

AliveMon 2.0

© 2006 Adiscon GmbH

I

Table of Contents

Part I	Introduction	3
1	Overview of AliveMon	
	AliveMon	3
	Features	
Part II	Getting Started	4
1	Setup	
	Installation of AliveMon	
	First Start of AliveMon	
	Scan Windows Network	
	Scan IP Range	
	Obtaining a Printable Manual	
Part III	Using AliveMon	21
1	Add Host	
2	Port Discovery	
3	Network Discovery	
4	Default Actions	
5	Advanced Configuration	
	Options	
	General	
	Questions	
	Network/Port Discovery	
	License	
	General	
	Monitors	
	Ping Monitor	
	HTTP Monitor	
	Min Donum Action	
	SondEmail Action	
	StartProgram Action	57
	SendSyslog Action	58
	Speech Action	00
	Variables Description	
	Notes	
Part IV	Getting Help	65
Dert \/		60
Part V	Purchasing Allvewion	60

II

Part VI	References	68
Part VII	Copyrights	69
Part VIII	Glossary of Terms	69
1	Millisecond	69
2	MonitorWare Line Of Products	69
3	ТСР	70
4	UDP	70
5	UpgradeInsurance	70
	Index	0

3

1 Introduction

1.1 Overview of AliveMon

1.1.1 AliveMon

Adiscon AliveMon is a network management tool that is easy to use, produces useful information everyday, and provides a system-level view of the network. It helps to monitor the hosts in a network and also includes utilities to do port discovery, port scanning, trace routing and much more.

AliveMon is the latest product by Adiscon. It has a user-friendly, graphical interface for performing different tasks.

With AliveMon, home users and network administrators can easily watch what is going on with the network hosts/devices. It also enables security administrators to find weak spots and aids in detecting intrusions as well as forensic analysis.

If you would like to contact Adiscon, please email us at <u>support@adiscon.com</u> for technical questions and <u>info@adiscon.com</u> for all others.

1.1.2 Features

Network Discovery

AliveMon is powered with network discovery wizard that helps to discover hosts available in the network.

Addition of Hosts

You can easily add hosts/devices available in your network to AliveMon and monitor them.

Addition of Monitors

You can add monitors to the hosts/devices in AliveMon. Monitor can be a TCP, HTTP, Ping or UDP.

Add Actions

You can add customizable actions to each of the added device. There are different actions available in AliveMon like Play Sound, Send Email, Send Syslog, Window Popup, Start Program and so on, depending upon the nature of event occured.

Ports Discovery

You can discover the ports available in your added host and also get to know about the services running on those ports.

4 AliveMon 2.0

Port Scanning

You can analyze hosts/devices and different services running on them. Port scanning accurately determines the active services on a specific network device/host.

Trace Route

You can determine the route packets take to reach a particular host by sending ICMP echo packets with varying IP Time-To-Live (TTL) values to the destination. It can be used to determine where a packet stopped on the network. It is useful for troubleshooting networks where several paths can be taken to arrive at the same point, or where intermediate systems (routers or bridges) are involved.

Speech Action

AliveMon can also talk/speak with speech action.

Debug Logging Options

You have multiple debug logging options.

Zero-Impact Monitoring

AliveMon has no noticeable impact on system resources. It is specifically written with minimal resource usage in mind. In typical scenarios, its footprint is barely traceable.

Ease of Use

AliveMon is easy to install and configure. Comprehensive step-by-step guides and wizards help users with setting up the application.

Friendly User Interface

AliveMon has a nice and decent user interface.

2 Getting Started

2.1 Setup

2.1.1 Installation of AliveMon

Installing AliveMon is simple and easy.

This Chapter describes the Installation without Microsoft .NET Framework 2.0 installed on your Machine.

5



Figure 1: Self-Extracting Components of .NET 2.0

InstallShield Wizard	
AliveMon Setup is preparing the InstallShield Wiza guide you through the program setup process. Ple	rd, which will ase wait.
Configuring Microsoft(R) .NET Framework	
	Cancel

Figure 2: Installation and configuration of .NET Framework 2.0



Figure 3: Starting the AliveMon	Installation after	successfull .NE	T FW Setup
---------------------------------	--------------------	-----------------	------------

Ŕ	🖥 AliveMon - InstallShield Wizard	×
l	License Agreement	
	Please read the following license agreement carefully.	
	AliveMon	J
	Version 2.0 Final Release	
	End User License Agreement	
	2006-11-08	
	This binary code license ("License") contains rights and restrictions	
	associated with use of the accompanying soπware and documentation ("Software") Read the License carefully before installing the Software. By	
	installing the Software you agree to the terms and conditions of this License	
	I accept the terms in the license agreement Print	
	O I do not accept the terms in the license agreement	
Ir	nstallShield	
	<pre> < Back Next > Cancel</pre>	

Figure 4: Accept AliveMon License Agreement

🙀 AliveMon - InstallShield Wizard	
Customer Information	
Please enter your information.	142
User Name:	
Andre	
Organization:	
Testcompany Inc	
Install this application for:	
InstallShield	> Cancel

Figure 5: Enter your Data

🙀 AliveMo	on - InstallShield Wizard	×	
Destinati Click Nex	Destination Folder Click Next to install to this folder, or click Change to install to a different folder.		
	Install AliveMon to: C:\Program Files\AliveMon\ hange		
InstallShield -	< <u>B</u> ack <u>N</u> ext > Cancel		

Figure 6: Here you can change the Installation Path

🙀 AliveMon - In	stallShield Wizard	X
Setup Type Choose the set	up type that best suits your needs.	
Please select a	setup type. All program features will be installed. (Requires the most disk space.)	
Cu <u>s</u> tom	Choose which program features you want installed and where t will be installed. Recommended for advanced users.	hey
InstaliShield ———	< <u>B</u> ack <u>N</u> ext >	Cancel

Figure 7: Installation Content Wizard

🙀 AliveMon - InstallShield Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. C exit the wizard.	lick Cancel to
InstallShield	Cancel

Figure 8: Starting the Installation of AliveMon

🙀 AliveMo	n - InstallShield Wizard
Installing The prog	AliveMon ram features you selected are being installed.
t in the second	Please wait while the InstallShield Wizard installs AliveMon. This may take several minutes. Status:
InstallShield –	< <u>B</u> ack <u>N</u> ext > Cancel

Figure 9: AliveMon is installing ...



Figure 10: Setup of AliveMon finished. You can now launch it. Usually you see Figure 11.

🙀 Alivek	on Installer Information		X	
You must restart your system for the configuration changes made to AliveMon to take effect. Click Yes to restart now or No if you plan to restart later.				
Yes No				

Figure 11: You must restart your Computer now. AliveMon should run without the restart, too, but some features definately need a restart in order to work properly.

NOTE: If you are using WinXP/2k you can receive the Error, described in the following FAQ:

http://www.alivemon.com/en/faq/why-not-compatible-with-winxp2k.php

AliveMon 2.0

10

2.1.2 First Start of AliveMon

After installation, you have to run AliveMon from this installation directory or any other shortcuts you make.

Now in this folder, click the file named AliveMon.exe and the setup starts. A screen similiar to the one shown in figure 1 displays:



Figure 1: AliveMon installing

You also get an option to discover your network when you install AliveMon for the first time as shown below:

💄 Network Discovery Wizard	X
This is the first time you started AliveMon. Choose how you want to Discovery hosts in your network.	9
How you want to discover your network?	
O Scan Windows Network	
⊙ Scan IP Range	
Resolve Names using DNS during Scan operation	
Cancel < Back Next >	Finish

Figure 2: First time Network Discovery Wizard

Note: If you do not want to discover your network at the time of first time install, you just click Finish and get back to this wizard by going to File -> Network Discovery in running AliveMon.

After the installation is completed, you enter into AliveMon running interface as shown below:

🙆 AliveMon				
File Hosts View H	Help			
Add Edit Delete	Start Stop Options	Default Actions	Change View Quit	
Display Name	Host Name	IP Address	Description	Device Sta
Registration Status: T	rial, 30 days left 👘 🗸	Active Monitors: 0	Sleeping Monitors: 0	Hosts Count: 0

Figure 3: AliveMon running

How you want to discover your network?

Scan Windows Network

Scan IP Range

Resolve Names using DNS during Scan operation

If this option is checked IP addresses are resolved to respective host names during scan operation.

2.1.3 Scan Windows Network

When you want to scan the Windows network, you have to select Scan Windows Network as shown below:

💈 Network Discovery Wizard	
Choose the Discovery Method	2
How you want to discover your network?	
Scan Windows Network	
🔿 Scan IP Range	
Resolve Names using DNS during Scan operation	
Cancel < Back Next >	Finish

Figure 1: Scan Windows Network

After sometime AliveMon comes up with the list of domains / workgroups available in your network as shown below:

14 AliveMon 2.0

21	letwork Discovery Wizard	
D	omains/Workgroups Scan	2
	Domain / W	orkgroup Names
	Domain Name ADISCON WORKGROUP	
	Cancel < Back Next >	Finish

Figure 2: List of Domains/Workgroups

Now you have to select the domain or work group you want to scan and click Next. When you do this AliveMon starts doing domain or work group scanning as shown below:

Network Discovery Wizard	
Scanning	2
	Status: Idle Status: Idle
Select All Deselect All	Status: Idle Status: Idle Cancel Scan
Scanning Status: Scanning Domain 'ADISCO Cancel < Back	Next > Finish

Figure 3: Network Discovery Wizard

AliveMon discovers machines in the domain or work group, below is the AliveMon interface while domain scanning.

16	AliveMon	2.0
	/	

2 Network Discovery Wizard	
Finished scan.	2
 ADISCONEXT BSRG FMINT2 GRFCOM GRFINT2 GRFTMP XPAL64 XPAL64 XPHERGET XPLUTZ XPPROSIEBEN2ASD 	Status: Port found '21' (File Transfer Pr Scanning '172.16.0.152' Status: Port found '445' (Microsoft-DS) Scanning '172.19.2.7' Scan Status: Idle
Select All Deselect All	Scanning 172.19.2.23 Cancel Scan
Cancel < Back	Next > Finish

Figure 4: Network Discovery Wizard Running

Once the machines in the specific domain or work group are scanned, you click Next or Finish and sees the hosts added in the host list as shown below:

17

AliveMon					
File Hosts View Help)				
Add Edit Delete Si	tart Stop Option:	s Default Actions Change View	- S Quit		
Display Name	IP Address	Description	Device Sta		
🗾 🕽 ADISCONEXT	172.16.0.3	Added by Network Discovery	Running		
🗾 🕽 BSRG	172.19.2.7	Added by Network Discovery	Running		
🔽 🔜 FMINT2	172.16.0.1	Added by Network Discovery	Running		
🗹 🕽 GRFCOM1	172.19.0.2	Added by Network Discovery	Running		
🗹 🕽 GRFINT2	172.19.0.6	Added by Network Discovery	Running		
🔽 🕽 GRFTMP	172.19.2.18	Added by Network Discovery	Running		
🔽 🔜 XPAL64	172.16.0.152	Added by Network Discovery	Running		
🔽 🕽 XPHERGET	172.19.2.23	Added by Network Discovery	Running		
🔽 🕽 XPLUTZ	172.16.0.150	Added by Network Discovery	Running		
🛃 🗩 XPPROSIEBE	172.19.2.20	Added by Network Discovery	Down		
Status of 'XPPROSIEBEN2ASD' Monitor 'Ping' is down since 17 seconds Reason: 'Resolving PING target failed with error 'Host not found - Errormess					
Registration Status: Trial	, 30 days left	Active Monitors: 0 Sleeping M	onitors: 36 Hosts Count: 10 🦼		

Figure 5: Added Hosts List

2.1.4 Scan IP Range

When you want to scan the network hosts within a specific IP range, you have to select Scan IP Range option as shown below:

18	AliveMon 2.0
----	--------------

2 Network Discovery Wizard	×
Choose the Discovery Method	2
How you want to discover your network?	
🔘 Scan Windows Network	
⊙ Scan IP Range	
✓ Resolve Names using DNS during Scan operation	
Cancel < Back Next >	Finish

Figure 1: Scan IP Range

Click Next and enter the End IP Address of your IP range. Typically the Start IP Address of your network is automatically picked up by the application. You can change it as well.

Setwork Discovery Wizard			×
IP Range Scan			2
Start IP Address 172.19.2 .1 Number of PING Connections:		End IP Address 172.19.255.254 25	
Cancel	< Back	Next >	Finish

Figure 2: Specify IP Range

When you click Next, the scanning process starts as shown below:

2 Network Discovery Wizard	
Scanning	i e e e e e e e e e e e e e e e e e e e
 IT2.19.2.13 (GRFTMP) IT2.19.2.16 (XPHERGET) IT2.19.2.18 (XPHERGET) IT2.19.2.20 (xpprosieben2asd.intern.adiscor IT2.19.2.23 (ADISCONEXT) IT2.19.2.24 (GRFCOM1) IT2.19.2.7 (GRFCOM1) IT2.19.2.9 (GRFTMP) 	Status: Idle Status: Port found '445' (Microsoft-DS) Scanning '172.19.2.7' Status: Idle
Select All Deselect All Scanning Status: Try pinging '172.19.3.9	Status: Idle Cancel Scan
Cancel < Back	Next > Finish

Figure 3: Network Scanning in Progress

Once the scanning is done and you click the Finish button, you see the discovered hosts list as shown below:

21

🙆 AliveMon					
File Hosts View Help)				
Add Edit Delete	tart Stop Options	Contractions		- \$ Quit	
Display Name	Host Name	IP Address	Description		Device Sta
🔀 🔜 172.19.2.13	GRFTMP	172.19.2.18	Added by Netwo	ork Discovery	Mixed
🔀 🔜 172.19.2.16	XPHERGET	172.19.2.23	Added by Netwo	ork Discovery	Mixed
🛃 🔜 172.19.2.18	XPHERGET	172.19.2.23	Added by Netwo	ork Discovery	Mixed
172.19.2.20	xpprosieben2asd.i	172.19.2.20	Added by Netwo	ork Discovery	Down
🔽 屍 172.19.2.23	ADISCONEXT	172.16.0.3	Added by Netwo	ork Discovery	Running
🗾 🔜 172.19.2.24	GRFCOM1	172.19.0.2	Added by Netwo	ork Discovery	Running
🗹 🕽 172.19.2.7	GRFCO Status of '17	2.19.2.23	Added by Netwo	ork Discovery	Running
🔀 🔜 172.19.2.9	GRFTM Monitor 'Pin	ig' is running	Added by Netwo	ork Discovery	Mixed
Registration Status: Trial	, 30 days left 👘 🛛 A	Active Monitors: 0	Sleeping Mo	onitors: 30 Hosts I	Count: 8 🛛 🖽

Figure 4: Added Hosts List

2.1.5 Obtaining a Printable Manual

A printable version of the manual can be obtained at http://www.alivemon.com/en/Manual/

The manuals offered on this web page are in PDF format for easy browsing and printing. The version on the web might also include some new additions, as we post manual changes – including new samples – frequently and as soon as they become available.

3 Using AliveMon

AliveMon is a simple application to use. It is powered by an easy to navigate user interface and context sensitive help.



3.1 Add Host

When you click on Add in Hosts menu, the following window form opens up:

Add Host	
Add a ne w Host	
Enter the IP Address or Hostname of the new entry.	OK Cancel
For example 192.168.0.1 or www.example.com After the host is added Start Port Discovery Open advanced configuration	

Figure 1: Add Host

Enter the IP Address or Hostname of the new entry

Under this heading in yellow box, you have to specify the IP address or host name of the machine you want to add.

Add Host	
Add a new Host	
Enter the IP Address or Hostname of the new entry.	OK Cancel
172.19.2.7	
For example 192.168.0.1 or www.example.com	
After the host is added ✓ Start Port Discovery ✓ Open advanced configuration	

Figure 2: Insert Host IP Address

After the host is added

Under this heading, you choose actions that you may like to carry out as soon as the host gets added to the application.

Start Port Discovery

If you select this option, application starts discovering the ports for the added host just after the authentication of its validity.

Port discovery for 'BSRG'					
Status: 3 Services founds. Select which you want to a Cancel					
S	Scanning 'BSRG' Details <<				
Port	Port Description	Time	Monitor Type		
21	File Transfer Protocol [Control]	450 ms	TCP Monitor		
🗹 80	World Wide Web HTTP	453 ms	HTTP Monitor		
🗹 443	https MCom	934 ms	TCP Monitor		
Ports to Scar	n: 19 Ports scanned:	18 Connecti	ons: 15		

Figure 3: Port Discovery

Open Advanced Configuration

If this option is selected, it opens up the advanced configuration interface for the added host. A screen similiar to the one shown below displays:

🛛 Host entry		
	Display name:	172.19.2.7
<u>G</u> eneral	Host name (DNS Name):	BSRG Verify
2	IP Address:	172.19.2 .7
<u>M</u> onitors	Automatically generated guid:	1d5a615f-b24b-405c-815d-69a33116b367
Actions	Device Type: Workstation	 Use DNS-Name for host resolution Show Popup Warnings in Traylcon
<u>N</u> otes	Description:	
	,	OK Cancel Reset

Figure 4: Host Advanced Configuration

3.2 Port Discovery

In Hosts menu, if you click Port Discovery after selecting some host or you right click any of the host entry and click Port Discovery, application starts discovering ports of that particular host.

Port discovery for 'BSRG'	
Status: 4 Services founds. Select which you want to a	Add Monitors Cancel
Scanning 'BSRG'	Details <<

Figure 1: Port Discovery

After the ports are discovered you can add monitors by clicking the Add Monitors button, this takes you to the advanced configuration interface.

25

Port discovery for 'BSRG'				
Status: Io	lle		Add Monitors Cancel	
Details <<				
Port	Port Description	Time	Monitor Type	
21	File Transfer Protocol [Control]	80 ms	TCP Monitor	
80 🗹	World Wide Web HTTP	82 ms	HTTP Monitor	
443	https MCom	323 ms	TCP Monitor	
445 🗹	Microsoft-DS	824 ms	TCP Monitor	
Ports to Sca	Ports to Scan: 19 Ports scanned: 18 Connections: 0			

Figure 2: Port Discovery

Ports discovered are displayed with their numbers, descriptions, time and type of monitors running. Details button can be used to Hide/Unhide the details.

If you click on Add Monitors button, it takes you to the advanced configuration options interface for the host.

3.3 Network Discovery

If you click File -> Network Discovery, you see a form similar to the one shown below:

2 Network Discovery Wizard	
Choose the Discovery Method	2
How you want to discover your network?	
Scan Windows Network	
🔿 Scan IP Range	
✓ Resolve Names using DNS during Scan operation	
Cancel < Back Next >	Finish

Figure 1: Network Discovery Wizard

How you want to discover your network?

Scan Windows Network

Scan IP Range

Resolve Names using DNS during Scan operation

If this option is checked IP addresses are resolved to respective host names during scan operation.

3.4 Default Actions

When a monitor fails, or restores its state from fail to success, the "Default Actions" are executed. If you click File -> Default Actions, you see a form similar to the one shown below in Figure 1:

😵 Default Actions		nanananan serien se	
Action Name Sound Restored Sound Alarm Error Popup Sound 5 Minutes Send Email Alert	Action Type PlaySound Action PlaySound Action PlaySound Action SendEmail Action	Perform in State Up Down Down since 2 min Down since 5 min Down since 20 mi	Add Edit Delete

Figure 1: Default Actions

Right now, the default actions list is empty. You can add an action by clicking on the Add button. Once you click on Add button, the following screen opens up:

🙀 Add Action		
	Add new Action	- 💑
Which type of Action would y	ou like to add?	ПК
MinPopup Action		
Initial Name of the Action		Canoor
my Test Action		
Customize Action after cre	ation	

Figure 2: Add Action

Which type of Action would you like to add?

There are four types of actions that you can add, these are shown in the figure below:

🔹 Add Action		
Add	Inew Action	4
Which type of Action would you like to	add?	ОК
🞦 WinPopup Action	✓	Cancel
PlaySound Action	^	
🔊 SendEmail Action		
🞲 StartProgram Action	=	
🍇 SendSyslog Action		
2 Speech Action	*	

Figure 3: Types of Actions

WinPopup Action

This action sends a popup message to a configured target using Windows messenger service.

PlaySound Action

This action plays a sound if certain event or state occurs.

SendEmail Action

This action sends an email if certain event or state occurs.

StartProgram Action

This action executes a program or exe file if certain event or state occurs.

Initial Name of the Action

It is to specify the name of the action.

Default Actions list

😵 Default Actions			
Action Name Image: Sound Restored Image: Sound Alarm Image: Sound Alarm Image: Sound Sound 5 Minutes Image: Sound 5 Minutes Image	Action Type PlaySound Action PlaySound Action WinPopup Action SendEmail Action WinPopup Action	Perform in State Up Down Down since 2 min Down since 5 min Down Down	Add Edit Delete
			OK Cancel

Figure 4: Default Actions list

Once you have some actions in the list, you can Edit, Delete and also change their display order with up and down arrows.

3.5 Advanced Configuration

To enter into advanced configuration interface for a particular host, you can do one of the following things:

- 1. Select 'Open advanced configuration' when adding a host using add host form.
- 2. Double click the host entry in the added hosts list.
- 3. Right click on any of the added host entry in the added hosts list and select Edit.
- 4. Click Add Monitors button, once the ports are discovered.

🙆 AliveMon			
File Hosts View Help			
Add Edit Delete Start Stop Options	Default Actions	Change View Quit	
Display Name Host Name	IP Address	Description	Device Sta
V 🔜 172.19.2.23 ADISCONEXT	172.16.0.3	Added by Network Discovery	Running
🔽 🔜 172.19.2.24 — GRFCOM1	172.19.0.2	Added by Network Discovery	Running
C 🔜 172.19.2.7 GBECOM1	172.19.0.2	Added by Network Discovery	Running
Add			
Edit Constantion			
Delete			
Start Monitors			
Stop Monitors			
Port Discovery			
Tools 🕨			
Registration Status: Trial, 30 days left /	Active Monitors: 0	Sleeping Monitors: 7 Hos	ts Count: 3 👘 🔬

Figure 1: Added Host List View

3.5.1 Options

3.5.1.1 General

When you come to Options, by default you see the General options and get a window as shown below:

31

Options				×			
General	Notifications & Questions	Network/Port Discovery	License				
🔲 Hide	on Startup						
🗹 Hide	when the Main windows is	closed					
Load	AliveMon on Windows Sta	irtup					
Dahar							
Debugging							
Enable Debug Window							
📃 Ena	able Debug Logging into file	•					
File and Pathname: C:\Program Files\AliveMon\Debug.txt							
Delete old debuglog on Startup							
			OK	Cancel			

Figure 1: General Options

Hide on Startup

If this option is checked, AliveMon cannot be seen on desktop tray at system startup.

Hide when the Main windows is closed

If this option is checked, quitting the application also removes the application icon from the desktop tray.

Load AliveMon on Windows Startup

It is now possible to let AlivMon load up togheter with Windows.

Debugging

Under this group box, you see the following options:

Enable Debug Window

If this option is checked, it displays a debug form window as shown below:

🛎 Debug Form						
ThreadID	Priority	Facility	Debugtext			
17	Debug	CMonitorPing	Connection=True;From='ADISCONEXT';BytesSend=32;BytesReceived=60;Time=20			
18	Debug	CMonitorPing	Connection=True;From='GRFCOM1';BytesSend=32;BytesReceived=60;Time=20 ms			
19	Debug	CMonitorPing	Connection=True;From='GRFCOM1';BytesSend=32;BytesReceived=60;Time=20 ms			
17	Debug	CMonitorPing	Connection=True;From='ADISCONEXT';BytesSend=32;BytesReceived=60;Time=20			
18	Debug	CMonitorPing	Connection=True;From='GRFCOM1';BytesSend=32;BytesReceived=60;Time=20 ms			
19	Debug	CMonitorPing	🗌 Connection—True From—'GRECOM1' ButesSand=32 ButesBeceived=60 Time=20 ms 🛀			
<						

Figure 2: Debug Form

Enable Debug Logging into file

For debug logging, you have to check it. It is helpful when you are experiencing some problem, you just generate a debug log file and send it to us. It is very helpful in diagnosing the problem.

File and Pathname

Here you have to provide the path of the generated debug log file if you have checked the 'Enable Debug Logging' into file option.

Delete old debuglog on startup

If this option is checked, it deletes the old debug log from the debug file at system startup.

3.5.1.2 Questions

Once you click on Questions tab, you see a window as shown below:



Figure 1: AliveMon Questions option

Always prompt for Saving before an Action can be tested

If this is checked, you always get a prompt for saving before an action is tested.

Show warning before a host entry is deleted

If this option is selected, you get a warning before deleting a host entry.

Show notification when an Actiontest is complete

This option will show you a small windows with a message if the Action was correct or what you did wrong.

3.5.1.3 Network/Port Discovery

When you click on Network/Port Discovery tab, you see a window as shown below:

Options	×
General Notifications & Questions Network/Port Discovery License	
Every Port in the Portlist Portlist Setup Connections All ports from	
✓ Automatically start scanning	
Autostart when TraceRoute Window is opened	
OK Cancel	

Figure 1: AliveMon Port Discovery options

Every Port in the portlist

If this option is checked, application scans all the ports listed in the port list. You can view the port list by clicking on Portlist Setup button.

Selected Ports from the List

If this option is checked, application only scans the selected ports from the port list. To check the ports click on the Portlist Setup button.

All ports from

This option is used to specify the range of ports you want to scan.

Portlist Setup
PortSo	an Listf	ditor	
Selected	Port	Description	
	1	TCP Port Service Multiplexer	
	2	Management Utility	
	3	Compression Process	
	5	Remote Job Entry	
	7	Echo	
	9	Discard	
	11	Active Users	
	13	Daytime	
	17	Quote of the Day	
	18	Message Send Protocol	
	19	Character Generator	
	20	File Transfer [Default Data]	
~	21	File Transfer Protocol [Control]	
~	22	SSH Remote Login Protocol	
	23	Telnet	~
		Save Cancel	//

When you click on this button, it opens up a PortScan ListEditor as shown below:

Figure 2: AliveMon PortScan ListEditor

Once you select or deselect the ports, do not forget to save the changes in the PortScan ListEditor by clicking the Save button.

Automatically start scanning

If this option is checked, application start scanning ports on startup automatically.

Connections

It is used to specify the number of connections.

AutoStart when TraceRoute Window is opened

If this option is checked, AliveMon starts trace route without the need of clicking "Start" again, when you open the TraceRoute Tool.

AutoStart when PortScan Window is opened

If this option is checked, AliveMon starts port scanning without the need of clicking "Start" again, when you open the PortScanning Tool.

3.5.1.4 License

AliveMon does not offer a free license for one host anymore. This means you will have a full featured 30 days trial time for AliveMon. Once you get the license information and click License tab, you see a form as shown below:

Options 🔀
General Notifications & Questions Network/Port Discovery License
Add from Clipboard Add Edit Delete
Licensee Name Key 1 Key 2 Key 3 Key 4 Key 5 Host Count
Trial 30 days laft
r nai, 50 dajis lerr
Click the link below to purchase AliveMon www.alivemon.com/en/
OK Cancel

Figure 1: License Form

Add from Clipboard

You can copy a sent alivemon-key to your clipboard using Ctrl+C or rightklick->Copy. By clicking this button, The program itself enters the License Information.

Add

Add your License Informations manually.

Edit

Edit your License Informations.

Delete

Delete a License.

Options			×		
General Notifications & Qu	estions Network/Port Discovery	License			
Add from Clipboard	Add	Edit	Delete		
License entry					
	Add / E dit a license entry	,	~		
License name License Key 0 ~ 0	0 0 0 Invalid Licensel		OK ancel		
Click the link below to purchase AliveMon <u>www.alivemon.com/en/</u>					
		ОК	Cancel		

Figure 1: License Form

License name

Here you provide the name of the individual/organization to whom the license has been issued.

License Key

Here you provide the license key that is supplied to you by Adiscon with your license name. AliveMon now doesn't come with a free license anymore. You have the standard 30 day trila fa

Note: If you do not have license and you open up this form, please click the link on this screen to purchase AliveMon.

3.5.2 General

When you are in advanced configuration interface, by default you see a form that deals with adding general information related host/device, you see a window form as shown below:

🖵 Host entry		
1	Display name:	172.19.2.7
<u>G</u> eneral	Host name (DNS Name):	BSRG Verify
1	IP Address:	172.19.2 .7
Monitors	Automatically generated guid:	1d5a615f-b24b-405c-815d-69a33116b367
	Device Type: Workstation	 ✓ Use DNS-Name for host resolution ✓ Show Popup Warnings in Traylcon
Notes	Description: This is Administrator Machine	
	,	OK Cancel Reset

Figure 1: Advanced Configuration Interface - General

Display name

Here you can specify the display name of your host/device as shown below:

Host name (DNS Name)

Here you specify the host name and also verify it from your DNS by using Verify button present in front of the text field.

IP Address

Here, you get the IP address of the added host. You can also verify it from your DNS by using Verify button in front of the text field. Once you click Verify and you have added a valid IP address, you receive a message window as shown below:



Figure 2: Valid IP Address Message

Device Type

Here you select the type of your device whether it is a Router, Server, Work station, Desktop or Laptop.

Use DNS-Name for host resolution

If this option is checked, DNS name is used for host resolution.

Show Popup Warnings in Tray Window

If this option is checked then you see Popups related to the added hosts/devices. Sample shown below:



Figure 3: Popup Window

NOTE: What you see already in General advanced configurations form depends upon your input in Add Host form i.e. whether you give an IP address or host name.

Description

Here you can add description for your added host.

AliveMon 2.0

3.5.3 Monitors

40

If you want to Edit an existing, or create a new Monitor, rightclick on a Machine -> Edit -> Monitors and you will see a form similar to the one shown below in Figure 1:

G Host entry		<					
	Monitors which are attached to this Hostentry						
General	Monitor Name Monitor T Pollin Comment Image: Second Se						
Terro	Scan OK Cancel Reset						

Figure 1: Default Monitors

You can add a new Monitor by clicking on the Add button. Once you click on Add button, the following screen opens up:

🞕 Add Monitor	
Add new Monitor	
Which type of Monitor would you like to add?	ОК
ing Monitor 🛛 😪	Cancel
Initial Name of the Monitor	
New Monitor	
Polling frequency: 60 seconds	
Customize Monitor after creation	

© 2006 Adiscon GmbH

Figure 2: Add Monitor

Which type of Monitor would you like to add?

There are four types of Monitors that you can add, these are shown in the figure below:

🔍 Add Monitor	· · · · · · · · · · · · · · · · · · ·	
Add new Monitor		
Which type of Monitor would you like to add?		ОК
Q Ping Monitor	*	Cancel
Q Ping Monitor	^	
😨 TCP Monitor		
🏹 Http Monitor	~	
Customize Monitor after creation		

Figure 3: Types of Monitors

Ping Monitor

The PING Monitor uses the ICMP Protocol to send a ICMP_Echo to the configured host.

TCP Monitor

Use this monitor if you want to monitor TCP based Services like POP3, FTP or NNTP.

HTTP Monitor

The HTTP Monitor is specialized for HTTP based Services. It is based on the TCP Service, and additionally use the http protocol to query the webserver.

UDP Monitor

UDP Services are usually very difficult to monitor due the nature of the UDP Protocol. However there are many services, specially gameservers, who respond on UDP requests and so can be monitored.

3.5.3.1 Ping Monitor

The PING Monitor uses the ICMP Protocol to send a ICMP_Echo to the configured host. Please note that the target has to allow ICMP, otherwise the PING Monitor will not work. So if the host you want to monitor is using a Firewall for example, make surre the Firewall allows ICMP traffic for you.

Monitor		
Hidden Gui	Monitor Details id: 4668/37b-7520-49/9-a20b-b0a78e3aeeb2	
General Options Monitor Name Moinitor Comments	Ping Default generated Ping Monitor	
Polling frequency: Minimum failed times:	5 2	seconds
Bytes to Send: Timeout:	32 🖍	milliseconds
	ОК Аррі	y Cancel

Monitor Name

This is the name that you specify at the time of adding action in the 'Initial Name of the Monitor' field.

Monitor Comments

Here you can add a description or write down some Comments for the added Monitor.

Polling frequency

Defines the interval of how often the Monitor does perform it's checks.

Minimum failed times

If the Monitor check fails for the count of minimum failed times, an alert will be generated. The default is set to 2 which is a good setting to avoid false alerts.

Enable Flatfile Detailed logging

This setting will enable flatfile logging of the activity for this monitor. The logfile will be stored in the logs directory of AliveMon. Please note that the logformat may change in future versions.

Bytes to Send

How many garbage bytes are going to be send in the ICMP Echo request.

Timeout

Defines how long the ping will wait for an Echo reply.

3.5.3.2 TCP Monitor

Use this monitor if you want to monitor TCP based Services like POP3, FTP or NNTP. The TCP Monitor treats an opened connection as success.

	Monitor Details
Hidde	n Guid: c43ace11-3a85-48b2-8528-91696a6de0ab
General Options	
Monitor Name	TCP Monitor
Moinitor Comments	
Polling frequency:	60 seconds
Minimum failed times:	2
Enable Flatfile Detailed	logging
TCP Port	23
Timeout:	5000 🗢 milliseconds
Send a Message and c	heck for an expected message
Message to Expect	

Monitor Name

This is the name that you specify at the time of adding action in the 'Initial Name of the Monitor' field.

Monitor Comments

Here you can add a description or write down some Comments for the added Monitor.

Polling frequency

Defines the interval of how often the Monitor does perform it's checks.

Minimum failed times

If the Monitor check fails for the count of minimum failed times, an alert will be generated. The default is set to 2 which is a good setting to avoid false alerts.

Enable Flatfile Detailed logging

This setting will enable flatfile logging of the activity for this monitor. The logfile will be stored in the logs directory of AliveMon. Please note that the logformat may change in future versions.

TCP Port

The Port that will be monitored by the Monitor.

Timeout

Defines how long the Monitor will wait for TCP Connection.

Send a message and check for an expected message

If this option is enabled, the TCP Monitor will also send and receive an message once a connection is made. And only if the received messages matches the configured one, it will report success.

Message to Send

Defines which message you want to send once a connection is made.

Message to Expect

Defines the message you expect as answer from the target host. You can also only use a part of the complete message to compare.

3.5.3.3 HTTP Monitor

The HTTP Monitor is specialized for HTTP based Services. It is based on the TCP Service, and additionally use the http protocol to query the webserver.

Monitor		X			
Monitor Details Hidden Guid: 16/47c05-5255-4cad-b1be-a08/bb5507e9/					
General Options					
Monitor Name	HTTP Mor	nitor			
Moinitor Comments					
Polling frequency:	60	seconds			
Minimum failed times:	2	\$			
Enable Flatfile Detailed logg	jing				
HTTP Port		80			
Timeout:		5000			
Url QueryString		/index.html			
Request Type		HEAD			
Referer					
UserAgent(Browser)		Mozilla/4.0			
HTTP Response Code must match: 200 - 0K					
Check the HTTP Response	e for an expe	ected message			
		OK Apply Cancel			

Monitor Name

This is the name that you specify at the time of adding action in the 'Initial Name of the Monitor' field.

Monitor Comments

Here you can add a description or write down some Comments for the added Monitor.

Polling frequency

Defines the interval of how often the Monitor does perform it's checks.

Minimum failed times

If the Monitor check fails for the count of minimum failed times, an alert will be generated. The default is set to 2 which is a good setting to avoid false alerts.

Enable Flatfile Detailed logging

This setting will enable flatfile logging of the activity for this monitor. The logfile will be stored in the logs directory of AliveMon. Please note that the logformat may change in future versions.

HTTP Port

Define the http Port you want to monitor. Usually this is Port 80.

Timeout

Defines how long the Monitor will wait for TCP Connection.

URL_Query String

This will be the website & Query String which will be requested by the HTTP Monitor.

Request Type

You can choose between GET and HEAD. HEAD is recommended as it will only receive the http header of a website and will help to reduce traffic used for the monitoring.

Referer

Optional value which you can configure, this will set the Referer URL that will be seen in the Servers http logfiles.

UserAgent (Browser)

Also optional value to set the UserAgent Browser. You can customize this value if you want to detect the HTTP Monitor in the Servers http logfiles.

3.5.3.4 UDP Monitor

UDP Services are usually very difficult to monitor due the nature of the UDP Protocol. However there are many services, specially gameservers, who respond on UDP requests and so can be monitored.

Monitor					
Hidden	Monitor Details Guid: 8b0/d934-7aab-4254-8d21-1e74eb47ae95				
General Options					
Monitor Name	New Monitor				
Moinitor Comments					
Polling frequency:	60 seconds				
Minimum failed times:	2				
Enable Flatfile Detailed log	gging				
UDP Port	27960				
Timeout:	5000 🗢 milliseconds				
 Send the UDP Message t 	by using the following template				
Select the template	Quake 3 Arena (Cod, Coduo, Sof2 etc) 🔹				
O I want to customize the S	end UDP Message				
Message to Send	\status\				
Check for the message content in the UDP reply					
Message to Expect					
	OK Apply Cancel				

Monitor Name

This is the name that you specify at the time of adding action in the 'Initial Name of the Monitor' field.

Monitor Comments

Here you can add a description or write down some Comments for the added Monitor.

Polling frequency

Defines the interval of how often the Monitor does perform it's checks.

Minimum failed times

If the Monitor check fails for the count of minimum failed times, an alert will be generated. The default is set to 2 which is a good setting to avoid false alerts.

Enable Flatfile Detailed logging

This setting will enable flatfile logging of the activity for this monitor. The logfile will be stored in the logs directory of AliveMon. Please note that the logformat may change in future versions.

UDP Port

The Port you want to monitor over UDP.

Timeout

Defines how long the Monitor will wait for TCP Connection.

Select UDP Message to send

here you can select a predefined UDP Message you want to send. Usually these are very binary related messages, so they may will not show correctly in the message field. Note that most UDP Services will only send an answer back when the request was correct.

I want to customize the UDP Message

If you need to customize the message you want to send over UDP, you have to enable this option.

Check for the Message Content in the UDP Reply

Enable this option if you want to verify the response of the UDP request. This is similar to the message content check in the TCP Monitor.

3.5.4 Actions

When you click on the actions link present on the right hand side of the window frame, the screen similiar to the one shown below opens up:

G Host entry					
		Define which A	ctions should be perfo	ormed	
General	Action Name	Action Type	Perform in State		Add Edit Delete
Notes	Use Default Action	8			
	,		OK	Cancel	Reset

Figure 1: Actions Interface

It displays the actions associated with a particular host and dispalys information related to action name, type and the state in which it has to be triggered.

If you want to add a new action, press the Add button and the following screen opens up:

🐱 Add Action	
Add new Action	2
Which type of Action would you like to add?	ОК
Initial Name of the Action	Lancel
Customize Action after creation	

Figure 2: Add new Action

Which type of Action would you like to add?

There are four types of actions that you can add, these are shown in the figure below:

🐱 Add Action		
Add new Action		-
Which type of Action would you like to add?		ОК
🔄 WinPopup Action	✓	Cancel
N PlaySound Action	^	
🔊 SendEmail Action		
🎲 StartProgram Action		
🦣 SendSyslog Action		
2 Speech Action	~	

Figure 3: Types of Actions

WinPopup Action

This action results in a popup window if certain event or state occurs.

PlaySound Action

This action plays a sound if certain event or state occurs.

SendEmail Action

This action sends an email if certain event or state occurs.

StartProgram Action

This action executes a program or exe file if certain event or state occurs.

Send Syslog Action

This Action sends a Message via Syslog. Here general options are also same as in above actions.

Speech Action

This Action reads the configured text and speaks it.

WinPopup Action PlaySound Action SendEmail Action

StartProgram Action Send Syslog Action Speech Action

3.5.4.1 WinPopup Action

When you select WinPopup action with 'Customize action after creation' option checked the following window form opens up:

Action Basic			X
	Action Details		
General Options			
Action Name	Error Popup		
Action Description	Popup send to desktop after 3	2 Minutes	
Fire for this State	Down since 2 minutes		~
Popup Destination:	localhost	Enum from Network	
Insert Variable	figure the Message show	n in the Popup Window	
The Monitor '%Monitor_Name%' fi reach the %Device_Type% with I	om the Host "&Device_Display P '%Device_IPAddr%' since %I	yName%' failed to Monitor_DownSince%.	-
Details of the failed Monitor:			
Type: %Monitor_Type% Polling Frequency: %Monitor_PollingFreq% Current State: %Monitor_State% Down since: %Monitor_DownSince%			
The notes from your Hostentry (from the property page):			
%Device_Notes%			
This message was send on %Sys	tem_Date% at %System_Time>	%	~
	ОК	Apply Cancel Test A	ction

Figure 1: Customize WinPopUp Action

General Options

Under this group box, you see the following options:

Action Name

This is the name that you specify at the time of adding action in the 'Initial Name of

the Action' field.

Action Description

Here you can add a description for the added action.

Fire for this State

Here you can select a state for which the action should be fired.

Insert Variable

Here you can select a Variable for i.e. the downtime or the Source System that you can use in your Alert-Text.

Popup Destination

Here you specify the machine on which you like to have the popup's.

Enum from Network

This function fills the combo box with what it finds in your local network. Unfortunately, this can consume some time depending on your network.

Configure the Message shown in the Popup Window

The text you are looking under this heading is customizable. There are some variables present in this message. To view details about each of the variable, see variables <u>description</u>.

3.5.4.2 SendEmail Action

Here general options are same as in above actions.

Action Basic			
Action Details			
General Options			
Action Name	Send Email Alert		
Action Description			
Fire for this State	Down since 20 minutes		
SMTP Server:	127.0.0.1 SMTP Port: 25		
SMTP Sender:	AliveMon@YourDomain.com		
SMTP Receiver:			
SMTP Subject:	Monitor '%Monitor_Name%' on Host '%Device_DisplayName%' is in '%M		
Insert Variable	Configure the Email Message text		
The Monitor '%Monitor_Name%' from the Host '%Device_DisplayName%' failed to reach the %Device_Type% with IP '%Device_IPAddr%' since %Monitor_DownSince%. Details of the failed Monitor:			
The notes from your Hostentry (from the property page):			
	OK Apply Cancel Test Action		

Figure 1: Customize SendEmail Action

SMTP Server

Here you specify your SMTP server IP address or name.

SMTP Port

Here you specify SMTP port. Default SMTP port is 25.

SMTP Sender

Here you specify your SMTP sender IP address or name.

SMTP Receiver

Here you specify your SMTP receiver IP address or name.

SMTP Subject

It is the subject format of your email message.

Configure the Email Message text

The text you are looking under this heading is customizable. There are some variables present in this message. To view details about each of the variable, see variables <u>description</u>.

3.5.4.3 PlaySound Action

Here general options are same as in WinPopup action.

Action Basic	X
	Action Details
General Options	
Action Name	PlaySound Action
Action Description	
Fire for this State	Down 🗸
O Use System registered sound	
Select System Sound:	SystemAsterisk 💽
⊙ Use Soundfile from disk	
Soundfile which you want to pla	y:
Documents\My Music\Sample	Music\Beethoven's Symphony No. 9 (Scherzo).wma 🛛 😢 🕟
✓ Play sound more then once Repeat the Sound for: Pause between playing:	1 times 1000 milliseconds OK Apply Cancel Test Action

Figure 1: Customize Playsound Action

Use System Registered Sound

Here you can specify a Windows Sound to play.

Use Soundfile from Disk

Here you can specify the path of the sound file which you want to play.

Play sound more then once

If you want to play sound more then once, you need to check this box. Once you check this box the below options are also enabled.

Repeat the Sound for

Here you specify that how many times you want to repeat the sound file.

Pause between playing

Here you specify the time in milliseconds as a pause between the sound file repetitions.

3.5.4.4 StartProgram Action

Here general options are also same as in above actions.

Action Basic	
	Action Details
General Options Action Name Action Description Fire for this State	StartProgram Action Down
Program to execute: Working Path: Parameters Startup Priority:	ments and Settings\Timmherget\Desktop\AliveMonMin.exe
	OK Apply Cancel Test Action

Figure 1: Customize StartProgram Action

Program to execute

Specify the program or script you want to start here.

Working Path

Every program has a working path, by default this is the part from where it is started. You can override this default path by setting another value here.

Parameters

The parameters you want to start the program with. You can use all common variables here as well.

Startup Priority

Defines with which priority the program is started.

3.5.4.5 SendSyslog Action

This Action sends a Message via Syslog. Here general options are also same as in above actions.

59

Action Basic			
	Action Details		N
General Options			
Action Name	SendSyslogAction		
Action Description	bla		
Fire for this State	Down		~
Syslog Server:	127.0.0.1	Syslog Port:	514
Syslogtag:	AliveMon		
Syslog Priority:	Notice		~
Syslog Facility:	LocalO		*
Insert Variable	the Message which will be	e logged to the Sys	log Server
The Monitor '%Monitor_Name%' from the Host '%Device_DisplayName%' failed to reach the %Device_Type% with IP '%Device_IPAddr%' since %Monitor_DownSince%.			
	ОК	pply Cancel	Test Action

Syslog Server

The Server where you want to send the Syslog message to

Syslog Port

The Port which your Syslog Server is using

Syslogtag

The Syslogtag Value of the Syslog message

Syslog Priority

Defines the Priority of your Syslog message

Syslog Facility

Defines the facility of your Syslog message

3.5.4.6 Speech Action

In order to use the Speech Action, you must have the Microsoft Speech API 5.x be installed. You can obtain the latest Version from the following link: www.microsoft.com/speech/

Here general options are also same as in above actions.

Action Basic		X
	Action Details	2
General Options		
Action Name	Speech Action	
Action Description		
Fire for this State	Down	~
- IVI	1	
Speech Volume	100	÷
Talk Rate (-10 to +10)	0	+
Voice:	Microsoft Sam	~
Audio Output device:		~
Insert Variable	Text that will be spoken	
The Monitor '%Monitor_Name%' f	rom the Host "%Device_DisplayName%" failed to P "%Device_IBAdd%" since %Monitor_DownSince%	~
reach the %Device_Type% with	n «Device_n Addi» since «Monitol_DownSince».	
		est Action

Speech Volume

Defines the Volume level of the Speech.

Talk Rate

This defines the how fast the text is spoken. The value can be between -10(slow) to +10(fast).

Voice

Set the voice that will be used by the Speech Engine. To obtain more free voices, please visit: www.microsoft.com/speech/

Audio Output device

If you have more then one soundcard installed, you can select which one will be used here.

3.5.4.7 Variables Description

When you need to customize the message that is to be shown in different actions added in AliveMon, you see a message/text as shown under 'Configure the Message ...' heading as in figure 1 below:

Action Basic		×	
	Action Details	*	
General Options			
Action Name	Error Popup		
Action Description	Popup send to desktop after 2 Minutes		
Fire for this State	Down since 2 minutes	~	
Popup Destination:	localhost 🛛 Enum from Netwo	ork	
Insert Variable	nfigure the Message shown in the Popup Window		
The Monitor '%Monitor_Name%' from the Host '%Device_DisplayName%' failed to reach the %Device_Type% with IP '%Device_IPAddr%' since %Monitor_DownSince%.			
Type: %Monitor_Type% Polling Frequency: %Monitor_PollingFreq% Current State: %Monitor_State% Down since: %Monitor_DownSince%			
The notes from your Hostentry (from the property page):			
%Device_Notes%			
This message was send on %System_Date% at %System_Time%			
	OK Apply Cancel Tes	t Action	

Figure 1: Edit Action Message

You have different variables in the message that you are looking at in the figure, these and some other avaiable in AliveMon action configurations are briefly explained below:

Host / Device Specific Variables

These variables are related to host or device added to the AliveMon, these are discussed below:

Device_DisplayName

It represents the reporting device/host display name that you mention while doing host entry in general information.

Device_DnsName

It represents the reporting device/host DNS name that is provided by the DNS while host/device name resolution.

Device_IPAddr

It represents the reporting device/host IP address that is obtained by AliveMon while network discovery or you provide yourself at the time of adding a host/device.

Device_Type

It represents the reporting device/host type that you specify while doing host entry in General Information section.

Device_Description

It represents the reporting device/host description that you provide while doing host entry in General Information section.

Device_Notes

It represents the notes related to reporting device/host that you added while doing host entry in Notes section.

Monitor Specific Variables

These variables are related to monitors available in AliveMon, these are discussed below:

Monitor_Name

It represents the name of the monitor that you supply in advanced configurations of host under Monitors section for 'Initial Name of the Monitor' field.

Monitor_Type

It represents the type of monitor that you select in advanced configurations of host under Monitors section for 'Which type of Monitor would you like to add' drop down.

Monitor_PollingFreq

It represents the polling frequency that you supply in advanced configurations of host under Monitors section for 'Polling frequency' field.

Monitor_State

It represents the state of the monitor that whether its up or down.

Monitor_DownSince

It represents the down time of the monitor that for how long it is down.

Monitor_LastDownTime

It represents the last downtime

Monitor Specific Variables

These variables are related to monitors available in AliveMon, these are discussed below:

System_Date

It represents the system date on which the message is sent.

System_Time

It represents the system time at which the message is sent.

System_Name

It represents the system name that generates the message.

System_OSVersion

It represents the operating system version installed on the host that generates the message.

System_OSPlatform

It represents the operating system name installed on the host that generates the message.

3.5.5 Notes

When you click on the notes link present on the right hand side of the window frame, the screen similiar to the one shown below opens up:

🖵 Host entry		
<u>G</u> eneral	Write down Notes about this Entry This Host is bla	
Annitors	2005-07-08 by Timm Herget	
<u>N</u> otes		
		~
	OK Cancel	Reset

Figure 1: Add Notes Interface

Write down Notes about this Entry

Under this you see a white text area, here you have to write description about the added entry.

Note: To save this description about host you have to click OK. If you do not want to add it then press Cancel and if you need to write something else from scratch click Reset to clear the form.

4 Getting Help

In the event you experience problems, find here how to solve them.

Please note that all options (except priority support) are also open to evaluating customers. So do not hesitate to try them. Help is available in English and German language. Our local resellers may provide local language support. Please check with them.

Frequently asked Questions

For a current list of Frequently Asked Questions (FAQ), please visit <u>http://www.alivemon.com/en/FAQ/</u>. The FAQ area is continuously being updated.

AliveMon Website

Visit the support area at <u>www.alivemon.com</u> for further information. If for any reason that URL will ever become invalid, please visit <u>www.adiscon.com</u> for general information.

Support Forum

Share questions and answers with your peers! The forum is also monitored by Adiscon support staff. To access the forum, point your browser at http://forum.adiscon.com.

Customer Support System

Our customers service and support system is available at <u>http://custservice.adiscon.com</u>. With it, you can quickly open a support ticket via a web-based interface. This system can be used to place both technical support calls as well as general and sales questions. We would appreciate if you select the appropriate category when opening your ticket.

Please note: the customer service system asks you for a userid and password when you open it. If you do not have a userid yet, you can simply follow the "register" link (in the text part) to create one. You can also open a ticket without registering first, in which case the system will create one for you. You will receive the generated userid as part of the email notifications the system generates.

Why using the customer support system? As you see further below, we also offer support by email. In fact, email is just another way to create a ticket in the customer support system. Whenever we reply to your ticket, the system automatically generates an email notification, which includes a link to your ticket as well as the answer we have provided. So for the most cases, you can use email, only. However, there are some situations where the support system should be used:

- Email notifications do NOT include attachments. If we provide an attachment, you must login to the ticket in order to obtain this. For your convenience, each email notification contains an active link that allows you to login immediately.
- If you seem to not receive responses from us, it is a very good idea to check the web interface. Unfortunately, anti-SPAM measures are being setup more and more agressive. We are noticing an increasing number of replies that simply do not make it to your mailbox, because some SPAM filter considered it to be SPAM and removed it. Also, it may happen that your support question actually did not get past our own SPAM filter. We try very hard to avoid this. If we discard mail, we send a notification of this, so you should at least have an indication that your mail did not reach us. Using the customer support system via its own web interface removes all SPAM troubles. So we highly recommend doing this if communication

otherwise seems to be distrubed. In this case, please remember that notification emails may also get lost, so it is a good idea to check your ticket for status updates from time to time.

Email

Please address all support requests to support@adiscon.com. An appropriate subject line is highly appreciated.

Online Seminars

Adiscon offers a selection of online seminars. This selection is continuously being expanded. All available seminars can be found at http://www.adiscon.com/Common/SeminarsOnline/

Please note: Windows Media Player is required to view the seminars.

Phone

Phone support is limited to those who purchased support incidents. If you are interested in doing so, please email info@adiscon.com for further details.

Fax

Please direct your faxes to

+49-9349-928820

Toll free in the US: 1-888-900-3772

with "+" being the international dialing prefix, e.g. 011 in the US and 00 in most other countries.

Software Maintenance

Adiscon's software maintenance plan is called <u>UpgradeInsurance</u>. It offers unlimited free upgrades and priority support during its duration. It can be purchased for a period between 1 and 5 years.

To learn more about UpgradeInsurance, please visit

http://www.adiscon.com/Common/en/products/upgrade-insurance-details.asp

Non-Technical Questions

Please address all non-technical questions to info@adiscon.com. This email alias will answer all non-technical questions like pricing, licensing or volume orders.

Please note: we have increasingly often problems with too-agressive SPAM filtering, resulting in loss of our replies. If you do not receive a response from us within two working days latest, we highly recommend re-submitting your question via the customer support system.

Product Updates

Please visit <u>www.alivemon.com</u> for information about new and updated versions.

5 Purchasing AliveMon

All AliveMon features can be used for 30 days after installation without a license.

The License

The end user license agreement is displayed during setup. If you obtained a ZIP file with the product, there is also a file license.txt inside that ZIP file. If you need to receive a copy of the license agreement, please email <u>info@adiscon.com</u>.

Pricing & Ordering

Please visit <u>http://www.alivemon.com/en/intermediate-order.php</u> to obtain pricing information. This form can also be used for placing an order online. If you would like to place a purchase order, please visit http://www.adiscon.com/Common/en/OrderByPO.php to obtain details.

If you would like to receive assistance with your order or need a quote, please contact info@adiscon.com.

6 References

Following links will help you in getting further information on AliveMon.

AliveMon Homepage

• www.alivemon.com

Frequently Asked Questions

www.alivemon.com/en/FAQ

Support

• <u>www.alivemon.com/en/support</u>

Product Tour

www.alivemon.com/en/product/product-tour.php

7 Copyrights

This documentation as well as the actual AliveMon product is copyrighted by Adiscon GmbH, Germany. To learn more about other Adiscon products, please visit <u>http://www.adiscon.com/en/products</u>. To obtain information on the complete <u>MonitorWare product line</u>, please visit <u>www.monitorware.com</u>.

Microsoft, Windows, and the Windows logo are trademarks, or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Other mentioned trademarks are for reference only. They belong to their respective owners.

8 Glossary of Terms

The Glossary of Terms is also available on the Web. Please check it from time to time, as our websites are continously being updated. Our manuals are also updated with each new version release. Since things change so frequently, it's better to be on the safe side.

http://www.monitorware.com/Common/en/glossary/

8.1 Millisecond

A millisecond is a thousand of a second. It is abbreviated as "ms". As such, 500ms mean half a second.

Inside the <u>MonitorWare line of products</u>, many timers are expressed in milliseconds as a fine control over the services and actions is provided to the administrator.

Click here for more Information about Milliseconds.

8.2 MonitorWare Line Of Products

<u>Adiscon's</u> MonitorWare line of products includes monitoring and operations management tools. It consists of several components, each of which can be used either individually or as a complete solution. As of this writing, the following products are available:

- Adiscon Logger (<u>www.monitorware.com/en/logger/</u>)
- ActiveLogger (<u>www.activelogger.com</u>)
- EventReporter (<u>www.eventreporter.com</u>)
- IISLogger (<u>www.iislogger.com</u>)

70 AliveMon 2.0

- MoniLog (<u>www.monilog.com</u>)
- MonitorWare Agent (<u>www.mwagent.com</u>)
- MonitorWare Console (<u>www.mwconsole.com</u>)
- WinSyslog (<u>www.winsyslog.com</u>)

There is also an open source syslog library available for programmers whishing to integrate syslog into their C/C++ programs:

• Liblogging (<u>www.liblogging.org</u>)

New products are continously being added - please be sure to check <u>www.monitorware.com</u> from time to time for updates.

<u>Click here</u> for more Information about the MonitorWare Line of Products.

8.3 TCP

A reliable IP transport protocol. TCP communication ensures that no packets are lost in transit. As such, it is most useful in low-bandwidth or unreliable environments. Examples are slow WANs or packet radio networks.

8.4 UDP

A non-reliable IP transport protocol. It provides best effort delivery. Typically, in LAN environments UDP packets are never lost. However, in WAN scenarios or with heavily loaded LANs, UDP packets might be lost.

<u>Click here</u> for more Information about UDP.

8.5 UpgradeInsurance

UpgradeInsurance is <u>Adiscon's</u> software maintenance plan. It offers free major upgrades as well as priority support. UpgradeInsurance is available for all Adiscon products and can be purchased for a period between 1 and 5 years.

<u>Click here</u> for more Information about Upgrade Insurance.