3.



Do These SNMP SETs Before Doing the SNMP GET

Click this check box to enable this feature. You can enter values in this dialog box only when you click this check box.

OID

Enter the object identifier (OID) that you want to check.

Value

Enter the value for the object.

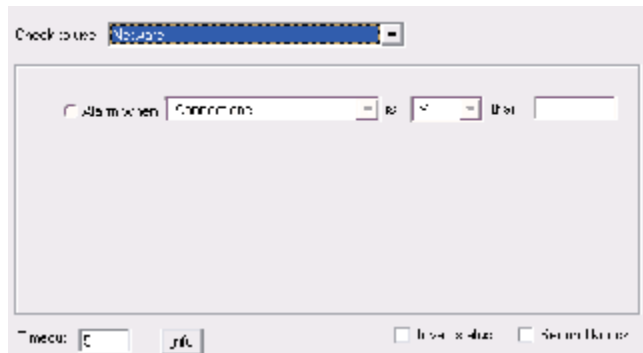
Community

Enter the community string. The default value is "public." You must enter the community string for the SNMP check for authentication purposes. An SNMPv1 community string serves as a password. By default, on most SNMP systems, this is PUBLIC; however, the community string can be different on your systems.

SNMP Version

Click the version that you want to use to perform the SET before the GET from the dropdown list. You can select SNMP Version 1 or Version 2. You cannot perform a SET before the GET using SNMP Version 3.

Check Tab: Netware Option (Entries Dialog Box)



Servers Alive works only with Novell Netware Client, and not the Microsoft Netware client.

Servers Alive can check several parameters on your Netware server. For these checks, the software uses the Novell Netware client. If this client is not installed, the Netware check options are not available.

Servers Alive can check:

- 8 The number of active connections on the Netware server.
- 8 The CPU usage of the Netware server.
- 8 The number of mounted volumes.

You can configure Servers Alive to send an alarm to you when the returned number is less than (<), greater than (>), equal to (=), or different from (<>) a base-value.

The Netware checking only gives a valid result when you are currently connected to the Netware server you are checking.

You can now configure Servers Alive to use Netware Version 5 volume checks by setting the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU

Consulting\ServersAlive\StartUp\NetwareVolumev5 (string) to 1.

Alarm When ____ is ____ Than ____

Enter the conditional settings for the check.

Timeout

Enter the length of time for the timeout in seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

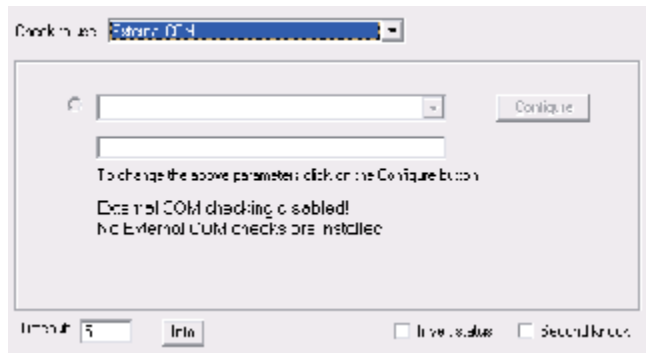
Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Check Tab: External COM Option (Entries Dialog Box)



Configure

Click the Configure button to change the parameters.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 600 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Info

Displays the values of the variables as they are used in a formula.

COM links

| | |
|--|-----|
| External Check Samples: COM-based Checks | 346 |
| COM ODBC (ODBC Query Addon) | 358 |
| Remote DF COM (*NIX Diskspace Check) | 348 |
| Remote PS COM (*NIX Process Check) | 352 |
| FileSize Check | 350 |
| Notes Check (NotesDB Check) | 354 |
| SMTP2POP3 COM (Mailflow Check) | 355 |

Check Tab: External (Errorlevel) Option (Entries Dialog Box)

Servers Alive has many built-in check types, but Servers Alive cannot support all possible check types. To extend the functionality of Servers Alive, you can use the External (Errorlevel) check option. With an external check, Servers Alive uses an external application to perform an action and, based on the returned errorlevel, flags the host entry as being up or down.

Within the command line that Servers Alive must execute for this external check, you can use variables.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.

-
- 8 %z for the status change time.
 - 8 {0a} for chr(10) for a line feed.
 - 8 {0d} for chr(13) for a carriage return.

{25} for a : (colon). If you want to test an external check that you wrote without the use of Servers Alive, you can use checkerrorlevel.exe. This small tool is installed by the Servers Alive Setup program in the Servers Alive directory. It runs your application and displays the error level your application returns.

For more information about checkerrorlevel.exe, see *External Checks* (page 344).

Alarm When the Errorlevel Returned By

Enter the conditional settings for the check.

Kill the External Application When Not Stopped in Time

Shuts down the external application after the timeout has expired. If the external application has not returned an errorlevel to Servers Alive within the given timeout, Servers Alive flags the host entry as down. The external application continues to run. Servers Alive can, in such a situation, kill, or shut down, the external application after the timeout has expired.

Timeout

Enter the length of time for the timeout in seconds. The maximum timeout is 600 seconds.

Info

Displays the values of the variables as they are used in a formula. This option appears only when you select an entry in the main window and click Edit.

Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

<sa_inverted> in the output log or message displays T if you click this check box. If the check box is clear, <sa_inverted> displays F.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

External

External Checks: Error Level..... 344

Check Tab: Remote Agent Check (Entries Dialog Box)

A remote agent enables you to perform checks without needing to open up unsecure protocols in your firewall (see *Agents (Setup Dialog Box)* (page 139).)

The check involves Servers Alive contacting the remote agent (based on the setup settings) with a list of parameters as specified in this screen and requesting a check. The remote agent returns an OK/NOT-OK and some text-information regarding the result.

The screenshot shows a configuration window for a Remote Agent Check. At the top, there is a dropdown menu labeled 'Check to use' with 'Remote Agent Check' selected. Below this is a radio button (which is selected) next to another dropdown menu. This second dropdown menu is open, showing three options: 'Debian Mailgateway in NOC' (which is highlighted in blue), 'Debian Mailgateway in NOC', and 'Windows messaging server'. To the right of this dropdown is a 'Configure' button. Below the dropdown menu, there is a text instruction: 'To change the above parameters click on the Configure button'. At the bottom left, there is a 'Timeout:' label followed by a text box containing the number '5'. At the bottom right, there are two checkboxes: 'Invert status' and 'Second knock', both of which are currently unchecked.

Select the agent name from the dropdown.

For setting up a remote agent, see *Agents (Setup Dialog Box)* (page 139).

Click Configure to configure the check. This queries the remote agent for possible check types. Select one and supply parameters as prompted.

Timeout

Enter the length of time for the timeout in seconds.

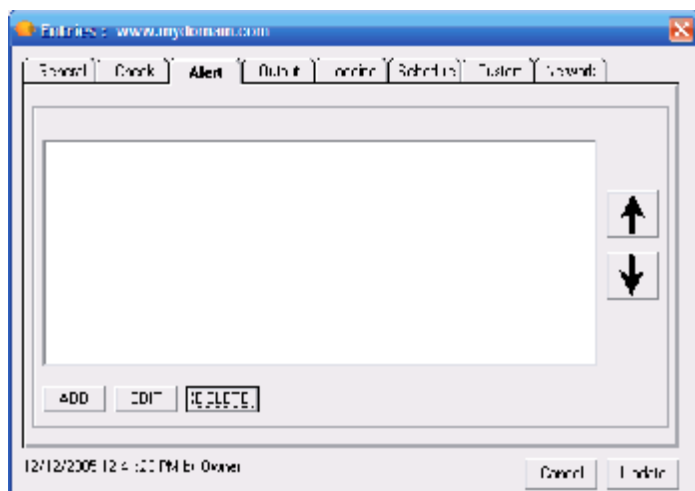
Invert Status

Click this check box to reverse the status at the end of the check; for example, the status would be reversed from up to down or from down to up. The inversion does not occur until the end of the check. All checks up to the point proceed as usual. The check box is clear by default.

Second Knock

Enables second knock. If the software detects a host as down during a check cycle and you have clicked the Second Knock check box, the software rechecks the host at the end of the check cycle to verify that the host is down. This feature is useful if you have slow links or computers with slow responses.

Alert Tab (Entries Dialog Box)



Servers Alive supports a rich variety of alerting mechanisms. It supports various email alerting options, numeric and alphanumeric paging, audible alerts, and more. You can even write your own custom alerting software or use built-in Windows messaging to send popup alerts. Servers Alive is also capable of taking remedial action when it determines that a server is down, by executing scripts that you create. Finally, Servers Alive allows you to easily collect alerting events in a central logging server by use of the standard syslog logging mechanism available on UNIX® and Windows servers, with third-party software.

You can select an alert and click one of the arrow buttons to the right of the list to change the order of alerts. This moves the alert up or down one line in the list order.

Use the following buttons to add, edit, or delete alert settings:

- 8 Add
- 8 Edit
- 8 Delete

When you select a type of alert, such as SNPP or Numeric Page, you can set the schedule for Servers Alive to send each type of alert on the Schedule tab of the Add/Edit Alert dialog box.

If you select an option that sends a page, Servers Alive queues multiple pages, but sends only one page at a time. So if there are three pages in the queue, Servers Alive connects to the paging company for the first page, sends the page, and disconnects from the paging company. The software then re-connects to the paging company, sends the second page, and disconnects, and so forth.

Registry Settings

Many of the alerts incorporate keywords to describe a server state. By default, the software uses the words up and down, but this can be changed through the registry. A list of single letter keys is in the registry entry HKLM\SOFTWARE\DBU Consulting\Servers Alive>Status. Each letter corresponds with a particular check type, as follows:

- 8 D – Drive Space

- 8 E – External check
- 8 F – Perfmon
- 8 I – UDP
- 8 M – SNMP
- 8 N – Netware
- 8 O – Oracle
- 8 P – Ping
- 8 Q – MS-SQL
- 8 R – Process
- 8 S – Windows Service
- 8 U – URL
- 8 X – IPX Ping
- 8 W – Winsock port (TCP)

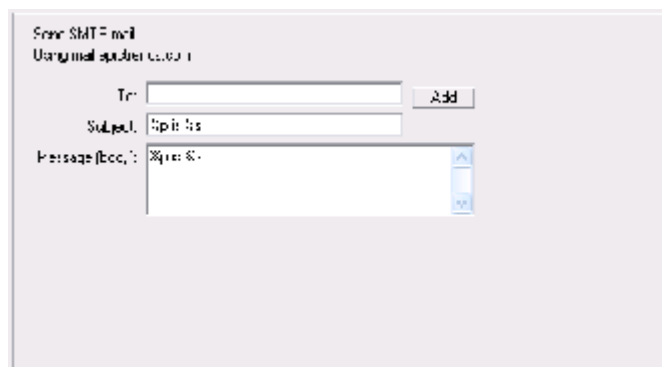
Under each of the single letter keys, you can find numbered string values. Each one of these represents a particular status keyword, as follows:

- 8 1 – down
- 8 2 – possibly down
- 8 3 – unavailable
- 8 4 – maintenance
- 8 5 – up
- 8 6 – unchecked
- 8 7 – possibly unavailable

If you want to allow Servers Alive to use “-” and “+,” instead of “down” and “up” for all pings, you must set the following registry entries:

- 8 HKLM\SOFTWARE\DBU Consulting\Servers Alive\Status\P\1 = “-” (string)
- 8 HKLM\SOFTWARE\DBU Consulting\Servers Alive\Status\P\5 = “+” (string)

Add/Edit Alert Dialog Box



You can display this dialog box when you click the Add or Edit button on the Alert tab of the Entries dialog box. The options of the What tab of the Add/Edit Alert dialog box are different, depending on the option you select when you click the Add button on the Entries dialog box.

When you add an entry, you can enable the individual alert entry in the Main window by clicking the check box that appears next to the entry. You can disable the alert entry by clearing the check box.

The following list shows the different options that appear on the What tab when you select an option:

What Tab: Send SMTP Mail (Primary) (page 229)

What Tab: Send SMTP Mail (Alternate) (page 236)

What Tab: Send Other Mail (page 234)

What Tab: Alpha Page/SMS (page 239)

What Tab: Send Network Page (SNPP) (page 241)

What Tab: Send Network Page (SMPP) (page 243)

What Tab: Generate NotePager - PageGate Message File (page 245)

What Tab: Numeric Page (page 247)

What Tab: Execute Command (page 249)

What Tab: Sound (page 255)

What Tab: Send HTTP(S) GET/POST (page 256)

You can select the next four items when you click the Add button and select the Instant Message menu.

What Tab: Send ICQ Message (page 258)

What Tab: Send MSN Message (page 260)

What Tab: Send AIM Message (page 268)

What Tab: Send XMPP Jabber Message (page 263)

What Tab: Send WinPOPUP Message (page 265)

What Tab: Send SNMP Trap (page 267)

What Tab: Do an SNMP SET (page 270)

The dialog box also displays the following tabs:

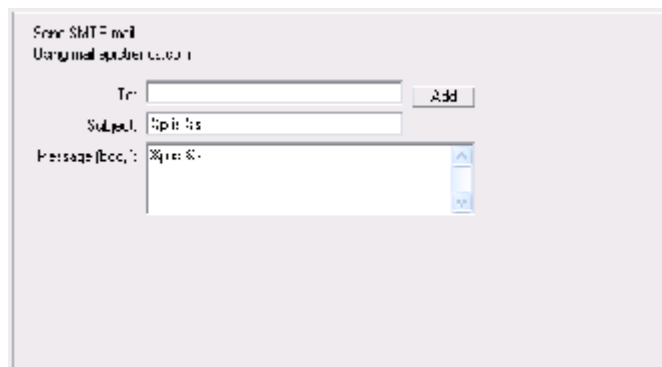
Schedule Tab (Add/Edit Alert Dialog Box) (page 273)

When Tab (Add/Edit Alert Dialog Box) (page 271)

You can open the following tab when you click **File > Setup** and select **Built-in Servers > SNMP Trap Receiver** in the tree. You can then click the **Add** button to add an alert and set options on the **Trap Alert** tab.

Trap Alert Tab (Add/Edit Alert Dialog Box) (page 275)

What Tab: Send SMTP Mail (Primary) (Add/Edit Alert Dialog Box)



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

SMTP (Simple Mail Transfer Protocol) alerting is probably the most common alerting. SMTP is used to send email messages to you when the software detects a down condition. You should use this as a minimum level of reporting. The SMTP option is enabled only if you configure the global SMTP options from the SMTP branch of the Setup dialog box.

You can give a primary and an alternate list of recipients for each host. If the message must be sent to several email addresses, you can separate them with a comma; for example:
user1@company.com,user2@company.com.

You must provide the global SMTP settings for both primary and alternate SMTP entries in the SMTP branch of the Setup dialog box before you can enter any individual host settings.

Servers Alive can send direct mail. Based on the TO part of the mail, Servers Alive queries for the MX record and contacts the first server that is on the list to send mail. The computer running Servers Alive must access the Internet on port 25, or, rather, access SMTP servers on the Internet. The computer must also perform DNS queries to get the MX records.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the *Alert tab* (page 225).

Using

Allows you to set conditionals for the message that the alert sends.

To

Enter the information that you want to appear in the To line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the Setup button on the Main window and select the Alerts branch of the Setup tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Subject

Enter the information that you want to appear in the Subject line of the alert message.

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

- 8 %h for the host name.
- 8 %p for the pretty name.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %d for the date.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
- 8 %c for the complete host/check description.
- 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %i for hostID; used for numeric paging.
- 8 %z for the status change time.
- 8 %y for the status change date.
- 8 %r for a remark.
- 8 {0d} for chr(13) for a carriage return.
- 8 {0a} for chr(10) for a line feed.

You can add a custom footer message to all messages sent by Servers Alive. To do this, add or edit the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\CustomFooterMessage (string)

To remove the date/time from the mails, you must add or edit the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\ExcludeDateTimeInMail
(dword) value 1

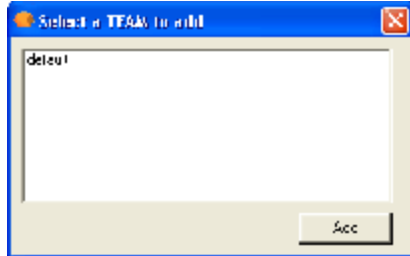
Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

You can add a team to appear as the recipient of an alert.

To open this dialog box, click the following path in the Main window:

- 8 Add button > Entries dialog box > Alert tab > Add button > An option on the list > Add/Edit Alert dialog box > Add button > Team



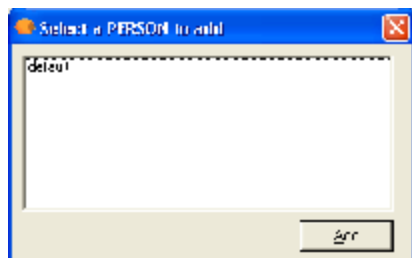
This feature is available when you select one of the following options on the Add button:

- 8 Send SMTP Mail (Primary)
- 8 Send SMTP Mail (Alternate)
- 8 Alpha Page/SMS
- 8 Send Network Page (SNPP)
- 8 Send Network Page (SMPP)
- 8 Numeric Page
- 8 Instant Message > Send ICQ Message
- 8 Instant Message > Send MSN Message
- 8 Instant Message > Send AIM Message
- 8 Send WinPopup Message

You can add a person to appear as the recipient of an alert.

To open this dialog box, click the following path in the Main window:

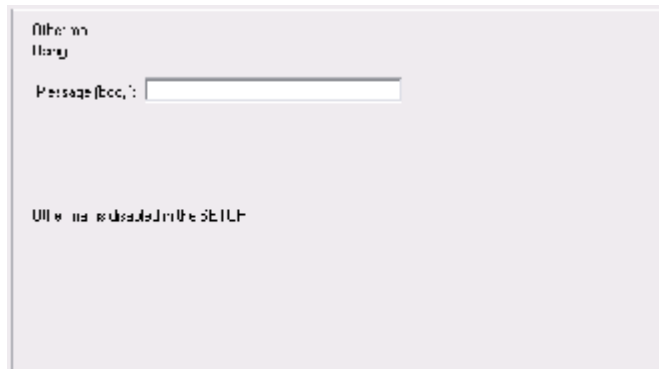
- 8 Add button > Entries dialog box > Alert tab > Add button > An option on the list > Add/Edit Alert dialog box > Add button > Person



This feature is available when you select one of the following options on the Add button:

- 8 Send SMTP Mail (Primary)
- 8 Send SMTP Mail (Alternate)
- 8 Alpha Page/SMS
- 8 Send Network Page (SNPP)
- 8 Send Network Page (SMPP)
- 8 Numeric Page
- 8 Instant Message > Send ICQ Message
- 8 Instant Message > Send MSN Message
- 8 Instant Message > Send AIM Message
- 8 Send WinPopup Message

What Tab: Send Other Mail (Add/Edit Alert Dialog Box)



To access this dialog box, click the **Add** button on the **Alert** tab of the **Entries** dialog box. The same options on the **What** tab appear when you create or edit an executive alert on the **Setup** dialog box.

WHAT

Displays the type of alert that you selected by clicking the **Add** or **Edit** button on the **Alert tab** (page 225).

Using

Allows you to set conditionals for the message that the alert sends.

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

- 8 %h for the host name.
- 8 %p for the pretty name.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %d for the date.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
- 8 %c for the complete host/check description.
- 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %i for hostID; used for numeric paging.
- 8 %z for the status change time.
- 8 %y for the status change date.
- 8 %r for a remark.
- 8 {0d} for chr(13) for a carriage return.

8 {0a} for chr(10) for a line feed.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send SMTP Mail (Alternate) (Add/Edit Alert Dialog Box)

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

SMTP (Simple Mail Transfer Protocol) alerting is probably the most common alerting used. SMTP is used to send email messages to you when the software detects a down condition. You should use this as a minimum level of reporting. The SMTP option is enabled only if you configure the global SMTP options from the SMTP branch of the Setup dialog box.

You can give a primary and an alternate list of recipients for each host. If the message must be sent to several email addresses, you can separate them with a comma; for example:
user1@company.com,user2@company.com.

Note that you must provide the global SMTP settings for both primary and alternate SMTP entries in the SMTP branch of the Setup dialog box before you can enter any individual host settings.

Servers Alive can send direct mail. Based on the TO part of the mail, Servers Alive queries for the MX record and contacts the first server that is on the list to send mail. The computer running Servers Alive must access the Internet on port 25, or, rather, access SMTP servers on the Internet. The computer must also perform DNS queries, to get the MX records.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the *Alert tab* (page 225).

Using

Allows you to set conditionals for the message that the alert sends.

To

Enter the information that you want to appear in the To line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the Setup button on the Main window and select the Alerts branch of the Setup tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Subject

Enter the information that you want to appear in the Subject line of the alert message.

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

- 8 %h for the host name.
- 8 %p for the pretty name.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %d for the date.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
- 8 %c for the complete host/check description.
- 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %i for hostID; used for numeric paging.
- 8 %z for the status change time.
- 8 %y for the status change date.
- 8 %r for a remark.
- 8 {0d} for chr(13) for a carriage return.
- 8 {0a} for chr(10) for a line feed.

You can add a custom footer message to all messages sent by Servers Alive. To do this, add or edit the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
Alive\SMTP\CustomFooterMessage (string)

To remove the date/time from the mails, you must add or edit the following registry entry:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\ExcludeDateTimeInMail (dword) value 1

With certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\Alternate_DNS_to_use (string)

If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Alpha Page/SMS (Add/Edit Alert Dialog Box)

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

One paging option is alphanumeric paging or SMS messaging, which involves sending a text-based message to a cell phone or paging device. In order to send a message to your pager or cell phone, Servers Alive needs the phone number, or PIN number, of the device. You must also specify the message that Servers Alive sends to the device.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the *Alert tab* (page 225).

Using

Allows you to set conditionals for the message that the alert sends.

To

Enter the information that you want to appear in the To line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the Setup button on the Main window and select the Alerts branch of the Setup tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

- 8 %h for the host name.
- 8 %p for the pretty name.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %d for the date.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
- 8 %c for the complete host/check description.
- 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %i for hostID; used for numeric paging.
- 8 %z for the status change time.
- 8 %y for the status change date.
- 8 %r for a remark.
- 8 {0d} for chr(13) for a carriage return.
- 8 {0a} for chr(10) for a line feed.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send Network Page (SNPP) (Add/Edit Alert Dialog Box)

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

If sending an SNPP alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the Alert tab.

To Pager ID

Enter the pager ID that you want the alert message sent to.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain parameters.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.

- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon).

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send Network Page (SMPP) (Add/Edit Alert Dialog Box)

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

If sending an SMPP alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the Alert tab.

To Pager ID

Enter the pager ID that you want the alert message sent to.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain variables.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.

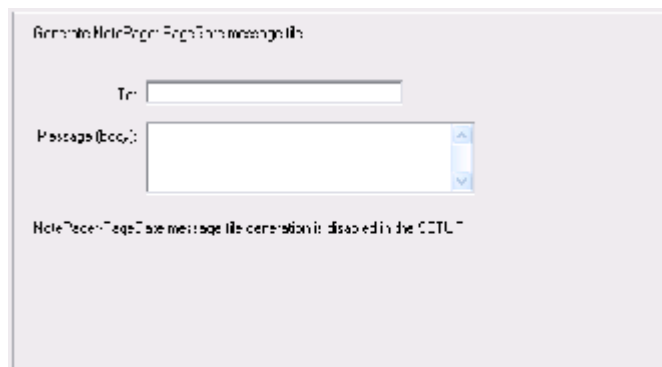
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon).

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Generic NotePager-PageGate Message File (Add/Edit Alert Dialog Box)

To use NotePager and the protocols that it supports, including SNPP, WCTP, and SMTP, you must install the NotePager product from PageGate at the *NotePager web site* <http://www.notepage.net/>.



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

To

Enter the e-mail address for the message recipient.

Message (body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain variables.

You can use the following variables:

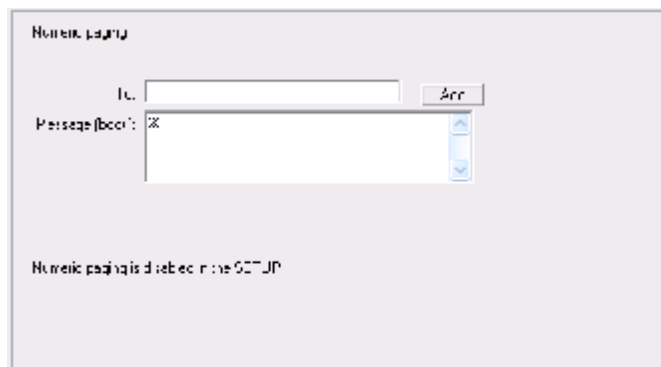
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.

- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon).

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Numeric Page (Add/Edit Alert Dialog Box)



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

Paging is another common alerting method. This important alerting option allows you to receive numeric or alphanumeric pages whenever a server is down. Before you can turn this option on for any entries, you must have first configured paging in the Setup dialog box.

Because numeric paging is not based on a real protocol, paging is not a 100% reliable solution. Numeric paging uses the settings that are defined in the Numeric Paging branch of the Setup tree. The message that is sent to the pager is the host ID, which you can define for each individual host. You can also have Servers Alive send an up or down code. You can turn this on in the Numeric Paging branch of the Setup tree.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the *Alert tab* (page 225).

To

Enter the information that you want to appear in the To line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the Setup button on the Main window and select the Alerts branch of the Setup tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

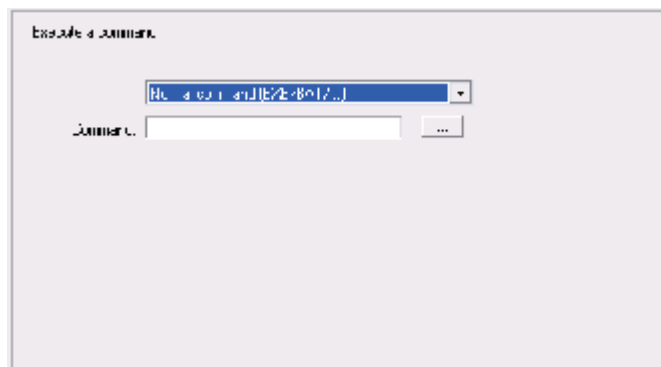
Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

- 8 %h for the host name.
- 8 %p for the pretty name.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %d for the date.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
- 8 %c for the complete host/check description.
- 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %i for hostID; used for numeric paging.
- 8 %z for the status change time.
- 8 %y for the status change date.
- 8 %r for a remark.
- 8 {0d} for chr(13) for a carriage return.
- 8 {0a} for chr(10) for a line feed.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Execute Command (Add/Edit Alert Dialog Box)



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

With the Execute Command option, you can configure Servers Alive to execute the command of your choice whenever the check status is down. You can enter several different types of commands:

- 8 A normal command: this can be a BAT or EXE file. You must include the full path to the BAT or EXE.
- 8 Restart of a Windows service, even if you are not checking an NT service. You can specify a user name and password to use to restart this NT service in the boxes provided.
- 8 Internal commands forcing the entry into Active or Maintenance mode up to an optional time limit.
- 8 Reboot a Windows computer. You can specify a user name and password to use to reboot the Windows computer.

Servers Alive records in the log that a reboot has been successful as long as the software has been able to send the reboot command successfully. Servers Alive does not verify that the computer actually rebooted correctly. If part of the operating system does not respond correctly, the system cannot reboot despite receiving a reboot command.

- 8 Send a WOL (Wake on LAN™ - Magic Packet™)

Advanced Micro Devices (AMD™) first produced Magic Packet technology. The same technology from a joint venture by Intel® and IBM™ is called Wake on LAN (WOL). This technology allows you to remotely wake up a computer that is turned off or operating on low power on a network. You must have WOL capable hardware, although most hardware supports it. Your BIOS must support WOL and it must be enabled. WOL is usually disabled by default for security.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the Alert tab.

Next, in the list box, select the type of command that you want to use. In order to use the Reboot and Restart Service options, Servers Alive must have sufficient rights, in the form of a user name and password, and access to the NetBIOS ports of the remote computer. If a firewall exists between Servers Alive and the remote server, please contact your firewall administrator for assistance.

You can create an alert by stopping a service. In the dropdown list, click (Re)start NT/Win2K Service and then click the Only Stop (Don't Restart) check box.

You can also send a WOL alert to a specific MAC address when you click Send a WOL (Wake on LAN - Magic Packet). If the system runs within the same segment as the system that runs Servers Alive, you do not need to enter additional information.

Normal Command

When you select Normal Command in the list box, you get the following options.

Command

Enter the command that you want to execute. When entering the command, you must pass in various pieces of information to the command you are executing that identify what has broken. You can use variables in your command. They are replaced with the associated information before the command is issued.

Browse

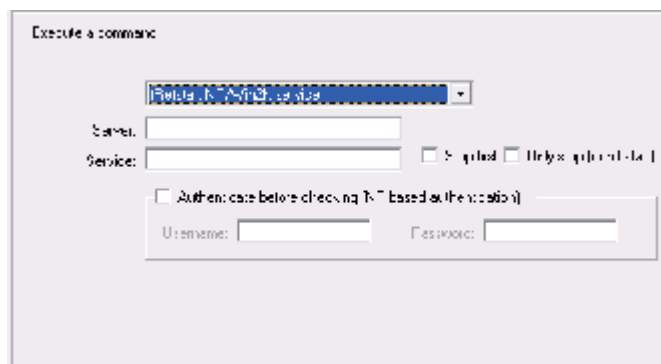
Click the button to select a file.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon).

(Re)start NT/Win2K Service

When you select (Re)start NT/Win2K Service in the list box, the following options appear.



Server

Enter the name of the server.

Service

Enter the name of the service.

Stop First

Click to stop the command before sending the alert.

Only Stop (Don't Start)

Click to create an alert by stopping a service.

Authenticate Before Checking (NT Based Authentication)

User Name

Enter the user name for the alert.

Password

Enter the password for the alert.

Reboot NT/Win2K Server

The following options appear when you click Reboot NT/Win2K Server in the list.

The screenshot shows a dialog box titled "Execute a command." At the top, a dropdown menu is set to "Reboot NT/Win2K Server". Below this, there is a text field labeled "Server:" followed by a checkbox labeled "Shutdown only (no restart)". Further down, there is a checkbox labeled "Authenticate before checking IP" (with a note "based on the location"). Below this checkbox are two text fields: "Username:" and "Password:".

Server

Enter the name of the server.

Shutdown Only (No Restart)

Click this check box to ensure that the computer does not boot back up after it is shut down.

Authenticate Before Checking (NT Based Authentication)

Enter the user name and password for the alert.

Internal Servers Alive Command

The following options appear when you click Internal Servers Alive Command in the list.

The screenshot shows a dialog box titled "Execute a command." At the top, a dropdown menu is set to "Internal Servers Alive Command". Below this, there is a dropdown menu labeled "Command:" with "Set entry to maintenance" selected. Below that is a text field labeled "Entry ID:". At the bottom, there is a checkbox labeled "Run" followed by a text field.

Command

Do one of the following:

- 8 Select Set Entry to Maintenance or Set Entry to Active to set the alert to active or maintenance mode.
- 8 Select Set Group to Maintenance or Set Group to Active to set the group to active or maintenance mode.

Entry UID

Enter the UID of the host entry. This box is available only when you click the Set Entry to Maintenance or Set Entry to Active options in the Command list. You can get the UID by selecting an entry on the tree in the Main window and right-clicking.

Until

Click the check box and enter a date and time. The alert lasts until the specific time and date that you enter. This option is available only when you click the Set Entry to Maintenance option in the Command list.

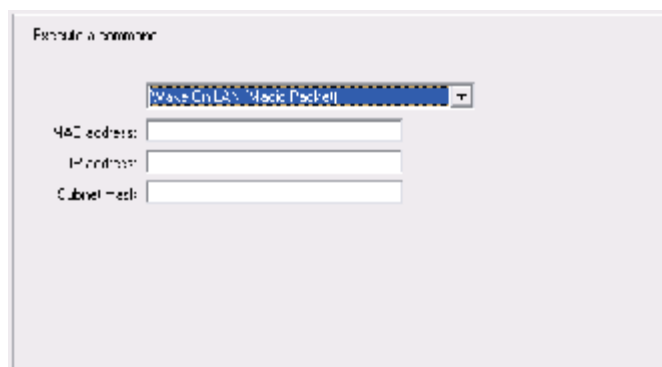
If you do not enter a date, yet enter a time that occurs before the current hour, the alert lasts until the time on the next day. If you enter a time that occurs after the current hour, the alert lasts until the time you specify on the current day.

Group UID

Enter the UID of the host entry. This box is available only when you click the Set Group to Maintenance or Set Group to Active options in the Command list. You can get the group UID by selecting an entry on the tree in the Main window and right-clicking.

WOL (Wake on LAN - Magic Packet)

When you select WOL (Wake on LAN - Magic Packet) in the list box, the following options appear.



The screenshot shows a dialog box titled "Execute a command". At the top, there is a dropdown menu with "WOL (Wake on LAN - Magic Packet)" selected. Below this, there are three input fields with labels: "MAC address:", "IP address:", and "Subnet mask:". The "MAC address:" field is currently empty, while the "IP address:" and "Subnet mask:" fields contain some text that is partially obscured.

MAC Address

Enter the MAC address of the system to send the alert to.

If the system that receives the WOL packet runs in the same segment as the system that runs Servers Alive, you do not need to enter information in the following boxes. However, if the system is on a different segment, you must enter the following information.

IP Address

Enter the IP address of the system that receives the WOL packet.

Subnet Mask

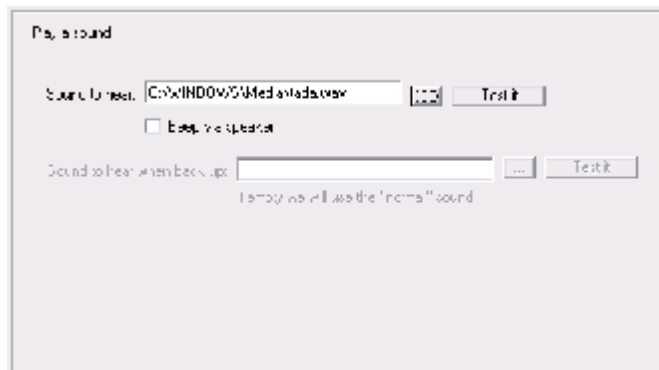
Enter the subnet mask of the system that receives the WOL packet.

Tabs

When Tab (Add/Edit Alert Dialog Box) 271

Schedule Tab (Add/Edit Alert Dialog Box) 273

What Tab: Sound (Add/Edit Alert Dialog Box)



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the Alert tab.

Sound to Hear

Enter the file name for the sound. You can click the browse button to select a WAV file on the computer.

Test It

Click to test the alert and sound.

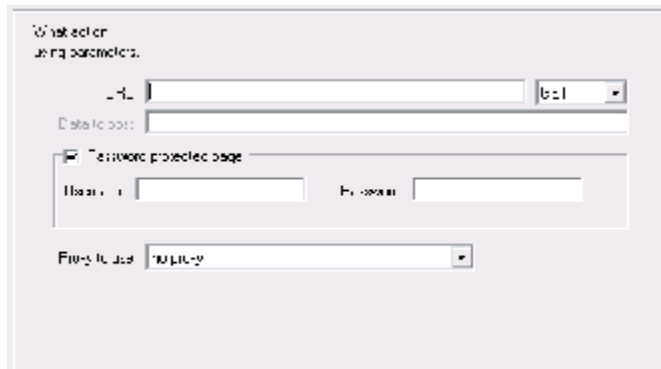
Beep Via Speaker

Select this to allow the system beep to alert you.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: HTTP(S) GET/POST (Add/Edit Alert Dialog Box)



Servers Alive can perform a URL (Universal Resource Locator) alert based on HTTPS (secure web) protocol with the post method. Servers Alive can connect to the remote server using a proxy server. This proxy server is defined in the Proxy branch of the Setup dialog box.

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

URL

Enter the web address, or URL, to post the data, as in the following examples:

- 8 <http://www.mydomain.com/sub-dir/page.html>
- 8 <https://www.mydomain.com/sub-dir/page.html>

On the dropdown list next to the URL box, you can click Get or Post to implement a check with either a get or a post action.

Data to Post

Enter the data that needs to be posted in the following format:

VAR1=value1&VAR2=value2

This option is available only when you click Post in the previous dropdown list.

Password Protected Page

Click to enable a page that is protected by a password.

Username

Enter the user name.

Password

Enter the password.

Proxy to Use

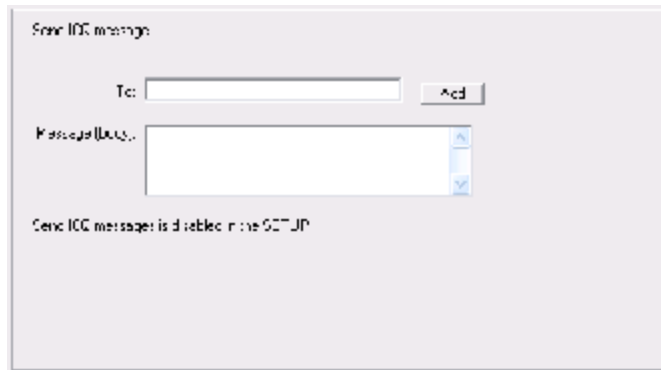
Select **No Proxy** to disable proxy authentication. Select **No Proxy** when you have a direct connection to the Internet to retrieve a web page. Some companies or Internet services require a proxy server. In these cases, you must define the proxy server settings by clicking **File > Setup** and then clicking the **General** tree and selecting the **Proxy** branch. You can now use these settings within the **Send HTTP(S) Post** alert by selecting it from the **Proxy to Use** list.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send ICQ Message (Add/Edit Alert Dialog Box)

To access this dialog box, click the **Add** button on the **Alert** tab of the **Entries** dialog box and then click **Instant Message > Send ICQ Message**. The same options on the **What** tab appear when you create or edit an executive alert on the **Setup** dialog box.



If sending an ICQ alert by LAN (local area network) fails, Servers Alive can send the alert through a DUN (dial-up networking) connection.

For each alert, Servers Alive logs on and logs off of the ICQ network. The software does not stay connected to the network for multiple ICQ alerts.

WHAT

Displays the type of alert that you selected by clicking the **Add** or **Edit** button on the **Alert tab** (page 225).

To

Enter the information that you want to appear in the **To** line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the **Setup** button on the **Main** window and select the **Alerts** branch of the **Setup** tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

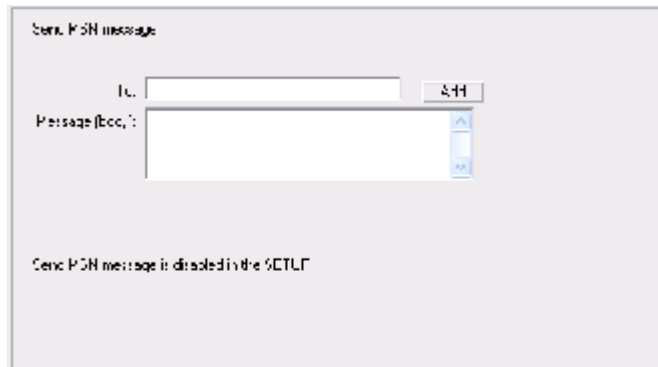
-
- 8 %h for the host name.
 - 8 %p for the pretty name.
 - 8 %s for the status.
 - 8 %t for the last check time.
 - 8 %d for the date.
 - 8 %u for the unique ID of the host.
 - 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
 - 8 %c for the complete host/check description.
 - 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
 - 8 %a for additional information. For a ping check, this is the round trip time.
 - 8 %i for hostID; used for numeric paging.
 - 8 %z for the status change time.
 - 8 %y for the status change date.
 - 8 %r for a remark.
 - 8 {0d} for chr(13) for a carriage return.
 - 8 {0a} for chr(10) for a line feed.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send MSN Message (Add/Edit Alert Dialog Box)

To access this dialog box, click the **Add** button on the **Alert** tab of the **Entries** dialog box and then click **Instant Message > Send MSN Message**. The same options on the **What** tab appear when you create or edit an executive alert on the **Setup** dialog box.



If sending an MSN alert by LAN fails, Servers Alive can send the alert through a DUN connection.

WHAT

Displays the type of alert that you selected by clicking the **Add** or **Edit** button on the **Alert** tab (page 225).

To

Enter the information that you want to appear in the **To** line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the **Setup** button on the **Main** window and select the **Alerts** branch of the **Setup** tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

You can also add an MSN contact with the *Select an MSN Contact to Add dialog box* (page 262).

When you click the **Add** button and select **MSN Contact**, the dialog box might take a minute to appear as the software is logging on to MSN to retrieve a list of contacts.

Message (Body)

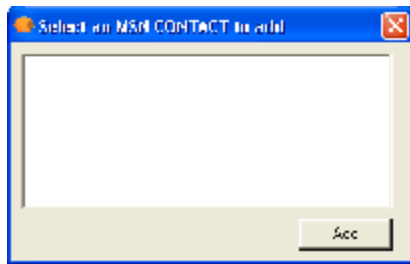
Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain these variables:

-
- 8 %h for the host name.
 - 8 %p for the pretty name.
 - 8 %s for the status.
 - 8 %t for the last check time.
 - 8 %d for the date.
 - 8 %u for the unique ID of the host.
 - 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.
 - 8 %c for the complete host/check description.
 - 8 %e for extra information. For a URL check, this could contain "404 Not Found" as the error message.
 - 8 %a for additional information. For a ping check, this is the round trip time.
 - 8 %i for hostID; used for numeric paging.
 - 8 %z for the status change time.
 - 8 %y for the status change date.
 - 8 %r for a remark.
 - 8 {0d} for chr(13) for a carriage return.
 - 8 {0a} for chr(10) for a line feed.

Tabs

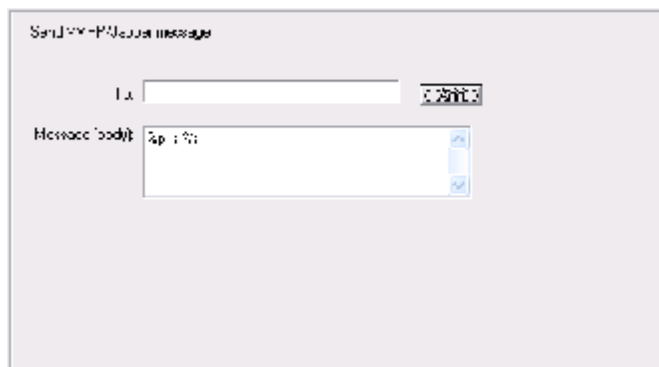
| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

You can add an MSN contact.



What Tab: Send XMPP/Jabber Message

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box and then click Instant Message > Send XMPP/Jabber Message. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.



To

Enter the information that you want to appear in the To line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the Setup button on the Main window and select the Alerts branch of the Setup tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain variables.

You can use the following variables:

%a for additional information. For a ping check, this is the round trip time.

%c for the complete host/check description.

%d for the date.

%e for extra information. For URL checking, this could contain "404 Not Found" as the error message.

%h for the host name.

%i for hostID; used for numeric paging.

%p for the pretty name.

%r for the remark.

%s for the status.

%t for the last check time.

%u for the unique ID of the host.

%w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used.

%y for the status change date.

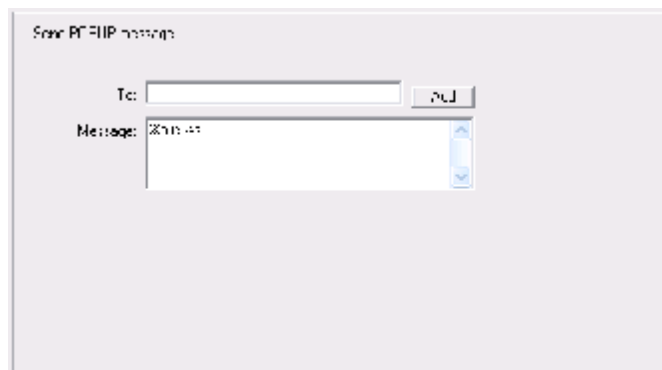
%z for the status change time.

{0a} for chr(10) for a line feed.

{0d} for chr(13) for a carriage return.

{25} for a : (colon).

What Tab: Send WinPOPUP Message (Add/Edit Alert Dialog Box)



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the *Alert tab* (page 225).

To

Enter the information that you want to appear in the To line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the Setup button on the Main window and select the Alerts branch of the Setup tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message

Enter the message that you want to receive as an alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain variables.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.

- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon).

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send SNMP Trap (Add/Edit Alert Dialog Box)

To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the Alert tab.

Object OID

Enter the object ID.

Object Value

Enter the value for the object.

Use the IP of the entry as Agent IP

Click to use the entry host name as the sender IP. If the host name is not an IP address, Servers Alive uses the default IP that is defined when you set options on the the Setup dialog box. You can also configure Servers Alive! to resolve the host name to an IP address when you set the following registry entry to 1:

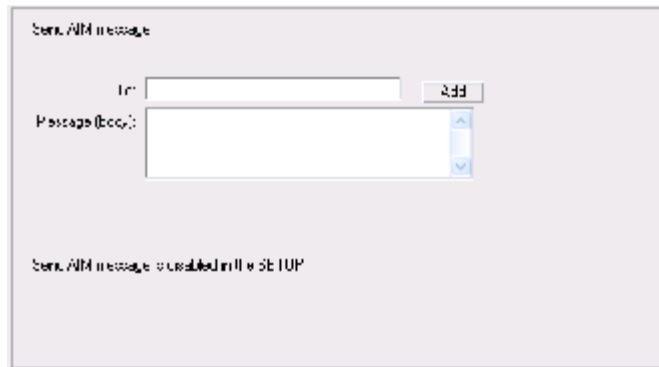
HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SNMPTrap\ResolveHost (dword)

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Send AIM Message (Add/Edit Alert Dialog Box)

To access this dialog box, click the **Add** button on the **Alert** tab of the **Entries** dialog box and then click **Instant Message > Send AIM Message**. The same options on the **What** tab appear when you create or edit an executive alert on the **Setup** dialog box.



To

Enter the information that you want to appear in the **To** line of the alert message. If you want to specify multiple recipients, separate them with a comma. To enter specific information, such as an IP or email address, click the **Setup** button on the **Main** window and select the **Alerts** branch of the **Setup** tree.

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Add

Click this button to add a person, team, or other item to the box using one of the following dialog boxes:

Select a Person to Add Dialog Box (page 233)

Select a Team to Add Dialog Box (page 232)

Message (Body)

Enter the message that you want for the alert. You must specify the message that Servers Alive sends. You can use the variables listed below to help you create informative messages. The message and subject can contain variables.

You can use the following variables:

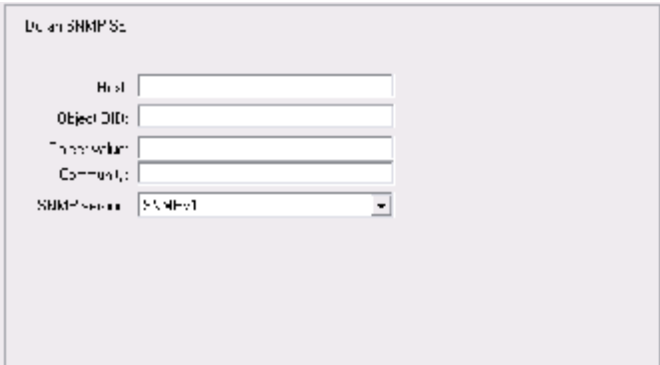
- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.

-
- 8 %i for hostID; used for numeric paging.
 - 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
 - 8 %p for the pretty name.
 - 8 %r for the remark.
 - 8 %s for the status.
 - 8 %t for the last check time.
 - 8 %u for the unique ID of the host.
 - 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
 - 8 %y for the status change date.
 - 8 %z for the status change time.
 - 8 {0a} for chr(10) for a line feed.
 - 8 {0d} for chr(13) for a carriage return.
 - {25} for a : (colon).

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

What Tab: Do an SNMP SET (Add/Edit Alert Dialog Box)



To access this dialog box, click the Add button on the Alert tab of the Entries dialog box. The same options on the What tab appear when you create or edit an executive alert on the Setup dialog box.

WHAT

Displays the type of alert that you selected by clicking the Add or Edit button on the Alert tab.

Host

Enter the name of the remote host.

Object OID

Enter the object ID.

Object Value

Enter the value for the object.

Tabs

| | |
|--|-----|
| When Tab (Add/Edit Alert Dialog Box) | 271 |
| Schedule Tab (Add/Edit Alert Dialog Box) | 273 |

When Tab (Add/Edit Alert Dialog Box)

Add/edit alert

What **When** Schedule

☒ When 1 times down
☐ When 1 times down and then every down cycle(s)
☐ Every 1 down cycles
☐ When 85 % of the last 100 cycles are down
☐ Always
☐ When back up after a down

☐ and when back up too
☐ stop alerting after cycles

Result based filtering

☐ When the "Extra info field" should contain

☐ Ignore this alert on a public holiday

Cancel OK

Select one of the following options to determine when Servers Alive sends the alert message. The alert message can be in the form of a mail message, starting a service, playing a sound, and so forth. You can select options that send messages when the server status changes or when a host is down with certain conditions.

When __ Times Down

Enter a number to indicate that Servers Alive sends the alert message when the server is down the number of times that you specify.

When __ Times Down and Then Every ____ Down Cycles

Specify to send the alert when the server is down a certain number of times and all the subsequent cycles that the server is down.

Every __ Down Cycles

Enter a value to indicate an alert is sent the number of the cycle that the server is down. For example, if you enter 3, Servers Alive sends an alert message on the third, sixth, ninth, and so forth, down cycle.

When __ % of the Last Cycles Are Down

Click to send an alert after a percentage of the recent cycles that the server is not operating.

Always

Select to send an alert whenever a server is down.

When Back Up After a Down

Click to send an alert message when the server comes back up after a down cycle.

And When Back Up Too

Select to send an alert message when the server is operational again. If you choose to receive an email when the host is down N times, but also want a message when the server comes back up, you must select the **And When Back Up Too** option. For example, if you enter 3 and the server is back up on the third cycle, you receive an alert message. If the server comes back up after two cycles, you don't receive an alert message for the down or up cycle.

Stop Alerting After __ Cycles

Enter a number to stop sending alert messages when the server has been up a certain number of cycles that you specify.

When Down the "Extra Info Field" Should Contain

Used to filter specific errors when the host is down. This box corresponds to the %e parameter. You should enter information that the Extra Info field for the output log displays or does not display when the host is down, depending on whether you select **Should Contain** or **Should Not Contain**. This gives you more specific information about what happened.

For example, if the URL check fails with a 404 error or because the string you are looking for is not on the page, Servers Alive reads this as a down condition. However, you might want to send an alert with more specific information than an alert indicating a general down condition. When you enter a specific condition that corresponds to the e% parameter in this box and select **Should Contain**, Servers Alive compares this to the existing %e field. When the information in the box matches the existing %e field, Servers Alive sends an alert.

For a URL (HTTP/HTTPS) check, if the response code of the web server is not a 200 code, this option checks the actual content of the received page. This results in more specific error messages.

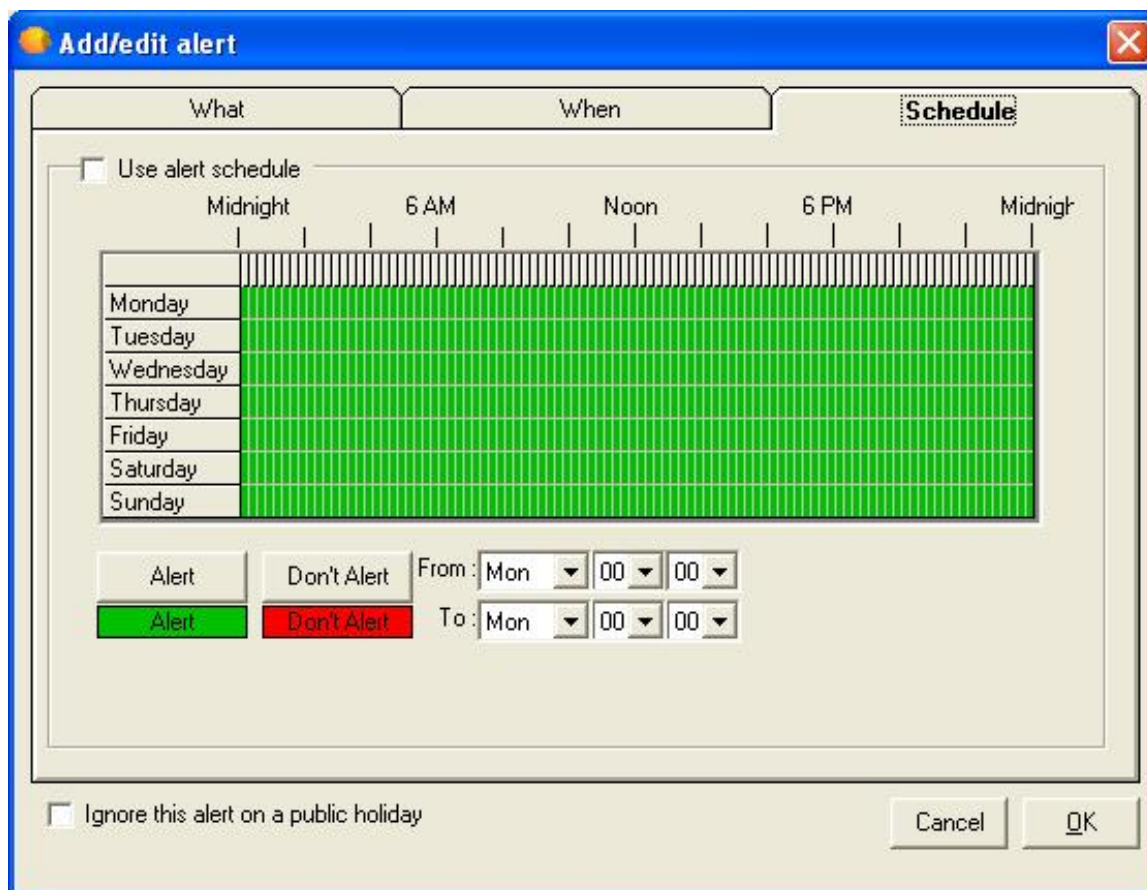
Ignore alert on a public holiday

Select to ignore the alert on a public holiday, as defined in *Startup Settings (Setup Dialog Box)* (page 131).

Schedule Tab (Add/Edit Alert Dialog Box)

This feature is available in the Enterprise edition. This feature is also available in the free version for evaluation purposes.

On the Schedule tab, for each alert that you set for the entry, you can set times for Servers Alive to send the alert. For example, for your new entry, you might want to schedule Servers Alive to send paging alerts only between 5 p.m. and 6 a.m.



Use Alert Schedule

Click this check box to allow Servers Alive to send alerts according to the schedule that you set on this tab.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than this. Click and drag the pointer to select the hours you want to change and then click the Alert or Don't Alert buttons. The blocks change color to signify the changed status.

Alert

Click this button after you have selected a time period on the grid. This button allows Servers Alive to send alerts during the time period that you selected.

Don't Alert

Click this button after you have selected a time period on the grid. This action tells Servers Alive to not send alerts during the time period that you selected.

Trap Alert Tab (Add/Edit Alert Dialog Box)

Servers Alive can check the status of a device or host with the Simple Network Management Protocol (SNMP). The software checks if the value of a certain OID is one of the following:

- 8 Is less than a value,
- 8 Is greater than a value,
- 8 Is equal to a value,
- 8 Is different from (<>) a value,
- 8 Contains a value,
- 8 Does not contain a value,
- 8 If the result of a formula is true or false.

Servers Alive can, within one check, retry several times to get an answer from the host.

To get a list of valid OIDs for your SNMP-enabled devices, you should contact the vendor of the device. They can give you an MIB file that contains all the OIDs for the device.

You can open this tab when you click **File > Setup** and select **Built-in Servers > SNMP Trap Receiver** in the tree. You can then click the **Add** button to add an alert and set options on the Trap Alert tab.

The screenshot shows a Windows-style dialog box titled "Add/Edit alert". It has a close button (X) in the top right corner. The dialog is divided into several sections. At the top, there's a "Name:" label followed by a text input field. Below that, "Agent IP:" and "Source IP:" labels are followed by their respective text input fields. Then, "Enterprise OID:" and "Community:" labels are followed by their respective text input fields. Below these, there are four rows of "OID:" and "MIB:" labels, each followed by a dropdown menu and a checkbox. At the bottom right, there are "Cancel" and "OK" buttons.

Name

Enter the name that identifies the alert.

AgentIP

Specify the IP address of the SNMP agent.

SourceIP

Enter the source IP address.

Enterprise OID

Enter the OID of the enterprise that you want to receive specific traps from. An enterprise OID uniquely identifies the institution from all other institutions.

Community

Enter the appropriate community string for the server. You must enter the community string for the SNMP check for authentication purposes. An SNMPv1 community string serves as a password. By default, on most SNMP systems, this is PUBLIC; however, the community string can be different on your systems.

OID

Enter the OID or object identifier. An OID is a dotted numeric string that identifies an object. Typical objects that can be identified using OIDs include: attributes in X.500/LDAP-based directories, certificate policies and practice statements, MIBS for network management, and encryption algorithms. Two objects are considered to be the same only if they have the exact same OID.

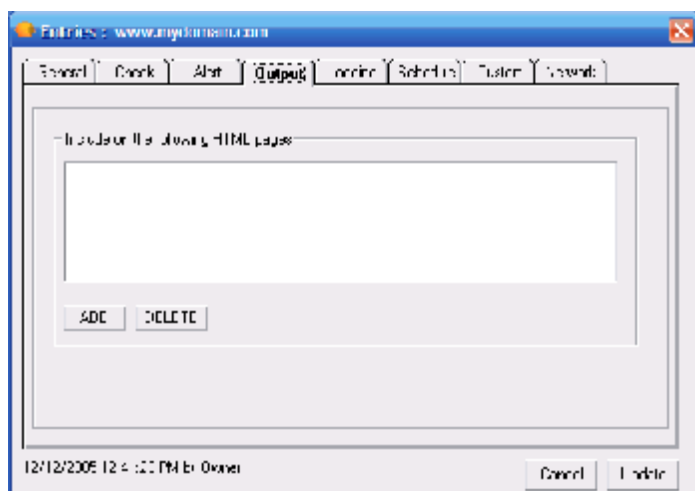
If you want to use a formula, click the check box and select an item from the list.

| This option | Means this |
|-----------------|---|
| Is < than | Is less than a value. |
| Is > than | Is greater than a value. |
| Is = to | Is equal to a value. |
| Is <> than | Is different from (<>) a value. |
| Contains | Contains a value. |
| Doesn't Contain | Does not contain a value. |
| Formula | Contains a result of a formula that is false. |

You can then enter conditional values in the next box. For example, you can create a check that sends a message when the OID < 45 or OID > 60 or alert when the OID > 45 and OID > 60.

Output Tab (Entries Dialog Box)

The Output tab lists the HTML pages that are available. To add HTML pages to the following tab, you must click the Setup button and then click the Output tree. When you select the HTML Page > Default Page branch and click the Add button, this creates new HTML pages for output. On the Output tab, you can select those pages when you click the Add button to add to the list.



Include on the Following HTML Pages

Records the output on the HTML pages that you specify.

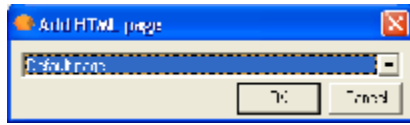
Add

Click to add an HTML page.

Delete

Select a page and click this button to remove it.

Add HTML Page Dialog Box

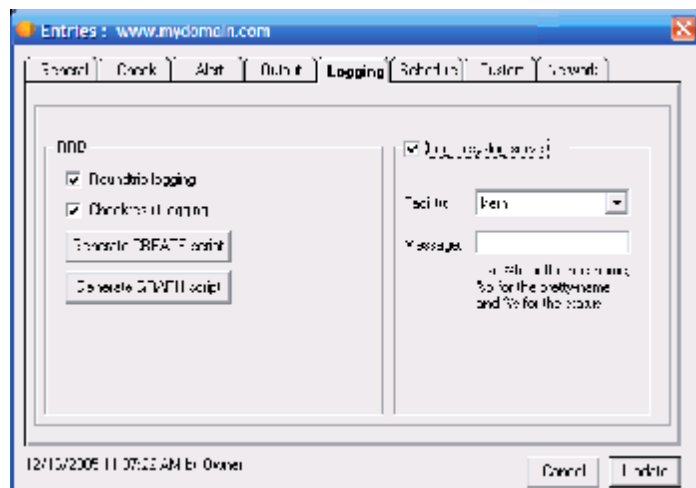


Select the HTML page from the list and click OK. The dropdown list displays the HTML pages that you add when you click the Setup button and then click the Output tree. When you select the **HTML Page > Default Page** branch and click the Add button, the new pages you create appear on this dialog box.

Logging Tab (Entries Dialog Box)

RRDTools logging for check results is available only for the following checks:

- 8 **Diskspace** (page 200)
- 8 **SNMP** (page 213)
- 8 **NT Perfmom** (page 195)
- 8 **External (errorlevel)** (page 222)



If you want to collect all of the up/down events that Servers Alive detects into a centralized logging server, you can use the settings on this tab. Syslog is a standard method of sending alerts to an alerting server. Free server implementations exist for both Windows and UNIX platforms.

For a Windows based syslog server, we recommend Kiwi Syslog Daemon, available from the [KiwiSyslog web site](http://www.kiwisyslog.com/) <http://www.kiwisyslog.com/>.

RRD

Roundtrip Logging

Select this option to enable roundtrip logging with RRDTools.

For more information, click **RRD Tools (Round Robin Database) (Setup Dialog Box)** (page 97).

Check Result Logging

Click this check box to enable result logging.

Generate Create Script

Click to generate a .bat file that creates the databases for all the entries. You can review and edit the .bat file before executing it by entering your changes on the RRD Create Parameters dialog box.

Generate Graph Script

Click to generate a script that creates the graphs of data in the databases. You must run the .bat file to create the graphs. Servers Alive prompts you to review or edit the contents of the .bat file in Notepad. Servers Alive does not actually create the graphs directly.

The graphs are in .gif or .png format. You can include these graphs in web pages.

Log on to Syslog Server

Click to activate logging to the syslog server.

Facility

Enter the appropriate facility to use when logging to a Syslog server. For most, the Kern facility should be fine. If not, check with your Syslog server documentation to determine the best setting.

Message

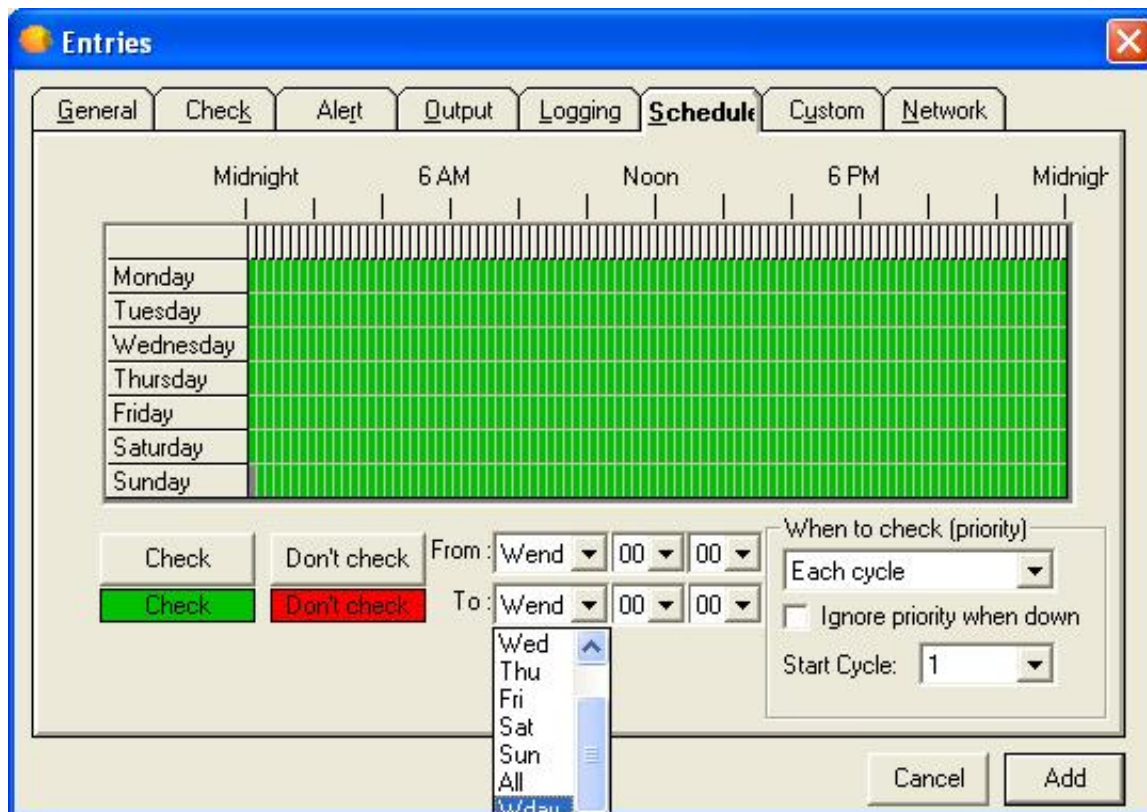
Enter the message for the log. You must enter the message that Servers Alive records in the log. This message can use variables.

You can use the following variables:

- 8 %a for additional information. For a ping check, this is the round trip time.
- 8 %c for the complete host/check description.
- 8 %d for the date.
- 8 %e for extra information. For URL checking, this could contain "404 Not Found" as the error message.
- 8 %g contains the group-name.
- 8 %h for the host name.
- 8 %i for hostID; used for numeric paging.
- 8 %m contains the RRD timestamp, useful for undertaking your own type of RRD logging.
- 8 %p for the pretty name.
- 8 %r for the remark.
- 8 %s for the status.
- 8 %t for the last check time.
- 8 %u for the unique ID of the host.
- 8 %w for the IP address of the host that the software checks, if known. If the IP address is not known, the host name is used. (For an HTTP check via a proxy-server it will contain the IP address of the proxy-server)
- 8 %y for the status change date.
- 8 %z for the status change time.
- 8 {0a} for chr(10) for a line feed.
- 8 {0d} for chr(13) for a carriage return.
- {25} for a : (colon).

Schedule Tab (Entries Dialog Box)

You can apply a unique schedule for each host entry on the Schedule tab.



Many servers have a designated period of time during the week when they are unavailable. These are generally times for scheduled maintenance or backups. Instead of manually changing each host into maintenance mode every time the host needs to go into maintenance services, you can set up a schedule to tell Servers Alive when it should start and stop checking a host. You do this with the Schedule tab.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than this. Click and drag the pointer to select the hours you want to change and then click the Check or Don't check buttons. The blocks change color to signify the changed status.

Alternatively, use the *From/To* fields (see below).

Check

Click this button after you have selected a time period on the grid. This button allows Servers Alive to check a host during the time period that you selected.

Don't Check

Click this button after you have selected a time period on the grid. This action tells Servers Alive to not check a host during the time period that you selected.

From/To

Optional selector for specifying times. *Wday* selects weekdays. *Wend* selects weekends.

When to Check (Priority)

Select an option on the list if the entry represents a server that does not need checking as often as the others and you want Servers Alive to check the host only periodically. Select an item on the list to check the host every cycle or once out of a certain number of cycles. For example, you can select 1 out of Every 2 Cycles.

Ignore Priority When Down

Click the check box to check a host on every check cycle when the host is down, until it is back up.

Start Cycle

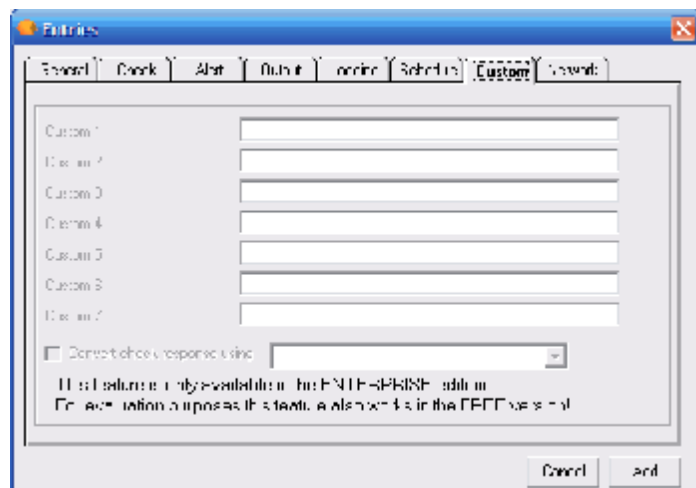
Select a number of 1-500 to indicate the start cycle. This ensures that Servers Alive does not check the entry on the first cycle, but rather on the cycle that you select. For example, if you select 2, Servers Alive checks only on the second cycle.

Custom Tab (Entries Dialog Box)

This feature is available only in the Enterprise edition and free version of Servers Alive.

The options on this tab are available only when you do one of the following:

- 8 Create custom fields by clicking File > Setup > General > Custom Fields.
- 8 Select a custom script by clicking File > Setup > General > Custom Scripts.



The output for the custom fields appears as sa_custom_value_1, sa_custom_value_2, and so forth, in the output logs.

Custom 1

Displays the first custom field that you create on the Setup dialog box.

Convert Check Response Using

Click the check box and select a file that contains a Visual Basic script from the dropdown list. This allows you to convert the result of the check according to the rules in the script. The files that appear on the dropdown list are the files that you select when you click File > Setup and select files in the Custom Scripts branch of the General tree. If you do not select files in Custom Scripts, no options appear on the Convert Check Response Using list.

Network Tab (Entries Dialog Box)

Adds a route to the check. You can also set options to remove the route after the check cycle. This is useful if you want to test redundant systems.

This feature is available only in the Enterprise edition. This feature is also available in the Free version for evaluation purposes.

The screenshot shows the 'Entries' dialog box with the 'Network' tab selected. The 'Add "route" before doing this check' checkbox is checked. The 'Delete "route" after check' and 'Continue check even if "add route" fails' checkboxes are also checked. The 'Destination' field is empty, 'Subnet mask' is 255.255.255.255, 'Gateway' is empty, 'Metric' is 1, and 'Interface' is MS TCP Loopback interface[127.0.0.1]. The 'Connect via' dropdown is set to '_LAN_', and the 'Keep connection active' checkbox is unchecked. The 'Add' button is highlighted.

Add Route Before Doing this Check

Adds a network route to the check.

Destination

Enter the network destination of the route. The box automatically displays the TCP/IP address of the server name or IP address that you enter on the General tab.

Subnet Mask

Enter the subnet mask associated with the network destination.

A route is visible to the entire system--not just to Servers Alive. You should use a subnet mask that is restrictive, such as the default subnet mask of 255.255.255.255.

Gateway

Enter the gateway address, or forwarding IP address over which the set of addresses defined by the network destination and subnet mask can be reached. For local subnet routes, the gateway is the IP address assigned to the interface that is attached to the subnet. For remote subnet routes, or routes that are available across one or more routers, the gateway address is an IP address that can be directly reached and that is assigned to a neighboring router.

Metric

Enter an integer ranging from 1 through 9999 that indicates an integer cost metric for the route. The route is used when choosing among several routes that most closely match the destination address of a packet being forwarded.

Interface

Select the interface over which the destination can be reached.

Delete Route after Check

Removes the route after the check cycle is complete.

Continue Check even if Add Route Fails

Allows the check cycle to continue, even if the route settings fail.

Connect Via

Select an item from the list to select how you want to connect. Click the Configure button to change settings for the item that you selected.

By default, Servers Alive connects to the host using the normal LAN connection (LAN). Additionally, Servers Alive can create a dial-up network (DUN) connection to an external network before completing the check. After the check, Servers Alive disconnects from the external network. If you have created dial-up network connections on your computer, those connections appear on the Connect Via dropdown list.

The DUN feature is available only if a dial-up network connection is installed on the computer running Servers Alive. See the online Help for Windows for more information on how to create a dial-up network connection. To use this feature effectively, Servers Alive must make the connection completely unattended. For that reason, you must configure the dial-up entry to save passwords.

Configure

Click to configure the item that you select in the Connect Via list. If you select a DUN connection, you can configure the DUN properties by entering the user name, password, and domain.

Keep Connection Active

Click the check box to keep the connection active after the check is completed.

Until

Click this check box to enter a date and time. The box defaults to the current date and time; however, you can enter a different value. For example, you can enter the following:

12/18/2006 6:56:55 AM

This option is available only if you click Maintenance in the previous dropdown list.

Edit > New Entry Based On . . .

You can create entries based on a template with the New Entry Based On command on the Edit menu. You can use this command to create similar entries, based on an entry that already exists. For example, if you have many web servers, you can create an entry to check one web server and then use this option to quickly create similar checks for the others.

To use this option, first select an entry on the Main window. Then either press CTRL-D or select Edit > New Entry Based On. When the dialog box appears, change the host and other information as needed.

The new entry preserves the hostID of the original. For changing this, see

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\StartUp\CopyRemovesHostID (string) (page 369).

Edit > Entry (Entries Dialog Box)

Select an entry in the Main window and then click Edit > Entry to change the settings of a specific host. You can change the settings on the *Entries dialog box* (page 171).

Edit > Import Hosts (Import Entries Dialog Box)

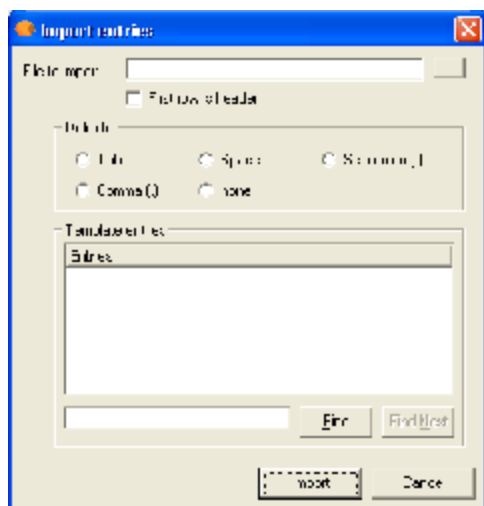
You can click Edit > Import Hosts to open a host entry. This is useful if you want to quickly create new host entries based on an existing set of entries. The file that you import should be in the following format:

```
<name>, <pretty_name>, <remark>
```

The <name> field is required. The <pretty_name> and <remark> fields are optional. In the previous example, the column delimiter is a comma. You can use a tab, comma, space, or semicolon as the column delimiter.

If the file that you import contains @KEEP@ as the prettyname, the imported entries use the prettyname of the template entry.

If the imported file contains @SMART@ as the prettyname, the imported entries use the prettyname of the template entry and the current unique host name for the entry.



File to Import

Enter the name of the file for the host that you want to import. Click the browse button to select a file on your computer.

First Row is Header

Click the check box if the file that you are importing has a header row.

Delimiter

Select the delimiter that is used to separate columns in the file that you are importing.

Tab

Select if the import file contains tab characters that separate the columns.

Space

Select if the import file contains spaces that separate the columns.

Semicolon

Select if the import file contains semicolons that separate the columns.

Comma

Select if the import file contains commas that separate the columns.

None

Select if the import file does not have a delimiter.

Template Entries

Displays a list of the entries on the computer that you can use as a template. If an entry has a check mark by it in the Main window, the entry does not appear on this list.

Find

Enter a host name in the box and click the Find button to find a host in the Template Entries list.

Find Next

Click the button to find the host name again.

Import

Click this button to complete the import.

Edit > Delete

You have two options for deleting hosts. You can delete them on a host-by-host basis, or, for more extreme circumstances, delete all hosts at once.

Before using either option, you must confirm your decision to prevent accidents. If you accidentally delete all your entries, do not close Servers Alive, as it might have been configured to automatically save any changes in the Setup dialog box.

First re-open the default host list and verify that all hosts are still listed. Then select Save to verify that your copy is available the next time Servers Alive loads.

Woodstone bvba recommends that you back up your entry listing on a regular basis. To do this, click File > Save As.

Edit > Delete All

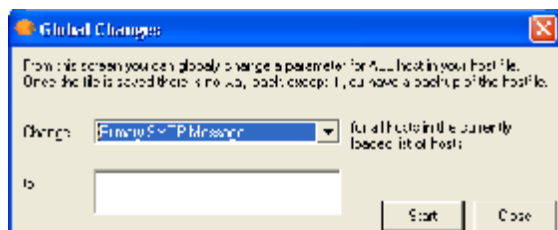
You can delete all hosts at once.

You must confirm your decision to prevent accidents. If you accidentally delete all your entries, do not close Servers Alive, as it might have been configured to automatically save any changes in the Setup dialog box.

First re-open the default host list and verify that all hosts are still listed. Then select Save to verify that your copy is available the next time Servers Alive loads.

Woodstone bvba recommends that you back up your entry listing on a regular basis. To do this, click File > Save As.

Edit > Global Change (Replace) (Global Changes Dialog Box)



Occasionally, you must make entry revisions on a global level. For example, you might want to change your paging provider or need to send all primary SMTP messages to a new address. To do this, click Edit > Global Change (Replace) to make the changes.

Before making global changes, you might want to stop the current check cycle and make a backup of your current listing with File > Save As.

Change

Select the parameter that you want to change:

- 8 Primary SMTP Message
- 8 Alternate SMTP Message
- 8 Primary SMTP: Send Mail to...
- 8 Alternate SMTP: Send Mail to...
- 8 Ignore Priority When Down...
- 8 Pager message
- 8 NT service check password
- 8 NT process check password
- 8 Alpha pager number
- 8 Syslog message
- 8 NT performance check password
- 8 NT service check username
- 8 NT process check username
- 8 NT performance check username
- 8 Alpha paging enabled
- 8 Numeric pager number
- 8 Primary SMTP subject
- 8 Alternate SMTP subject
- 8 Disk space check username
- 8 Disk space check password
- 8 Numeric pager number

To

Enter the new value for the parameter that you selected in the Change list.

Start

Click when you are ready to make changes.

Edit > Changes Wizard (Global Add/Change Dialog Box)

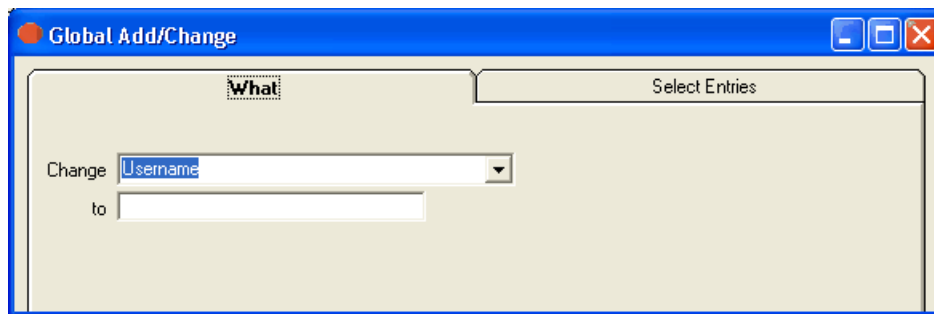
You can search and change the following settings for all or specified host entries when you click Edit > Changes Wizard:

- 8 Checking schedule
- 8 Community string
- 8 Custom fields
- 8 HostID
- 8 Hostname
- 8 Logging to the system log server
- 8 Password
- 8 Priority
- 8 Remark
- 8 Systems log message
- 8 Timeout values
- 8 Use authentication
- 8 User name

You can change settings for host entries in a certain group or entries that use a certain protocol for checks, such as TCP, UDP, and so forth.

After you click Edit > Changes Wizard, you set the item you want to change on the What tab of the dialog box. You then specify which host entries you want to change on the *Select Entries tab* (page 298). Clicking the Go button starts the changes. A message appears on the dialog box when the changes are complete.

What Tab (Global Add/Change Dialog Box)



You can search and change settings for all or specified host entries when you click **Edit > Changes Wizard**.

Change

Select one of the following:

- 8 Username
- 8 Password
- 8 Priority
- 8 Use Authentication
- 8 Ignore Priority When Down
- 8 Community String
- 8 Checking Schedule
- 8 Syslog Message
- 8 Logging to the Syslog Server
- 8 Remark
- 8 Hostname
- 8 HostID

The item you select is changed in the host entries. You select the criteria for the host entries on the **Select Entries** tab.

To

Enter the string or Boolean value for the item you selected in the **Change** box. If you select **Username** or **Password**, you can enter a string in the **To** box.

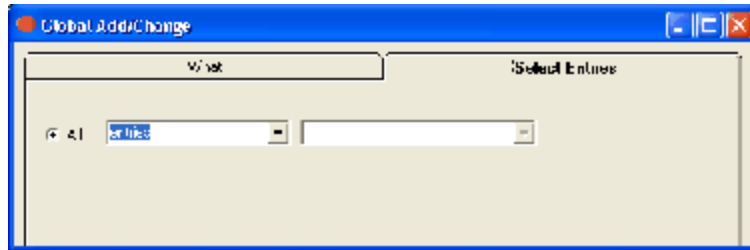
If you select **Priority**, you can change the priority of an entry for a cycle in the **Change** box.

If you have selected a Boolean value in the **Change** box, such as **Use Authentication**, **Ignore Priority When Down**, or **Enable Logging to Syslog Server**, you can select **True** or **False**.

If you select **Checking Schedule** in the **Change** box, you can enter a schedule to apply to the host entries.

After you set the item you want to change on the What tab, click the Select Entries tab. On the Select Entries tab, you can change settings for host entries in a certain group or entries that use a certain protocol for checks, such as TCP, UDP, and so forth.

Select Entries Tab (Global Add/Change Dialog Box)



After you set the criteria to change on the *What tab* (page 296), you can specify which host entries you want to apply the changes to on the *Select Entries tab*.

All

Select one of the following:

- 8 **Entries** - Applies the changes to all host entries listed in Servers Alive.
- 8 **Entries with Check Type** - Applies the changes to host entries that use check types with a certain protocol, such as TCP, UDP, and so forth. After you click this option, you can select the protocol in the dropdown list.
- 8 **Entries Member of** - Applies the changes to host entries in the group that you click in the dropdown list, such as Firewalls, Webservers, or groups that you created.

After you set the criteria for the host entries, click the **Go** button. A message appears on the dialog box when the changes are complete.

Edit > People (People Dialog Box)

The screenshot shows a 'People' dialog box with the following elements:

- Title Bar:** 'People' with a close button (X).
- Select person:** A dropdown menu showing 'william marshal', with 'Add' and 'Delete' buttons.
- Tabs:** 'Person' (selected), 'SMTP', 'Pager', 'ICQ', 'MSN', 'AIM', 'XMPP', and 'On Call'.
- Person Tab Content:**
 - Name:** Text box containing 'william marshal'.
 - Person is active (works or is on holiday?):** Checked checkbox.
 - Remarks:** Text area containing 'Nominally based in Pembroke.'.
 - A public holiday should be considered as a Sunday:** Checked checkbox.
 - NTUserID:** Text box.
 - PersonID 3:** Text label on the right.
- Buttons:** 'OK' button at the bottom right.

If you click **Edit > People**, you can open the **People** dialog box and add people and configure settings for SMTP, paging, ICQ® messages, AOL® Instant Messenger™ (AIM®), and MSN messages for each person. In the Enterprise edition of Servers Alive, you can also set up a specific schedule for each person to receive alert messages on the **On Call tab** (page 315).

Select Person

Enter the name of the person to create message settings for.

Person Tab (People Dialog Box)

The screenshot shows a window titled "People" with a close button (X) in the top right corner. Below the title bar is a "Select person:" dropdown menu showing "william marshal", with "Add" and "Delete" buttons to its right. Below this is a row of tabs: "Person" (selected), "SMTP", "Pager", "ICQ", "MSN", "AIM", "XMPP", and "On Call". The main area contains a "Name:" text box with "william marshal", a checked checkbox "Person is active (works or is on holiday?)", a "Remarks:" text area with "Nominally based in Pembroke.", another checked checkbox "A public holiday should be considered as a Sunday", an "NTUserID:" text box, and "PersonID 3" on the right. An "OK" button is at the bottom right.

You can enter alert and message settings for each person that you add to Servers Alive. For an example of how to use people and teams, refer to *People and Teams Example* (page 319).

Add

Click to add people to the Select Person list with the Add dialog box.

Delete

Select a person in the Select Person list and click Delete to remove them.

Name

Displays the name of the person that you chose in the Select Person list. You can change the name.

The name cannot have a comma <,> or semi-colon <;>. If you use a comma or semi-colon, Servers Alive removes it.

Person is Active

Click to activate the person's settings.

Remarks

Enter information, such as notes, that you want to remember for that person's entry.

A Public Holiday Should Be Considered as a Sunday

Click to ensure that holidays are treated as a day off in the messaging settings.

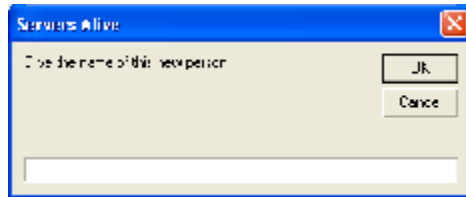
NTUserID

Enter the Microsoft NT user ID for the person. This ID is used for WinPopup alerts.

PersonID

Displays the internal ID of the person. This is useful if you are trying to track the cause of a problem with schedules and so forth.

The Add dialog box allows you to add several items, such as HTML pages, teams, or people, to a list on the previous dialog box. Type the name of the item that you want to add and click OK.



The name cannot have a comma <,> or semi-colon <;>. If you use a comma or semi-colon, Servers Alive removes it.

SMTP Tab (People Dialog Box)

People

Select person:

Person **SMTP** Pager ICQ MSN AIM XMPP On Call

☐ Enable SMTP mail for this person

Send SMTP mail to: using the green schedule

using the blue schedule

using the yellow schedule

Midnight 6 AM Noon 6 PM Midnight

| | Midnight | 6 AM | Noon | 6 PM | Midnight |
|-----------|----------|------|------|------|----------|
| Monday | | | | | |
| Tuesday | | | | | |
| Wednesday | | | | | |
| Thursday | | | | | |
| Friday | | | | | |
| Saturday | | | | | |
| Sunday | | | | | |

Enable SMTP Mail for This Person

Click this option to allow the software to send messages to the selected person.

Send SMTP Mail To _____ Using the Green Schedule

Enter the email address that you want to use for the green schedule on the grid.

Send SMTP Mail To _____ Using the Blue Schedule

Enter the email address that you want to use for the blue schedule on the grid.

Send SMTP Mail To _____ Using the Yellow Schedule

Enter the email address that you want to use for the yellow schedule on the grid.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than 15 minutes. Click and drag the pointer to select the time period that you want to change and then click one of the Send or Don't Send buttons. The blocks change color to signify the schedule. The various colors for each schedule cannot overlap.

Send

Click one of the Send buttons after you have dragged the cursor on the grid to select a time period. This button allows Servers Alive to send a message during the time period that you selected. For example, if you drag the cursor and then click the green Send button, an alert that occurs at that time is sent to the address entered in Send SMTP Mail To _____ Using the Green Schedule.

Don't Send

Click this button after you have selected a time period on the grid. This action tells Servers Alive not to send a message during the time period that you selected.

Pager Tab (People Dialog Box)

The pager settings that you enter on the Pager tab of the People dialog box are used for numeric, alpha, SMPP, and SNPP paging.

People

Select person: william marshal [Add] [Delete]

Person SMTP **Pager** ICQ MSN AIM XMPP On Call

☐ Enable paging for this person

Page him/her at: [] using the green schedule
 [] using the blue schedule
 [] using the yellow schedule

Midnight 6 AM Noon 6 PM Midnight

| | |
|-----------|--|
| | |
| Monday | |
| Tuesday | |
| Wednesday | |
| Thursday | |
| Friday | |
| Saturday | |
| Sunday | |

[Page] [Don't page] [Page] [Page]
 [Page] [Don't page] [Page] [Page]

[OK]

Enable Paging for This Person

Click this option to allow the software to send pager messages to the selected person.

Page Him/Her At _____ Using the Green Schedule

Enter a number.

Page Him/Her At _____ Using the Blue Schedule

Enter a number.

Page Him/Her At _____ Using the Yellow Schedule

Enter a number.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than 15 minutes. Click and drag the pointer to select the time period that you want to change and then click one of the Send or Don't Send buttons. The blocks change color to signify the schedule. The various colors for each schedule cannot overlap.

Send

Click one of the Send buttons after you have dragged the cursor on the grid to select a time period. This button allows Servers Alive to send a message during the time period that you selected. For example, if you drag the cursor and then click the green Send button, an alert that occurs at that time is sent to the number entered in Page Him/Her At _____ Using the Green Schedule.

Don't Send

Click this button after you have selected a time period on the grid. This action tells Servers Alive not to send a message during the time period that you selected.

ICQ Tab (People Dialog Box)

People

Select person: william marshal Add Delete

Person SMTP Pager **ICQ** MSN AIM XMPP On Call

☐ Enable ICQ for this person

ICQ him/her at: using the green schedule

using the blue schedule

using the yellow schedule

Midnight 6 AM Noon 6 PM Midnight

| | Midnight | 6 AM | Noon | 6 PM | Midnight |
|-----------|----------|------|------|------|----------|
| Monday | | | | | |
| Tuesday | | | | | |
| Wednesday | | | | | |
| Thursday | | | | | |
| Friday | | | | | |
| Saturday | | | | | |
| Sunday | | | | | |

Send Don't send Send Send

Send Don't send Send Send

OK

Enable ICQ for This Person

Click this option to allow the software to send messages to the selected person.

ICQ Him/Her At _____ Using the Green Schedule

Enter an ICQ number.

ICQ Him/Her At _____ Using the Blue Schedule

Enter an ICQ number.

ICQ Him/Her At _____ Using the Yellow Schedule

Enter an ICQ number.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than 15 minutes. Click and drag the pointer to select the time period that you want to change and then click one of the Send or Don't Send buttons. The blocks change color to signify the schedule. The various colors for each schedule cannot overlap.

Send

Click one of the Send buttons after you have dragged the cursor on the grid to select a time period. This button allows Servers Alive to send a message during the time period that you selected. For example, if you drag the cursor and then click the green Send button, an alert that occurs at that time is sent to the number entered in ICQ Him/Her _____ Using the Green Schedule.

Don't Send

Click this button after you have selected a time period on the grid. This action tells Servers Alive not to send a message during the time period that you selected.

MSN Tab (People Dialog Box)

People

Select person: william marshal

Add Delete

Person SMTP Pager ICQ **MSN** AIM XMPP On Call

☒ Enable MSN for this person

MSN him/her at:

using the green schedule

using the blue schedule

using the yellow schedule

Midnight 6 AM Noon 6 PM Midnight

| | |
|-----------|--|
| | |
| Monday | |
| Tuesday | |
| Wednesday | |
| Thursday | |
| Friday | |
| Saturday | |
| Sunday | |

Send Don't send Send Send

Send Don't send Send Send

OK

Enable MSN for This Person

Click this option to allow the software to send messages to the selected person.

MSN Him/Her At _____ Using the Green Schedule

Enter an MSN address.

MSN Him/Her At _____ Using the Blue Schedule

Enter an MSN address.

MSN Him/Her At _____ Using the Yellow Schedule

Enter an MSN address.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than 15 minutes. Click and drag the pointer to select the time period that you want to change and then click one of the Send or Don't Send buttons. The blocks change color to signify the schedule. The various colors for each schedule cannot overlap.

Send

Click one of the Send buttons after you have dragged the cursor on the grid to select a time period. This button allows Servers Alive to send a message during the time period that you selected. For example, if you drag the cursor and then click the green Send button, an alert that occurs at that time is sent to the address entered in MSN Him/Her _____. Using the Green Schedule.

Don't Send

Click this button after you have selected a time period on the grid. This action tells Servers Alive not to send a message during the time period that you selected.

AIM Tab (People Dialog Box)

People

Select person: ▼ Add Delete

Person SMTP Pager ICQ MSN **AIM** XMPP On Call

☐ Enable AIM for this person

AIM him/her at: using the green schedule
 using the blue schedule
 using the yellow schedule

| | Midnight | 6 AM | Noon | 6 PM | Midnight |
|-----------|------------------|------|------|------|----------|
| Monday | [Green Schedule] | | | | |
| Tuesday | | | | | |
| Wednesday | | | | | |
| Thursday | | | | | |
| Friday | | | | | |
| Saturday | | | | | |
| Sunday | | | | | |

Send Don't send Send Send

Send Don't send Send Send

OK

Enable AIM for This Person

Click this option to allow the software to send messages to the selected person.

AIM Him/Her At _____ Using the Green Schedule

Enter an AIM address.

AIM Him/Her At _____ Using the Blue Schedule

Enter an AIM address.

AIM Him/Her At _____ Using the Yellow Schedule

Enter an AIM address.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than 15 minutes. Click and drag the pointer to select the time period that you want to change and then click one of the Send or Don't Send buttons. The blocks change color to signify the schedule. The various colors for each schedule cannot overlap.

Send

Click one of the Send buttons after you have dragged the cursor on the grid to select a time period. This button allows Servers Alive to send a message during the time period that you selected. For example, if you drag the cursor and then click the green Send button, an alert that occurs at that time is sent to the address entered in AIM Him/Her _____ Using the Green Schedule.

Don't Send

Click this button after you have selected a time period on the grid. This action tells Servers Alive not to send a message during the time period that you selected.

Grid

To change the schedule, you must first select a time. Each block represents 15 minutes. You cannot select a smaller time scale than 15 minutes. Click and drag the pointer to select the time period that you want to change and then click one of the Send or Don't Send buttons. The blocks change color to signify the schedule. The various colors for each schedule cannot overlap.

Send

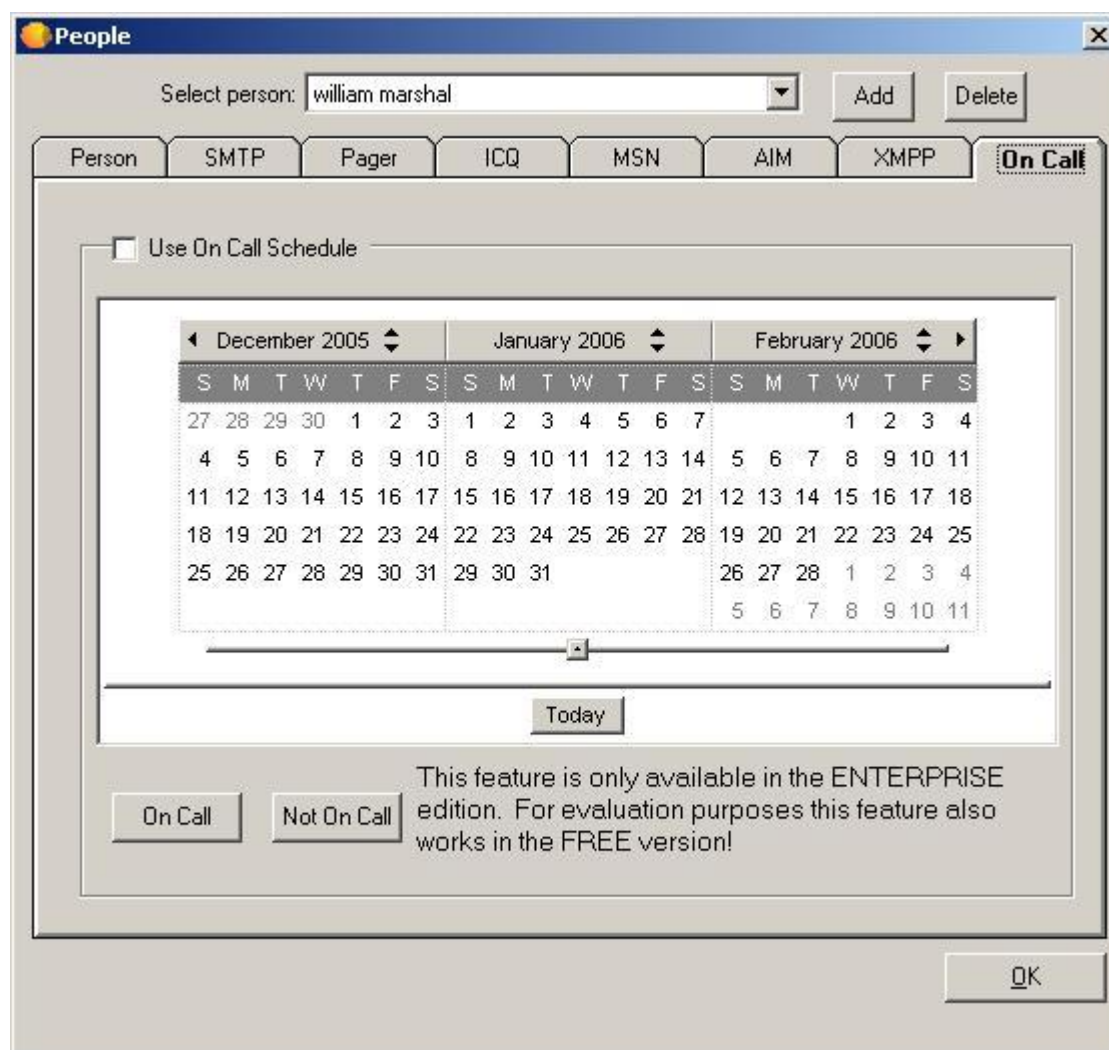
Click one of the Send buttons after you have dragged the cursor on the grid to select a time period. This button allows Servers Alive to send a message during the time period that you selected. For example, if you drag the cursor and then click the green Send button, an alert that occurs at that time is sent to the address entered in AIM Him/Her _____ Using the Green Schedule.

Don't Send

Click this button after you have selected a time period on the grid. This action tells Servers Alive not to send a message during the time period that you selected.

On Call Tab (People Dialog Box)

This feature is available only in the Enterprise edition and free version of Servers Alive. This feature is not available in the Standard edition.



To copy and paste schedules between people, use CTRL-C and CTRL-P.

Use On Call Schedule

Click to enable this feature for the person that you selected on the **Person tab** (page 300).

When you schedule times for an individual to be on call, that person receives alert messages at the addresses that you specify on the SMTP, ICQ, MSN, or Pager tabs.

If this feature is enabled, yet the schedule for this person shows that they are not on call, the individual does not receive alert messages.

To change the months that are displayed on the dialog box, drag the slider bar to the left or right.

On Call

Enters times that a person is on call. To specify that a person is on call and receives alert messages, drag the mouse pointer over the dates that you want and click the On Call button.

Not On Call

Specifies that a person is not on call. To ensure that a person does not receive alert messages during a specific time, click the Not On Call button.

Today

Click this button to change the calendar display to the current date.

Registry Settings

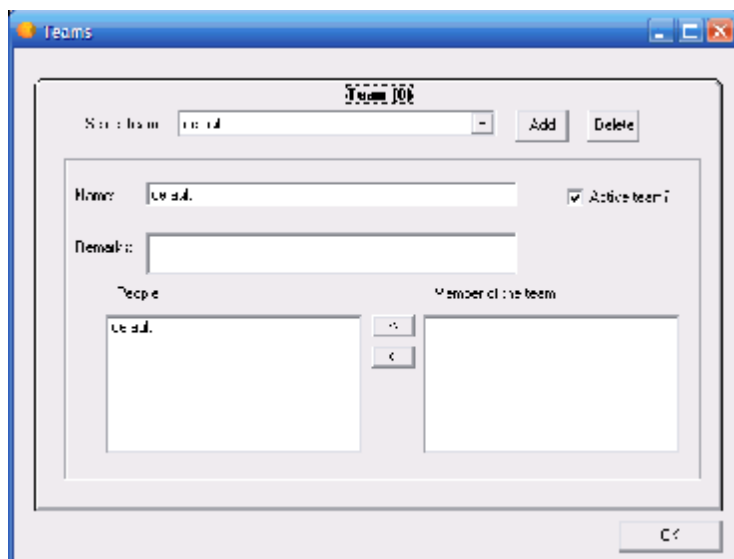
You can set an additional parameter in the Windows registry. To set the first day of the week for the schedule on the On Call tab, edit the following Windows registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\StartUp\OnCall_start_day`
(dword)

1 = Sunday, 2 = Monday, 3 = Tuesday, 4 = Wednesday, 5 = Thursday, 6 = Friday, 7 = Saturday

Any value below 1 or above 7 defaults to 1, or Sunday.

Edit > Teams (Teams Dialog Box)



Servers Alive has an option for companies that use large technical teams to handle their support. You can use team alerting to send alerts to multiple people based on schedules for each individual. This way, you can tell Servers Alive what people are responsible for various servers and let the software alert the team as appropriate based on the people's schedule of availability.

To use team alerting, you must set up person and team entries that define who should be alerted and when. To do this, click **Edit > People** and **Edit > Teams**.

You must first add the people that you want with the **Edit > People** command.

You can use both team and people definitions in your alerting. When setting up an entry, you can use either a team or person entry on the SMTP and Paging alert settings. To do this, click the **Add** or **Edit** button on the Main window and, on the Alert tab, click the **Add** button to select one of the SMTP or paging options. For an example of how to use people and teams, refer to *People and Teams Example* (page 319).

When using a person entry, you can enclose the person's name in parentheses; for example: (person). When using a team definition, enclose the team name in curly braces, as in {team}.

Team

Displays the internal ID of the team. This is useful if you are trying to track the cause of a problem with schedules and so forth.

Select Team

Enter the name of the team.

Add

Click to add people to the Select Team list.

Delete

Select a name in the Select Team list and click Delete to remove the team.

Name

Displays the name of the team that you chose in the Select Team list. You can change the name.

The name cannot have a comma <,> or semi-colon <;>. If you use a comma or semi-colon, Servers Alive removes it.

Active Team?

Click to activate the team's settings.

Remarks

Enter information, such as notes, that you want to remember for that team's entry.

People

Displays people that you can add to the team.

Members of the Team

Click the arrow buttons to add or remove people from the team.

People and Teams Example

Suppose your company has four people who are responsible for your servers. These four people are named Jack, Bob, Susan, and Kathy. During the day, when all four are at the office, you want them all to receive any alert, but the four need some time when they are not on call. After looking at their schedules, you determine that each one of them can take a weeknight.

For the weekend, you decide to pair Jack and Kathy and Bob and Susan into sub-teams. Jack and Kathy handle Friday night and Saturday. Bob and Susan handle Sunday and Monday morning before the office opens. When you designate two people to receive weekend pages, they can travel on weekends if necessary. In order to allow Jack and Kathy to not receive any pages Saturday night, they go off call at 11PM that night.

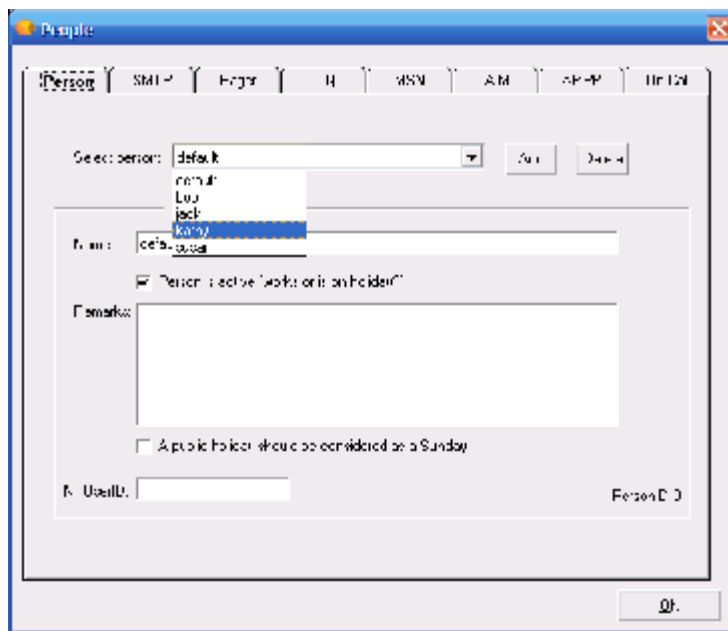
So, for all four, here is their schedule:

- 8 Bob: All Business Hours, Monday Night, Saturday 11PM - Monday 8AM
- 8 Jack: All Business Hours, Tuesday Night, Friday 5PM - Saturday 11PM
- 8 Kathy: All Business Hours, Wednesday Night, Friday 5PM - Saturday 11PM
- 8 Susan: All Business Hours, Thursday Night, Saturday 11PM - Monday 8AM

To set this up, you would first go to the Edit menu and select **People**. On the **Person** tab, you must create entries for all four people. Click the **Add** button on the right and enter each person's name.

You cannot enter capital letters.

After you have added each person, go back to each one and check the Person is Active box. This means that they can be paged or emailed. If a person goes on vacation, you can remove the check mark later. One consideration with setting up a person's schedule is in how Servers Alive deals with public holidays and alerting. By default, a public holiday is not treated differently than any other day. You can configure Servers Alive to treat public holidays as a Sunday by checking the A public Holiday Should be Considered as a Sunday check box. This means that if a holiday falls on a Tuesday, you can designate Servers Alive to check everyone's Sunday schedule instead of his or her Tuesday schedule to determine whom to alert. You can change the list of holidays by clicking File > Setup and then clicking General > Startup in the Setup tree. See *Startup Settings* (page 131) for more information.

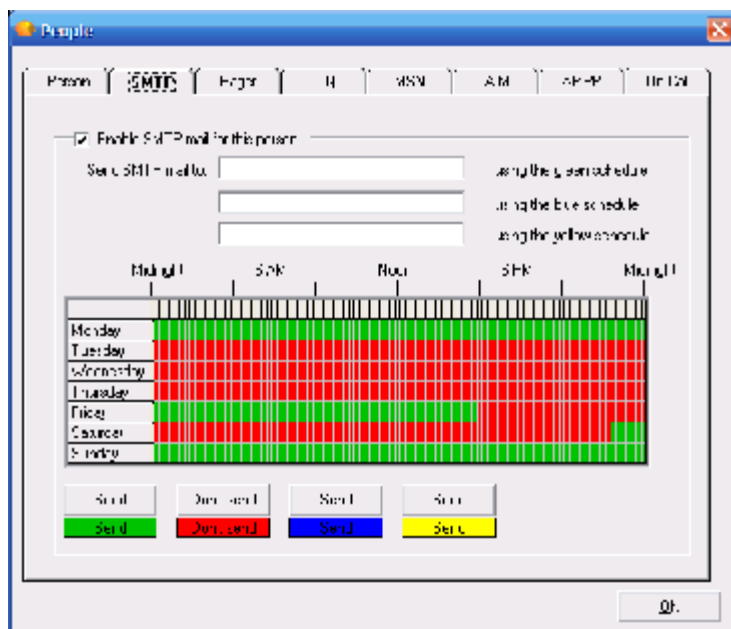


Next you must set up each person's email and pager schedule. Select Bob and then select the **SMTP** tab (page 303).

First, you should check the Enable SMTP Mail for this Person box and enter an email address for Bob. By default, Bob is scheduled to receive email alerts all the time, as indicated by every green time block. You select the time periods when Bob is not on-call and turn them off.

First, you set the weekdays. Bob is on call Monday night, but he is off call Tuesday, Wednesday, and Thursday nights. Select each night that Bob is off call and click the Don't Send button to turn them off.

You can now set Bob's weekend schedule. Bob goes off-call on Friday at 5 PM, so go to the row labeled Friday and select everything from Friday 5 PM on, and then click the Don't Send button. Bob stays off call until 11 PM Saturday night, so select the entire row labeled Saturday, up to 11 PM. Then click the Don't Send button. Bob's schedule is now set, and he will not receive emails during the time period that he is off call. Your screen should look like the following:

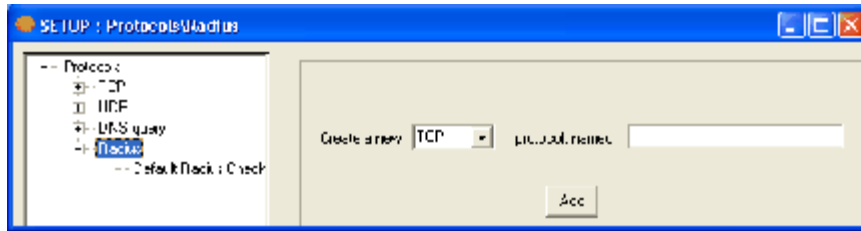


Now that you've seen how to set up one person, you can do similar schedules for the other three people.

The final step is to add all four people to a team. You can create teams with whatever combination of the four you need, depending on what they were responsible for. You might include some of them in a team called "Web" that dealt with your web servers and others in a team that dealt with your network, and so forth. By setting everyone up in a team, you can add a team name to the alerting section of a host entry and then modify the team when necessary.

To add all four people to a team, click Edit > Teams. To create a team, you must click the Add button and give the team a name. Finally, at the bottom of the dialog box, you select all the team members. In this example in which you are creating one team, you select all four people.

Edit > Protocols (Protocols Dialog Box)



You can create settings for each protocol under a unique name:

- 8 TCP
- 8 UDP
- 8 DNS Query
- 8 Radius

Create a New ____ Protocol

Select the type of protocol for which you want to create a new setting.

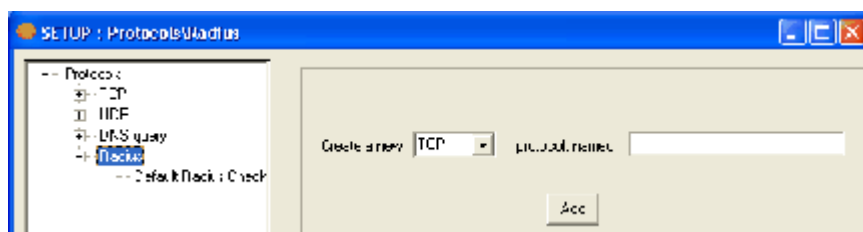
Named

Enter the name for the group of settings.

Add

Click to add the name to the tree. The name appears as a branch of the tree under the specific protocol that you selected. You can now click the new branch of the tree to create specific settings for the name that you created.

TCP (Protocols Dialog Box)



You can create settings for each protocol under a unique name:

- 8 TCP
- 8 UDP
- 8 DNS Query
- 8 Radius

Create a New ____ Protocol

Select the type of protocol for which you want to create a new setting.

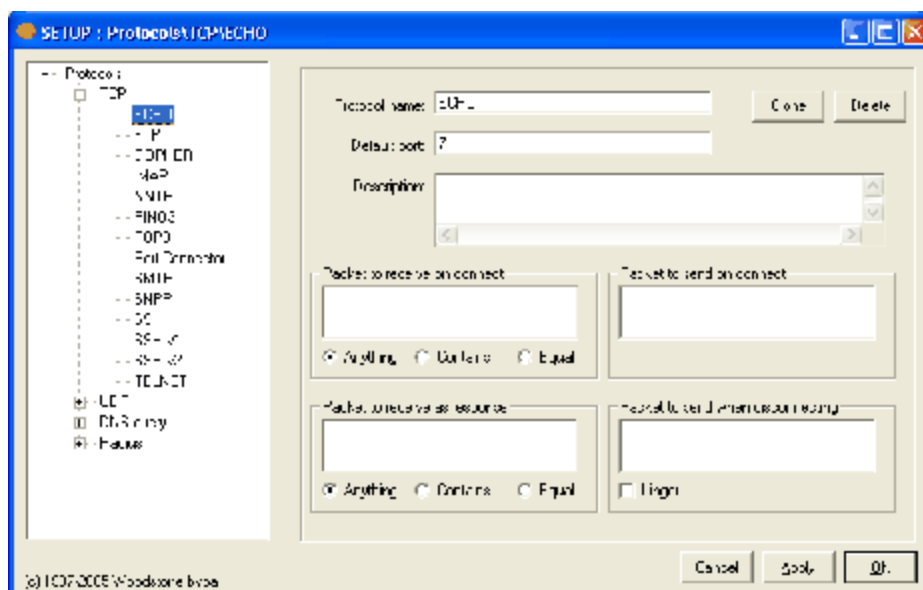
Named

Enter the name for the group of settings.

Add

Click to add the name to the tree. The name appears as a branch of the tree under the specific protocol that you selected. You can now click the new branch of the tree to create specific settings for the name that you created.

When you click a branch of the tree under TCP, the following options appear. The entries depend on the name in the tree that you have selected, such as FTP, Gopher, or a name that you created.



Protocol Name

Displays the name of the protocol settings.

Clone

Duplicates the settings. Click the button to copy the settings and enter a name for the new group of settings.

Delete

Deletes the settings.

Default Port

Displays the default port of the protocol settings.

Description

Displays a description for the protocol settings.

In any of the following fields, you can enter a non-printable character by typing the hexadecimal version of that character. The correct syntax is `\xab` where `ab` is a two-digit hexadecimal representation of the character. For example, you can type the following:

`\xff` for `char(255)` or a `ÿ`

`\x0d` for `char(13)` or a colon

Packet to Receive on Connect

Enter the packet the protocol settings can receive.

On the Internet, the network breaks messages into parts of a certain size in bytes called packets. Each packet carries the information that moves the packet to its destination: the sender's IP address, the receiver's IP address, information that tells the network how many packets this email message has been broken into, and the number of this particular packet. The packets carry the data in the protocols that the Internet uses: Transmission Control Protocol/Internet Protocol (TCP/IP). Each packet contains part of the body of your message. A typical packet contains perhaps 1,000 or 1,500 bytes.

Anything

Allows the computer to receive any packets.

Contains

Click this and enter the item in **Packet to Receive on Connect**.

Equal

Click this and enter the item in **Packet to Receive on Connect**.

Packet to Send on Connect

Enter the packet the protocol settings can send.

Packet to Receive as Response

Enter the packet the protocol settings can receive as a response.

Anything

Allows the computer to receive any packets.

Contains

Click this and enter the item in **Packet to Receive as Response**.

Equal

Click this and enter the item in **Packet to Receive as Response**.

Packet to Send when Disconnecting

Enter the packet the protocol settings can send when disconnecting.

Linger

Click this check box to ensure the connection is active until all the data is sent.

Protocol Name

Displays the name of the protocol settings.

Clone

Duplicates the settings. Click the button to copy the settings and enter a name for the new group of settings.

Delete

Deletes the settings.

Default Port

Displays the default port of the protocol settings.

Receiving Port

Select an option in the dropdown list to receive the data back on another port other than the default port. The initial communication is client (client_port) to server (server_port) in which the client_port is a random port above 1024; the connection sends data back from the server (server_port) to the client (client_port).

You can now receive the data back to port +1, port -1, the same port (client port), or the same port (server port).

- 8 Same port (client port) - Result comes back from the server on the client port.
- 8 Port +1 - Result comes back from the server on the server port +1. For example, if you set the client port as 67 and select Port +1 in the dropdown list, the result comes back on the client port 68, being server port +1.
- 8 Port -1 - Result comes back from the server on the server port -1. For example, if you set the client port as 67 and select Port -1 in the dropdown list, the result comes back on the client port 66, being server port -1.
- 8 Same port (server port) - Result comes back from the server on the server port.

Description

Displays a description for the protocol settings.

In any of the following fields, you can enter a non-printable character by typing the hexadecimal version of that character. The correct syntax is \xab where ab is a two-digit hexadecimal representation of the character. For example, you can type the following:

\xff for char(255) or a ÿ

\x0d for char(13) or a colon

Packet to Receive on Connect

Enter the packet the protocol settings can receive.

On the Internet, the network breaks messages into parts of a certain size in bytes called packets. Each packet carries the information that moves the packet to its destination: the sender's IP address, the receiver's IP address, information that tells the network how many packets this email message has been broken into, and the number of this particular packet. The packets carry the data in the protocols that the Internet uses: Transmission Control Protocol/Internet Protocol (TCP/IP). Each packet contains part of the body of your message. A typical packet contains perhaps 1,000 or 1,500 bytes.

Anything

Allows the computer to receive any packets.

Contains

Click this and enter the item in Packet to Receive on Connect.

Equal

Click this and enter the item in Packet to Receive on Connect.

Packet to Send on Connect

Enter the packet the protocol settings can send.

Packet to Receive as Response

Enter the packet the protocol settings can receive as a response.

Anything

Allows the computer to receive any packets.

Contains

Click this and enter the item in Packet to Receive as Response.

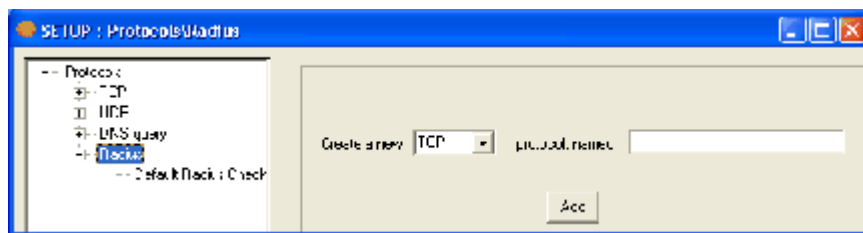
Equal

Click this and enter the item in Packet to Receive as Response.

Packet to Send when Disconnecting

Enter the packet the protocol settings can send when disconnecting.

DNS Query (Protocols Dialog Box)



You can create settings for each protocol under a unique name:

- 8 TCP
- 8 UDP
- 8 DNS Query
- 8 Radius

Create a New ____ Protocol

Select the type of protocol for which you want to create a new setting.

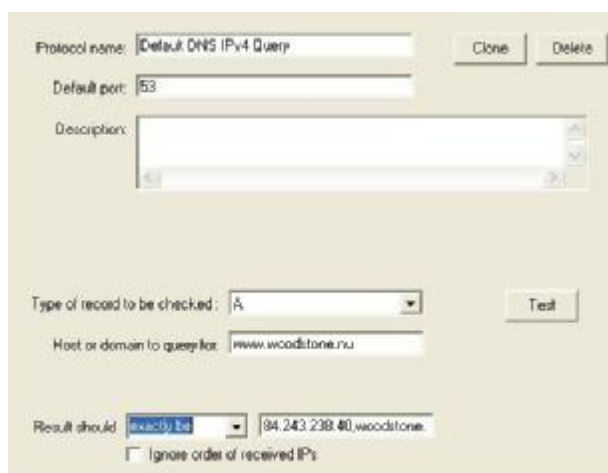
Named

Enter the name for the group of settings.

Add

Click to add the name to the tree. The name appears as a branch of the tree under the specific protocol that you selected. You can now click the new branch of the tree to create specific settings for the name that you created.

When you click a branch of the tree under DNS, the following options appear. The entries depend on the name in the tree that you have selected, such as Default DNS IPv4 Query or a name that you created.



Protocol Name

Displays the name of the protocol settings.

Clone

Duplicates the settings. Click the button to copy the settings and enter a name for the new group of settings.

Delete

Deletes the settings.

Default Port

Displays the default port of the protocol settings.

Description

Displays a description for the protocol settings.

Type of Record to be Checked

Select the type of record from the list:

Select this option:

To check this type of record:

A

Host address.

The A-record is the most basic type of DNS record. A- records change domain names such as "www.yourdomain.com" into IP addresses, such as 23.123.40.53. A-records function like hosts files - a straightforward domain name to IP address mapping. A-records are primarily used for computers that share resources on a network.

NS

Authoritative name server.

NS-records identify DNS servers responsible for a zone. An NS-record identifies the name of a DNS server, not the IP address.

CName

Domain name aliases.

CNAME-records can be used to give a single computer multiple names, or aliases, for each function that the server performs, such as web server, ftp server, and so forth. CNAME-records are also used when a computer or service needs renaming.

SOA

Start of authority.

The process returns "Server authority for domain" if the server that you are checking is the authority for the domain that you enter in the Host or Domain to Query for box. Otherwise, when you select the SOA option, the process returns "Server not authority for domain."

Each zone contains exactly one SOA-record that contains the zone properties, such as the following:

| | |
|--------------|--|
| | Name of primary DNS server |
| | Mailbox of responsible person |
| | Serial number |
| | Refresh interval |
| | Retry interval, |
| | Expire interval. |
| WKS | Well known services. |
| | WKS-records list the well known services, such as TELNET, FTP, or SMTP, that a host provides on a specific IP protocol, such as TCP or UDP. |
| | The Well Known Services (WKS)-record lists the Well Known Services a host provides on a particular IP protocol. The common protocols are TCP and UDP. |
| PTR | Domain name pointer. |
| | PTR-records map IP addresses to domain names. These records are considered the opposite of A-records. A PTR-record's name is the IP address written in backward order with "in-addr.arpa." appended to the end. |
| HINFO | Host information. An HINFO-record indicates the host server type of CPU and operating system. This information can be used by application protocols such as FTP. |
| MINFO | Mailbox records. |
| | Most Internet mail servers only support MX-records. Only use this option if you have specific requirements for this type of record. |
| MX | Mail exchange. |
| | MX-records identify mail server(s) responsible for a domain name. When sending an e-mail to johnsmith@domain.com , your mail server must find the MX-record for domain.com to see which mail server handles mail for domain.com. The mail server then looks up the A-record for the mail server to connect to that IP address. |
| AAAA | Absolute IPv6 host address. See the following description for A6-records. |
| A6 | IPv6 host address. |
| | IPv6 is the future replacement for the current IP address system, IPv4. IPv4 addresses are 32-bits long and support a limited number of addresses. Not every system supports IPv6. IPv6 addresses are 128-bits long and are written hexadecimal numbers. |
| | An A6-record is used to specify the IPv6 address, or part of the IPv6 address, for a host. A6-records expand the functionality of A and AAAA-records by adding support for aggregation and renumbering. |

SRV

Location of service.

The process returns the server host name for the domain that you specify in the **Host or Domain to Query for** box. SRV-records are often used with different directory servers such as Lightweight Directory Access Protocol (LDAP) and Windows 2000 directory services. SRV-records can also be used for advanced load balancing and to specify specific ports for services.

Test

Click to test the settings.

Host or Domain to Query for

Enter the URL or name of the domain or host for the check.

Result Should _____

Select from **Be Anything**, **Contain**, **Exactly Be**, or **Not Contain**. Enter the text that should result.

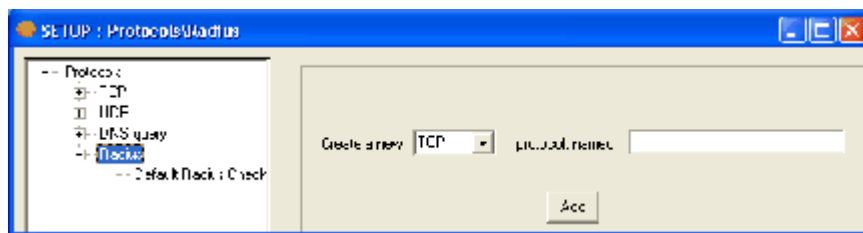
If you select **Be Anything**, you do not need to enter a string in the box.

If you select **Contain**, the query finds any of the string that you enter in the box.

If you select **Exactly Be**, the query finds the exact string that you enter. To use this with DNS Round Robin results, select **Ignore order received IPs**.

If you select **Not Contain**, the query finds anything that does not contain the string you enter. This option is useful if you want to check whether a host is listed in a spam blocking database, such as SpamCop. For example, in the **Host or Domain to Query for** box, you can enter 4.3.2.1.bl.spamcop.net. In the **Result Should** list, you can then click **Not Contain** and enter 127.0.0 in the box. This checks to see if a host with an IP address of 1.2.3.4 is within the spam blocking database.

Radius (Protocols Dialog Box)



You can create settings for each protocol under a unique name:

- 8 TCP
- 8 UDP
- 8 DNS Query
- 8 Radius

Create a New ____ Protocol

Select the type of protocol for which you want to create a new setting.

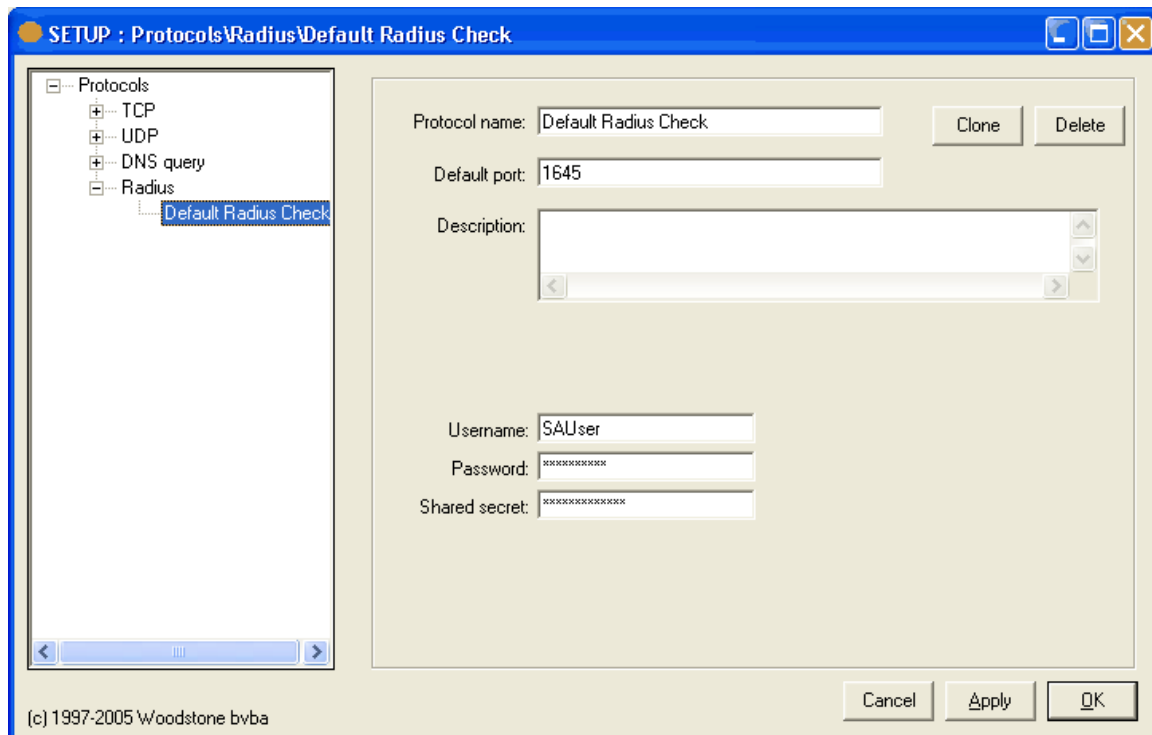
Named

Enter the name for the group of settings.

Add

Click to add the name to the tree. The name appears as a branch of the tree under the specific protocol that you selected. You can now click the new branch of the tree to create specific settings for the name that you created.

When you click a branch of the tree under TCP, the following options appear. The entries depend on the name in the tree that you have selected, such as Default Radius Check or a name that you created.



Protocol Name

Displays the name of the protocol settings.

Clone

Duplicates the settings. Click the button to copy the settings and enter a name for the new group of settings.

Delete

Deletes the settings.

Default Port

Displays the default port of the protocol settings.

Description

Displays a description for the protocol settings.

Username

Enter the user name.

Password

Enter the password.

Shared Secret

Enter the appropriate shared secret. A shared secret is a text string that serves as a password between:

- 8 A Radius client and Radius server.
- 8 A Radius client and a Radius proxy.
- 8 A Radius proxy and a Radius server.

An example

First, you need to get a clear view of how the protocol you want to check works. It's best to use the network monitor for this.

Some examples of network monitor tools: Free, Ethereal (<http://www.ethereal.com>): and Microsoft, included with SMS and NT/Win2000/Win2003 server Netmon.

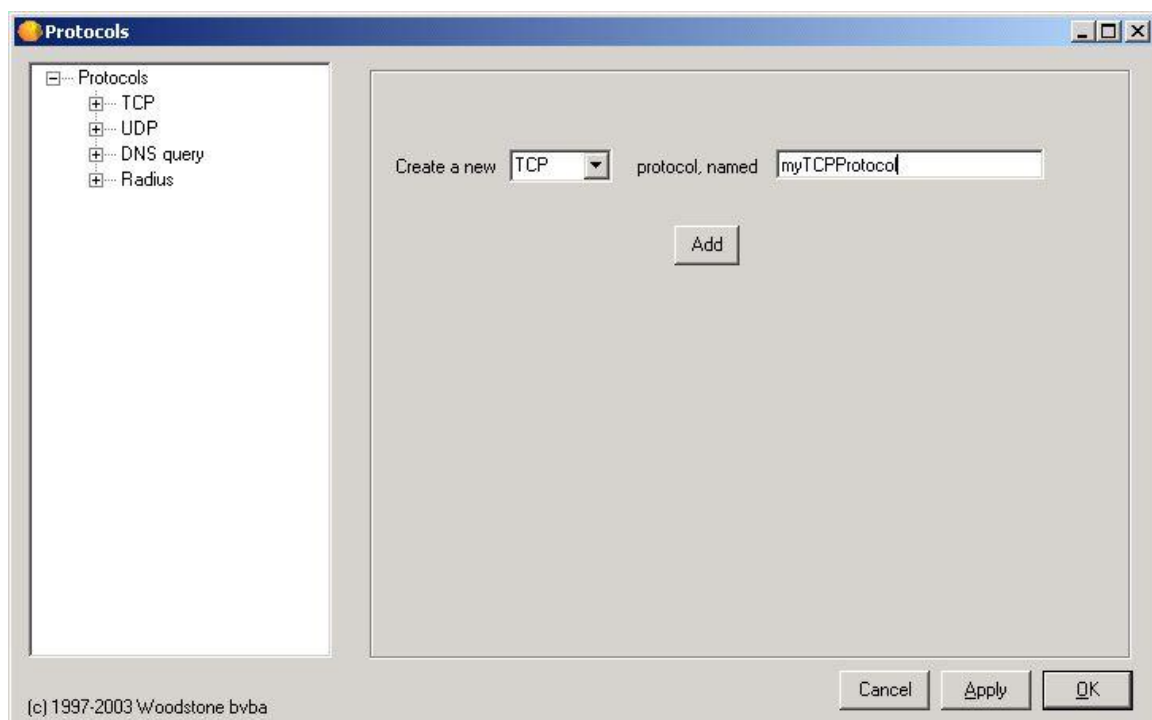
Once you have your network monitor running, capture the start and the end of a session of a tool that uses the protocol you want to create/check with Servers Alive.

An example of such a capture:

```
CLIENT connects to SERVER
<- 220 mailserver.domain.com ESMTP Mail Service version 1.1.1.1 ready at
Wed, 7 Jan 2004 13:25:53 +0100<0D><0A>
-> HELO client.domain.com<0D><0A>
<- 250 mailserver.domain.com Helo [172.22.150.209]<0D><0A> ..
-> QUIT<0D><0A>
<- 221 2.0.0 mailserver.domain.com Service closing transmissionn
channel.<0D><0A>
```

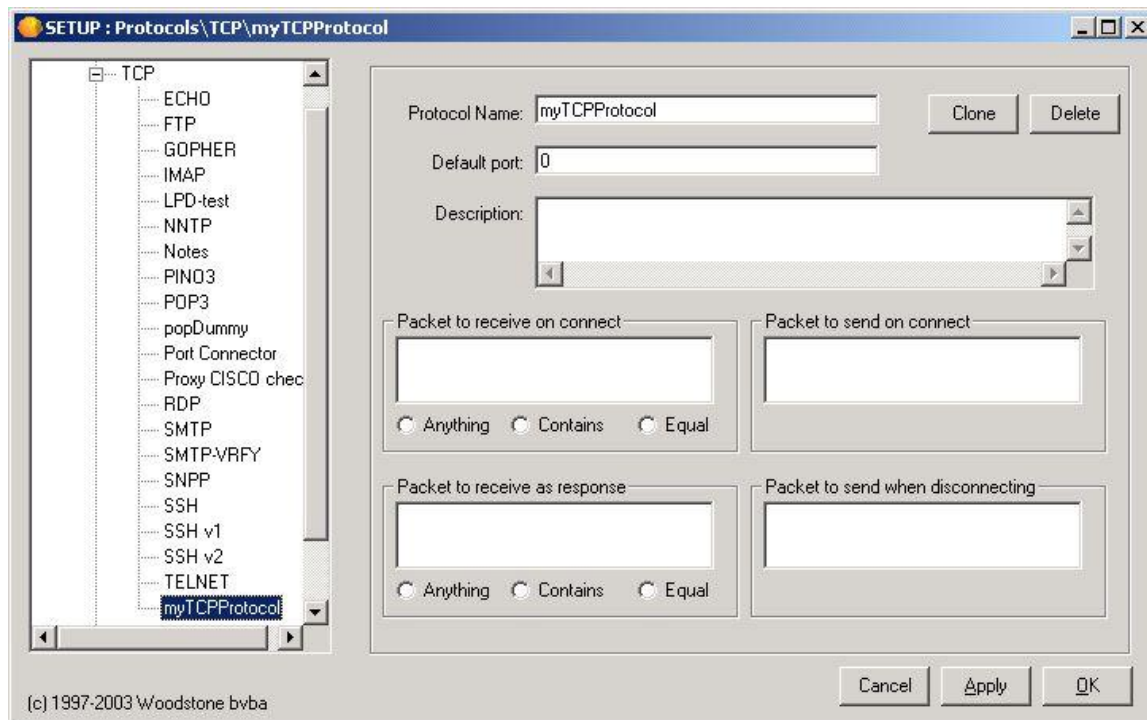
Now what are you going to monitor? Servers Alive can connect to this remote system and check if it gets a correct return back from the system.

From within Servers Alive do CTRL-P. This opens the PROTOCOL builder screen:

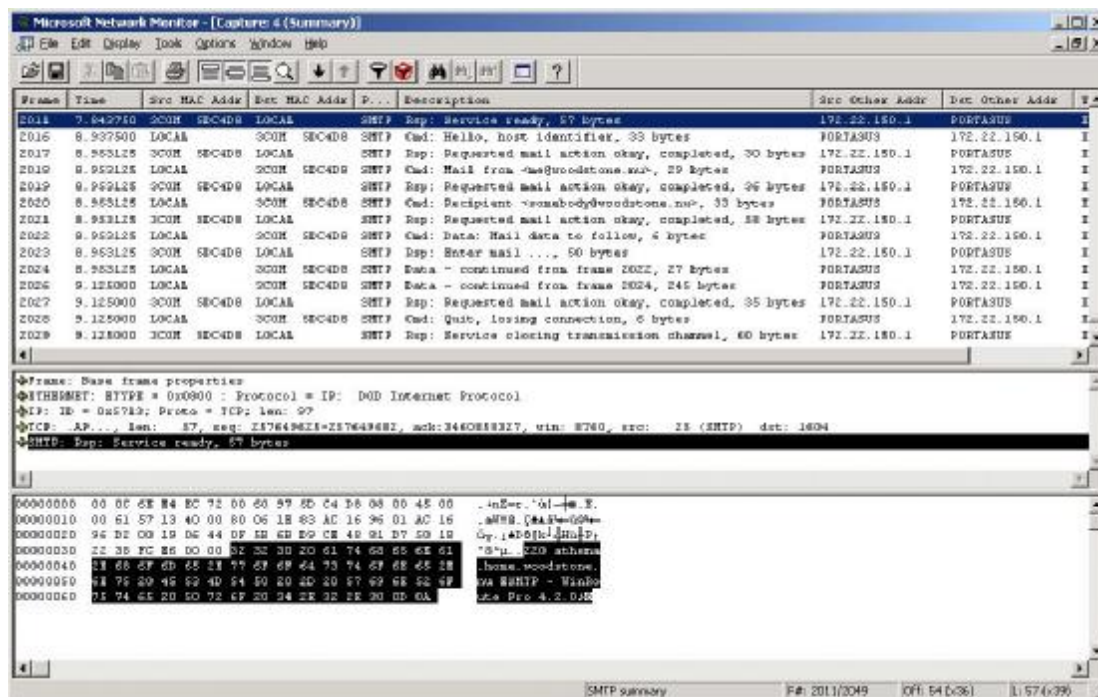


Create a new TCP (for the above example) protocol and name it *myTCPProtocol*.

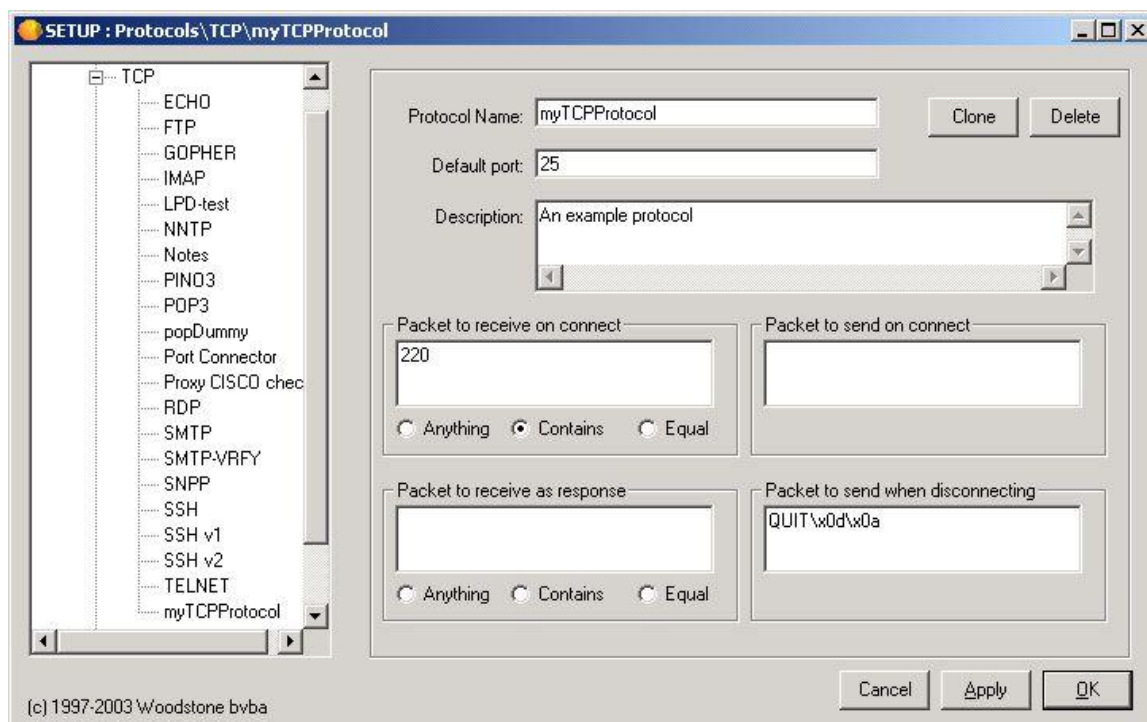
Then, within the tree structure at the left of the screen, navigate to TCP-myTCPProtocol:



Enter the default port for this new protocol. In our example that is 25. You can also enter a description for this protocol. This description will be shown within the add/edit entries screen when select the myTCPProtocol check:



Now for the protocol itself. As you can see from the trace we get from the server 220 mailserver.domain.com ESMTP Mail Service version 1.1.1.1 ready at Wed, 7 Jan 2004 13:25:53 +0100<0D><0A> when connecting to it's 25 port.



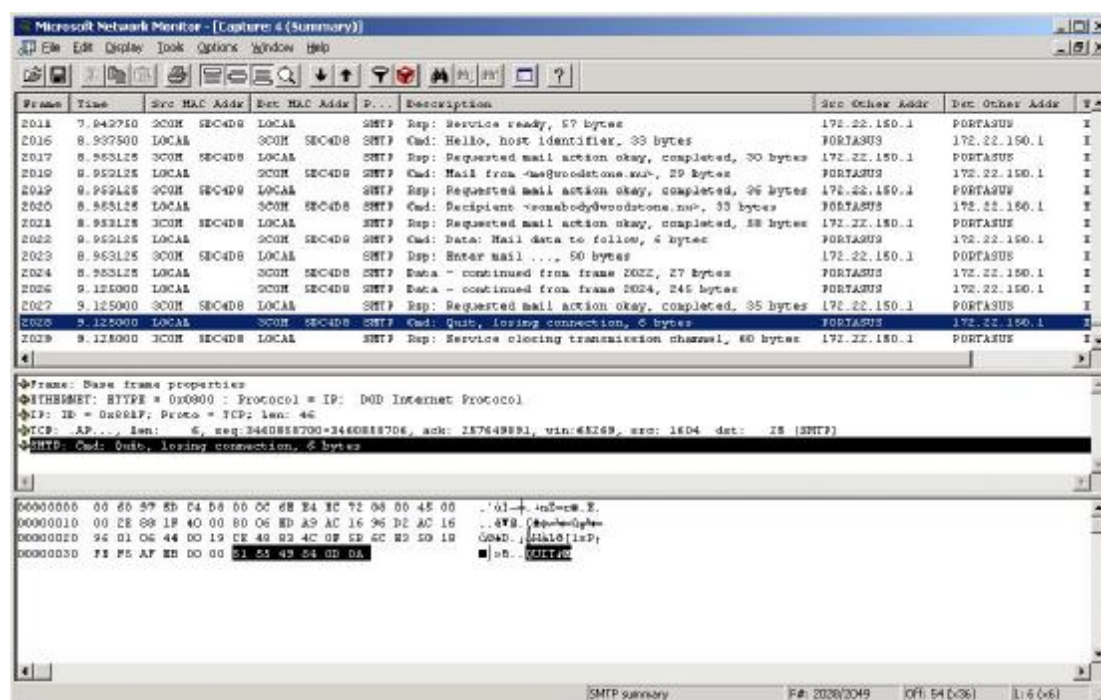
Within the **Packet to receive on connect** field, you could set this complete string. However, we recommend only setting a small string, typically the first chars of the string, in order to make the protocol definition generic enough to work towards other system too. Don't forget to select the "contains" option!

Once Servers Alive connects to the port and get the correct string back, we want it to close the connection correctly, by sending the correct close command. This should be set within the field labeled "Packet to send when disconnecting". In our example that would be `QUIT\x0D\x0A`

`\x0D` The character with asci value 13 (hex 0D)

`\x0A` The character with ascii value 10 (hex 0A))

Click OK to add it to the protocol definitions. Now you can test your newly create protocol definition by creating a new check entry that uses your newly created protocol definition.



Chapter 6

Register, View, and Help Menus

You can complete the following actions from the Register, View, and Help menus:

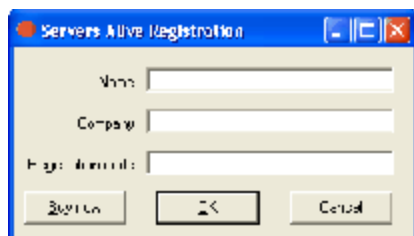
- 8 Register the product. If you have already registered, you cannot see this menu.
- 8 Show and hide various components of the Main window.
- 8 Access online Help and the Servers Alive web site.

In This Chapter

| | |
|--------------------|-----|
| Register Menu..... | 341 |
| View Menu | 342 |
| Help Menu..... | 343 |

Register Menu

This menu appears only in the unregistered version of Servers Alive. Use this command to register Servers Alive when you receive your email containing the appropriate information.



Name

Enter your name.

Company

Enter the name of your company. This entry is optional.

Registration Code

Enter the registration code that you received in email from Servers Alive.

Buy Now

Click this button to purchase Servers Alive at the *Servers Alive web site*
<http://www.woodstone.nu/salive/purchase.asp>.

View Menu

You can use the View menu to hide or show the following:

- 8 Host ID Column
- 8 Last Checktime Column
- 8 Roundtrip Column
- 8 Response Column
- 8 Status Column
- 8 Pretty Name Column
- 8 Host Name Column
- 8 Check Description Column
- 8 Priority Column
- 8 Total Cycles
- 8 Up Cycles
- 8 Down Cycles
- 8 Status Icons within Tree
- 8 Hide/Show Status Frame

The status frame is right below the menu bar. It shows how many entries were up, down, and in maintenance during the last check cycle.

- 8 Hide/Show EDIT Buttons

The edit buttons are below the entry list (Add, Edit, Delete, Setup, About, Exit).

Help Menu

Use this menu to access online Help or go to the Servers Alive web site.

If you click Help > About, you can see information about Servers Alive. On the About box under the OK button, a button called Upgrade appears, if you have the Standard edition of Servers Alive. If you click this button, the Registration dialog box appears, allowing you to enter the registration code. If you are running the non-registered version, also known as freeware, or Enterprise edition, you cannot see this button.

To get additional information about a dialog box or command, select the menu command and press F1 on the keyboard. Or, you can open a dialog box and press F1.

Chapter 7

External Checks: Error Level

One of the most convenient options available in Servers Alive is the ability to write your own custom checks and have them included in the check cycle. These checks can do any task that you are capable of programming, and many people in the Servers Alive community have made external checks that are available for you to use. Woodstone bvba has also provided external checks for you to use.

To use Servers Alive to write external checks, see *External (Errorlevel)* (page 222).

Writing External Checks

External checks can be written in any language. They can be compiled programs, interpreted scripts, or a simple batch file. There are only a few requirements for an external check. The external check must not rely on user input, and it must return an errorlevel to Servers Alive. Servers Alive uses the returned error level to determine if the check succeeded or failed.

Woodstone bvba Supplied Checks

Woodstone bvba has supplied example external checks. They are located in a subdirectory of the Servers Alive install directory called \External. In that directory you can find the executable for each check, and a small text file that describes the check. Following is a short description of each check. Please read the associated text file for more details.

CheckODBC - Checks an ODBC data source. It will attempt to connect to a data source with parameters you give to it. It does not attempt to read or write any data from the data source.

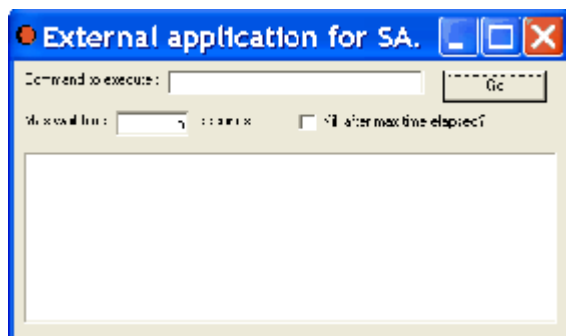
Countfiles - Connects to a path you supply, such as a network share, and returns an errorlevel equal to the number of files/directories that match your pattern criteria. The pattern is a standard file name wildcard pattern (such as `*.*`, `*.log`, or `text?.txt`).

SATelnet - Automates connecting to a TCP port, reading data, and passing in commands. This is ideal for checks where you need to connect to the Telnet port of a remote computer, log in, issue some commands, and evaluate the result. For information on the many options available in this external check, please read the associated text file.

SMTP2POP3 - Provides a more detailed check of a mail server than checking to see if the SMTP and POP3 ports are open. This application, when properly configured, sends an email through the SMTP server, and then collects that same email through the same or a different POP3 server. This verifies that the entire mail delivery process is functioning.

External Checking Without Using Servers Alive

If you want to test an external check that you wrote without the use of Servers Alive, you can use **Checkerrorlevel.exe**. This small tool is installed by the Servers Alive setup program in the Servers Alive directory. It runs your application and shows you the errorlevel that your application returns.



Command to Execute

Enter the command.

Max Wait Time

Enter the amount of time to wait until the command executes.

Kill After Max Time Elapsed?

Click this check box if you want the check stopped after the maximum time.

Chapter 8

External Check Samples: COM-based Checks

You can install the Servers Alive external check samples by downloading them from the *Servers Alive* web site <http://www.woodstone.nu/salive/addons.asp>.

The external check samples include the following COM-based checks:

- 8 COM ODBC, also referred to as ODBC Query Addon (comodbc.dll).
- 8 Remote DF COM, also referred to as *NIX Diskspace Check (comnixdsk.dll).
- 8 Remote PS COM, also referred to as *NIX Process Check (comnixpro.dll).
- 8 FileSize check (comfilesize.dll).
- 8 Notes Check, also referred to as NotesDB Check (comnotesdb.dll).
- 8 SMTP2POP3 COM, also referred to as Mailflow Check (comsmtp2pop3.dll).

After you download the external check sample, browse to the directory where you downloaded the sample and double-click the .exe file to install the sample. The sample automatically installs to the appropriate directory \salive.

Once you have installed the sample, you can take the following steps to use it.

- 1) Open Servers Alive.
- 2) Create an existing entry by clicking the Add button and entering the appropriate settings on the General tab.
- 3) On the Check tab, select External COM in the Check To Use list.
- 4) In the list below Check To Use, select the COM sample that you want to use, such as one of the following entries:
 - 4 ODBC Query Addon
 - 4 *NIX Diskspace Check
 - 4 *NIX Process Check
 - 4 FileSize Check
 - 4 Mailflow Check
 - 4 NotesDB Check
- 5) Click the Configure button to enter the appropriate settings for each check.

In This Chapter

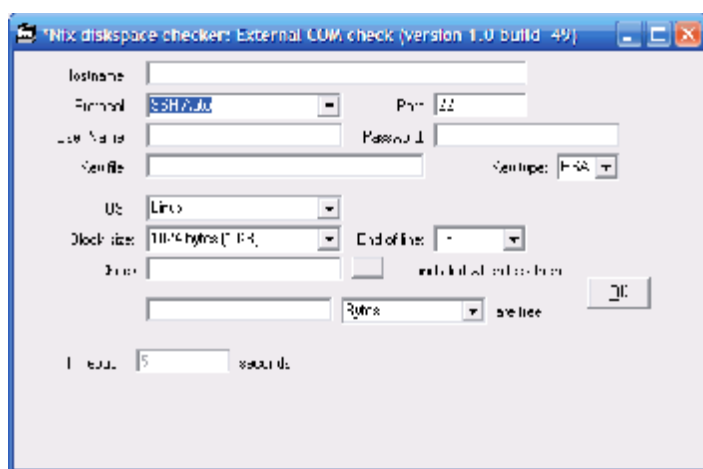
| | |
|--|-----|
| Remote DF COM (*NIX Diskspace Check) | 348 |
| FileSize Check..... | 350 |
| Remote PS COM (*NIX Process Check) | 352 |
| Notes Check (NotesDB Check) | 354 |
| SMTP2POP3 COM (Mailflow Check)..... | 355 |
| COM ODBC (ODBC Query Addon)..... | 358 |

Remote DF COM (*NIX Diskspace Check)

The Remote DF COM addon monitors disk space on a remote system hard drives. Some of the operating systems include UNIX, Linux, and BSD. The addon uses an encrypted SSH connection to the remote system. You must have SSH access to the remote system.

If the addon does not work correctly with your current variation of *NIX, please contact **Woodstone support** (<mailto:support@woodstone.nu>). We can assist you in adding support for your variation of *NIX.

To activate this COM check, add an entry and, on the **Check tab** (page 174) of the Add/Edit Entry dialog box, select External COM in the Check to Use list. You can then select Remote DF COM on the dropdown list and click the Configure button to specify the settings on the following dialog box.



Hostname

Enter the name of the server you are checking.

Protocol

Select the SSH protocol: SSH1, SSH2, or Auto.

Port

Enter the port number to use for the check. The default is 22.

Username

Enter the user name for the server that you are checking.

Password

Enter the password for the account.

Key File

Enter the path to the SSL key file. The key file contains the client-side SSL certificates. The file extension is .kdb. You must copy the SSL key file to the directory on your local system. You can get the key file from the LDAP server.

Key Type

Select the key type based on the type of authentication: RSA or DSA. RSA supports SSH1 and SSH 2 protocols. DSA supports only SSH 2. RSA is recommended because it is more secure than RSA. However, some SSH servers support only DSA. If you choose DSA, you should not use the same key to authenticate with more than one server.

OS

Select the operating system for the server. Some of the available operating systems include the following: Linux, BSD, Solaris, Sun OS (before 5.0), and more.

Block Size

Specify the file size, or block size, in 256, 512, 1024, or 2048 bytes. Larger block sizes make the files easier to read.

End of Line

Select the type of character at the end of each line: CR, or carriage return, LF, line feed, or CRLF, both carriage return and line feed.

Check ___ And Alert When Less Than ___ ___ Are Free

Set the conditionals for Servers Alive to alert you when a certain number of specific processes are running. To specify the process, click the browse button to connect to the SSH server. You can then enter a specific number and specify the unit in bytes, kilobytes, megabytes, gigabytes, terabytes, or a percentage. For example, you can enter 1 gigabyte. The check alerts you when a specific number in units is free.

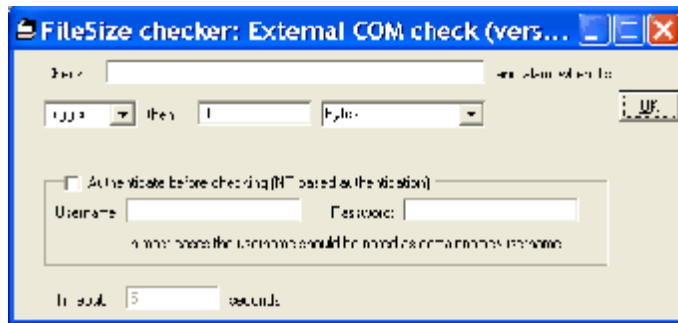
Timeout

Displays the maximum time in seconds that Remote DF COM should wait before a check. Timeout indicates the amount of time Servers Alive waits to receive a command from another system. You can set this value on the *Check tab* (page 174) of the Entries dialog box.

FileSize Check

The FileSize Check addon monitors the size of a file on a remote server.

To activate this COM check, add an entry and, on the **Check tab** (page 174) of the Add/Edit Entry dialog box, select External COM in the Check to Use list. You can then select FileSize Check on the dropdown list and click the Configure button to specify the settings on the following dialog box.



Check ____ and Alarm When It's ____ Than ____

Enter the name of the file that you want to check. The name of the file must be in the following format:

\\<server name>\<directory>\<filename>.

For example, you can enter the following path:

\\server\share\directory\subdirectory\file.ext

You must then specify whether the software sends an alarm when the file is bigger or smaller than the size you specify. You can enter the number of bytes, kilobytes, megabytes, gigabytes, or terabytes.

Authenticate Before Checking (NT Based Authentication)

Click to ensure the software authenticates with the server using user name and password that you specify. This occurs before the software executes the command. This authentication is based on Windows NT.

The user performing the service check needs to have at least power user or administrator rights on the computer that is checked. If you do not have sufficient rights, you can specify another user name, usually in the form <domain name>\<user name>, and password of a user with power user or administrator rights on the computer that is checked.

User Name

Enter the user name as <domain name>\<user name>.

Password

Enter the password for the account.

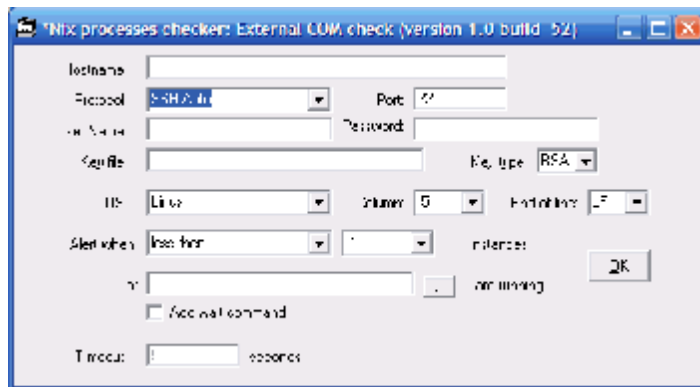
Timeout

Displays the maximum time in seconds that FileSize Check should wait before a check. Timeout indicates the amount of time Servers Alive waits to receive a command from another system. You can set this value on the *Check tab* (page 174) of the Entries dialog box.

Remote PS COM (*NIX Process Check)

The Remote PS COM addon monitors processes on a remote system. Some of these systems can include UNIX, Linux, or BSD. The addon uses an encrypted SSH connection to the remote system.

To activate this COM check, add an entry to Servers Alive and, on the **Check tab** (page 174) of the Add/Edit Entry dialog box, select External COM in the Check to Use list. You can then select Remote PS COM on the dropdown list and click the Configure button to specify the settings on the following dialog box.



Hostname

Enter the name of the server that you want to check.

Protocol

Select the SSH protocol: SSH1, SSH2, or Auto.

Port

Enter the port number to use for the check. The default is 22.

User Name

Enter the user name for logging in to the server.

Password

Enter the password for logging in to the server.

Key File

Enter the path and name of the SSL key file. The key file contains the client-side SSL certificates. The file extension is .kdb. You must copy the SSL key file to the directory on your local system. You can get the key file from the LDAP server.

Key Type

Select the key type based on the type of authentication: RSA or DSA. RSA supports SSH1 and SSH 2 protocols. DSA supports only SSH 2. RSA is recommended because it is more secure than RSA. However, some SSH servers support only DSA. If you choose DSA, you should not use the same key to authenticate with more than one server.

OS

Select the operating system for the server: Linux, BSD, Solaris, or HP UX.

Column

Specifies the number of the column in which to check data: 1 through 15.

End of Line

Select what type of character at the end of each line: CR, or carriage return, LF, line feed, or CRLF, both carriage return and line feed.

Alert When ____ Instances of ____ Are Running

Set the conditionals for Servers Alive to alert you when a certain number of specific processes are running. You can select At least or Less than and then specify up to 15 instances of the process. To specify the process, click the browse button to connect to the SSH server.

Add Wait Command

Click this check box to implement a wait command. The wait command ensures that every command is executed one after the other.

Timeout

Displays the maximum time in seconds that Remote PS COM should wait before a check. Timeout indicates the amount of time Servers Alive waits to receive a command from another system. You can set this value on the *Check tab* (page 174) of the Entries dialog box.

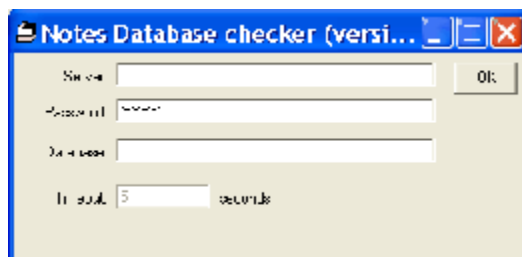
Notes Check (NotesDB Check)

The Notes™ Check addon reports whether a Lotus Notes®/Domino™ database is available or not. Lotus Notes databases can serve as the center of your daily communication. You can have your email, calendar, to do list, contacts, and more items, in one convenient spot.

A Notes client must be installed on the computer that is running Servers Alive and the Notes Check addon. The Notes client must be running with a valid user ID and password on the system. The addon uses the user ID, or client ID/certificate, of the person using the Notes client. Thus, the user running Servers Alive must have rights to the directory where the user ID is stored.

If you get an error indicating "ActiveX object can't be created", then, at the MS-DOS prompt, browse to the directory where NLSXBE.DLL is located. At the prompt, type REGSVR32 NLSXBE.DLL and press Enter on the keyboard.

To activate this COM check, add an entry and, on the *Check tab* (page 174) of the Add/Edit Entry dialog box, select External COM in the Check to Use list. You can then select Notes Check on the dropdown list and click the Configure button to specify the settings on the following dialog box.



Server

Enter the name of the server you are checking.

Password

Enter the password for the user account.

Database

Enter the name of the database.

Timeout

Displays the maximum time in seconds that Notes Check should wait before a check. Timeout indicates the amount of time Servers Alive waits to receive a command from another system. You can set this value on the *Check tab* (page 174) of the Entries dialog box.

SMTP2POP3 COM (Mailflow Check)

The SMTP2POP3 COM addon uses only basic authentication. The addon sends an email using the SMTP protocol to a mail server. The addon then attempts to collect that same email using POP3 from a server, although not necessarily the same server. The addon can then verify that the mail server and mail flow are functioning properly.

The SMTP2POP3 COM addon works within two cycles. If operating in SMTP and POP3 mode, on the first cycle, cycle_N, the software sends an email using SMTP and completes one of the following actions:

- 8 On the next cycle, cycle_N+1, the software tries to retrieve the email using POP3.
- 8 If sending the email fails in the first cycle, cycle_N, the software tries to send another email on the next cycle, cycle_N+1.

If operating in SMTP mode, the software tries to send an email.

If operating in POP3 mode, the software tries to retrieve an email sent using SMTPPOP3 COM.

To activate this COM check, add an entry and, on the **Check tab** (page 174) of the Add/Edit Entry dialog box, select External COM in the Check to Use list. You can then click SMTP2POP3 on the dropdown list and click the Configure button to specify the settings on the following dialog box.

SMTP Settings

Host

Enter the mail host as a NetBIOS name, DNS name or IP address; for example, HERMES, mail.domain.com, or 123.45.67.89.

Port

Enter the port number. The default port number is 25.

The User Name and Password are needed only if the SMTP server requires authentication when you send an email.

SSL/TLS Enabled

Click this check box to implement SSL (Secure Sockets Layer) or, its successor, TLS (Transport Layer Security) encryption. This feature provides a secure, authenticated SMTP connection. Some routers or firewalls might not support an SSL connection. If you encounter difficulties, clear this check box.

User Name

Enter the user name.

Password

Enter the password for the SMTP server.

Email From

Enter a name or a fully-qualified domain name; for example, serversalive@company.com. Your entries depend on the way your SMTP server is configured; most SMTP servers require a FROM name that looks like a valid email address, such as salive@domain.com. If you have trouble, please contact your mail server administrator for the appropriate settings.

Email To

Enter the email address to which the message should be delivered, such as person@company.com.

Retries

Enter the number of times to try sending the message, up to three retries.

POP3 Settings**Host**

Enter the mail host as a NetBIOS name, DNS name or IP address; for example, HERMES, mail.domain.com, or 123.45.67.89.

Port

Enter the port number. The default port number is 110. You must set the port of the POP3 server correctly because the port number is different for SSL security. By default, POP3 uses port 110 and POP3 with SSL uses port 995.

SSL Enabled

Click this check box to implement Secure Sockets Layer (SSL) encryption for the POP3 mail server.

User Name

Enter the user name for the POP3 server.

Password

Enter the password for the account.

Email From

Enter a name or a fully-qualified domain name; for example, serversalive@company.com. Your entries depend on the way your POP3 server is configured; most POP3 servers require a FROM name that looks like a valid email address, such as salive@domain.com. If you have trouble, please contact your mail server administrator for the appropriate settings.

Email To

Enter the email address to which the message should be delivered, such as person@company.com.

Retries

Enter the number of times to try sending the message, up to three retries.

Only Delete SMTP2POP3 Messages

Click this box to delete only SMTP2POP3 messages. Otherwise, all messages are deleted.

Operating Mode

Select whether to use SMTP, POP3, or both protocols.

Don't Use X-Sender

Click this check box if you encounter difficulties with the mail. X-sender headers provide a way to authenticate the origin of an email. The SMTP2POP3Com add-on uses the X-sender header to determine whether SMTP2POP3COM sent the mail that the software is trying to retrieve. Some systems strip the header, causing the add-on to not work correctly.

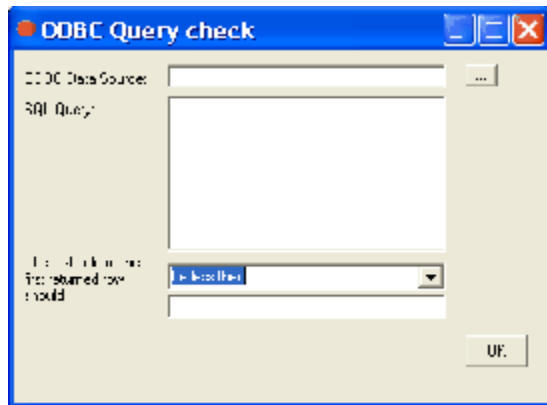
Timeout

Displays the maximum time in seconds that SMTP2POP3 should wait before a check. Timeout indicates the amount of time Servers Alive waits to receive a command from another system. You can set this value on the *Check tab* (page 174) of the Entries dialog box.

COM ODBC (ODBC Query Addon)

The ODBC Database Monitoring addon monitors database connectivity and accessibility using local data sources and SQL queries. The addon verifies that your databases are functioning and responding correctly.

To activate this COM check, add an entry to Servers Alive and, on the *Check tab* (page 174) of the Add/Edit Entry dialog box, select External COM in the Check to Use list. You can then select COM ODBC on the dropdown list and click the Configure button to specify the settings on the following dialog box.



ODBC Data Source

Enter the connection string for the Open Database Connectivity (ODBC) database. Click the browse button to open the *Create Database Connection String dialog box* (page 83) and select a data source.

SQL Query

Enter the query in standard SQL syntax.

The First Field of the First Returned Row Should

Enter the value that matches the conditional criteria for the first field of the first row that is returned from the query.

Registry Keys

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\CRC\EndIgnoreTAG (string)

A CRC check of a URL (HTTP/HTTPS) check retrieves the web page and calculates a CRC (checksum) on the content of the page. However, the check only does this for all that text between the <BODY> and </BODY> tags. The CRC check can automatically reset the CRC after each cycle. An altered page generates only one down cycle and the next up again. In between those two tags you can still exclude some parts too, as they are often used for changing data like a date or time.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\EndTAG (string)

A CRC (checksum) check of a URL (HTTP/HTTPS) check retrieves the web page and calculates a CRC on the content of the page. However, the check only does this for all that text between the <BODY> and </BODY> tags. The CRC check can automatically reset the CRC after each cycle. An altered page generates only one down cycle and the next up again. You can still exclude some parts between those tags too, as they are often used for changing data like a date or time.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\CRC\StartIgnoreTAG (string)

A CRC check of a URL (HTTP/HTTPS) check retrieves the web page and calculates a CRC (checksum) on the content of the page. However, the check only does this for all that text between the <BODY> and </BODY> tags. The CRC check can automatically reset the CRC after each cycle. An altered page generates only one down cycle and the next up again. You can still exclude some parts between those two tags, as they are often used for changing data like a date or time.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\StartTAG (string)

A CRC (checksum) check of a URL (HTTP/HTTPS) check retrieves the web page and calculates a CRC on the content of the page. However, the check only does this for all that text between the <BODY> and </BODY> tags. The CRC check can automatically reset the CRC after each cycle. An altered page generates only one down cycle and the next up again. You can still exclude some parts between those two tags, as they are often used for changing data like a date or time.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\gb (string value)

The exact byte value of kb/mb/gb/tb can be changed in the registry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\kb (string value)

The exact byte value of KB/MB/GB/TB can be changed in the registry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\mb (string value)

The exact byte value of KB/MB/GB/TB can be changed in the registry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\DiskSpace\PercentageMeasure (string)

Possible values: KB, MB, GB, TB, %. The default value is MB. When performing a disk space check, the %e parameter contains the actual free space on the share that is checked. If the compare value is given in MB, the %e parameter is also in MB. However, if the compare value is given as a percentage,

the %e is in bytes. You can now control how %e is returned when checking by a percentage by editing this registry value.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\tb (string value)

The exact byte value of KB/MB/GB/TB can be changed in the registry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\ExcludeDateTimeInMail (dword)

If ExcludeDateTimeInMail is 1, the generated SMTP mailings do not include the last line (Mail generated by ... date/time). To remove the date/time from the mails, you must add or edit the registry entry. You can use 1 or 0.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage

The default page uses HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\ as the root for its registry keys.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\CheckTypeSortOrder (string)

The default is WIPXSRDUQONME. If you choose to use the sort=check option in the sa_report tag, you can specify a custom priority for the various check types. You edit the registry entry and supply a string that lists the order of importance for all checks. Winsock TCP (W) - Winsock UDP (I) - PING (P) - IPX Ping (X) - NT Service (S) - NT process (R) - Disk space (D) - URL (U) - SQL server (Q) - Oracle (O) - Netware (N) - SNMP (M) - External (E).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownFontStart

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownFontStop

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownIcon (string)

Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this you must add or edit the registry values.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\HostColumn (string)

You change the default size of the columns by adding or editing the registry values. Example: "100" or "35%" or "AUTO".

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\Includedownstats (dword)

If you want to see the number of times a host has been down since the last log filename change in the saved HTML file, you must add or edit the registry key. You can add a value of 1.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\IncludeIcons (dword)

When this value is 1, the icons are substituted for the normal words. Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this you must add or edit the registry values.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\MaintenanceFontStart**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\MaintenanceFontStop**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\MaintenanceIcon (string)**

Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this you must add or edit the registry values.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\PlaceOfCheckTime (dword)**

0 is below the table, 1 is above the table. Servers Alive displays the last check time just before or just after the table with the hosts. This can be configured by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\SmallStatusColumn (string)**

You change the default size of the columns by adding or editing the registry values. Example: "100" or "35%" or "AUTO".

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\StatusColumn (string)**

You change the default size of the columns by adding or editing the registry values. Example: "100" or "35%" or "AUTO".

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\TableBackground (string)**

To change the background color of the table of the generated HTML page, you must add or edit the registry key. Example: "#FF0000" or "Red". By default, Servers Alive generates <TABLE BORDER="1"> as beginning of the table with the entry's statuses. Using the previous table background property gives you the option to specify <TABLEBGCOLOR="tablebackground">.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\TableProperties (string)**

By adding or editing the registry value, you are now able to specify <TABLE BGCOLOR="tablebackground" tableproperties>.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UnavailableFontStart**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UnavailableFontStop**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UnavailableIcon (string)**

Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this, you must add or edit the registry values.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UncheckedFontStart**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UncheckedFontStop**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UncheckedIcon (string)**

Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this, you must add or edit the registry values.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UpFontStart**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UpFontStop**

For each of the different statuses that Servers Alive can display in the HTML pages, you can change the font type by adding or editing the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\UpIcon (string)**

Servers Alive can replace the words UP - DOWN - ... in the HTML page by icons. To do this, you must add or edit the registry values.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\HTMLPage\WebServers**

A web page with a display name of WebServers uses HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\WebServers\ as the root for its registry keys.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\http_show_host_and_prettyname (string)**

You can force the web server to include the host name for each entry that has a pretty name by editing the key. You can use a value of 1.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\KeepAlive\KeepAliveSound (string)**

Servers Alive plays a sound when starting or stopping as a proof that it is still alive. You must enter 1 in the registry key to enable this.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\KeepAlive\KeepAliveSoundMinutes (dword)**

Servers Alive plays a sound when starting or stopping as a proof that it is still alive. You must enter 1 in the registry key to enable this.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\KeepAlive\KeepAlivewithSound (dword)**

Servers Alive plays a sound when starting or stopping as a proof that it is still alive. You must enter 1 in the registry key to enable this.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\KeepAlive\StartSound (string)**

Servers Alive plays a sound when starting or stopping as a proof that it is still alive. You must enter 1 in the registry key to enable this.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\KeepAlive\StopSound (string)**

Servers Alive plays a sound when starting or stopping as a proof that it is still alive. You must enter 1 in the registry key to enable this.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\Log\CloseEachTime (dword)**

If you want to safeguard the Servers Alive logs against missing data due to power failures or critical operating system errors, you can request that Servers Alive close the log file each time the software writes to the log file by editing the registry entry. A value of 1 forces Servers Alive to close the log file each time the software writes to the log file. This value changes the default action.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\Log\db_DateFormat**

You can define the date and time format for the database logging by specifying the registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\Log\db_Timeformat**

You can define the date and time format for the database logging by specifying the registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\Log\HTTPBytesinLog (string)**

You can set registry entries for saving a retrieved web page in the log file. When performing a URL check with a "contains" clause, Servers Alive saves 150 bytes (by default) of the retrieved web page in the log file. You can change how much is saved or changed by adding or editing the registry entry. A value of -1 means the full web page. Use this with care because your log file will grow very fast. A value of 0 defaults back to 150 bytes.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\MIBdb\ParentLevelsToSearch (string)**

By default, when the SNMP TRAP receiver does a lookup of a received OID, it looks for the actual OID. If the actual OID is not found, it then searches for the parent of the given OID. To extend the search up by more than one level, create the key HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\MIBdb\ParentLevelsToSearch and set the value to more than 1.

Example:

A trap is received with OID .1.3.6.1.4.1.232.6.2.6.8.1.0.2

Within the mib database we find .1.3.6.1.4.1.232.6.2.6.8.1

With the **ParentLevelsToSearch** set to 1 (or default) it would be translated as...

```
.1.3.6.1.4.1.232.6.2.6.8.1.0.2
```

With the **ParentLevelsToSearch** set to 2 it would be translated as...

```
.iso.org.dod.internet.private.enterprises.compaq.cpqHealth.cpqHeComponent.c  
pqHeThermal.cpqHeTemperatureTable.cpqHeTemperatureEntry.0.2
```

...since ".1.3.6.1.4.1.232.6.2.6.8.1" is

```
".iso.org.dod.internet.private.enterprises.compaq.cpqHealth.cpqHeComponent.c  
pqHeThermal.cpqHeTemperatureTable.cpqHeTemperatureEntry".
```

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\Paging\DoubleMessage (dword)

Note that, in some rare cases, the SMS message must be sent twice before it is received. To enable this feature, you must add or edit the registry entry. You can use a value of 1 or 0.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\Paging\MaxMessageSize (string)

Most SMS providers limit the number of characters within a message. Servers Alive provides a default limit of 160 characters. Enter a number to define the maximum size of the message. 160 characters is the default if you do not edit this registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\Paging\MaxRedials

By default, the SMS feature tries to send the message twice, using one re-dial. You can change the number of re-dials to a maximum of ten re- dials by editing the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\Paging\SplitLongMessage (string)

Most SMS providers limit the number of characters within a message. Servers Alive provides a default limit of 160 characters. If you enter a value of 1, Servers Alive splits messages that exceed the number of characters that you enter in the MaxMessageSize registry entry. If you enter a value of 0, Servers Alive truncates the message at the number of characters that you enter in the MaxMessageSize entry. Any characters after that point are not sent.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\PingSize

The size in bytes of the ICMP frame sent by a ping. The default is 32 bytes.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\Proxy\AuthenticationType

Specify type of proxy authentication for when the default Automatic selection is not 100% effective:

| Set to | Effect |
|--------|--|
| 0 | None (will be internally converted to 1) |
| 1 | Automatic (default)* |
| 2 | Basic |
| 3 | NTLM4 (Digest) |

*"Automatic" is the default setting. The first frame is sent without authentication information. Then, based on the response from the proxy server (407 frame), the system sends the needed authentication.

See also *HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Proxy\AuthenticationType_2* (page 365)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Proxy\AuthenticationType_2

Specify type of proxy authentication for when the default Automatic selection is not 100% effective:

| Set to | Effect |
|--------|--|
| 0 | None (will be internally converted to 1) |
| 1 | Automatic (default)* |
| 2 | Basic |
| 3 | NTLM4 (Digest) |

*"Automatic" is the default setting. The first frame is sent without authentication information. Then, based on the response from the proxy server (407 frame), the system sends the needed authentication.

See also *HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Proxy\AuthenticationType* (page 364)

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\RRD\pause_for_debug (string)

Set to 1 to add a PAUSE command to the BAT file that does the RRD update. This make it possible to see the output of the RRDTool command.

For debug purposes ONLY.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\RRD\UseLocalTime (dword)

By default, the RRDTools logging is completed in UTC (GMT) time. You can change the logging time to the local time by editing the Windows registry with the key. You can enter 1.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\Alternate_DNS_to_use (string)

With certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the registry key. If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\Alternate_DNS_to_use_2 (string)

You can enter the DNS server to use in case Servers Alive cannot detect the other DNS servers. Or, you can enter a value in this registry entry to specify a different DNS server than the server defined within the operating system. With certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the registry key. If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\Alternate_max_size (string)**

You can limit the size of the body text for SMTP messages by editing the registry entry. This value does not count the size of the additional footers or the main section.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\AlternateFooter (string)**

You can use the keys to add custom footers to any SMTP mail Servers Alive sends.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\AlternateHELO (string)**

The HELO/EHLO command is used to identify the client sender to the SMTP server. The sending server identifies itself and the receiving server accepts any given name, per request. EHLO is the Enhanced SMTP (ESMTP) version of HELO. To create or edit an HELO/EHLO command, you can edit the registry entry. A value of 0 uses the name of the SMTP server as defined in the **Setup** dialog box for the HELO/EHLO command. A value of 1 uses the name of the system that runs Servers Alive for the HELO/EHLO command. A value of 2 uses the domain name of the system running Servers Alive for the HELO/EHLO command. If no domain name is defined, Servers Alive uses NO.DOMAIN.NAME for the command. A value of 3 uses machinename.Domainname; for the HELO/EHLO command. If no domain name is defined, Servers Alive uses machinename.NO.DOMAIN.NAME. A value of 4 uses the IP address of the system running Servers Alive for the command. A value of 5, the default, uses the machinename.domainname for the command. If no domain name is added, Servers Alive uses the IP address for the command. If no numeric value is used, Servers Alive uses whatever string is defined for the HELO/EHLO command.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\AlternateSMTPPort (string)**

You can specify an alternate port, although not 25, for the primary and alternate SMTP server by modifying the keys.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\AlternateXHeader (string)**

You can use the keys to add custom headers to any SMTP mail Servers Alive sends.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\CustomDateFormat (string)**

You can specify a custom date and time format for the customer headers and footers in SMTP mail: {cdate} custom date format.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\CustomFooterMessage (string)**

You can add a custom footer message to all messages sent by Servers Alive. To do this, add or edit the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\CustomTimeFormat (string)**

You can specify a custom date and time format for the customer headers and footers in SMTP mail: {ctime} custom time format.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\KeepAliveTo (string)**

By default, the keep-alive mailings are sent to the default primary Mailto parameter. This can be altered with the registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\pingtimeout (dword)

Before sending a mail, Servers Alive pings the SMTP server to see if it is responding. You can use the SMTP\PingTimeout parameter to determine the amount of time Servers Alive should wait for a response (max. 32 sec).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\Primary_DNS_to_use (string)

When you click the **Send Direct** check box, with certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the registry key. If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use. If the first DNS server does not respond correctly, the software uses the second DNS server, if specified, to get the MX record for the recipient domain.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\Primary_DNS_to_use_2 (string)

You can enter the DNS server to use in case Servers Alive cannot detect the other DNS servers. Or, you can enter a value in this registry entry to specify a different DNS server than the server defined within the operating system. With certain versions of the IPHLPAPI.DLL file, you must specify the DNS servers to use when querying for the MX records in the registry key. If you do not specify the DNS servers, Servers Alive attempts to determine which DNS servers to use.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\Primary_max_size (string)

You can limit the size of the body text for SMTP messages by editing the registry entry. This value does not count the size of the additional footers or the main section.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\PrimaryFooter (string)

You can use the keys to add custom footers to any SMTP mail Servers Alive sends. You can use the variables in the PrimaryFooter entry: {time} hh:mm:ss format; {date} dd:mm:yy format; {sdate} dd:mm:yy format; {stime} hh:mm format; {saversion} Servers Alive version number; {0d} Carriage return character; {0a} New line character; {25} Colon.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\PrimaryHELO (string)

The HELO/EHLO command is used to identify the client sender to the SMTP server. The sending server identifies itself and the receiving server accepts any given name, per request. EHLO is the Enhanced SMTP (ESMTP) version of HELO. To create or edit an HELO/EHLO command, you can edit the registry entry. A value of 0 uses the name of the SMTP server as defined in the Setup dialog box for the HELO/EHLO command. A value of 1 uses the name of the system that runs Servers Alive for the HELO/EHLO command. A value of 2 uses the domain name of the system running Servers Alive for the HELO/EHLO command. If no domain name is defined, Servers Alive uses NO.DOMAIN.NAME for the command. A value of 3 uses machinename.Domainname; for the HELO/EHLO command. If no domain name is defined, Servers Alive uses machinename.NO.DOMAIN.NAME. A value of 4 uses the IP address of the system running Servers Alive for the command. A value of 5, the default, uses the machinename.domainname for the command. If no domain name is added, Servers Alive uses the IP address for the command. If no numeric value is used, Servers Alive uses whatever string is defined for the HELO/EHLO command.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers

Alive\SMTP\PrimarySMTPPort (string)

You can specify an alternate port, although not 25, for the primary and alternate SMTP server by modifying the keys.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\PrimaryXHeader (string)**

You can use the keys to add custom headers to any SMTP mail Servers Alive sends:

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SMTP\ResolveAtStart (dword)**

If SMTP/ResolveAtStart equals 1, then Servers Alive attempts to resolve the SMTP, and alternate SMTP, server name to its IP address when Servers Alive starts and uses that from then on. You can enter 1 or 0.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\timeout (dword)

Another parameter called SMTP\Timeout controls how long Servers Alive waits for the SMTP server to respond. The default is 15 seconds, and the maximum is 60 seconds.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SNMPTrap\Localhost (string)**

Specifies the SNMP trap sender's adapter IP. Otherwise the default adapter is used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SNMPTrap\Localhost (string)****HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers****Alive\SNMPTrap\ResolveHost (dword)**

If the host name is not an IP address, Servers Alive uses the default IP that is defined when you set options on the the **Setup** dialog box. You can also configure Serves Alive to resolve the host name to an IP address when you set the registry entry to 1.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SNMPTrap\SpecificType (string)**

For snmpv1 traps only, specify the SPECIFIC TRAP value of the trap generated by the SNMP TRAP sender. The default is "0".

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SNMPTrapReceiver\IncludeType**

Set to "1" to include the generic and specific type of the trap in the message for a received SNMP trap.

Example message:

Trap received from 199.8.7.6(172.22.150.179) with generic type 5, specific type 23 trigger rule With

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SNMPTrapReceiver\IncludeType**

If required create this, then set it to "1" to include the generic and specific type of the trap in the message for a received SNMP trap.

Example message:

Trap received from 199.8.7.6(172.22.150.179) with generic type 5, specific type 23 trigger rule With

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\AcceptIncompleteResponses

Set to "1" to accept incomplete response pages as correct and continue checking content as normal. The check response notes that this was an "incomplete response". See *Check Tab: URL (HTTP/HTTPS) Option (Entries Dialog Box)* (page 202).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\AuthenticationErrorIgnoreList

If any error code found within this comma separated list occurs during the authentication phase, Servers Alive still sees the authentication as being successful. This is not a guarantee that the check will pass.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\CopyRemovesHostID (string)

Set to 1 so that duplicating an entry does not copy the HostId. See *Edit > New Entry Based On ...* (page 287).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\DisconnectBeforeAuthenticationConnection (dword).

A value of 1 turns this feature on. Usually, Servers Alive de-authenticates at the end of any check cycle that includes authentication. If this does not succeed, it can cause any subsequent checks to fail. To force an authentication disconnect before a check, add the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\EveningStart (dword)

By default, the morning starts at 8h (8AM) and the evening starts at 18h (6PM). You can change this by adding or editing the registry entry. Times are in 24h format. 6pm would be 18.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\ForcedDriveLetter (string value)

By default, Servers Alive selects the next available drive letter to connect with when performing a disk space check. You can force Servers Alive to use a specific one if you choose.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\HTMLAlertsSeparator(string)

The <sa_alerts> tag displays a
 tag between each alert, by default. You can change the
 to another value by entering the string you want in the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\Include_down_counter_for_down (dword)

Set to "1" to append a count of 'downs' to NOT OK on the main window, e.g. "NOT OK(6)".

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\logHTTP (dword)

You can log all communication during an HTTP/HTTPS check to a file so that you can debug the process. Enter a value of 1 in the registry entry to enable this feature.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Startup\logHTTPFile (string)

You can log all communication during an HTTP/HTTPS check to a file so that you can debug the process. Enter the path and name of the file log.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\MorningStart (dword)**

By default, the morning starts at 8h (8AM) and the evening starts at 18h (6PM). You can change this by adding or editing the registry entry. Times are in 24h format. 6pm would be 18.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\Startup\NumberOfVisibleItems (string)**

You can change the number of entries displayed by editing the registry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\OnCall_start_day (dword)**

To set the first day of the week for the schedule on the **On Call** tab of the **People** dialog box, edit this registry key with one of the following values: 1, 2, 3, 4, 5, 6, 7. The values are as follows: 1 = Sunday, 2 = Monday, 3 = Tuesday, 4 = Wednesday, 5 = Thursday, 6 = Friday, 7 = Saturday. Any value below 1 or above 7 defaults to 1, or Sunday.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\PerItemCycle {string}**

You can edit the registry to reduce the amount of time that Servers Alive waits between two checks. The default is 250 ms. Enter values starting at 10.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\ProcessnameCaseInsensitive (dword)**

The check process is case-sensitive. This means that a process with the name "fest" is different from a process with the name "Test." You can change this so that each check is case-insensitive by editing the registry key with a value of 1.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\SortStringPathSize (string)**

When sorting the template-based HTML output by GroupPath or EntryPath, you can edit the registry entry to set the number of bytes used by those parameters:

Not in the registry or =0 defaults to 250. Above 1250 goes back to 1250.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\tabs_look (dword)**

You can change the way tabs on dialog boxes appear: 0 - tab dialog style;
1 - property page style like Windows Properties dialog boxes.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\Tree_Font_Name (string)**

To change the font size and font type, such as Arial, for entries in the Main window, you can enter the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\Tree_Font_Size (string)**

To change the font size and font type, such as Arial, for entries in the Main window, you can enter the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\URL_Word_Separator (string)**

By default, the software interprets a space as a word separator in URL checks. Change it with this registry key.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StartUp\URLContentInsensitive (dword)**

Servers Alive performs the check in a case-sensitive way when you click the **Should Contain** option in the software. This can be changed by adding or editing the registry value: 1 = case insensitive; 0 = case sensitive (default).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StatsLog\AlwaysHostName (regdword)**

You can edit the Windows registry to define whether to use the host name for statistical logging to files. 0 - use the host name if no pretty name is defined, otherwise use the pretty name. 1 - always use the host name.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StatsLog\db_AlwaysHostName (regdword)**

You can also edit the Windows registry to define whether to use the host name, 0 - use the host name if no pretty name is defined, otherwise use the pretty name. 1 - always use the host name.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StatsLog\db_Dateformat**

You can define the date and time format for the database logging by specifying the registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StatsLog\db_prettynamesize (string)**

You can edit the Windows registry with the registry key to define the size of the host name, also known as the pretty name, within the database for statistical logging.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StatsLog\db_Timeformat**

You can define the date and time format for the database logging by specifying the registry entry keys. When the registry keys are empty, the date and time format of the operating system are used.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Status

Many of the alerts incorporate keywords to describe a server state. By default, the software uses the words up and down, but this can be changed through the registry. A list of single letter keys is in the registry entry HKLM\SOFTWARE\DBU Consulting\Servers Alive\Status. Each letter corresponds with a particular check type, as follows: D – Drive Space; E – External check; F – Perfmon; I – UDP; M – SNMP; N – Netware; O – Oracle; P – Ping; Q – MS-SQL; R – Process; S – Windows Service; U – URL; X – IPX Ping; W – Winsock port (TCP); Under each of the single letter keys, you can find numbered string values. Each one of these represents a particular status keyword, as follows: 1 – down; 2 – possibly down; 3 – unavailable; 4 – maintenance; 5 – up; 6 – unchecked; 7 – possibly unavailable.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Status\P\1 = "-" (string)

If you want to allow Servers Alive to use "-" and "+," instead of "down" and "up" for all pings, you must set the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\Status\P\5 = "+" (string)

If you want to allow Servers Alive to use "-" and "+," instead of "down" and "up" for all pings, you must set the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\StatusSummary\FixedSubject (string)**

Edit this registry entry to specify a default subject for status summaries.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\SYSLog\WithoutProcess (dword)**

By default, the syslog messages sent by Servers Alive include the process name "Servers Alive". You can remove this by adding or editing the registry entry.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\WAP\FTPSleepTime (dword)**

The upload of WAP pages can give a "Busy executing command" error when several files have to be uploaded. By default, Servers Alive waits 100ms after the upload in order to give the socket the time to do a correct reset. If this is too much or too little time, you can change the value in the registry. The maximum value is 5000 (ms).

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\WAP\IncludeAllLargeResponse (dword)**

If you want to publish WML files with your own web server, you must add the needed MIME type to your web server. Some WML browsers need those to be able to show the downloaded WML files. You can edit the Windows registry with the registry key to modify the responses. You will need the following: Associated extension: WML; Content type (MIME): text/vnd.wap.wml.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\WAP\IncludeAllSmallResponse (dword)**

If you want to publish WML files with your own web server, you must add the needed MIME type to your web server. Some WML browsers need those to be able to show the downloaded WML files. You will need the following: Associated extension: WML; Content type (MIME): text/vnd.wap.wml. You can edit the Windows registry with the keys to modify the responses.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers**Alive\WAP\IncludeDownSmallResponse (dword)**

If you want to publish WML files with your own web server, you must add the needed MIME type to your web server. Some WML browsers need those to be able to show the downloaded WML files. You can edit the Windows registry with the registry key to modify the responses. You will need the following: Associated extension - WML; Content type (MIME) - text/vnd.wap.wml.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP>Password (string)

If you want to store your WAP page on a remote server that requires authentication, you can use the registry entry to supply the authentication information. The server listed here should be the same as the server listed in the software for WAP file storage.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\Server (string)

If you want to store your WAP page on a remote server that requires authentication, you can use the registry entry to supply the authentication information. The server listed here should be the same as the server listed in the software for WAP file storage.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\WAP\Username (string)

If you want to store your WAP page on a remote server that requires authentication, you can use the registry entry to supply the authentication information. The server listed here should be the same as the server listed in the software for WAP file storage.

HKEY_LOCAL_MACHINE\SOFTWARE\DBU**Consulting\ServersAlive\StartUp\NetwareVolumev5 (string)**

You can now configure Servers Alive to use Netware Version 5 volume checks by setting the registry key to 1.

HKEY_LOCAL_MACHINE\SOFTWARE\DBUConsulting\Servers**Alive\StartUp\No_confirmation_for_Drag_and_Drop (dword)**

By default, the software asks you to confirm if you want to drag and drop an entry on the Main window. To turn this off, you must add the registry key and then assign a value of 1.

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders

On some Windows 95 and 98 systems, the HTTPS checks fail and write the error message to the log: "failed due to Could not acquire security credentials: error 0x80090305." To fix the error, do the following: 1. Install Internet Explorer 5.5 or newer. 2. Install the DSCLIENT.EXE file that can be found on the Windows 2000 server CD in the directory: \Clients\Win9x\DSCLIENT.EXE. This updates several important pieces of the security subsystem. 3. Update the Windows registry by adding ", schannel.dll" to the end of the string found in the registry key.

Index

A

Access Restrictions • 158
 Add HTML Page Dialog Box • 278
 Add MIBs to the MIB Database Dialog Box • 147, 148
 Add/Edit Alert Dialog Box • 227
 Add/Edit Executive Alert Dialog Box • 72
 Advanced Settings for SMTP Alternate Mail • 5, 42
 Advanced Settings for SNMP Checks • 215, 217
 Advanced Settings for the SMTP Primary Mail DUN and ESMTP • 5, 30, 33, 42
 Agents (Setup Dialog Box) • 139, 141, 224
 AIM (AOL Instant Messenger) (Setup Dialog Box) • 59
 AIM Tab (People Dialog Box) • 311
 AIM, alerts • 268
 AIM, settings • 59
 Alert Tab (Entries Dialog Box) • 225, 229, 234, 236, 239, 247, 258, 260, 265
 Alerts (Setup Dialog Box) • 28
 alerts, adding to people • 303, 305, 307, 309, 311, 315
 alerts, AIM • 268
 alerts, alpha page • 239
 alerts, AOL Instant Messenger • 268
 alerts, commands • 249
 alerts, executive • 71, 72, 74
 alerts, ICQ • 258
 alerts, MSN messages • 260
 alerts, network paging • 241, 243
 alerts, Notepager • 69, 245
 alerts, numeric paging • 247
 alerts, other mail • 234
 alerts, setting up • 28
 alerts, settings • 225
 alerts, SMTP • 229, 236
 alerts, SNMP • 270
 alerts, SNMP trap • 146, 267
 alerts, sounds • 255
 alerts, WinPOPUP messages • 265
 Alpha Paging - SMS (Setup Dialog Box) • 46
 alpha paging, alerts • 239
 alpha paging, settings • 46
 Alternate (Setup Dialog Box) • 39
 America Online Instant Messenger, alerts • 268
 An example • 336
 AOL Instant Messenger, settings • 59

Audio (Setup Dialog Box) • 49
 audio, settings • 49

B

Built-in Servers (Setup Dialog Box) • 151
 built-in servers, settings • 151

C

Check Result RRD Logging (Round Robin Database) (Setup Dialog Box) • 98, 101
 Check Tab
 Database (Microsoft SQL) Option (Entries Dialog Box) • 209
 Database (Oracle) Option (Entries Dialog Box) • 211
 Diskspace Option (Entries Dialog Box) • 200, 279
 DNS Protocol Option (Entries Dialog Box) • 176
 External (Errorlevel) Option (Entries Dialog Box) • 222, 279, 344
 External COM Option (Entries Dialog Box) • 220
 Netware Option (Entries Dialog Box) • 218
 NT Perfmon Option (Entries Dialog Box) • 195, 279
 NT Process Option (Entries Dialog Box) • 191
 NT Service Option (Entries Dialog Box) • 185
 Ping Option (Entries Dialog Box) • 5, 181
 Radius Protocol Option (Entries Dialog Box) • 184
 Remote Agent Check (Entries Dialog Box) • 139, 141, 224
 SNMP Option (Entries Dialog Box) • 213, 279
 TCP Protocol Option (Entries Dialog Box) • 177
 UDP Protocol Option (Entries Dialog Box) • 189
 URL (HTTP/HTTPS) Option (Entries Dialog Box) • 5, 202, 369
 URL (RTSP/MMS) Option (Entries Dialog Box) • 179
 Check Tab (Entries Dialog Box) • 174, 348, 349, 350, 351, 352, 353, 354, 355, 357, 358
 checks, database • 209, 211
 checks, diskspace • 200
 checks, DNS • 176
 checks, for entries • 174
 checks, Netware • 218
 checks, NT • 185, 191, 195
 checks, ping • 181

- checks, radius • 184
- checks, samples • 346, 348, 350, 352, 354, 355, 358
- checks, SNMP • 213
- checks, TCP • 177
- checks, UDP • 189
- checks, UDP protocol • 176
- checks, URL • 179, 202
- COM ODBC (ODBC Query Addon) • 358
- Commands List • 154, 159, 162
- commands, alerts • 249
- Create Database Connection String Dialog Box
 - 81, 83, 89, 94, 358
- Custom Fields (Setup Dialog Box) • 138
- custom fields, creating • 138, 143, 283
- Custom Scripts (Setup Dialog Box) • 143
- custom scripts, creating • 138, 143, 283
- Custom Tab (Entries Dialog Box) • 283

D

- database, checks • 209, 211
- Default Host Names • 15
- Default Page (Setup Dialog Box) • 5, 116
- deleting, items • 291, 292
- diskspace, checks • 200
- DNS Query (Protocols Dialog Box) • 5, 329
- DNS, checks • 176

E

- Edit > Delete All • 292
- Edit > Entry (Entries Dialog Box) • 288
- Edit > Find (Find Dialog Box) • 170
- Edit > Import Hosts (Import Entries Dialog Box) • 289
- Edit > New Entry (Entries Dialog Box) • 171, 288
- Edit > New Entry Based On . . . • 287, 369
- Edit > Changes Wizard (Global Add/Change Dialog Box) • 295
- Edit > Delete • 291
- Edit > Global Change (Replace) (Global Changes Dialog Box) • 293
- Edit > People (People Dialog Box) • 135, 299
- Edit > Protocols (Protocols Dialog Box) • 176, 177, 184, 189, 322
- Edit > Teams (Teams Dialog Box) • 317
- Edit Menu • 168
- editing, entries • 168
- editing, items • 168
- entries, checks • 174
- entries, creating • 171, 172, 174, 225, 277, 287, 289
- entries, deleting • 291, 292
- entries, editing • 288

- entries, logging • 279
- entries, setting up • 27
- Example Template • 113
- Executive Alerts (Setup Dialog Box) • 71
- executive alerts, using • 71, 72, 74
- Executive When Tab (Add/Edit Executive Alert Dialog Box) • 73, 74
- External (Errorlevel), checks • 222
- External Check Samples
 - COM-based Checks • 346
- External Checks
 - Error Level • 9, 223, 344
- External COM, checks • 220

F

- Failure Settings • 55, 57, 59, 62, 64, 65
- failures, settings for • 64
- fields, creating • 138, 143, 283
- File > Setup (Setup Dialog Box) • 27
- File Menu • 26
- File menu, using • 26
- FileSize Check • 350
- finding, items • 170, 293, 295

G

- General (Setup Dialog Box) • 128
- General Tab (Entries Dialog Box) • 172
- general, settings • 128
- getting started • 10
- Getting Started • 6
- Getting Started in the Main Window • 10
- getting started, with Servers Alive • 10

H

- HELO/EHLO commands, SMTP • 30
- Help Menu • 343
- help, getting • 343
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 - Alive\CRC\EndIgnoreTAG (string) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\CRC\EndTAG (string) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 - Alive\CRC\StartIgnoreTAG (string) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 - Alive\CRC\StartTAG (string) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\gb (string value) • 359

- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\kb (string value) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\mb (string value) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\DiskSpace\PercentageMeasure (string) • 359
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\diskspace\tb (string value) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\ExcludeDateTimeInMail (dword) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage" • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\CheckTypeSortOrder (string) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownFontStart • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownFontStop • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\DownIcon (string) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\HostColumn (string) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\Includedownstats (dword) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\IncludeIcons (dword) • 360
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\MaintenanceFontStart • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\MaintenanceFontStop • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\MaintenanceIcon (string) • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\PlaceOfCheckTime (dword) • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\SmallStatusColumn (string) • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\StatusColumn (string) • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\TableBackground (string) • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\TableProperties (string) • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UnavailableFontStart • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UnavailableFontStop • 361
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UnavailableIcon (string) • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UncheckedFontStart • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UncheckedFontStop • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UncheckedIcon (string) • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UpFontStart • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\HTMLPage\UpFontStop • 362

- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\HTMLPage\UpIcon (string) • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\HTMLPage\WebServers" • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\http_show_host_and_prettyname
(string) • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\KeepAlive\KeepAliveSound (string) •
362
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\KeepAlive\KeepAliveSoundMinutes
(dword) • 362
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\KeepAlive\KeepAlivewithSound
(dword) • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\KeepAlive\StartSound (string) • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\KeepAlive\StopSound (string) • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Log\CloseEachTime (dword) • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Log\db_DateFormat • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Log\db_Timeformat • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Log\HTTPBytesinLog (string) • 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\MIBdb\ParentLevelsToSearch (string)
• 363
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Paging\DoubleMessage (dword) • 364
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Paging\MaxMessageSize (string) • 364
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Paging\MaxRedials • 364
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Paging\SplitLongMessage (string) •
364
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers Alive\PingSize • 5,
181, 364
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Proxy\AuthenticationType • 364, 365
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\Proxy\AuthenticationType_2 • 365
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\RRD\pause_for_debug (string) • 365
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\RRD\UseLocalTime (dword) • 365
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\Alternate_DNS_to_use (string)
• 365
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\Alternate_DNS_to_use_2
(string) • 365
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\Alternate_max_size (string) •
366
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\AlternateFooter (string) • 366
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\AlternateHELO (string) • 366
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\AlternateSMTPPort (string) •
366
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\AlternateXHeader (string) •
366
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\CustomDateFormat (string) •
366
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SMTP\CustomFooterMessage (string)
• 366

- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\CustomTimeFormat (string) • 366
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\KeepAliveTo (string) • 366
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\pingtimeout (dword) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\Primary_DNS_to_use (string) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\Primary_DNS_to_use_2 (string) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\Primary_max_size (string) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\PrimaryFooter (string) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\PrimaryHELO (string) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\PrimarySMTPPort (string) • 367
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\PrimaryXHeader (string) • 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SMTP\ResolveAtStart (dword) • 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers Alive\SMTP\timeout (dword) • 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SNMPTrap\Localhost (string) • 5, 51, 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SNMPTrapReceiver\IncludeType • 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SNMPTrap\ResolveHost (dword) • 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\SNMPTrap\SpecificType (string) • 5, 51, 368
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\AcceptIncompleteResponses • 202, 207, 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\AuthenticationErrorIgnoreList • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\CopyRemovesHostID (string) • 287, 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\DisconnectBeforeAuthenticationOnConnection (dword) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\EveningStart (dword) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\ForcedDriveLetter (string value) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\HTMLAlertsSeparator(string) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\Include_down_counter_for_down (dword) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\logHTTP (dword) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\logHTTPFile (string) • 369
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\MorningStart (dword) • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\NumberOfVisibleItems (string) • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\DBU Consulting\Servers
 Alive\Startup\OnCall_start_day (dword) • 370

- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\PerItemCycle string • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\ProcessnameCaseInsensitive
(dword) • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\SortStringPathSize (string) •
370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\tabs_look (dword) • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\Tree_Font_Name (string) •
370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\Tree_Font_Size (string) • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\URL_Word_Separator
(string) • 370
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StartUp\URLContentInsensitive
(dword) • 371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StatsLog\AlwaysHostName
(regdword) • 371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StatsLog\db_AlwaysHostName
(regdword) • 371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StatsLog\db_Dateformat • 371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StatsLog\db_prettynamesize (string) •
371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StatsLog\db_Timeformat • 371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers Alive\Status • 371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers Alive\Status\P\1 = •
371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers Alive\Status\P\5 = •
371
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\StatusSummary\FixedSubject (string)
• 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\SYSLog\WithoutProcess (dword) •
372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\WAP\FTPSleepTime (dword) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\WAP\IncludeAllLargeResponse
(dword) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\WAP\IncludeAllSmallResponse
(dword) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\WAP\IncludeDownSmallResponse
(dword) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\WAP>Password (string) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers Alive\WAP\Server
(string) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU Consulting\Servers
Alive\WAP\Username (string) • 372
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BU
Consulting\ServersAlive\StartUp\NetwareVo
lumev5 (string) • 373
- HKEY_LOCAL_MACHINE\SOFTWARE\D
BUConsulting\Servers
Alive\StartUp\No_confirmation_for_Drag_a
nd_Drop (dword) • 373
- HKEY_LOCAL_MACHINE\SYSTEM\Curren
tControlSet\Control\SecurityProviders • 373
- host names, default • 15
- hosts, importing • 289
- HTML Page (Setup Dialog Box) • 5, 105, 152,
163
- html pages, output settings • 105
- HTTPS, post • 256

I

- ICQ (Setup Dialog Box) • 55

ICQ Tab (People Dialog Box) • 307
 ICQ, alerts • 258
 ICQ, settings • 55
 importing, hosts • 289
 Installation • 7
 Installing a Remote Agent • 139, 141
 installing, software • 7
 Interchange Data (Setup Dialog Box) • 91
 interchange data, settings • 91
 Interface Settings (Setup Dialog Box) • 136

L

License Agreement • 16
 log files, settings • 78
 Logfile (Setup Dialog Box) • 78
 Logging (Setup Dialog Box) • 77
 Logging Tab (Entries Dialog Box) • 279
 logging, settings • 77
 logs, for entries • 279

M

mail, alerts • 234
 management information base, settings • 146
 MIB Database (SNMP) (Setup Dialog Box) • 146
 MIB databases, settings • 146
 Misc Settings (Setup Dialog Box) • 108, 134
 MSN Messenger (Setup Dialog Box) • 57
 MSN Tab (People Dialog Box) • 309
 MSN, alerts • 260
 MSN, settings • 57

N

Netware, checks • 218
 network paging, alerts • 241, 243
 network paging, settings • 65
 Network Tab (Entries Dialog Box) • 284
 new features, using • 5
 NotePage - PageGate (Setup Dialog Box) • 69
 Notepager, using • 69, 245
 Notes Check (NotesDB Check) • 354
 NT, checks • 185, 191, 195
 Numeric Paging (Setup Dialog Box) • 44
 numeric paging, alerts • 247
 numeric paging, settings • 44

O

On Call Tab (People Dialog Box) • 299, 315
 Other Mail (Setup Dialog Box) • 29, 53
 other mail, settings • 53
 Output (Setup Dialog Box) • 104
 Output Tab (Entries Dialog Box) • 277
 output, html pages • 105
 output, settings • 104

output, WAP pages • 122

P

Pager Tab (People Dialog Box) • 305
 People and Teams Example • 300, 317, 319
 people, adding • 299, 300
 people, adding alerts • 303, 305, 307, 309, 311, 315
 performance monitoring • 195
 Person Tab (People Dialog Box) • 300, 315
 ping, checks • 181
 Primary (Setup Dialog Box) • 30
 protocols, databases • 209, 211
 protocols, Diskspace • 200
 protocols, DNS • 176, 329
 protocols, external COM • 220, 222, 344, 346
 protocols, Netware • 218
 protocols, NT • 185, 191, 195
 protocols, Ping • 181
 protocols, Radius • 184, 333
 protocols, SNMP • 213
 protocols, TCP • 177, 323
 protocols, UDP • 189, 326
 protocols, URL • 179, 202
 Proxy Settings (Setup Dialog Box) • 129
 proxy, settings for • 129

R

Radius (Protocols Dialog Box) • 333
 radius, checks • 184
 Register Menu • 341
 Register, View, and Help Menus • 340
 registering, product • 340, 341
 Registry Settings for SMTP • 36, 41
 Remote DF COM (*NIX Diskspace Check) • 348
 Remote PS COM (*NIX Process Check) • 352
 remote sessions, running • 24
 replacing, items • 293, 295
 Round Robin Database, settings • 97, 100, 101
 routes, adding • 284
 RRD Logging (Round Robin Database) (Setup Dialog Box) • 98, 100
 RRD Tools (Round Robin Database) (Setup Dialog Box > RRD Tools > General) • 97, 108, 279
 RRD Tools, using • 97, 100, 101

S

Schedule Tab (Add/Edit Alert Dialog Box) • 228, 273
 Schedule Tab (Entries Dialog Box) • 107, 281
 Scripts Dialog Box • 144, 145
 scripts, custom • 138, 143, 283

- Security (Setup Dialog Box) • 155
- Select Entries Tab (Global Add/Change Dialog Box) • 295, 298
- Servers Alive and Terminal Server Sessions • 24
- services, running Servers Alive as • 24
- setting up, entries • 27
- settings, general • 134
- settings, general options • 128
- settings, interface options • 136
- SMPP (Network Paging) (Setup Dialog Box) • 65
- SMPP, settings • 65
- SMTP (Setup Dialog Box) • 29
- SMTP Tab (People Dialog Box) • 303, 320
- SMTP, alerts • 229, 236
- SMTP, alternate settings • 39
- SMTP, HELO/EHLO commands • 30
- SMTP, primary settings • 30
- SMTP, settings • 29, 36
- SMTP2POP3 COM (Mailflow Check) • 355
- SNMP Trap Receiver (Setup Dialog Box) • 5, 106, 163
- SNMP trap receivers, settings • 163
- SNMP Trap Sending (Setup Dialog Box) • 5, 51
- SNMP Trap, alerts • 267, 270
- SNMP trap, security settings • 166
- SNMP trap, settings • 51
- SNMP, checks • 213
- SNMPv3 Authentication Parameters Dialog Box • 214, 216
- SNPP (Network Paging) (Setup Dialog Box) • 62
- SNPP, settings • 62
- sounds, alerts • 255
- SSH Server (Setup Dialog Box) • 162
- SSH servers, security • 155
- SSH servers, settings • 162
- Startup Settings (Setup Dialog Box) • 105, 107, 131, 272, 320
- startup, settings • 131
- Statistical Logging (Setup Dialog Box) • 86
- statistical logging, settings • 86
- status summaries, getting • 126
- Status Summary (Setup Dialog Box) • 126
- summaries, getting • 126
- support, technical • 18, 343
- Syslog (Setup Dialog Box) • 84
- syslogs, settings • 84

T

- TCP (Protocols Dialog Box) • 323
- TCP, checks • 177

- teams, creating • 317, 319
- Technical Support • 18
- technical support, getting • 18
- Telnet Server (Setup Dialog Box) • 154
- Telnet servers, security • 158
- Telnet servers, settings • 154
- Terminal Server sessions, running • 24
- To Database (Interchange Data) (Setup Dialog Box) • 94
- To Database (Logfile) (Setup Dialog Box) • 81
- To Database (Statistical Logging) (Setup Dialog Box) • 89
- To File (Interchange Data) (Setup Dialog Box) • 92
- To File (Logfile) (Setup Dialog Box) • 79
- To File (Statistical Logging) (Setup Dialog Box) • 87
- trademarks and copyrights • 19
- Trap Alert Tab (Add/Edit Alert Dialog Box) • 167, 228, 275
- Trap Alerts (Setup Dialog Box) • 162, 163, 166
- traps, implementing • 275

U

- UDP (Protocols Dialog Box) • 326
- UDP, checks • 189
- Uptime Logging (Setup Dialog Box) • 103
- URL, checks • 179, 202

V

- VB scripts, using • 138, 143, 283
- View Menu • 342
- viewing, software • 342
- Visual Basic, scripts • 138, 143, 283

W

- WAP Page (Setup Dialog Box) • 122
- WAP pages, settings • 122
- Web Server (Setup Dialog Box) • 152
- web servers, settings • 152
- What Tab

- Alpha Page/SMS (Add/Edit Alert Dialog Box) • 72, 166, 227, 239
- Do an SNMP SET (Add/Edit Alert Dialog Box) • 73, 228, 270
- Execute Command (Add/Edit Alert Dialog Box) • 72, 227, 249
- Generic NotePager-PageGate Message File (Add/Edit Alert Dialog Box) • 72, 166, 227, 245
- HTTP(S) GET/POST (Add/Edit Alert Dialog Box) • 73, 227, 256
- Numeric Page (Add/Edit Alert Dialog Box) • 72, 166, 227, 247
- Send AIM Message (Add/Edit Alert Dialog Box) • 73, 167, 228, 268
- Send ICQ Message (Add/Edit Alert Dialog Box) • 73, 166, 227, 258
- Send MSN Message (Add/Edit Alert Dialog Box) • 73, 166, 227, 260
- Send Network Page (SMPP) (Add/Edit Alert Dialog Box) • 72, 166, 227, 243
- Send Network Page (SNPP) (Add/Edit Alert Dialog Box) • 72, 166, 227, 241
- Send Other Mail (Add/Edit Alert Dialog Box) • 53, 72, 166, 227, 234
- Send SMTP Mail (Alternate) (Add/Edit Alert Dialog Box) • 72, 166, 227, 236
- Send SMTP Mail (Primary) (Add/Edit Alert Dialog Box) • 72, 166, 227, 229
- Send SNMP Trap (Add/Edit Alert Dialog Box) • 73, 167, 228, 267
- Send WinPOPUP Message (Add/Edit Alert Dialog Box) • 73, 166, 228, 265
- Send XMPP/Jabber Message • 228, 263
- Sound (Add/Edit Alert Dialog Box) • 73, 167, 227, 255
- What Tab (Global Add/Change Dialog Box) • 296, 298
- What's New? • 5
- When Tab (Add/Edit Alert Dialog Box) • 143, 228, 271
- WinPOPUP, alerts • 265

X

- XMPP (Jabber) (Setup Dialog Box) • 61
- XMPP Tab (People Dialog Box) • 313
- XMPP/Jabber, settings • 61, 263, 313