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1 Introduction

1.1 About Server Nanny

Just Want to Get Started using Sever Nanny?

To get started as quickly as possible take a look at the [concepts](#)^[1] and [quick start](#)^[2] help pages. In just a few minutes you will have the information you need to start setting up Server Nanny to monitor your systems.

If you have any questions or comments please see the [getting support](#)^[2] help page for ways to find the information you need.

What is Server Nanny?

Server Nanny [network server monitoring software](#) is a [network monitor](#) and [server monitor](#) which runs on Windows 2000, XP, and 2003.

The system monitors devices from a central server, and does not require any type of "agent" to be installed on the monitored devices. Some monitors do require [WMI](#) (Windows Management Instrumentation) to be installed, but it is a part of Windows that is normally installed by default.

How can Server Nanny help?

The primary function of Server Nanny is to **send notifications** when something goes wrong with any of the devices it is monitoring. You have to know about a problem before you can correct it, so Server Nanny will **notify you immediately** when a problem is detected to minimize downtime of your systems. At the same time it **frees you** from time consuming manual monitoring which is inefficient and expensive.

Server Nanny provides **powerful scheduling** of contacts and notifications. For example you can choose to notify Ted about problems only on Monday and Wednesday from 12:00PM to 4:00PM. You can even go one step further and notify Ted by email from 12:00PM to 3:00PM then by SMS text message from 3:00PM to 4:00PM.

Server Nanny can also **perform actions** such as rebooting servers, restarting Windows services, and more to **automatically correct problems**. All of this is done automatically for you.

For **ultimate flexibility** Server Nanny can execute your own custom scripts and executables for monitors, notifications, and actions.

2 Getting Started

2.1 Concepts

Before you begin configuring Server Nanny we would like to take a minute to introduce some of the basic concepts that are used throughout the documentation.

After reading this you might want to take a look at the [quick start](#)^[2] demo.

Monitors

Server Nanny uses the term **monitor** to refer to a single check on a network device. For example, if you set up Server Nanny to ping a device to make sure it is reachable then that is a monitor.

Notifications

The term **contact** is used to refer to a person that should be notified when a problem occurs. Each contact will have one or more **notifications** assigned. A notification is a method used to send messages to the contact, such as sending an email or net send alert.

Contacts must belong to at least one group which is called a **contact group**. A single contact may belong to an unlimited number of contact groups.

When assigning notifications to a monitor you assign at the contact group level.

Actions

Actions refer to things like rebooting servers and restarting services. These can usually be thought of as things Server Nanny does automatically to correct problems that it detects..

2.2 Quick Start

The quick start graphical demo will take you through the process of setting up a device, monitor, notifications, and an action. Once you view the quick start graphical demo you will have the necessary knowledge to use the most common features of Server Nanny.

Please open this URL to view the quick start demo
<http://www.XenosSoftware.com/servernanny/demos/QuickOverview.htm>.

3 Have Questions?

3.1 Getting Support

We offer a few support methods for Server Nanny to help you get the information you need as quickly as possible.

We are always looking for ways to offer better support, so other options than those listed may be available. Please visit <http://www.ServerNanny.com> for the latest information.

1. Knowledge Base (<http://www.ServerNanny.com/kb>)
2. Email (<http://www.ServerNanny.com/support.php>)

Thank you for using Server Nanny, and please let us know if you have suggestions or comments about anything related to this product. We are always looking for feedback to improve all aspects of our product and service.

4 Console

4.1 System settings

4.1.1 Email

These settings tell the system what SMTP server to use for sending emails about system events and the status of devices.

Settings

SMTP server address - SMTP server to use. You may enter multiple servers here in case one is down (separated by a comma). They will be used in the order they appear.

SMTP server port - Port the server's SMTP server is listening on (usually 25)

Valid from domain - A domain the SMTP server will accept mail from

This server requires authentication - Check this box if your SMTP server requires a login

Username - User name for the server

Password - Password for the server

4.1.2 System Alerts

These settings tell the system how to react to problems detected with the monitoring system.

Settings

Send an email notification if a system error occurs - Check this box if you want the system to send an email alert if a system error occurs.

Email address - Address to send the email alert to

Beep system speaker if a system error occurs - Check this box if you want the system to beep the computer's system speaker if a system error occurs.

Unexpected error - Generated when an unexpected error happens

Failed notification - Generated when a notification fails

Failed action - Generated with an action fails

4.1.3 Engine

These settings are for the monitoring engine service.

Settings

Monitor threads - Number of monitor threads in the monitor thread pool

Notification threads - Number of notification threads in the notification thread pool

Action threads - Number of action threads in the action thread pool

4.1.4 Web Server

These settings control the internal web server. It is used to view the system status from any web browser.

Settings

Enable internal web server - Check to enable the web server

Port - Port the web server should listen on

Sample URL - Sample URL to access the web server. You can click it to test the settings.

4.1.5 Logging

These options are related to the logging of performance data. Reports and graphs can be generated from logged data. Log files are compressed and archived on a daily basis.

Settings

Enable logging - Check this box to enable generation of monitoring logs.

Folder to store log files in - Folder to compress and store log files

4.1.6 Updates

These settings control how the system looks for software updates.

Settings

Automatically check for update at startup - Check this box and the system will check for a newer version when the console starts.

5 Device

5.1 General

These settings are common to all devices.

Settings

Device name - The name you would like to give this device.

Location - The location of this device.

Contact - The person responsible for this device.

Notes - Any important notes about the device.

5.2 Schedule

These settings control when monitoring for a device will be suspended.

Settings

Override global settings - Check this option to override the global maintenance schedule.

Day(s) - Check the day(s) you would like to suspend monitoring.

Time - Select the start and end time that monitoring should be suspended.

6 Monitors

6.1 General

The settings on this page are common to all monitors.

Settings

Monitor name - The name you would like to give this monitor.

Fault after...consecutive failure(s) - Number of consecutive failures to consider the monitor failed.

Check every (successful and failing) - How often this monitor will be checked when it is successful and failing.

Log data for report / graph generation - Check this option to log data for this monitor to generate graphs and reports.

6.2 Notifications

This dialog allows you to set the contact groups to notify when a monitor changes state.

Settings

Use "Add" and "Remove" to select the groups that should be notified.

Manage Notifications - Click this button to manage notifications.

6.3 Actions

This dialog allows you to create actions that should be performed if this monitor fails.

Settings

Use the "Add", "Edit...", and "Remove" buttons to manage actions for this monitor.

6.4 Dependencies

This dialog allows you to set the monitor(s) this monitor depends on. If any of the monitors checked here are down this monitor will not be checked.

Settings

Place a check next to the monitor(s) this monitor depends on.

6.5 General

6.5.1 Ping

The ping monitor tests a device's basic network system response.

Settings

Address - This is the name of the device you would like to ping.

Max response time - This is the maximum time to give the device to respond before the monitor fails.

6.5.2 SNMP

The SNMP monitor uses the Simple Network Management Protocol to retrieve and validate a system metric.

Settings

IP or DNS name - Address of the device you would like to retrieve the value from

Port - Port the SNMP software is using on the remote device

Read community - Read community of the remote device

Read timeout - Number of milliseconds to wait for a response from the remote device before timing out

Query - Identifier of the metric to read. This must be in the numerical format.

Value type - Type of the metric being read

Value should - Method used to validate the metric

Validation value - Reference value used to validate the metric

6.6 Web

6.6.1 Authentication

The web authentication settings allow you to specify the authentication method for a HTTP or HTTPS request.

Settings

Type - Type of authentication to use. If you are unsure setting to "Auto" will try all supported methods.

Username - Username to use when authenticating

Password - Password to use when authenticating

6.6.2 Proxy

The web proxy settings allow you to specify a proxy server to send the HTTP or HTTPS request through.

Settings

____ **Type** - Type of proxy server

Username - Username for the proxy server

Password - Password for the proxy server

6.6.3 HTTP

6.6.3.1 Response code

The HTTP response code monitor queries a web server and checks the response code. An example of a response code is 404, not found.

Settings

URL - Base URL for the web site (ie. <http://www.servernanny.com>) . It must include the <http://> prefix. If you want to pass any variables via the query string (HTTP GET) you can insert them at the end of the URL (ie. <http://www.servernanny.com/?a=1&b=2>).

Port - Port the web server is running on

Timeout - Number of seconds to wait before the request times out

Post Data - Enter data that should be sent to the page via HTTP POST.

6.6.3.2 Response content

The HTTP response content monitor checks a web page response HTML for valid and invalid content.

Settings

URL - Base URL for the web site (ie. http://www.servernanny.com) . It must include the http:// prefix. If you want to pass any variables via the query string (HTTP GET) you can insert them at the end of the URL (ie. http://www.servernanny.com/?a=1&b=2).

Port - Port the web server is running on

Timeout - Number of seconds to wait before the request times out

Timeout - Number of seconds to wait before the request times out

Post Data - Enter data that should be sent to the page via HTTP POST.

Valid string(s) - Strings that should be in the response (non case sensitive substring search)

Invalid string(s) - String(s) that should NOT be in the response (non case sensitive substring search)

6.6.4 HTTPS

6.6.4.1 Response code

The HTTPS response code monitor queries a web server and checks the response code. An example of a response code is 404, not found. It also checks to make sure the SSL certificate is valid.

Settings

URL - Base URL for the web site (ie. https://www.servernanny.com) . It must include the https:// prefix. If you want to pass any variables via the query string (HTTP GET) you can insert them at the end of the URL (ie. https://www.servernanny.com/?a=1&b=2).

Port - Port the web server is running on

Timeout - Number of seconds to wait before the request times out

Post Data - Enter data that should be sent to the page via HTTPS POST.

6.6.4.2 Response content

The HTTP response content monitor checks a web page response HTML via HTTPS for valid and invalid content. It also checks the SSL certificate for the site.

Settings

URL - Base URL for the web site (ie. https://www.servernanny.com) . It must include the https:// prefix. If you want to pass any variables via the query string (HTTP GET) you can insert them at the end of the URL (ie. https://www.servernanny.com/?a=1&b=2).

Port - Port the web server is running on

Timeout - Number of seconds to wait before the request times out

Post Data - Enter data that should be sent to the page via HTTPS POST.

Valid string(s) - Strings that should be in the response (non case sensitive substring search)

Invalid string(s) - String(s) that should NOT be in the response (non case sensitive substring search)

6.7 DNS

6.7.1 Forward (Host to IP)

The DNS forward lookup monitor verifies that a host name returns a valid IP address.

Settings

Hostname - Host name to look up

Valid IP address list - Comma separated list of value IP addresses for the host

6.7.2 Reverse (IP to host)

The DNS reverse lookup monitor verifies an IP address returns a valid host name

Settings

IP Address - Address to look up

Valid hostname - Host name the IP should return

6.7.3 MX (Mail Exchanger)

The DNS MX monitor verifies a domain is returning the correct mail exchanger.

Settings

Domain - Domain to check. Enter the domain only (ie. servernanny.com)

Valid mail server list - Comma separated list of valid mail servers

6.8 TCP Port

6.8.1 Connect

The port connect monitor verifies the specified TCP port is listening for connections.

Settings

Address - Address of the device to connect to

Port - Remote device port

6.8.2 Analyze Response

The port connect monitor verifies the specified TCP port is listening for connections. It also reads the connection response text and checks the text for valid strings.

Settings

Address - Address of the device to connect to

Port - Remote device port

6.9 FTP

6.9.1 Login

The FTP login monitor verifies that an FTP server can be logged into.

Settings

Address - This is the name of the device you would like to ping.

Port - This is the maximum time to give the device to respond before the monitor fails.

Username - FTP username to log in as

Password - FTP password to use

6.10 Email

6.10.1 SmtP

The SmtP email server monitor will connect to the specified SmtP server and verify that it sends an appropriate connect response.

Settings

Server - The SmtP server to connect to

Port - The port the SmtP server is using

Server connect response... - A string that must be present in the server's response, using the default value should be all most users need.

6.10.2 Pop3

The Pop3 email server monitor will connect to the specified Pop3 server and verify that it sends an appropriate connect response.

Settings

Server - The Pop3 server to connect to

Port - The port the Pop3 server is using

Server connect response... - A string that must be present in the server's response, using the default value should be all most users need.

6.11 Microsoft

6.11.1 Server

6.11.1.1 Event log

The Windows event long monitor scans an event log for important events that you specify.

Settings

Server - Name of the server the event log is on

Event log name - Name of the event log to scan. **NOTE:** If this log does not exist the application log will be opened. This is default Windows behavior.

Event Types

Information - Check to fail on information events

Warning - Check to fail on warning events

Error - Check to fail on error events

Failure Audit - Check to fail on failure audit events

Success audit - Check to fail on success audit events

Time

Only scan events after - Events that were logged before this time will not be scanned. Each time the monitor is run this value will be updated for the next check. This ensures only new events to trigger a failure.

Filters

Filters will allow you to scan only certain events. To disable any filter enter "*" or "0" in the text box.

Source - Only scan events from the specified source

Event ID - Only scan events with this event ID

Description - Only scan events with this text in their description.

6.11.1.2 Performance counter

The performance counter monitor retrieves and validates any metric from a Windows [performance counter](#).

Settings

Path - Specifies the path to the performance counter value to retrieve

Value should be - Type of validation to apply to the metric

Validation value - Value the metric will be validated against

6.11.1.3 Processor usage

The system processor usage monitor checks the CPU usage of a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Max processor usage - Maximum valid CPU usage

6.11.1.4 Process count

The system process count monitor checks the number of processes running on a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Max processes - Maximum valid process count

6.11.1.5 Free physical memory

The system free physical memory monitor checks the physical memory usage of a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Min free - Minimum valid free physical memory (Megabytes)

6.11.1.6 Free virtual memory

The system free virtual memory monitor checks the virtual memory usage of a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Min free - Minimum valid free virtual memory (Megabytes)

6.11.1.7 Free paging space

The system free paging space monitor checks the paging space usage of a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Min free - Minimum valid free paging space (Megabytes)

6.11.2 Process

6.11.2.1 Running

The process running monitor check that a process is running on a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server the process should be running on

Process name - Name of the process to check

Process should be - Status the process should be in

6.11.2.2 CPU usage

The process processor usage monitor checks the CPU usage of a single process on remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Process name - Name of the process to check

Max usage - Maximum valid CPU usage for the process (Percent)

Fail if process not running - Check this option fail if the process is not running.

6.11.2.3 Memory usage

The process memory usage monitor checks the memory usage of a single process on a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Process name - Name of the process to check

Max memory - Maximum valid memory usage for the process (Kilobytes)

Fail if process not running - Check this option fail if the process is not running.

6.11.2.4 Thread count

The process thread count monitor checks the thread count of a single process on a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Process name - Name of the process to check

Max threads - Maximum valid number of threads the process should have

Fail if process not running - Check this option fail if the process is not running.

6.11.2.5 Handle count

The process handle count monitor checks the handle count of a single process on a remote Windows server. It requires [WMI](#) to be installed on the monitored server.

Settings

Server - Server to retrieve the value from

Process name - Name of the process to check

Max handles - Maximum valid number of handles the process should be using

Fail if process not running - Check this option fail if the process is not running.

6.11.3 Service

6.11.3.1 Run status

The service run status monitor verifies the status of a service on a remote Windows server.

Settings

Server name - Name of the server the service in on

Service name - Name of the service to check

Valid run status - Run status the service should be in

6.11.4 Storage

6.11.4.1 Free space

The free storage space monitor verifies the amount of free space on a local drive or network

share.

Settings

Path - Path to the storage device to check

Minimum space - Minimum valid free space on the storage device

6.11.5 Exchange 2000

6.11.5.1 Health

The Exchange 2000 health monitor can check to make sure important Exchange services are running and also gauge the current server load.

Settings

Server - Name of the server Exchange 2000 is running on

Services

Information store - Check to verify the information store service is running

MTA stacks - Check to verify the MTA stacks service is running

System attendant - Check to verify the system attendant service is running

Routing engine - Check to verify the routing engine service is running

IMAP4 - Check to verify the IMAP4 service is running

POP3 - Check to verify the POP3 service is running

Site replication - Check to verify the site replication service is running

Server Load

The server load options check metrics of Exchange that can show when the server is overloaded. The initial settings are estimates, and you may have to adjust them to your particular server for the best performance.

Receive queue size - This is the number of received message Exchange is waiting to process. This value should be low. A high value indicates Exchange is receiving messages faster than it can route them.

Send queue size - This is the number of messages waiting to be sent by Exchange. This value should be low. A high value indicates more message are being sent to Exchange than it can send efficiently.

User count - This is the number of users actively using the information store.

RPC requests - This is the number of client requests currently being serviced by Exchange. This value should be below 25. A high value indicates Exchange is overloaded with client requests.

6.11.6 Exchange 2003

6.11.6.1 Health

The Exchange 2003 health monitor can check to make sure important Exchange services are running and also gauge the current server load.

Settings

Server - Name of the server Exchange 2003 is running on

Services

Information store - Check to verify the information store service is running

MTA stacks - Check to verify the MTA stacks service is running

System attendant - Check to verify the system attendant service is running

Routing engine - Check to verify the routing engine service is running

IMAP4 - Check to verify the IMAP4 service is running

POP3 - Check to verify the POP3 service is running

Site replication - Check to verify the site replication service is running

Server Load

The server load options check metrics of Exchange that can show when the server is overloaded. The initial settings are estimates, and you may have to adjust them to your particular server for the best performance.

Receive queue size - This is the number of received message Exchange is waiting to process. This value should be low. A high value indicates Exchange is receiving messages faster than it can route them.

Send queue size - This is the number of messages waiting to be sent by Exchange. This value should be low. A high value indicates more message are being sent to Exchange than it can send efficiently.

User count - This is the number of users actively using the information store.

RPC requests - This is the number of client requests currently being serviced by Exchange. This value should be below 25. A high value indicates Exchange is overloaded with client requests.

6.11.7 SQL Server

6.11.7.1 Connect

The Microsoft SQL connect monitor verifies that a Microsoft SQL server database can be accessed by the specified username and password.

Settings

Server - Database server to connect to

Use SQL server authentication - Select this option to use SQL server authentication.

Database - Name of the database to log into (SQL server authentication only)

Username - User name for the database (SQL server authentication only)

Use Windows authentication - Select this option to use Windows authentication. The appropriate Windows accounts must have access to the database.

Password - Password for the database

6.11.7.2 Query

The Microsoft SQL query monitor verifies that the specified query is executed successfully on the database server.

Settings

Server - Database server to connect to

Use SQL server authentication - Select this option to use SQL server authentication.

Database - Name of the database to log into (SQL server authentication only)

Username - User name for the database (SQL server authentication only)

Use Windows authentication - Select this option to use Windows authentication. The appropriate Windows accounts must have access to the database.

Password - Password for the database

SQL query - The query to execute.

6.12 Linux**6.12.1 Server****6.12.1.1 Number Users**

The Linux server number users monitor monitors the number of logged on users on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

User count - Valid range of users logged in. The monitor will fail if the number of logged on users goes outside this range.

6.12.1.2 Process Count

The Linux server process count monitor monitors the number of processes on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Process count - Valid range of process count. The monitor will fail if the number of processes goes outside this range.

6.12.1.3 Free Physical Memory

The Linux server free physical memory monitor monitors the free physical memory on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Memory level - Valid memory level. The monitor will fail if the free physical memory goes below this value.

6.12.1.4 Free Swap Space

The Linux server free swap space monitor monitors the free swap space on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Swap space - Valid swap space level. The monitor will fail if the free swap space goes below this value.

6.12.1.5 Used Physical Memory

The Linux server used physical memory monitor monitors the used physical memory on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Memory level - Valid memory level. The monitor will fail if the used physical memory goes above this value.

6.12.1.6 Used Swap Space

The Linux server used swap space monitor monitors the used swap space on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Swap space - Valid swap space level. The monitor will fail if the used swap space goes above this value.

6.12.2 Process

6.12.2.1 Running

The Linux process running monitor checks to see if a process is running on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Process name - The name of the process to check

Process status - The valid run status for the process. The monitor will fail if the process does not match this status.

6.12.2.2 Memory Usage

The Linux process memory usage monitor checks a process's memory usage on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Process name - The name of the process to check

Memory usage - The maximum memory usage for the process. The monitor will fail if the process's memory usage goes above this level. If there is more than one process with the same name, then the one with the highest memory usage will be checked.

6.12.2.3 Count

The Linux process count monitor checks the number of processes running with the specified name on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Process name - The name of the process to check

Process count - The process count range for processes with the specified name. If the process count goes outside this range the monitor will fail.

6.12.3 Network Interface

6.12.3.1 Admin Status

The Linux network interface admin status monitor checks a network interface's admin status on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Interface name - The name of the network interface to check

Interface status - The admin status the network interface should be in

6.12.3.2 Operational Status

The Linux network interface operational status monitor checks a network interface's operational status on a Linux server.

This monitor requires SNMP to be installed on the server. Please see your server's documentation if SNMP is not already installed.

Settings

Server - The address of the server to monitor

Community - The SNMP community for the server

Port - The SNMP port for the server

Interface name - The name of the network interface to check

Interface status - The operational status the network interface should be in

6.13 Oracle

6.13.1 Connect

The Oracle connect monitor will connect to an instance of Oracle to verify it is responding.

Settings

Host string - The host string used to connect to the Oracle database (usually looks like "SERVER/DATABASE").

Username - A valid username for the database.

Password - The password for the above username.

6.13.2 Query

The Oracle query monitor will connect to an instance of Oracle and attempt to execute the specified query.

Settings

Host string - The host string used to connect to the Oracle database (usually looks like "SERVER/DATABASE").

Username - A valid username for the database.

Password - The password for the above username.

SQL query - The SQL query to execute.

6.14 SensaTronics

6.14.1 Temperature

The SensaTronics temperature monitor gathers data from a temperature probe connected to monitoring modules manufactured by SensaTronics (<http://www.SensaTronics.com>).

Settings

Model - SensaTronics sensor model.

Probe number - Probe number the temperature sensor you want to check is connected to

IP address - IP address of the sensor module

Temp unit - Unit the temperature monitor is set to use

Access sensor using HTTP - Select this option to use HTTP to communicate with the sensor

HTTP port - HTTP port for the sensor, only applies when using HTTP to communicate with the sensor.

Access sensor using SNMP - Select this option to use SNMP to communicate with the sensor

Read community - SNMP read community for the sensor, only applies when using SNMP to communicate with the sensor

Temp values should be between... - Enter the lower and upper limits the temperature should be within. If it goes outside this window the monitor will fail.

6.14.2 Humidity

The SensaTronics humidity monitor gathers data from a humidity probe connected to monitoring modules manufactured by SensaTronics (<http://www.SensaTronics.com>).

Settings

Model - SensaTronics sensor model.

Probe number - Probe number the humidity sensor you want to check is connected to

IP address - IP address of the sensor module

Access sensor using HTTP - Select this option to use HTTP to communicate with the sensor

HTTP port - HTTP port for the sensor, only applies when using HTTP to communicate with the sensor.

Access sensor using SNMP - Select this option to use SNMP to communicate with the sensor

Read community - SNMP read community for the sensor, only applies when using SNMP to communicate with the sensor.

Humidity should be between... - Enter the lower and upper limits the humidity should be within. If it goes outside this window the monitor will fail.

6.14.3 Wetness

The SensaTronics wetness monitor gathers data from a wetness probe connected to monitoring modules manufactured by SensaTronics (<http://www.SensaTronics.com>).

Settings

Model - SensaTronics sensor model

Probe number - Probe number the wetness sensor you want to check is connected to

IP address - IP address of the sensor module

Access sensor using HTTP - Select this option to use HTTP to communicate with the sensor

HTTP port - HTTP port for the sensor, only applies when using HTTP to communicate with the sensor.

Access sensor using SNMP - Select this option to use SNMP to communicate with the sensor

Read community - SNMP read community for the sensor, only applies when using SNMP to communicate with the sensor.

Wetness should be between... - Enter the lower and upper limits the wetness should be within. If it goes outside this window the monitor will fail.

6.15 Custom

6.15.1 Executable

The custom executable monitor will run a custom application and check its return code to validate the outcome.

Settings

Executable path - Path to the program to run (see [notification templates](#) ²⁵ for variables)

Parameters - Command line parameters to pass (see [notification templates](#) ²⁵ for variables)

Return value check type - Type of validation to apply to the program's return code

Success return value - Value to validate the return code against

6.15.2 Script

The custom script monitor will run a custom script (vbs, wsh, js, etc) and check its return code to validate the outcome.

Settings

Script path - Path to the script to run (see [notification templates](#) ²⁵ for variables)

Parameters - Command line parameters to pass (see [notification templates](#) ²⁵ for variables)

Return value check type - Type of validation to apply to the script's return code

Success return value - Value to validate the return code against

7 Notifications

7.1 Contact Groups

7.1.1 General

A contact group is a groups of contacts. Each contact group can have an unlimited number of contacts.

In turn each contact can have an unlimited number of notifications. A notification is a method of sending alerts to a contact (ie. email, net send, SMS).

7.2 Contacts

7.2.1 General

Contacts are basically individuals that should be contacted when the status of a monitor changes.

This dialog accepts general details about the contact.

7.2.2 Notifications

Each contact is assigned notification methods here. Add as many notification types as you wish.

7.3 Manage Notifications

The manage notifications dialog is used to create groups, contacts, and notification methods.

Server Nanny has a very flexible notification system. Notifications (email, SMS, etc) are assigned to contacts and contacts are assigned to groups.

Groups are assigned to be notified when the state of a monitor changes.

You can assign schedules for contacts and notifications. For example, you might want John notified on Monday - Friday from 8:00AM to 5:00PM then Ted notified Monday through Friday from 5:00PM to 8:00PM.

Unlimited notifications can be assigned to a contact and use the same type of scheduling. For example, John could be notified by net send message on Monday, Wednesday, and Friday from 8:00AM - 12:00PM then SMS from 12:00PM to 5:00PM. You could set up totally different notifications for Tuesday and Thursday.

7.4 Notification templates

Notification templates allow you to set up generic notification text that can be used for a variety of monitors. You simply insert one of the tags below, and the appropriate value will be inserted into the notification text by the system.

Group

%GROUP_NAME% - Name of the group

%GROUP_ID% - ID of the group

Device

%DEVICE_NAME% - Name of the device

%DEVICE_ID% - ID of the device

%DEVICE_LOCATION% - Location of the device

%DEVICE_CONTACT% - Contact for the device

%DEVICE_NOTES% - Notes for the device

%DEVICE_STATUS% - Device status (failed or recovered)

Monitor

%MONITOR_NAME% - Name of the monitor

%MONITOR_ID% - ID of the monitor

%MONITOR_MESSAGE% - Monitor status message

Notification

%NOTIFICATION_NAME% - Name of the notification

7.5 General

These settings are common to all notifications.

Settings

Notification name - Name for this notification

Fault trigger count - Fault number to send this notification on

Send on device recovery - If checked a second notification will be sent when a monitor recovers

7.6 Schedule

These options are used to tell the system when this contact/notification should be active.

For example, you might want this contact to be notified by email from 8:00AM to 5:00PM Monday through Friday then pager/SMS from 12:00PM - 5:00PM on the weekend. This allows you to pick the best type of notification for a contact based on the current time.

The same powerful scheduling is available for each individual notification as well.

Settings

Use / Don't use schedule - Whether to use a schedule or make this notification active all the time

Schedule - Day(s) and time(s) this notification should be active

7.7 Notification Types

7.7.1 Sound

The sound notification plays a sound file on the local machine when a monitor changes state.

Settings

Path to file - Sound file to play (must be in WAV format)

7.7.2 Email

The email notification sends an email message when a monitor changes state.

Settings

From - Email from address (should be a domain your email server accepts mail from)

Recipient(s) - Email address(es) to send the message to

Subject - Subject line of the message (see [notification templates](#) ²⁵ for variables)

Message - Body of the message (see [notification templates](#)^[25] for variables)

7.7.3 Numeric pager

The numeric pager notification sends a numeric pager message via an analog modem using touch tones when a monitor changes state.

Settings

COM port - Port the modem is installed on

Speed - Baud rate the modem supports

Provider phone number - Pager gateway number

Numeric message (fail) - Numeric message to send on failure

Numeric message (recover) - Numeric message to send on recovery

Message delay - Time (in seconds) to wait after the pager gateway is dialed before sending the message touch tones.

7.7.4 SMS

The SMS notification send an SMS text message via an analog modem when a monitor changes state.

Settings

Gateway protocol - Protocol your provider's dial up gateway uses

COM port - Port the modem is installed on

Speed - Baud rate of your provider's gateway

Parity - Parity of your provider's gateway

Data bits - Number of data bits your provider's gateway supports

Stop bits - Number of stop bits your provider's gateway supports

Provider phone number - Phone number to dial into your provider's gateway

Password - Some provider's require a password (most do not). If yours does enter it here.

From - Message from number

To - Mobile phone number to send message to

Message text - Message to send (see [notification templates](#)^[25] for variables)

7.7.5 SMS (Clickatell)

The Clickatell SMS notification uses the Clickatell (<http://www.clickatell.com>) service to send a

message to a mobile device when a monitor's state changes. This type of notification is very cost effective and easy to set up.

Server Nanny is not affiliated with Clickatell in any way.

How do I create an account with Clickatell?

- (1) Visit <http://www.clickatell.com>
- (2) Register to open an account
- (3) Login to your account
- (4) Click the "API" tab
- (5) Add a new "product" with any name you choose "ie. Server Nanny"
- (6) Note the "API ID" - It will be used to configure the notification inside Server Nanny
- (7) Add the desired number of credits to send messages and configure your preferences

Settings

API ID - The API ID assigned to you by Clickatell in step 6 above

Username - Username used to login to Clickatell in step 3 above

Password - Password used to login to Clickatell in step 3 above

To (mobile number) - Number of the mobile device to send the message to

Message text - Message to send (see [notification templates](#)^[25] for variables)

7.7.6 Net send

The net send notification sends a network popup message when a monitor changes state.

Settings

Server to send message to - Server to send the popup message to

Message - Message text to send (see [notification templates](#)^[25] for variables)

7.7.7 Executable

The custom executable notification runs a custom program when a monitor changes state.

Settings

Executable path - Path to the program to run (see [notification templates](#)^[25] for variables)

Parameters - Command line parameters to pass (see [notification templates](#)^[25] for variables)

Check return value - If checked the return value will be checked to determine success

Return value check type - Type of validation to apply to the program's return code

Success return value - Value to validate the return code against

7.7.8 Script

The custom script notification runs a custom script (vbs, wsh, js, etc) when a monitor changes state.

Settings

Script path - Path to the script to run (see [notification templates](#) for variables)

Parameters - Command line parameters to pass (see [notification templates](#) for variables)

Check return value - If checked the return value will be checked to determine success

Return value check type - Type of validation to apply to the program's return code

Success return value - Value to validate the return code against

8 Actions

8.1 General

These options are common to all actions.

Settings

Action name - Name you would like to give the action

Fault trigger count - Number of faults that trigger this action

8.2 Server

8.2.1 Restart server

This action restarts a Windows server when a monitor fails.

Settings

Server name - Name (or IP) of the server

Restart delay - Amount of time the server should display a restart warning message box to logged in users before rebooting

8.2.2 Shutdown server

This action shuts down a Windows server when a monitor fails.

Settings

Server name - Name (or IP) of the server

Restart delay - Amount of time the server should display a shutdown warning message box to logged in users before shutting down

8.2.3 Start service

This action starts a Windows service when a monitor fails.

Settings

Server name - Name (or IP) of the server

Service name - Name of the service

8.2.4 Stop service

This action stops a Windows service when a monitor fails.

Settings

Server name - Name (or IP) of the server

Service name - Name of the service

8.2.5 Restart service

This action restarts a Windows service when a monitor fails.

Settings

Server name - Name (or IP) of the server

Service name - Name of the service

8.3 Custom

8.3.1 Executable

The custom executable action runs a custom program when a monitor fails.

Settings

Executable path - Path to the program to run (see [notification templates](#) ²⁵ for variables)

Parameters - Command line parameters to pass (see [notification templates](#) ²⁵ for variables)

Check return value - If checked the return value will be checked to determine success

Return value check type - Type of validation to apply to the program's return code

Success return value - Value to validate the return code against

8.3.2 Script

The custom script action runs a custom script (vbs, wsh, js, etc) when a monitor fails.

Settings

Script path - Path to the script to run (see [notification templates](#) ²⁵ for variables)

Parameters - Command line parameters to pass (see [notification templates](#) ²⁵ for variables)

Check return value - If checked the return value will be checked to determine success

Return value check type - Type of validation to apply to the program's return code

Success return value - Value to validate the return code against