



## **MonitorWare Agent 3.1**

© 1997-2005 Adiscon GmbH



# Table of Contents

<b>Part I Introduction</b>	<b>5</b>
1 About MonitorWare Agent .....	5
2 Features .....	6
3 Components .....	9
Core Components .....	9
Add-On Components .....	10
4 System Requirements .....	11
<b>Part II Getting Started</b>	<b>12</b>
1 Setup .....	12
2 Running MWAgent the First Time .....	12
3 Creating an Initial Configuration .....	19
4 Installing PHPLogCon .....	19
5 Obtaining a Printable Manual .....	20
6 Export Settings .....	20
7 MonitorWare Agent Tutorial .....	21
Filter Conditions .....	21
Ignoring Events .....	22
Logging Events .....	30
Time-Based Filters .....	34
Email Notifications .....	37
Alarming via Net Send .....	39
Starting Scripts and Applications in Response to an Event .....	41
Monitoring Hard Disk Space .....	44
Monitoring External Devices via PING .....	47
Monitoring FTP Server via a FTP Probe .....	51
Monitoring SMTP Server via a SMTP Probe .....	53
Monitoring IMAP Server via a IMAP Probe .....	56
Monitoring NNTP Server via a NNTP Probe .....	59
Monitoring External Devices via a Port Probe .....	62
<b>Part III Common Uses</b>	<b>65</b>
<b>Part IV Step-by-Step Guides</b>	<b>65</b>
<b>Part V Using Interactive Syslog Server</b>	<b>66</b>
1 Launching the Interactive Syslog Server .....	67
2 The Interactive Logging .....	67
3 Interactive Syslog Server Options .....	69
<b>Part VI Configuring MonitorWare Agent</b>	<b>71</b>

<b>1</b>	<b>License Options .....</b>	<b>75</b>
<b>2</b>	<b>General Options .....</b>	<b>76</b>
<b>3</b>	<b>Services .....</b>	<b>78</b>
	Understanding Services .....	78
	Syslog Server .....	79
	SETP Server .....	80
	Event Log Monitor .....	82
	Database Monitor .....	88
	Serial Port Monitor .....	92
	File Monitor .....	96
	Heartbeat .....	101
	Ping Probe .....	102
	Port Probe .....	105
	SMTP Probe .....	108
	POP3 Probe .....	110
	FTP Probe .....	112
	NT Services Monitor .....	114
	HTTP Probe .....	116
	IMAP Probe .....	119
	NNTP Probe .....	121
	Disk Space Monitor .....	123
	SNMP Trap Receiver Service .....	125
	CPU/Memory Monitor .....	126
	MonitorWare Echo Reply .....	131
	MonitorWare Echo Request .....	132
<b>4</b>	<b>Filter Conditions .....</b>	<b>134</b>
	Filter Conditions .....	134
	Global Conditions .....	137
	Operators .....	138
	Filters .....	139
	General .....	140
	Date/Time .....	142
	InformationUnit Type .....	143
	Syslog .....	144
	FTP .....	146
	IMAP .....	147
	HTTP .....	148
	NNTP .....	149
	POP3 .....	150
	SMTP .....	151
	Event Log Monitor .....	152
	NT Service Monitor .....	154
	DiskSpace Monitor .....	155
	SNMP Traps .....	156
	SerialPort Monitor .....	158
	Custom Property .....	159
	Store Filter Results .....	160
<b>5</b>	<b>Actions .....</b>	<b>160</b>
	Understanding Actions .....	160
	File Options .....	160
	Database Options .....	166
	Event Log options .....	170



Mail Options .....	172
Forward Syslog Options .....	176
Forward SETP Options .....	178
Start Program .....	180
Play Sound .....	182
Send to Communications Port .....	183
Post-Process Event .....	185
Net Send .....	187
Set Status .....	188
Set Property .....	189
Call RuleSet .....	191
Discard .....	192
Control NT Service .....	192
HTTP Request .....	195
Send SNMP Trap .....	196
Compute Status Variable .....	198
<b>Part VII Getting Help</b>	<b>199</b>
<b>Part VIII MonitorWare Concepts</b>	<b>202</b>
<b>Part IX Purchasing MonitorWare Agent</b>	<b>202</b>
<b>Part X Reference</b>	<b>202</b>
1 Comparison of properties Available in MonitorWare Agent, EventReporter and WinSyslog	
2 Event Properties .....	204
Accessing Properties .....	204
Property.....	204
FromPos.....	204
ToPos .....	205
Options.....	206
Examples.....	206
System Properties .....	207
Custom Properties .....	208
Event-Specific Properties .....	208
Standard Properties.....	209
Windows Event Log Properties.....	211
Syslog Message Properties .....	211
Disk Space Monitor.....	211
File Monitor.....	211
Windows Service Monitor .....	212
Ping Probe.....	212
Port Probe.....	212
Database Monitor.....	212
Serial Monitor.....	213
MonitorWare Echo Request.....	213
FTP Probe.....	213
IMAP Probe.....	213
NNTP Probe.....	213
SMTP Probe.....	213
POP3 Probe.....	213
HTTP Probe.....	213

3	Complex Filter Conditions .....	214
4	MonitorWare Agent Shortcut Keys .....	218
5	Version Comparison .....	219
<b>Part XI Copyrights</b>		<b>219</b>
<b>Part XII Glossary of Terms</b>		<b>219</b>
1	EventReporter .....	219
2	Millisecond .....	220
3	Monitor Ware Line of Products .....	220
4	Resource ID .....	220
5	SETP .....	221
6	SMTP .....	221
7	Syslog Facility .....	222
8	TCP .....	222
9	UDP .....	222
10	Upgrade Insurance .....	222
11	UTC .....	223
12	NNTP .....	223
13	SNMP .....	223
14	FTP .....	223
15	HTTP .....	224
16	POP3 .....	224
17	IMAP .....	224
<b>Index</b>		<b>0</b>

# 1 Introduction

## 1.1 About MonitorWare Agent

**MonitorWare is a line of products for network monitoring, management and analysis by Adiscon. MonitorWare has been designed with a philosophy that small to mid sized enterprises have same critical network security needs and limited resources to purchase security solutions.**

MonitorWare Agent is a solution for those who are interested in centralizing their monitoring needs. It provides all capabilities of WinSyslog and EventReporter plus many classic features of its own. It has been aided with a reliable event delivery SETP protocol and remotely device monitoring features. It has features to help network administrators/planners, desktop support professionals, system analysts, system administrators, internet managers and technical support personals to make their lives easy.

MonitorWare Agent runs on the systems to be monitored and provides the core functionality. It can gather the data from various sources, like the Windows event log, routers, switches, firewalls and many more. It supports very flexible and powerful local filtering and processing of these gathered events based on a powerful rule processor, events can be forwarded, acted on or discarded - all at the discretion of the system administrator. Even a stand-alone MonitorWare Agent can play a vital role in network management by performing a role like generating alert emails at the occurrences of specific events.

Larger environments consolidate MonitorWare Agent data in a central repository like the MonitorWare event database or combined log files. Database is the source of information for all reporting and analysis modules of the MonitorWare system. By default, database can be created with MySQL, Microsoft Access or Microsoft SQL Server (also available as cost-free MSDE). As standard SQL and ODBC are being used, it is easily adaptable to other database systems. For example, we know that many customers use it successfully with Oracle databases.

A number of different modules work on this consolidated database or the log files to carry out various activities. These modules include scheduled reporting facilities like [MonitorWare Console](#) for analysis, a web interface or [MoniLog](#) reporting.

Currently under development is an enterprise configuration manager, which facilitates configuration of MonitorWare system on an enterprise scope. With the MonitorWare Enterprise Manager, groups of configurations can be created (e.g. for Syslog servers, NT event log monitors, consolidation servers and the like). These function-focused groups can then be automatically applied to machine groups. By doing this, you can monitor a very large MonitorWare system with a single MonitorWare Enterprise Manager. If you are interested in the enterprise configuration system, please mail us at [support@adiscon.com](mailto:support@adiscon.com) to become enrolled in our beta program.

MonitorWare Agent can also integrate with other network monitoring and management related Adiscon products like EventReporter and [WinSyslog](#). In fact, it uses common terms and methods wherever possible, so upgrading from these solutions to the full MonitorWare system is easy.

For a complete overview over the MonitorWare line of products, please visit

[www.monitorware.com](http://www.monitorware.com).

## 1.2 Features

### **Complete Windows Event Monitoring**

MonitorWare Agent automatically monitors Windows Event Logs. All Event Logs including the Windows 2000 specific extensions are fully processed. Application log file monitoring provides support for virtually any application that logs to a text file like Web server log files, Oracle error logs files or Windows application log files (like the DHCP log files).

### **Active Network Probes**

Ping and Port Probe services allow monitoring of both local and remote systems and services. These services are not restricted to Windows machines only – virtually any existing service can be used with these probes. Good examples are LINUX based web and mail servers or firewalls. But our probes don't restrict you to an OS – even if you have a server running on a mainframe, MonitorWare can check its operational state.

Failing systems and services are detected and alert be generated.

### **Monitor Windows' Services and Disk Space Monitor**

The Windows service monitor and disk space monitor services check the local machine. Failing services and low disk space are quickly detected and can be used to trigger notifications or even corrective actions before problems arise.

### **External Events**

Events are accepted via a standard Syslog server and hence all of the Syslog-enabled devices can be included in the MonitorWare system. This includes popular devices like routers and switches as well as printers and a large number of UNIX / Linux based systems and applications. Virtually all currently existing network devices support Syslog – so MonitorWare Agent can monitor all of them.

To reach an even broader device range, MonitorWare Agent not only supports standard compatible Syslog but also it supports popular extensions like Syslog over .

### **Scalability**

The MonitorWare system is modular and highly scalable. If a single server is to be monitored, MonitorWare Agent can provide all monitoring and alerting needs. However, multiple MonitorWare Agents in a complex, hierarchical network can talk to each other and provide both local and central alerting and event archiving.

## **Event Archiving**

All incoming events – no matter what source they came from – can be stored persistently. Options include archiving in databases as well as log files.

## **Alerting**

All incoming events – no matter what source they came from – can be stored persistently. Options include archiving in databases as well as log files.

## **Powerful Event Processing**

MonitorWare Agent is powerful and flexible rule engine processes all events based on a configured set of actions. An unlimited number of rules and actions allows tailoring to the specific needs.

## **Zero-Impact Monitoring**

MonitorWare Agent 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. This ensures it can also be installed on heavily loaded servers.

## **Robustness**

MonitorWare Agent is written to perform robust even under unusual circumstances. The reliability of the product is proven since 1996.

## **Ease of Use**

MonitorWare Agent is easy to install and configure. Comprehensive step-by-step guides and wizards help administrators with setting up even complex systems.

## **Firewall Support**

Does your security policy enforce you to use non-standard ports? MonitorWare Agent can be configured to listen on any TCP/IP port for Syslog messages.

## **Syslog Support**

NT Event Messages can be forwarded using standard Syslog protocol. NT severity classes are mapped to the corresponding Syslog classes. Codes are fully supported.

## **Send Syslog Test Message**

The MonitorWare Agent client comes with "Send Syslog Test Message". This option

enables you to check if Syslog Messages being sent properly to the destination or not.

### **SETP Support**

NT Event Messages can be forwarded using Adiscon proprietary SETP protocol. Windows Event Logs are monitored successfully as well.

### **SNMP Trap Receiver**

A new feature added in Monitor Ware Agent. It allows to receive SNMP messages.

### **FTP Probe**

It connects to the FTP server and on receiving the response sends the QUIT command to terminate the connection. It saves the connection status and response replies.

### **HTTP Probe**

It connects to HTTP server, receives response and sends the QUIT command to terminate the connection. The connection status and response are saved. It also keeps some additional properties to configure like URL and QueryString, Request Type, Use Secure HTTPs Protocol, Refferer and User Agent.

### **IMAP Probe**

It connects to an IMAP server, receives response and sends the QUIT command to terminate the connection. The connection status and response are saved.

### **NNTP Probe**

It connects to NNTP (Usenet) server, receives the response and sends the QUIT command to terminate the connection. The connection status and response are saved.

### **POP3 Probe**

It connects to POP3 (Usenet) server, receives and sends the QUIT command to terminate the connection. The connection status and response are saved.

### **SMTP Probe**

It connects to SMTP (Usenet) server and sends the HELLO command that is automatically constructed by MonitorWare Agent on startup using the full qualified DNS name. The SMTP probe then receives the response and sends the QUIT command to terminate the connection. The connection status and response are saved.

## **Runs on large Variety of Windows Systems**

Windows 4.0, 2000, XP, 2003; Workstation or Server – MonitorWare Agent runs on all of them. We also have Compaq (Digital) ALPHA processor versions on platforms supporting this processor (service only, available on request).

## **Multi-Language Client**

The MonitorWare Agent client comes with multiple languages ready to go. Out of the box, English, French and German are supported. Other languages will be added shortly. Languages can be switched instantly. Language settings are user-specific; so multiple users on the same machine can use different languages.

## **Friendly and Customizable User Interface**

New Skinning feature has been added to MonitorWare Agent Client. New Cloning feature added to MonitorWare Agent Client helps to clone a Ruleset, a Rule, an Action or a Service with one mouse click. Move up and Move down function has been added for Actions in the MonitorWare Agent Client. Wizards have been enhanced for creating Actions, Services and RuleSets. And other minute changes!

## **1.3 Components**

### **1.3.1 Core Components**

#### **MonitorWare Agent Configuration Client**

The MonitorWare Agent Configuration Client – called "the client" - is used to configure all components and features of the MonitorWare Agent. The client can also be used to create a configuration profile on a base system. That profile can later be distributed to a large number of target systems.

#### **MonitorWare Agent Service**

The MonitorWare Agent Service – called "[the service](#)" - runs as a Windows service and carries out the actual work.

The service is the only component that needs to be installed on a monitored system. The MonitorWare Agent service is called the product "engine". As such, we call systems with only the service installed "[engine-only](#)" installations.

The service runs in the background without any user intervention. It can be controlled via the control panel "services" applet or the "Computer Management" MMC under Windows 2000. The client can also be used to control service instances.

### 1.3.2 Add-On Components

There are a number of optional components available as free downloads.

All optional components work with the MonitorWare common database format.

#### **Interactive Syslog Server**

The interactive Syslog server is helpful for quick analysis and troubleshooting. It displays incoming events in the interactive session.

Though it is not a core component, it is included in the MonitorWare Agent install set.

#### **PHPLogCon**

PHPLogCon is a convenient facility to access MonitorWare gathered events over the web. All major browsers are supported.

PHPLogCon is an easy to use solution for browsing Syslog messages, Windows event log data and other network events over the web. PHPLogCon enables the system administrator to quickly and easily review his central log repository. It provides views typically used on log data. It integrates with web resources for easy analysis of data found in the logs.

Mainly it helps to have quick overview over current system activity and accessing the log data while not being able to access the administrator workstation (e.g. being on the road or roaming through the enterprise). While originally initiated to work in conjunction with Adiscon's MonitorWare product line, it can easily be modified to work with other solutions as well.

PHPLogCon is included in the MonitorWare Agent install set. It gets copied onto machine but not installed. For installation of PHPLogCon, refer to the installation instructions in the doc folder of PHPLogCon or see the online manual at [http://www.phplogcon.com/module-Static\\_Docs-view-f-index.htm.phtml](http://www.phplogcon.com/module-Static_Docs-view-f-index.htm.phtml)

#### **MonitorWare Console**

MonitorWare Console facilitates the network administrators to gather valuable information about their networks and offers them strong analytical abilities with which they can examine their network proficiently against countless problems including security breaches. Using the Views and Reporting Modules of the MonitorWare Console, you can find the problematic areas in your network very efficiently and promptly. As a network administrator, you would not only like to find the problems but also their solutions. MonitorWare Console's Knowledge Base Module is exactly meant for this purpose. In short, MonitorWare Console is a very powerful tool that facilitates the Network Administrators to scrutinize their networks from tip to toe and gives an in-depth perspective about what's going on in their system.

For further details, please visit the MonitorWare Console website at [www.mwconsole.com](http://www.mwconsole.com)



## 1.4 System Requirements

The MonitorWare Agent has minimal system requirements. The actual minimum requirements depend on the type of installation. If the client is installed, they are higher. The service has minimal requirements, enabling it to run on a large variety of machines – even highly utilized ones.

### Client

- The client can be installed on Windows NT 4.0 and above. This includes Windows 2000, Windows XP and the 2003 servers. The operating system variant (Workstation, Server ...) is irrelevant.
- The client uses XML technology. Unfortunately, operating system XML support is only available if at least Internet Explorer 4.01 SP1 is installed.
- The client requires roughly 8 MB RAM in addition to the operating system minimum requirements. It also needs around 10 MB of disk space.
- The client is available for Intel based systems, only.

### Service

- The service has fewer requirements. Most importantly, it does not need Internet Explorer to be installed on the system.
- It works under the same operating system versions.
- Additionally, it should perform well under NT 3.51, but as we have not yet received any request for supporting this operating system version, no tests have been conducted yet. This will be done upon request.
- The service also by design supports the Compaq/Digital ALPHA processor, but again has not been ported yet due to missing demand. If you are in need of such a version, please contact Adiscon at [support@adiscon.com](mailto:support@adiscon.com)
- At runtime, the base service requires 5 MB of main memory and less than 2 MB of disk space. However, the actual resources used by the agent largely depend on the services configured.
- If the MonitorWare Agent shall just monitor the local systems event log, impact on the monitored system is barely noticeable, if at all visible.
- If the MonitorWare Agent acts as a central Syslog server receiving hundreds of messages per second, it needs many more resources. Even then, the actual load is depending on the actions carried out. Storing the messages to text files is much less performance intense than writing them to a database table – especially if the database engine is located on the same machine. As such, there is no single guideline for hardware sizing. It needs to be adapted to the expected workload. We have created an article on [performance optimization for syslog server operations](#), which you may want to read.
- Please note, however, that the service is specifically optimized to handle high throughput including message bursts (for example received via syslog).
- If you expect high volume burst and carry out time consuming actions (for example database writes), we highly recommend adding additional memory to the machine. Even 64 MB additional memory works nicely. A typical Syslog message (including overhead) takes roughly 1.5 KB. With 64 MB, you can buffer up to 50,000 messages in 64 MB.
- Please note, MonitorWare Agent is capable of storing such bursts temporarily in memory even if the machine would otherwise be too slow to process the messages.

### PHPLogCon

- PHPLogCon requires Microsoft Internet Information Server (IIS) version 4 or higher to be present on the machine where PHPLogCon is to be installed but it is not mandatory, we recommend to go on with Apache in conjunction with PHP.

## 2 Getting Started

MonitorWare Agent can be used for simple as well as complex scenarios. This chapter provides a quick overview of the MonitorWare Agent and what can be done with it. Most importantly, it contains a tutorial touching many of the basic tasks that can be done with MonitorWare Agent as well as pointer on how to setup and configure.

Be sure to at least briefly read this section and then decide where to go from here - it is definitely a worth time spent.

### 2.1 Setup

[Installing MonitorWare Agent](#) is simple and easy. A standard setup program installs the application.

A number of different [Download Versions](#) of the product is available. The main difference is whether or not a current version of the Microsoft Windows Installer program is included. If you use recent software (e.g. Windows XP or Windows 2003 Server), you can typically use the small install set. Install sets have different names. Those ending in "max" are typically the version for older operating systems without a current installer. If in doubt, use an install set whose name ends in "max". All files are direct install sets, so there is no need to unzip them or to find a setup.exe or such.

Depending on the download directory, the setup program may also be supplied in a ZIP file.

### 2.2 Running MWAgent the First Time

When you run Monitorware Agent for the first time after installation, you are shown a MonitorWare Configuration Wizard that helps you in configuring Monitorware Agent as a Reporting or Central Agent for MonitorWare Console.

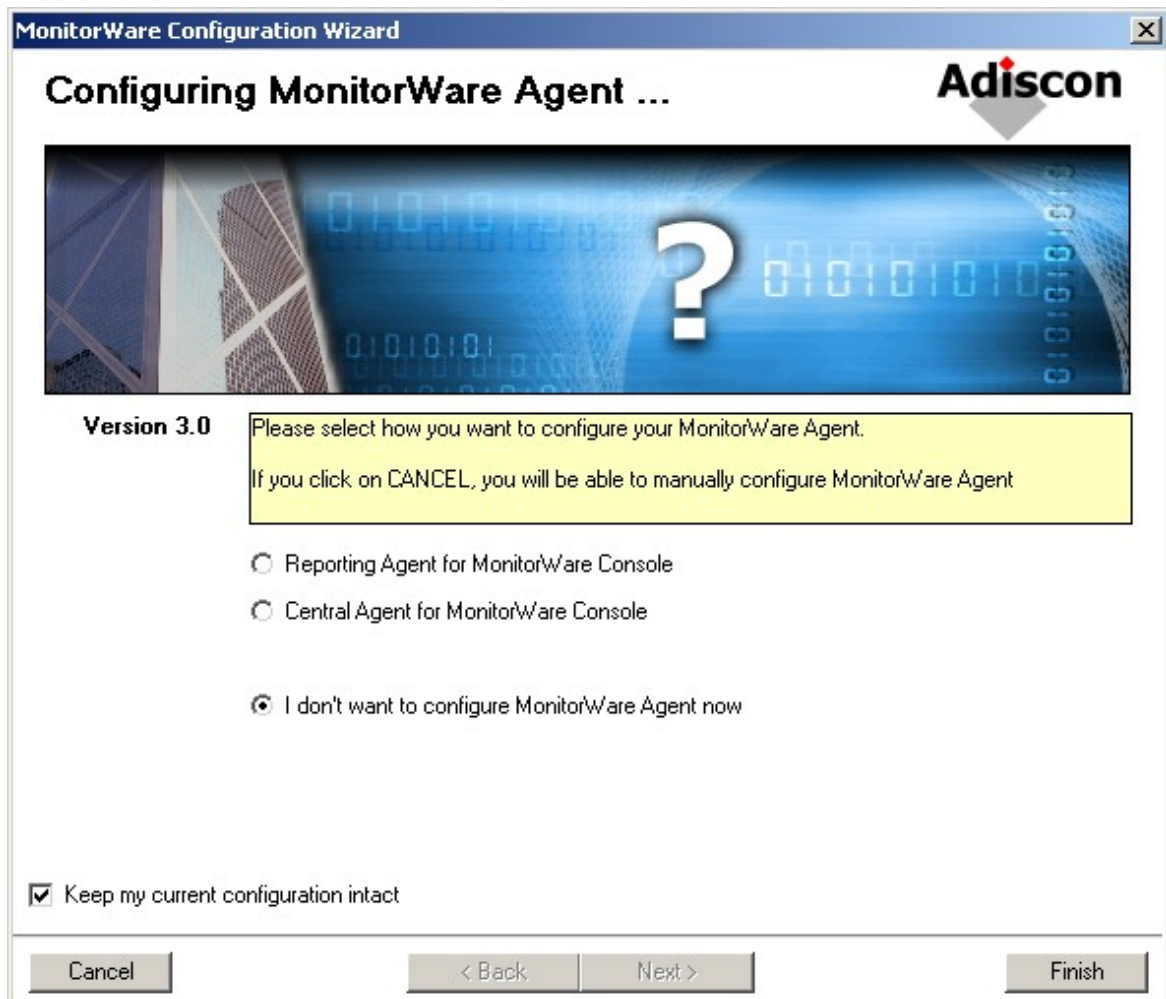


Figure 1: MonitorWare Agent: Configuration Wizard

In Figure 1, you have three options available to configure MonitorWare Agent, these options are listed below:

- 1). Configure MonitorWare Agent as a Reporting Agent for MonitorWare Console
- 2). Configure MonitorWare Agent as a Central Agent for MonitorWare Console
- 3). I don't want to configure MonitorWare Agent now

**Note: If you click on Cancel, you can configure the application manually later on. Keep my current configuration intact option; it helps you keep your current settings in case you are updating from an older version of MonitorWare Agent.**

#### **Option 1: Reporting Agent for MonitorWare Console**

If you select this option the Next button at the middle bottom gets enabled. When you Click on Next, you have to give the SETP Server name in which MonitorWare Agent compatible database is resided.

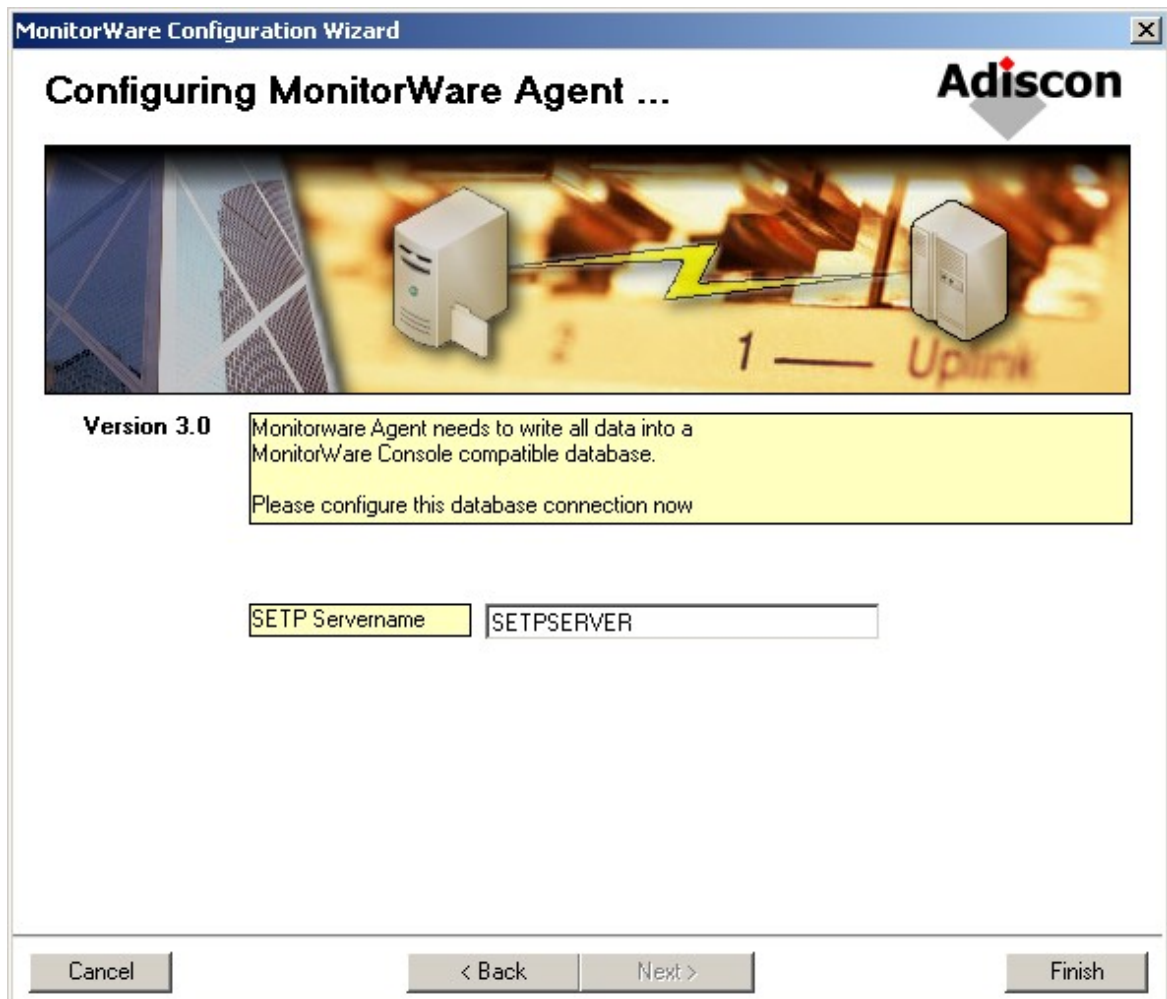


Figure 2: MonitorWare Agent: Configuration Wizard [configure database connection]

Once you give the SETP Server name and click the Finish button at the right bottom, your application is configured as a reporting agent for MonitorWare Console and you enter into MonitorWare Agent successfully and you see an interface similar to the one shown below:

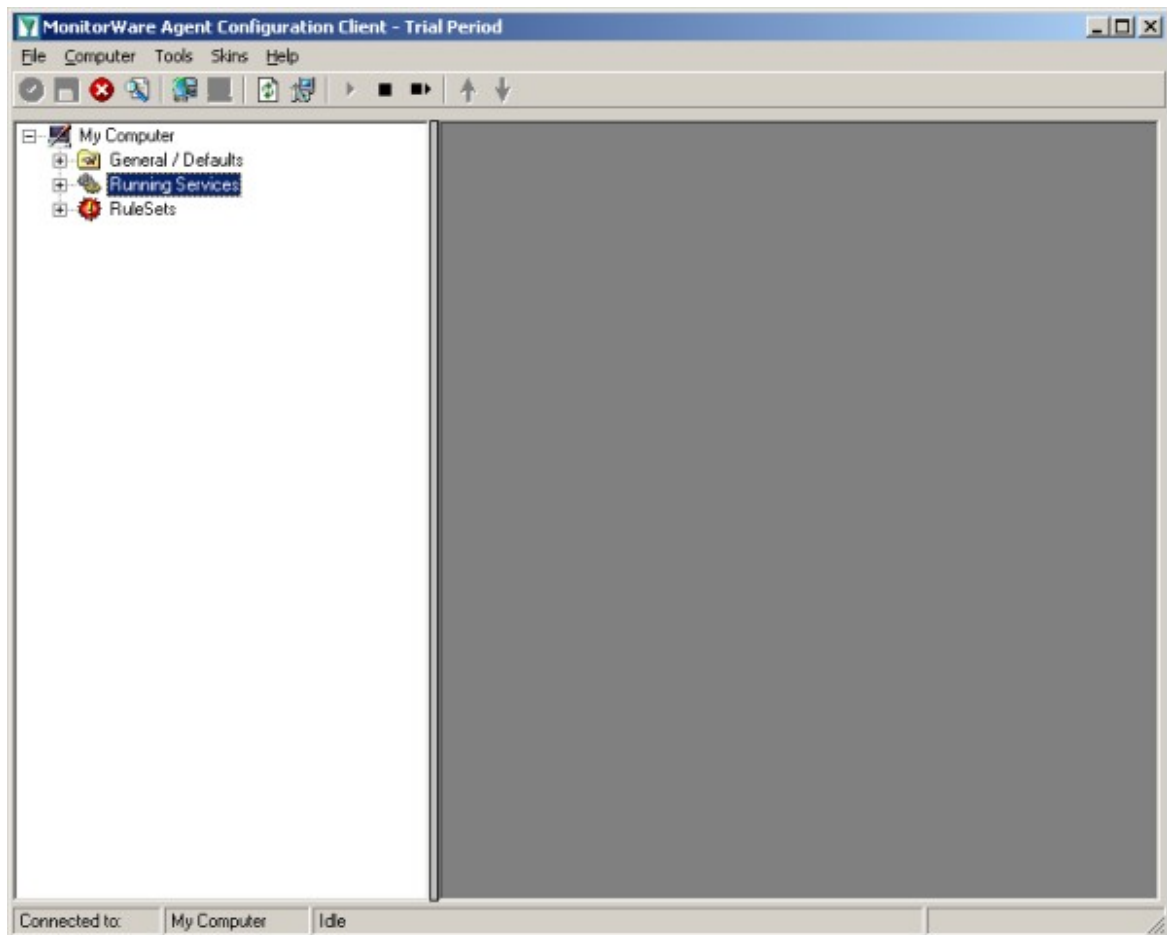


Figure 3: MonitorWare Agent: Application Interface

### Option 2: Central Agent for MonitorWare Console

If you select this option the Next button gets enabled. When you click on Next, you have to select the services you are interested in.

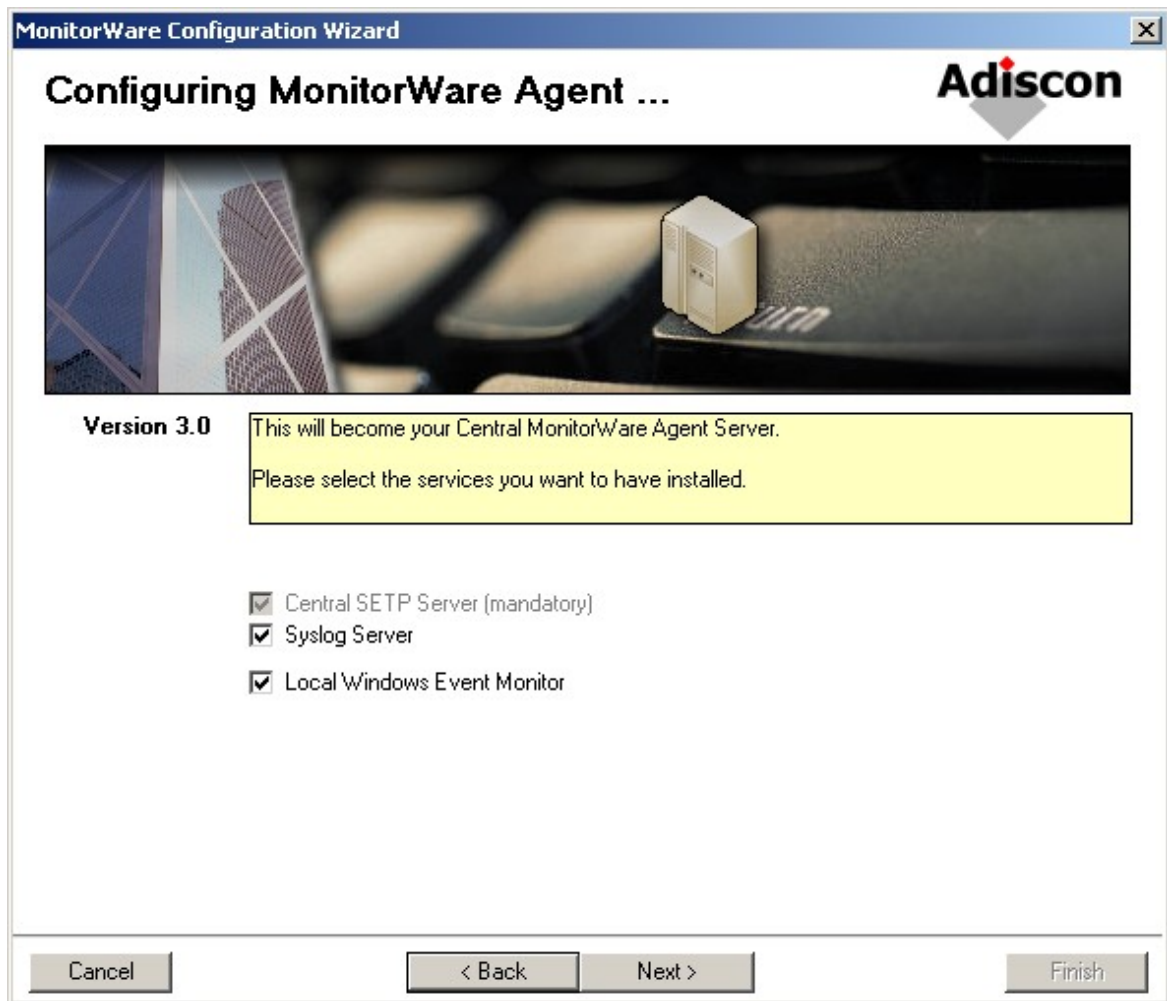


Figure 4: Configuring as a central server [choosing services]

In this option, when you are setting up MonitorWare agent in order to use it with MonitorWare Console generating Windows reports, it is necessary to use the SETP option. This is due to the format of the stored data in the database required by MonitorWare Console, for this reason Central SETP Server option is greyed and already selected. The other two options that are Syslog Server and Local Windows Event Monitor are optional.

When you click on Next button, you are shown a form as shown below:

**MonitorWare Configuration Wizard**

**Configuring MonitorWare Agent ...** **Adiscon**

**Version 3.0** MonitorWare Agent needs to send it's data to a Central repository SETP Server.  
Please configure the SETP Servername now.

☒ Database Logging (mandatory)

DSN: MWDB      Data Sources (ODBC)      Create Database

User-ID: abc

Password: xxx      ☒ Enable Encryption

Cancel      < Back      Next >      Finish

Figure 5: Configuring as a central server for MonitorWare Console [configuring SETP server name]

This form has certain text fields, buttons and a checkbox. Database Logging option is greyed and selected by default as it is mandatory to log in data to generate reports on it.

### DSN

This field is mandatory. This points to the DSN of the database which stores all the data/settings related to the MontitorWare Console . And later on this works as the underlying database to which MonitorWare Console is connected.

### User Name

The user name for the database. If you have generated the DSN using Windows Authentication, then you don't need to enter any thing in this field.

### Password

The password for the database. If you have generated the DSN using Windows Authentication, then you don't need to enter any thing in this field.



## Enable Encryption

If the "Enable Encryption" check box is checked, a weak symmetrical encryption is applied on the password. Thus, we highly recommend to create a specific account with very limited permissions, if you store a password while writing to database. This account does only need to have "select" permissions.

## Data Sources

This button is used to configure Data Source Name (DSN).

## Create Database

This button is used to configure database and to create a table within the database.

## Option 3: I don't want to configure MonitorWare Agent now

If you are not interested configuring the application now, you select this option and click Finish. You see a screen as shown in figure 3. To configure the application manually you have to go to Tools menu of Main Menu bar within the application and have to select MonitorWare Configuration Wizard menu item, this starts the configuration wizard again.

**Note: if you once enter into application interface with any of these options selected, you do not get this screen on application startup. To reconfigure the application you have to go to Tools menu of Main Menu bar within the application and have to select MonitorWare Configuration Wizard menu item, screen shot displayed below:**

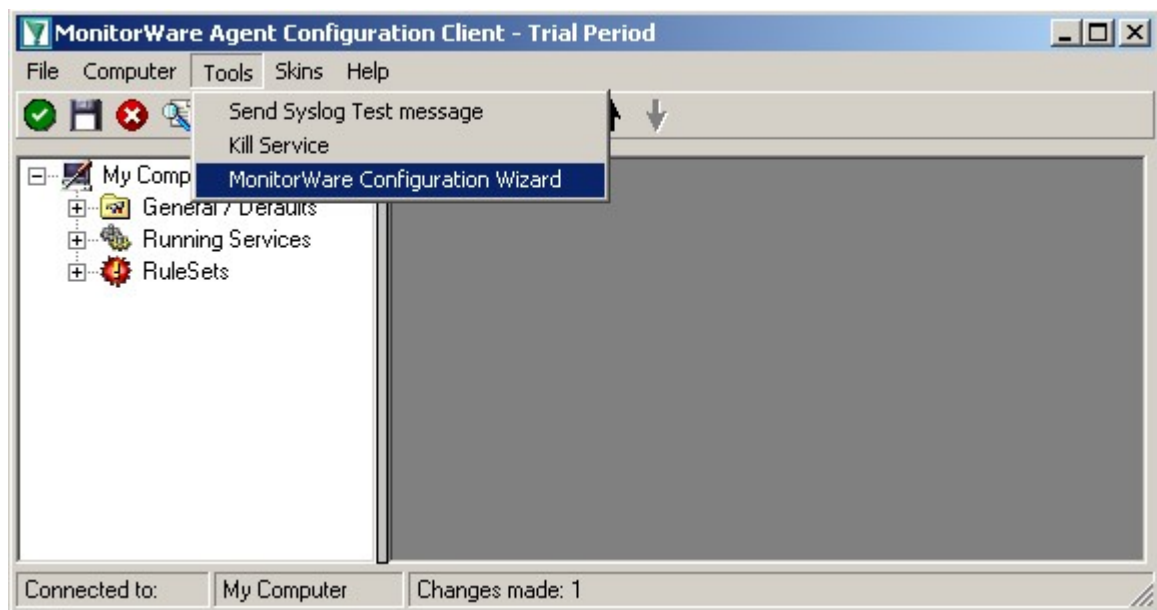


Figure 6: Launching MonitorWare Configuration Wizard



## 2.3 Creating an Initial Configuration

MonitorWare Agent actually contains the features of five products in it. In order to get MonitorWare Agent running be sure to go through the [Tutorial](#) section, once you have read this section. MonitorWare Agent can work as:

### **Data gatherer**

Here, it gathers event data from important sources like Windows event logs, text files, ping and port probes and the like.

### **Real Time Alerter**

Alert conditions can be detected in real time and alerts be issued. Alerts can be sent via email and various other means. Alerts based on data gathered by the data gatherers can be configured with respect to different parameters.

### **Automatic Admin Actions**

Depending on certain events, administrative actions can be automatically initiated, for example the deletion of temporary files in a low-disk space condition.

### **Relay Server**

MonitorWare Agent can be used to build, highly scalable, complex systems with relay servers between locations or networks. As a relay server, it forwards incoming events to another instance of MonitorWare Agent or a Syslog daemon.

### **Event Repository**

All gathered event data can be stored in a repository. The repository is a database providing the base for all other MonitorWare products. Events can also be stored in text files. With a specific configuration, a secure log repository can be created for auditing purposes.

MonitorWare Agent can perform any mix of the five functions on a given machine. There are no limits inside the product. Right after installation, however, it is not configured for any of the above functions. So in order to have it do some useful work, it needs to be configured.

## 2.4 Installing PHPLogCon

[PHPLogCon](#) is a convenient facility to access MonitorWare gathered events over the web. All major browsers are supported. PHPLogCon is included in the MonitorWare Agent install set. It gets copied onto machine but not installed.

For installation of PHPLogCon, refer to the installation instructions in the doc folder of

PHPLogCon or see the online manual at [http://www.phplogcon.com/module-Static\\_Docs-view-f-index.htm.phtml](http://www.phplogcon.com/module-Static_Docs-view-f-index.htm.phtml). Please email [support@adiscon.com](mailto:support@adiscon.com), if you want some more help in this regard.

## 2.5 Obtaining a Printable Manual

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

The manuals offered on this web page are in printable (in PDF format) or HTML Versions for easy browsing and printing. The manual is also included as a standard Windows help file with all installations. So if you have the product already installed, there is no need to download these documents.

The version on the web might also include some new additions, as we post manual changes frequently – including new samples and as soon as they become available. Past manual versions are also available for those customers in need of it.

## 2.6 Export Settings

When working on a support incident, it is often extremely helpful to re-create a customer environment in the Adiscon lab. To aid in this process, we have added functionality to export an exact snapshot of a configuration. This is done via standard Windows registry files. Please note that when we have received your file, we are also able to make adjustments (if needed) and provide those back to you. This is a very helpful support tool.

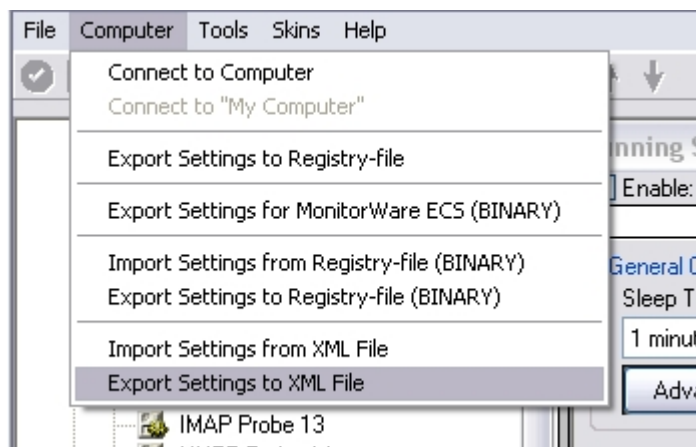


Figure1: Export Settings to a file

To use it, please do the following:

1. Go to "Computer Menu"
2. Choose "Export Settings to Registry-File"  
(be sure NOT to select a binary format - they are only for special purposes. You can also NOT review binary files for security-relevant data.)
3. Save this registry file.

You may be reluctant to send the registry file because of security reasons. We recommend you to review the contents of the registry file for security purposes with a notepad or any other text editor.

Please Note: We have a 1 MB limit on our mail account. Please zip the registry file and then send it to us. If the file size doesn't reduce after compressing it you should contact Adiscon Support for further instructions.

### Fully XML Export&Import of Settings

It is now possible to save the whole configuration as XML. You can edit this XML, duplicate Services, Rules or Actions and reimport the Settings. This is very useful to sort and order large configurations.

## 2.7 MonitorWare Agent Tutorial

This tutorial is to provide an overview of MonitorWare Agent and some of its typical uses. It is not a complete product documentary but helps enough to understand and target the application according to your needs. In the tutorial, we start by describing and focusing on the filter conditions, as these are often needed to understand the usage scenarios that follow below.

MonitorWare Agent gathers network events – or "information units" as we call them – with its services. Each of the events is then forwarded to a rule base, where the event is serially checked against the different rule's filter conditions. If such a condition evaluates to true ("matches"), actions associated with this rule are carried out (for example, storing the information unit to disk or emailing an administrative alert).

### 2.7.1 Filter Conditions

For every rule, filter conditions can be defined in order to guarantee that corresponding actions are executed only at certain events.

These filter conditions are defined via logical operators. Boolean operators like "AND" or "OR" can be used to create complex filter conditions.

If you are not so sure about the Boolean operators, you might find the following brush-up helpful:

**AND** – All operands must be true for the result to be true. Example: AND (A, B): Only if both A and B are true, the result of the AND operation is true. In all other cases, it is false.

**OR** – If at least one of the operands is true, the end result is also true. Example: OR (A, B): The end result is only false if A and B are false. Otherwise, it is true.

**XOR** – It yields true if exactly one (but not both) of two operands is true. Example: XOR (A, B): The end result is false if A and B both are True or False. Otherwise, it is

true.

**NOT** – Negates a value. Example: NOT A: If A is true, the outcome is false and vice versa. There can only be a single operand for a NOT operation.

**TRUE** – Returns true.

**FALSE** – Returns false.

## 2.7.2 Ignoring Events

There are some events which occur often and you do not want them to be stored in your log files or either take any action on those.

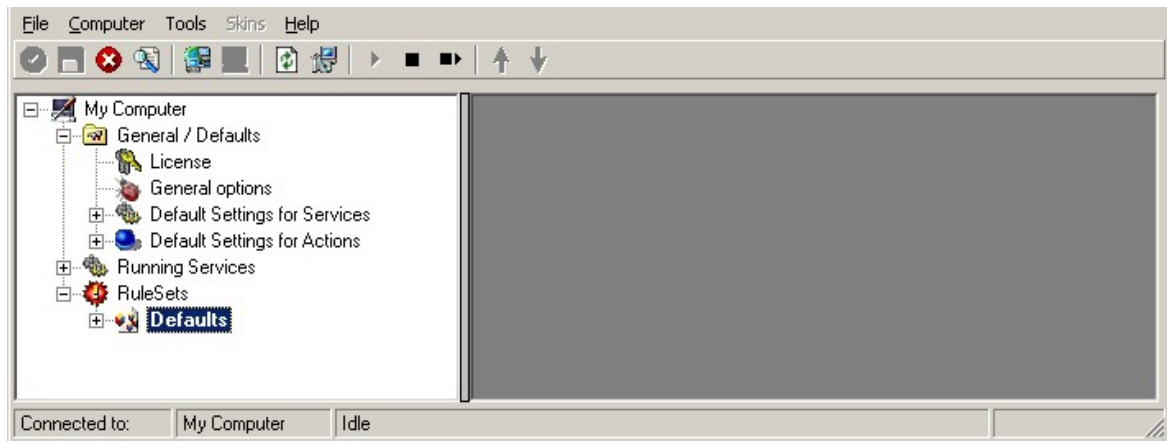
We handle these events on top of our rule set. This ensures that only minimal processing time is needed and they are discarded as soon as possible.

In this tutorial, we define a filter that discards such events. In our example, we assume that Events with the ID 105, 108 and 118 are not required. Please note that for simplicity reasons we only apply filter based on the event ID. In a production environment, you might want to add some additional properties to the filter set. In this sample, no service or rule set is yet defined. It is just a "plain" system right after install, as can be seen in the following screen shot:



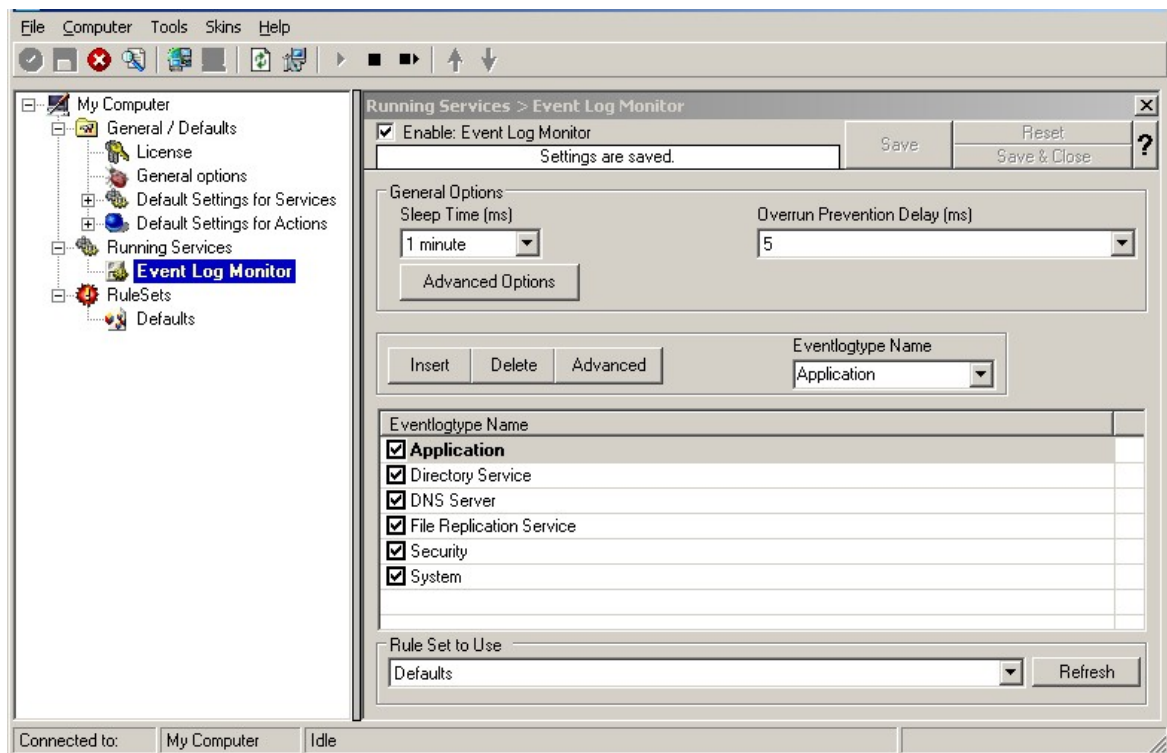
*Ignoring Events - Figure 1*

We begin by defining a rule set. Right-click on "RuleSets" and choose "Add RuleSet" from the context menu. Type in a name of your choice. In this tutorial, we use the name "Defaults". Click on "Next". Leave all as it is in the next dialog. Click "Next", then "Finish". As can be seen in following screen shot, the rule set "Defaults" has been created but is still empty.



*Ignoring Events - Figure 2*

Of course we can only use a rule if we configure a corresponding service. To do so, right-click on "Running Services" and then select "Add Services". Choose the desired "Service" from the context menu i.e. "Event Log Monitor" in this sample. Provide a name of your choice. In our sample, we call the service "Event Log Monitor". Leave all defaults and click "Next", then "Finish". Now click on "Event Log Monitor" under "Running Services". Your screen should look as follows:



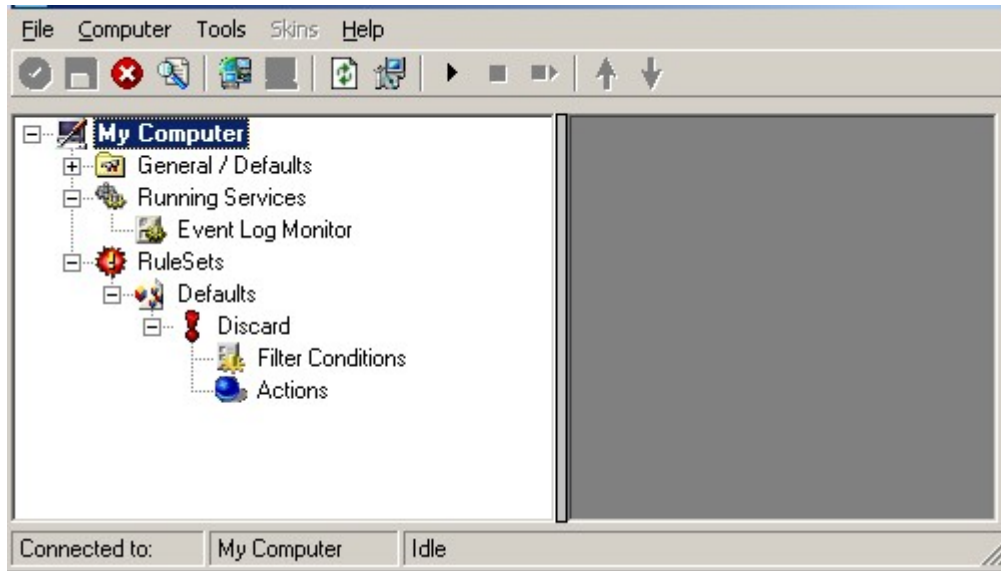
*Ignoring Events - Figure 3*

As we had created the "Defaults" rule set initially, it is shown as the rule set to use for this service. For our purposes, that is correct. To learn more on the power of rule set assignments, see other sections of this manual.

Now we do something with the data that is generated by the event log monitor. To do

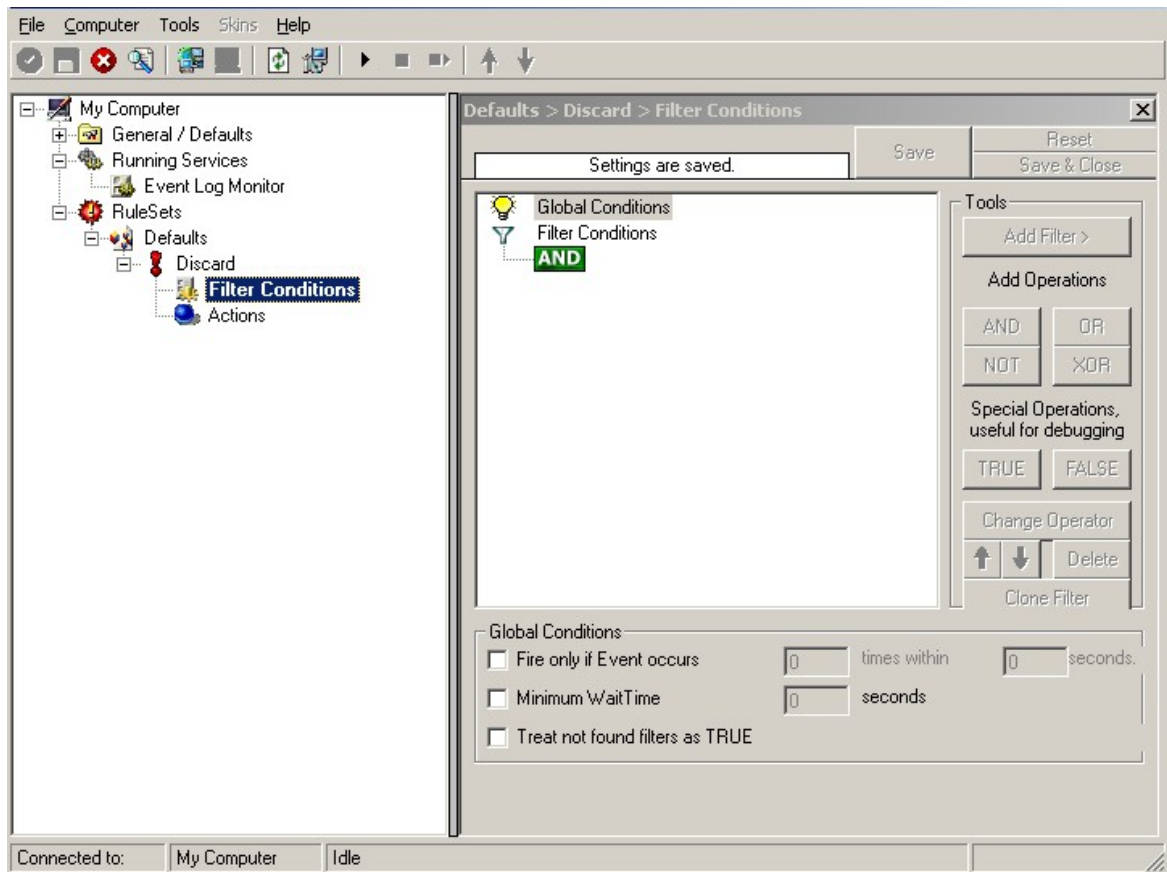
so, we must define rules inside the rule set.

In the tree view, right-click "Defaults" below "RuleSets". Then, click "Rules", select "Add Rule". Choose any name you like. In our example, we call this rule "Discard". Then, expand the tree view until it looks like the following screen shot:



*Ignoring Events - Figure 4*

Click on "Filter Conditions" to see this dialog:

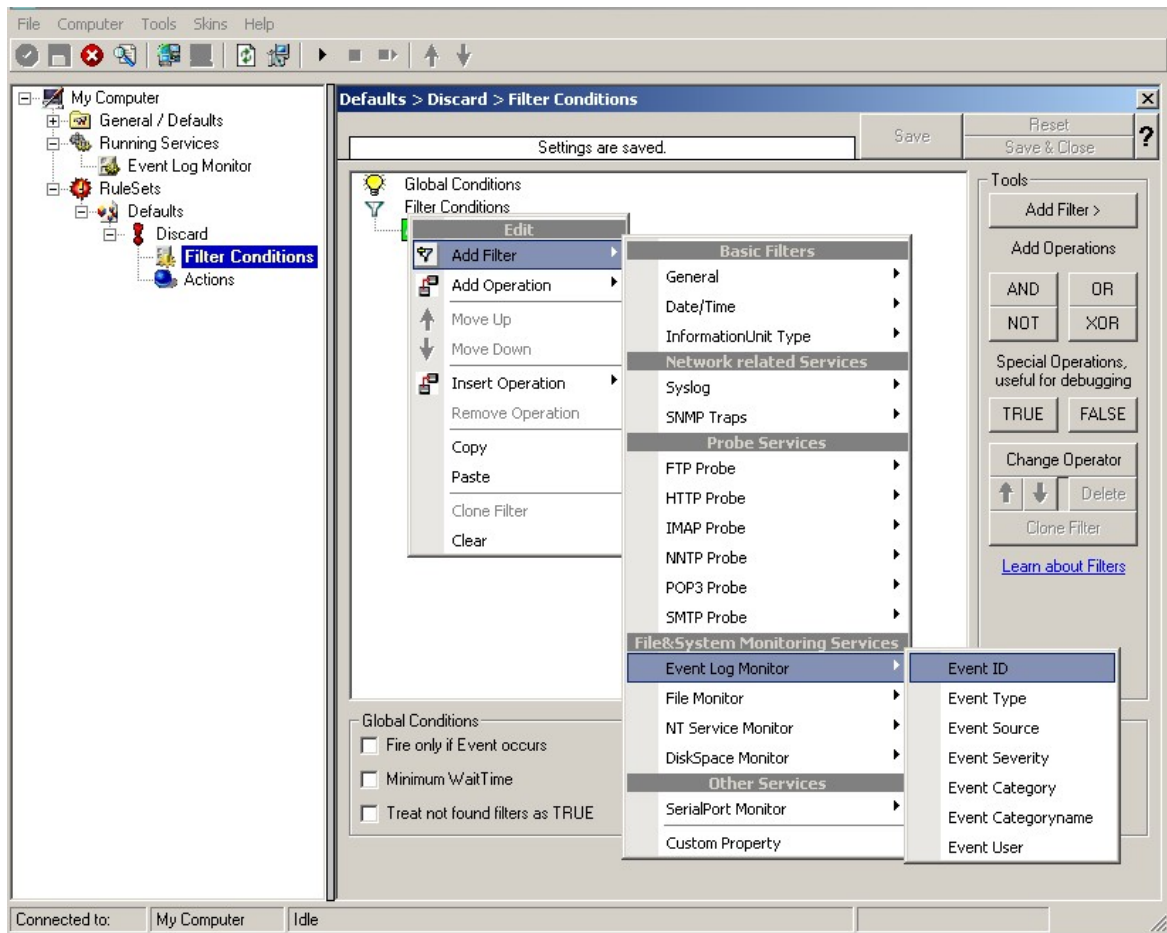


*Ignoring Events - Figure 5*

In that dialog, we define our filter. Remember: we are about to filter those events, which we are **not** interested in. As we would like to discard multiple events, we need the Boolean "OR" operator in the top-level node, not the default "AND". Thus, we need to change the Boolean operator.

There are different ways to do this. Either double-click the "AND" to cycle through the supported operations or select it and click "Change Operator". In any way, the Boolean operation should be changed to "OR".

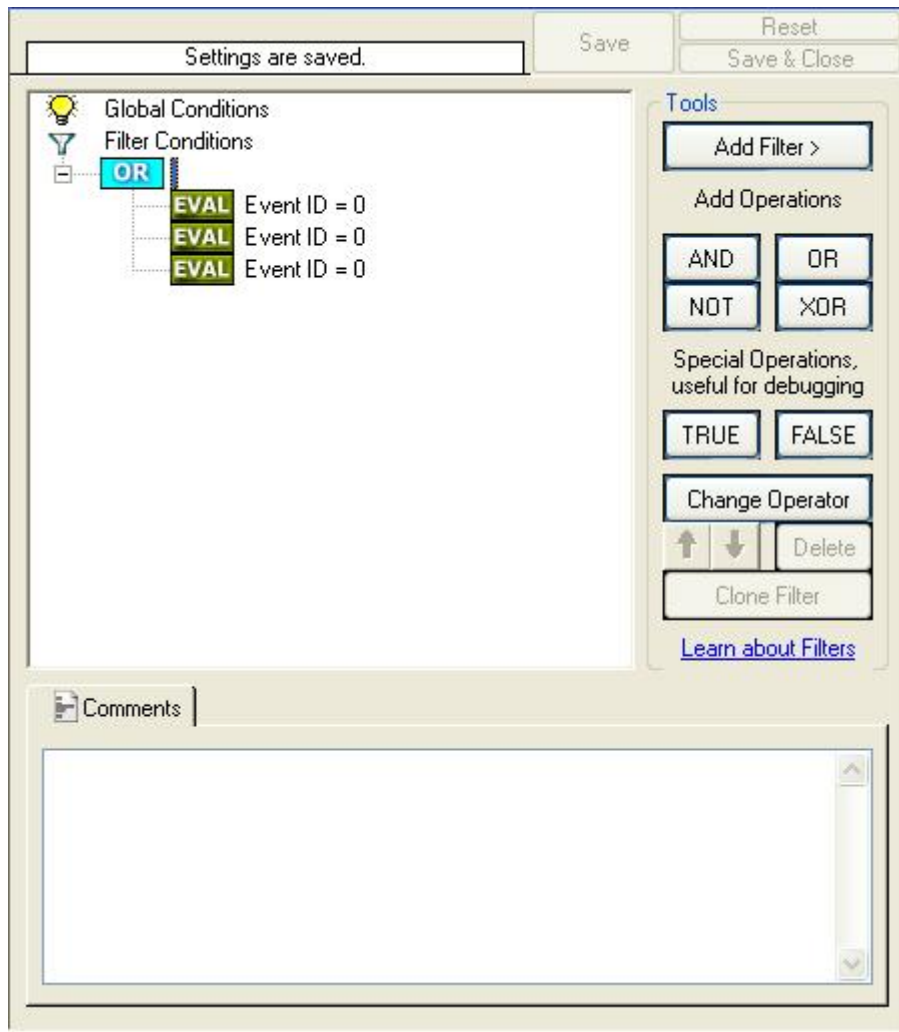
We filter out "uninteresting" events via their event id. Again, there are different ways to do this. In the sample, we do it via right clicking the "OR" node and selecting "Add Filter" from the pop up menu. Or you can use the Add Filter Button. This can be seen in the screen shot below:



*Ignoring Events - Figure 6*

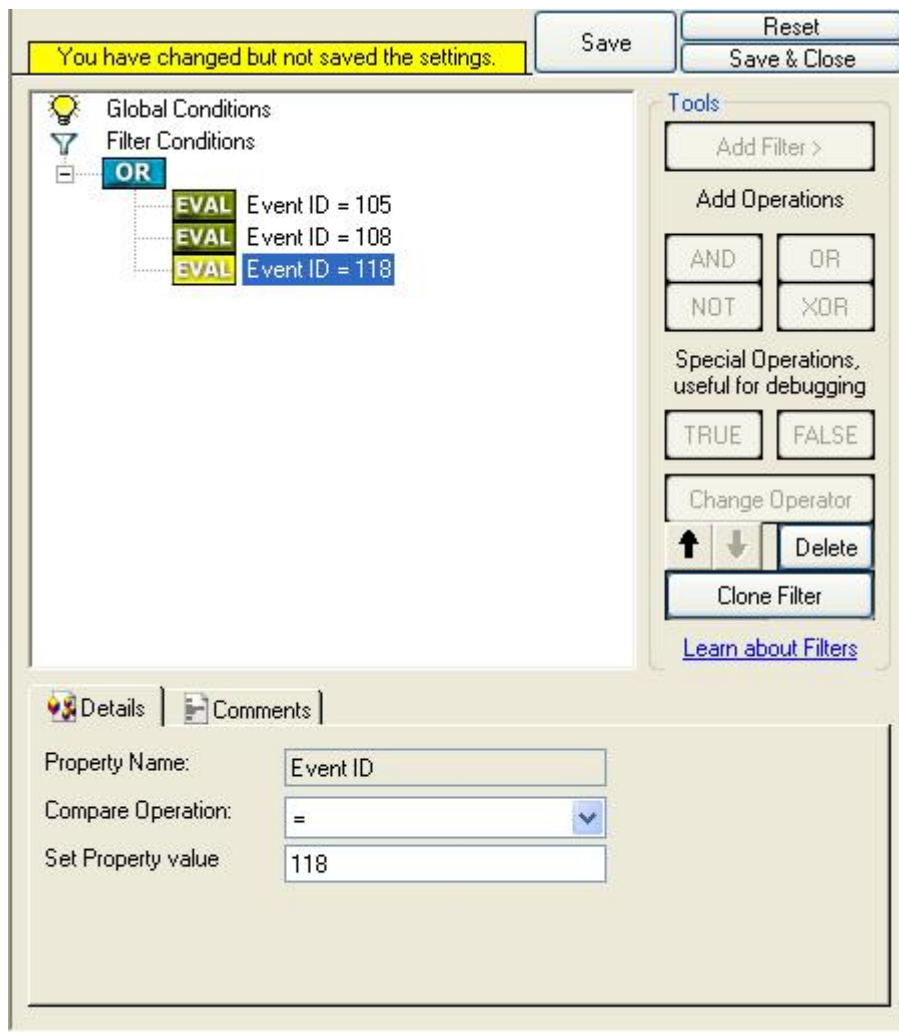
I prefer to add all three Event ID property filters first and later on change the Event ID to the actual value I am looking for. When you have added them, it should look as follows:





*Ignoring Events - Figure 7*

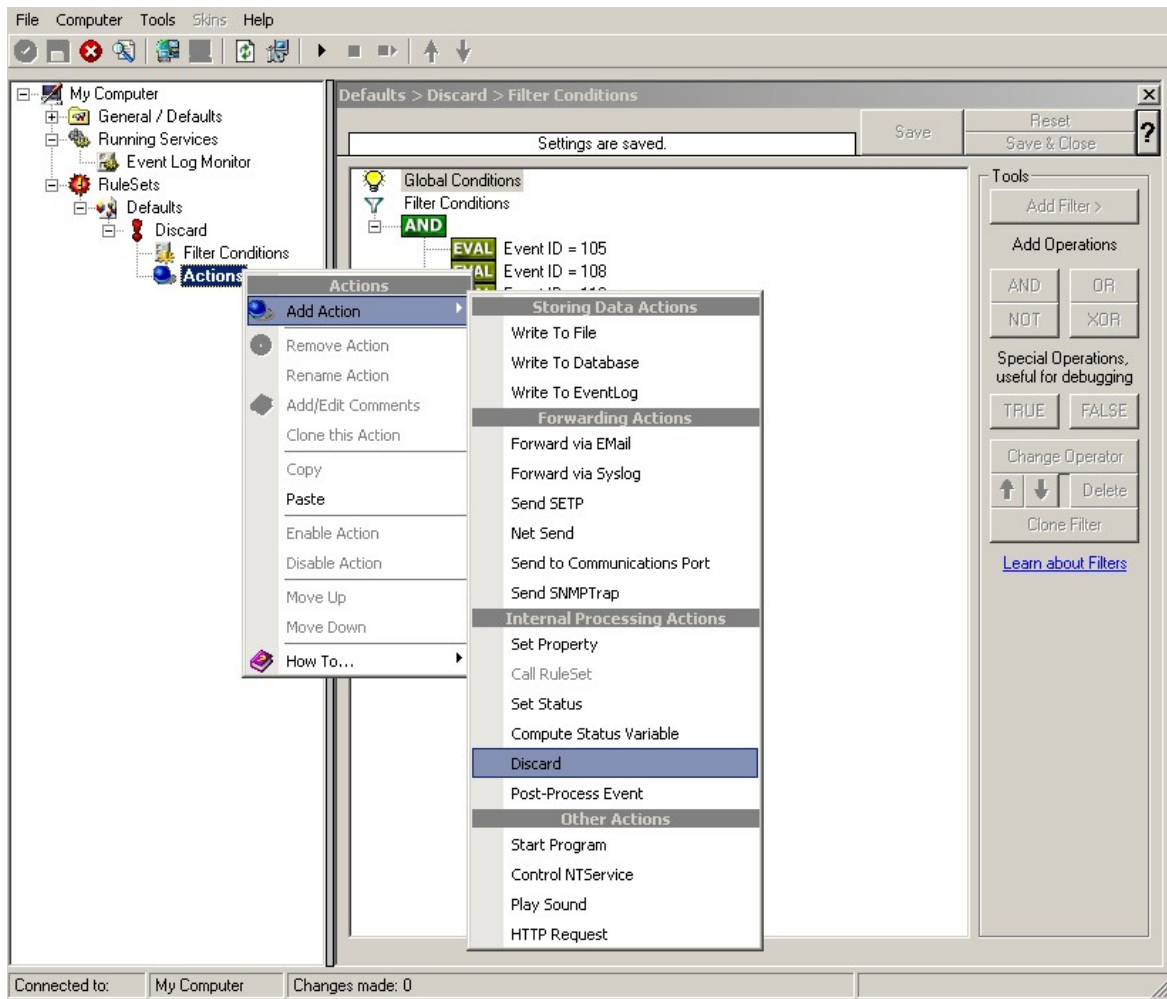
In order to enter the actual values, select each of the three filters. A small dialog opens at the bottom of the screen. There you enter the values you are interested in. In our sample, these are IDs 105, 108 and 118. As we are only interested in exactly these values, we do a comparison for equality, not one of the other supported comparison modes. When you have made the updates, your screen should look as follows:



*Ignoring Events - Figure 8*

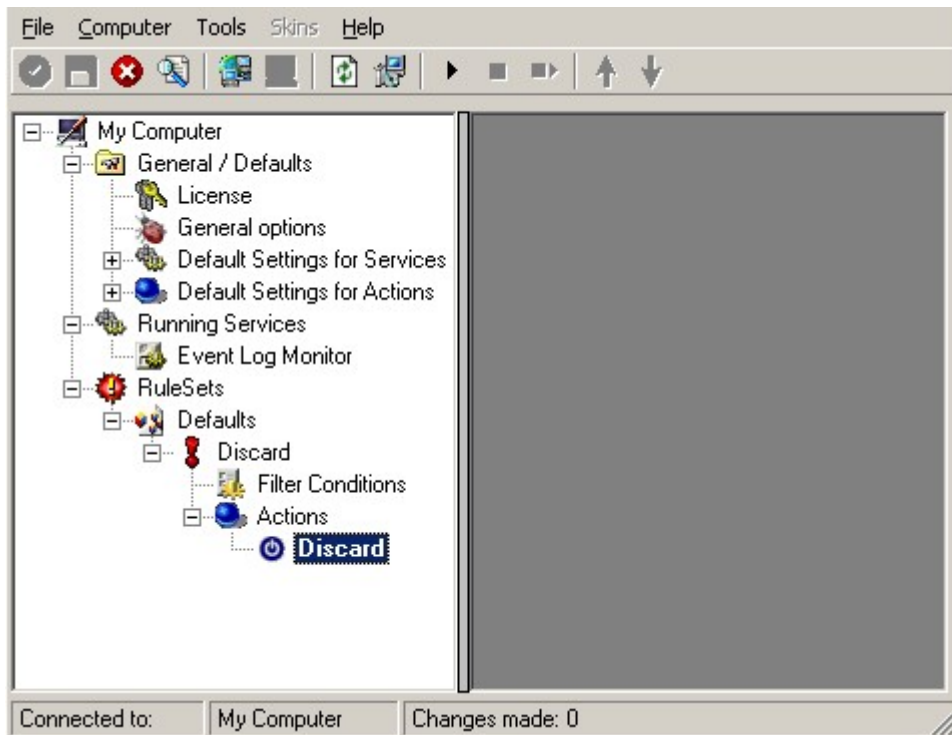
Save the settings by clicking the (diskette-like) "Save" button. We have now selected all events that we would like to be discarded. In reality, these are often far more or a more complicated filter is needed. We have kept it simple so that the basic concept is easy to understand – but it can be as complex as your needs are.

Now let us go ahead and actually discard these events. This is done via an action. To do so, right-click on "Actions" and select "Discard."



*Ignoring Events - Figure 9*

Again, name the action as you like in the following dialog. We use "Discard" as this is quite descriptive. Select "Next" and then "Finish" on the next page. Your screen should look like follows:



*Ignoring Events - Figure 10*

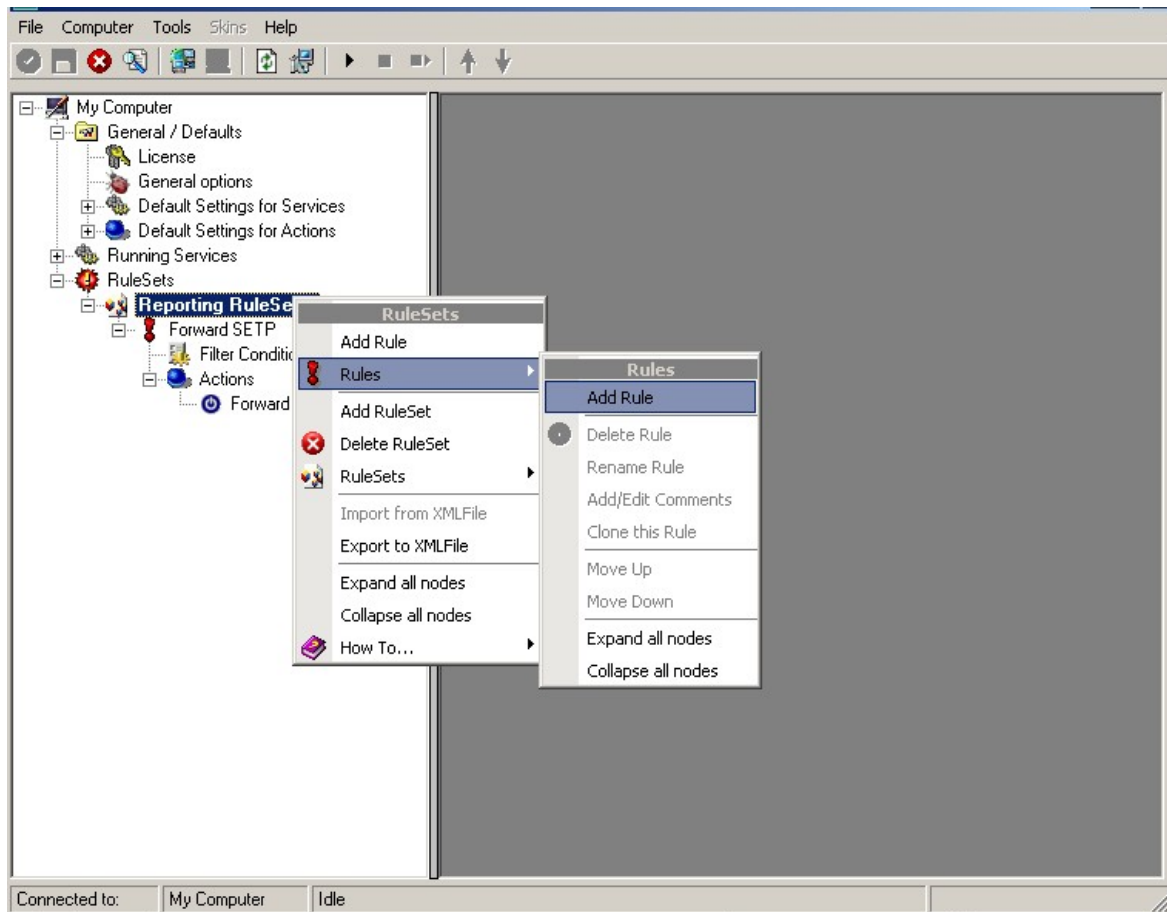
This concludes the definition of our first rule.

If we would start MonitorWare Agent service now, all events with IDs 105, 108 and 118 would be handled by this rule and thus be discarded. All other events do not cause the filter condition to evaluate to true and thus those would be left untouched. Consequently, only these other events flow down to rules defined behind the "Discard" rule. Obviously, our configuration effort is not yet completed. We just finished a first step, excluding those events that we are not interested in. And of course, in reality you need to decide which ones to discard in a real rule set.

### 2.7.3 Logging Events

Often, a broad range of events (or information units as we call them) needs to be stored persistently so that you can review and analyze them if the need arises. As such, we are in need of a rule that persists the events. In our sample, we choose to work with a text log file (not a database, which we also could use). We now create a rule to store all those events not discarded by the previous rule into a log file.

To do so, right click the "Defaults" rule set as shown below. Then, select "Rules" and "Add Rule":

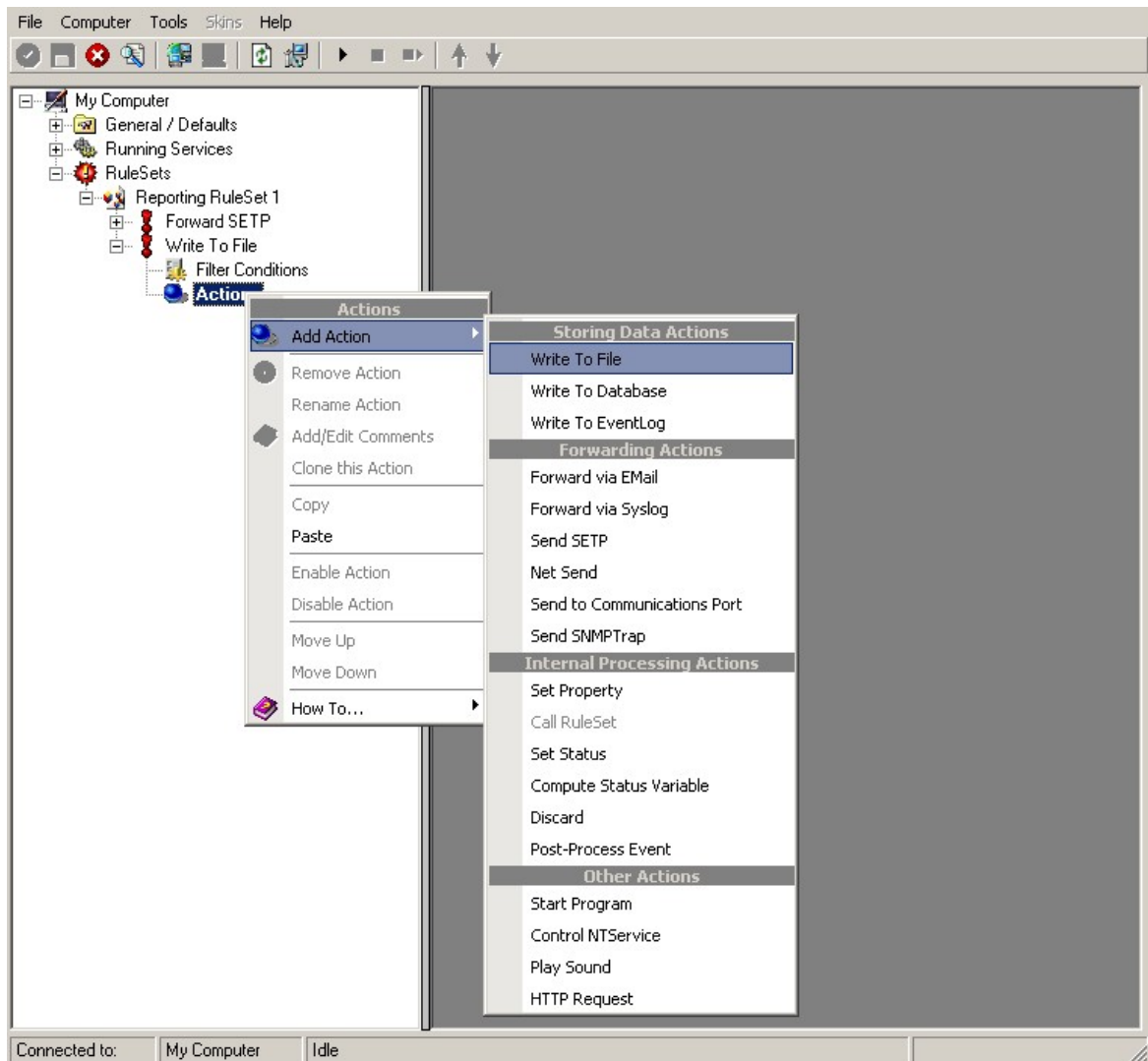


Logging Events - Figure 1

Use a name of your choosing. In our sample, we call this rule "Write To file". This rule should process **all** events that remained after the initial discard rule. As such, we do not need to provide any filter condition (by default, the filter condition matches always).

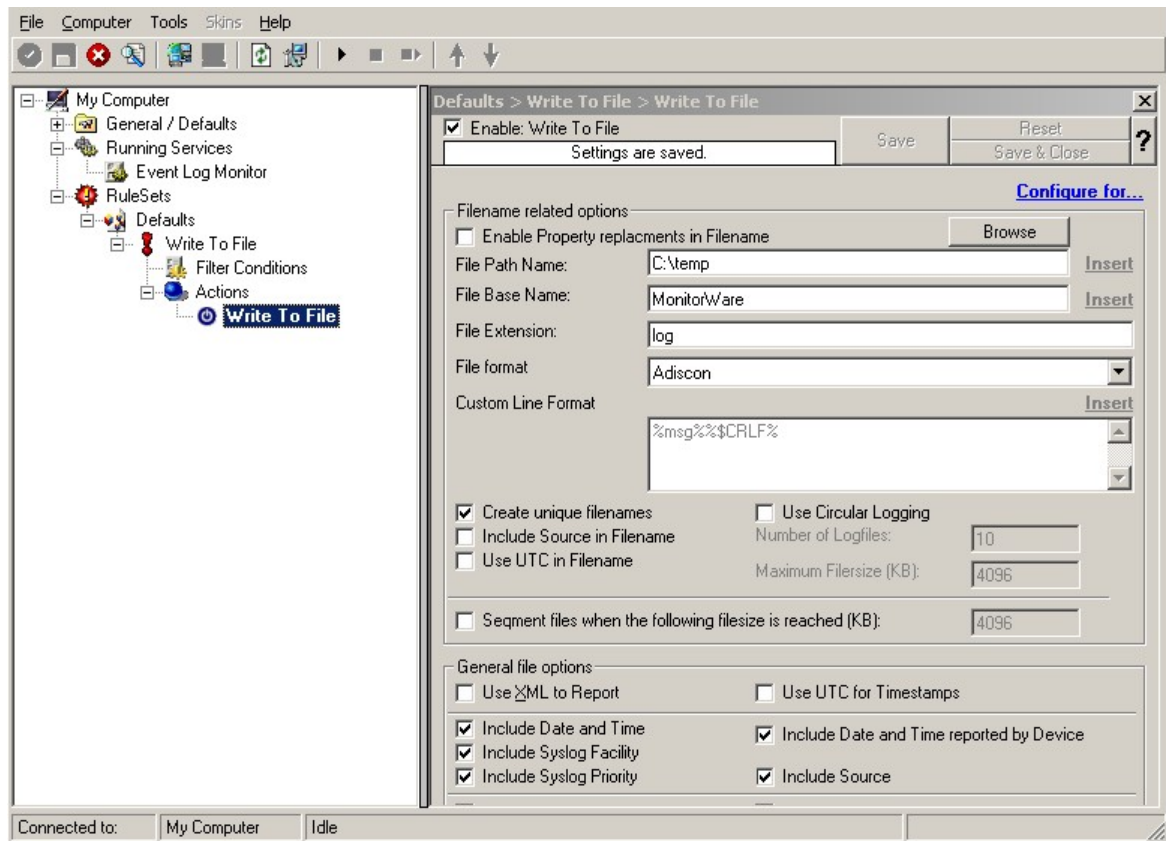
Since we want to store all still open Events with help of this rule, we do not require any filter rules here. However, a corresponding action must be defined. Therefore, we just need to define the action:

To do so, expand "Write To file" and right-click "Actions". Select "Add Action", then "Write to File" as can be seen below:



*Logging Events - Figure 2*

Again, choose a name. Do not modify the defaults. In our sample, we call this action "Records". Click "Next", then "Finish." Now the tree view contains a node "Records", which we select:



Logging Events - Figure 3

### Important

If the configured directories are missing, they are automatically created by MonitorWare Agent i.e. the folder specified in "File Path Name".

In our sample, we also change the file base name to "logdata". This was just done out of personal preference. There is no need to do so, but it may be convenient for a number of reasons.

### Summary

What did we do so far? All events from the Windows event log are passed through our rule engine and rule filters. Certain events are discarded and the remaining events are stored to a text file on the local disk (for later review or post-processing).

We can now do a quick test: Start MonitorWare Agent by hitting the start button seen below:



Logging Events - Figure 4

The log file should be created in the path you have specified. Open it with notepad. You should see many events originating from the event log. When you re-open the log

file, new events should appear (if there were any new events in the Windows event log). The file is not easily readable. Most probably, you have created it for archiving purposes or to run some external scripts against it. For review, we recommend using either the web interface or the [MonitorWare Console](#).

**Please note that the current date is appended to the log file. This facilitates file management in archiving. The format is "logdata-YYYY-MM-DD.log".**

You have now learned to define rules and actions. The following chapters thus does not cover all details of this process. If in doubt, refer back to these chapters here.

## 2.7.4 Time-Based Filters

Time based filters are especially useful for notifications. For example, a user login is typically a normal operation during daytime, but if there are no night shifts, it might be worth generating an alert if a user logs in during night time. Another example would be a backup run that routinely finishes during the night. If we see backup events during the day, something might be wrong.

Similarly, there are a number of other good reasons why specific actions should only be applied during specific time frames. Fortunately, MonitorWare Agent allows defining complex time frames. In this tutorial, though, we focus on the simple ones.

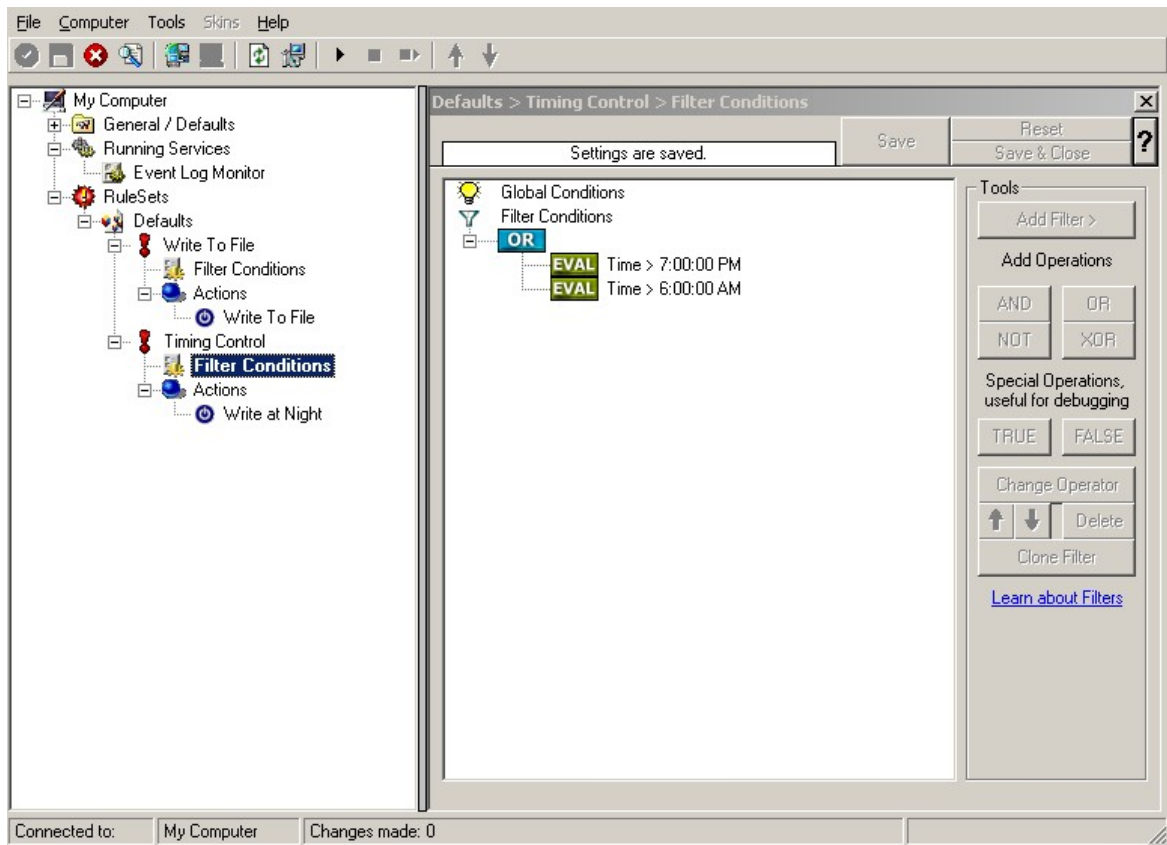
Let us first define a sample time-based filter that applies a nightly time frame. In fact, there are many ways to do this. We have used the method below, because it is straightforward and requires the least configuration work.

To make matters easy, we use this filter condition just to write nightly event log data to a different log file. In reality, time based filters are often combined with other conditions to trigger time based alerts. However, this would complicate things too much to understand the basics.

In the sample below, an additional rule called "Timing Control" has been added. It includes a time-based filter condition. Only if that condition evaluates to "true", the corresponding action is executed. This action can be "Write to Database" or "Write to File". Here we had selected "Write to File" action and renamed it as "Write at Night".

**Please note: we use the 12-hour clock system.**





*Time-Based Filters - Figure 1*

All events generated by services binding to our rule set "Defaults" are now also be passed along the "Timing Control" rule set. If these events come in night times between 07:00:01 PM and 5:59:50 AM, the action "Write at Night" is executed.

**Please note that the use of the "OR" operator is important because either one of the time frames specified does apply. This is due to the midnight break.**

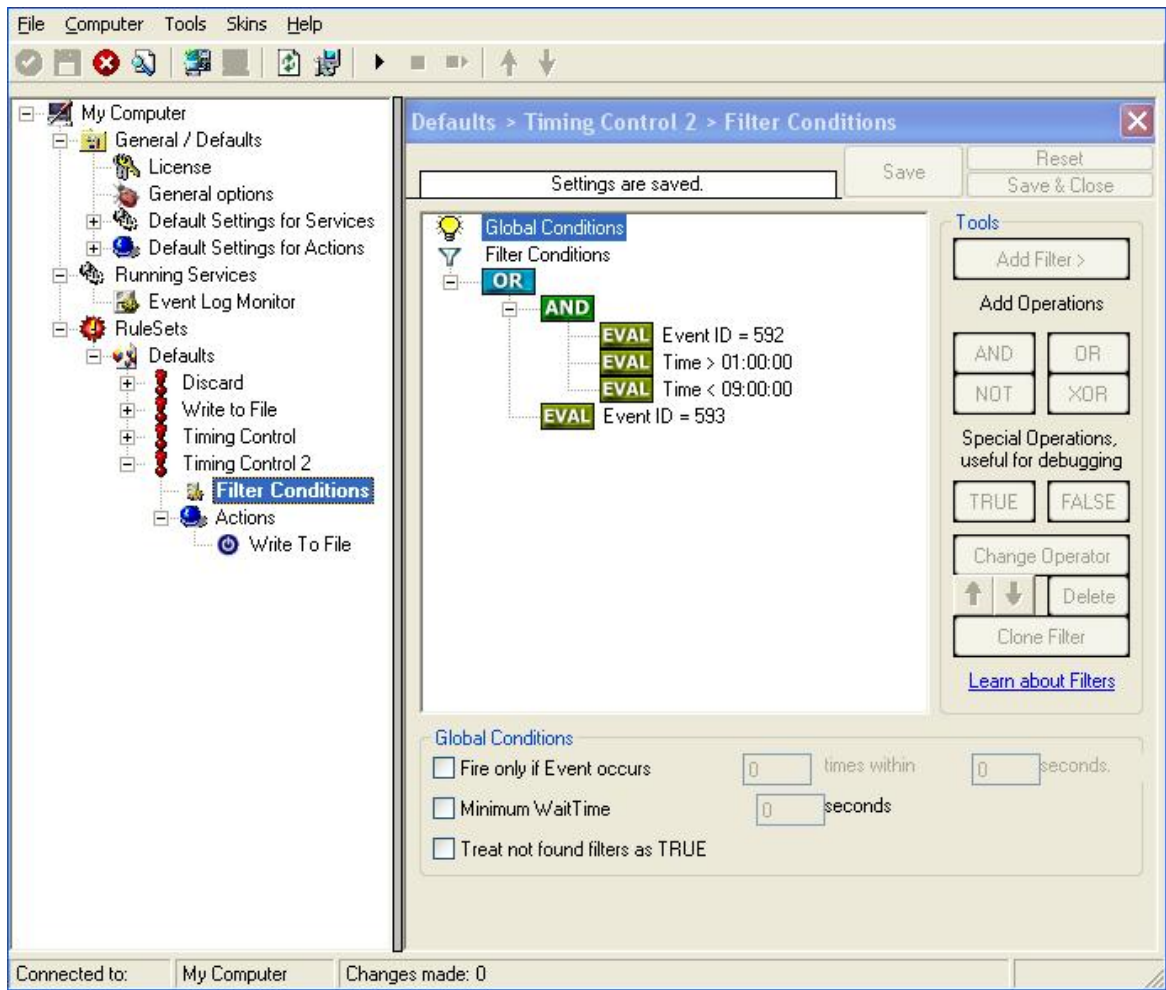
If an event comes in at 08:00:00 AM in the morning, the action is not called – it is outside of the specified time frame:

08:00:00 AM > 07:00:00 PM = *false*  
 08:00:00 AM < 06:00:00 AM = *false*

If the very same event comes in at 08:00:00 PM in the filter condition, It evaluates to true and the action is executed.

08:00:00 PM > 07:00:00 PM = *true*  
 08:00:00 PM < 06:00:00 AM = *false*

As stated earlier, time frames are most often used in combination with other filters. Here is a more complex example:



Time-Based Filters - Figure 2

In this example, we call the configured actions if events with ID 592 occur between 01:00:01 PM and 08:59:59 (roughly 9 PM). We also execute the configured actions if event ID 593 occurs. Please note that in the case of 593 events, the time filter does not apply due to the used Boolean operations.

In this sample, you also notice that we use an "AND" condition to build the time frame. The reason is that there is no implicit midnight boundary for our time frame as was in the first sample. As such, we need to employ "AND" to make sure the events are WITHIN the specified range.

Now let us look at some sample data:

We receive a 592 event at 07:00:00 AM sharp:

Event ID = 592	= true
07:00:00 AM > 01:00:00 PM	= false
07:00:00 AM < 09:00:00 PM	= false
"AND" Branch	= false
Event ID = 593	= false

In all, the filter condition is false.

Now, the same event comes in at 02:00:00 PM:

Program start ID = 592	= <i>true</i>
Event ID = 592	= <i>true</i>
02:00:00 PM > 01:00:00 PM	= <i>true</i>
02:00:00 PM < 09:00:00 PM	= <i>true</i>
"AND" Branch	= <i>true</i>
Event ID = 593	= <i>false</i>

This time, the time frame is correct, yielding to an overall true condition from the "AND" branch. That in turn yields to the filter condition as whole to evaluate to true.

In this example still is another Event ID. All events with event ID 593 is grasped. This happens independently from the timing control when grasping the Events 592.

One last sample. At this time, event 593 comes in at 07:00:00 AM:

Program start ID = 593	= <i>true</i>
Event ID = 592	= <i>false</i>
07:00:00 AM > 01:00:00 PM	= <i>false</i>
07:00:00 AM < 09:00:00 PM	= <i>false</i>
"AND" Branch	= <i>false</i>
Event ID = 593	= <i>true</i>

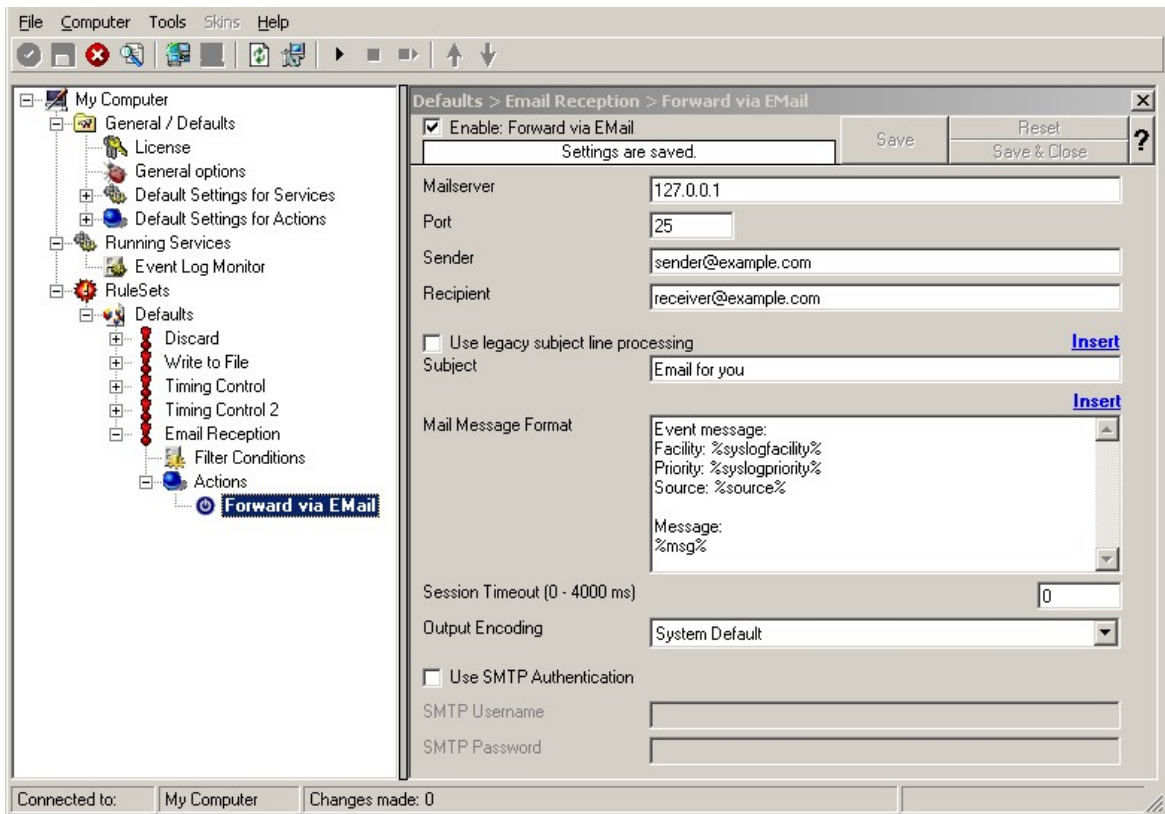
This time the filter condition evaluates to true, too. The reason is that the (not matched) time frame is irrelevant as the other condition of the top-level "OR" branch evaluates to true (Event ID = 593).

## 2.7.5 Email Notifications

In this example, we would like to receive email notifications when certain events happen.

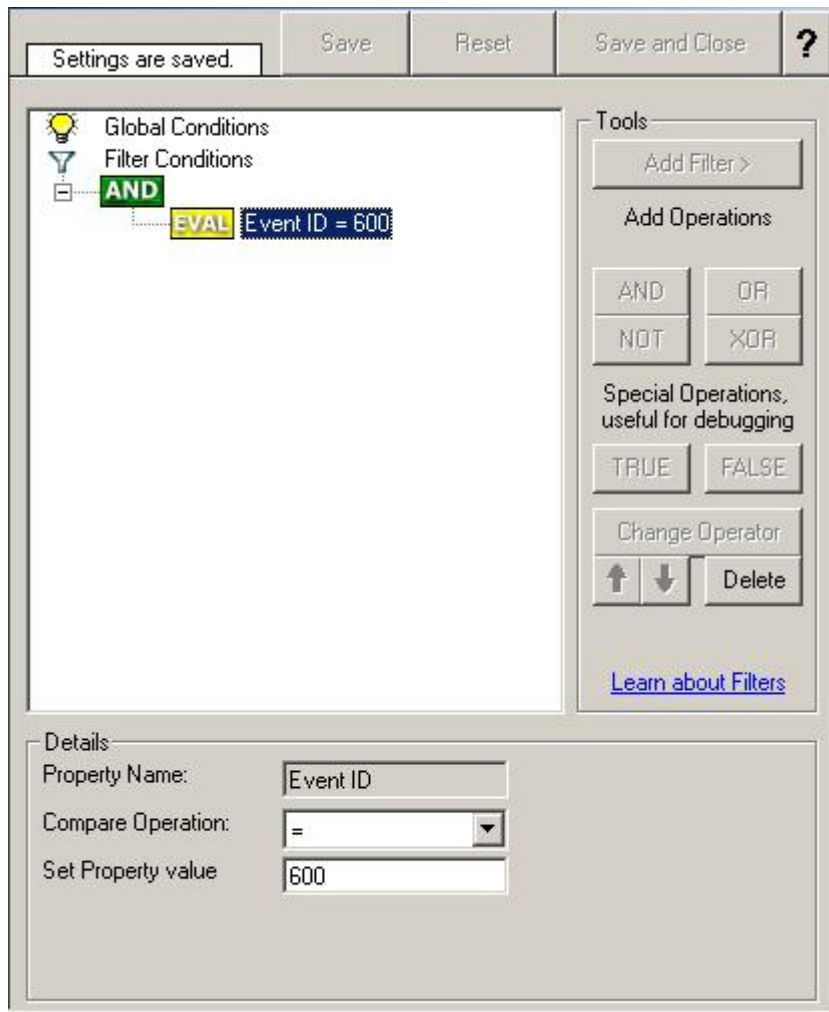
So let us create an additional rule for that purpose: Right-click the "Defaults" rule set and select "Rule Sets", "Add Rule" from the pop up menu. Provide a name. We call it "Email Reception" in this example. Then, add a "Forward via Email" action. In the action details, be sure to configure at least the mail server, recipient and subject properties.

**Please note that many mail servers also need a valid sender mail address or otherwise deny delivery of the message.**



*Email Notifications - Figure 1*

Then, select the filter conditions. Let us assume we are just interested in events of ID 600. Then the filter conditions should look as can be seen below:



*Email Notifications - Figure 2*

When you have finished these steps, be sure to save the configuration and re-start the MonitorWare Agent service. After the restart, the newly extended rule set is executed. In addition, the rules defined so far, the new one is carried out, emailing all events with ID 600 to the specified recipient.

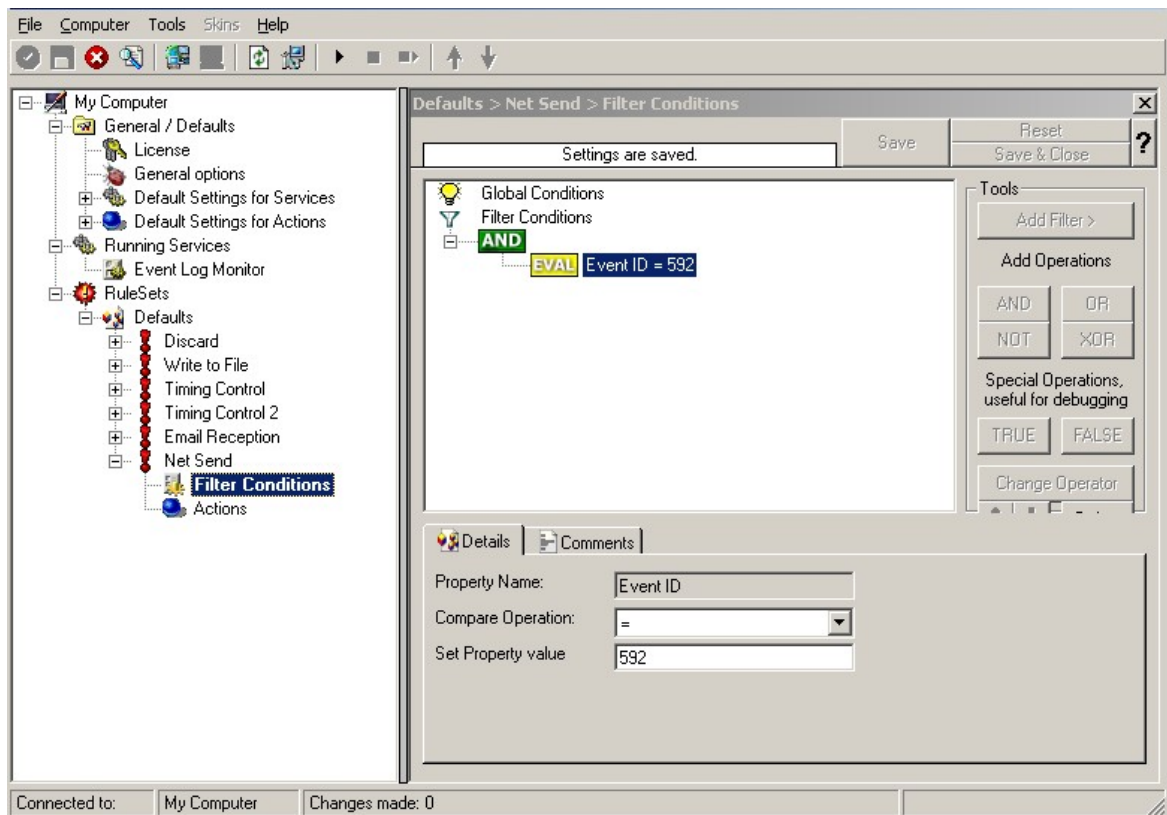
## 2.7.6 Alarming via Net Send

Again, we add another rule to our rule set. This time, we would like to receive notification via the Windows messenger service (aka "net send").

Please bear in mind that the Windows messenger service is not the instant messaging service that many people nowadays associate with it. The messenger service is meant for administrator notifications. If a windows workstation (or server) receives a message via that service, a message box pops up on that workstation and the user needs to press an "OK" button to continue. No interaction is possible.

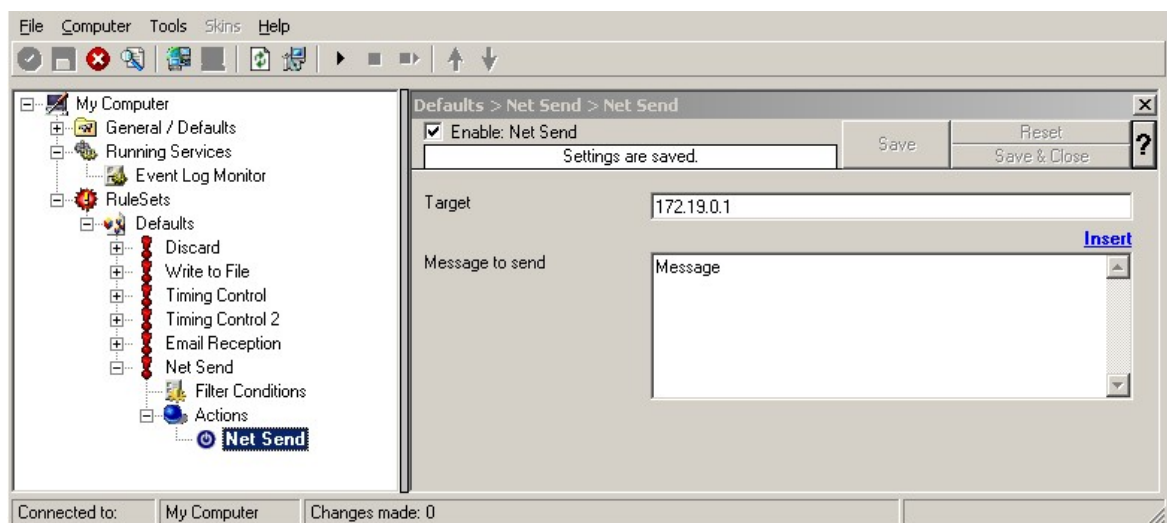
We create a new rule in our rule set "Defaults". In this case, we assume that we

receive messenger notifications for all events with Event ID 592. In a real use case, you make sure that this is a real important event, or chances are good you become overwhelmed with messaging windows. A better example could be a filter that checks for a server running low on disk space (using the disk space monitor).



Alarming via Net Send - Figure 1

This time, we use the "Net Send" action as can be seen below. The target field holds either the name or IP-Address of the workstation this message should be sending to. The message text itself goes into "Message to send".



### *Alarming via Net Send - Figure 2*

After saving the configuration and restarting the MonitorWare Agent, we receive notifications if the filter condition evaluates to true. A sample message might look like this (slightly obscured in this sample):



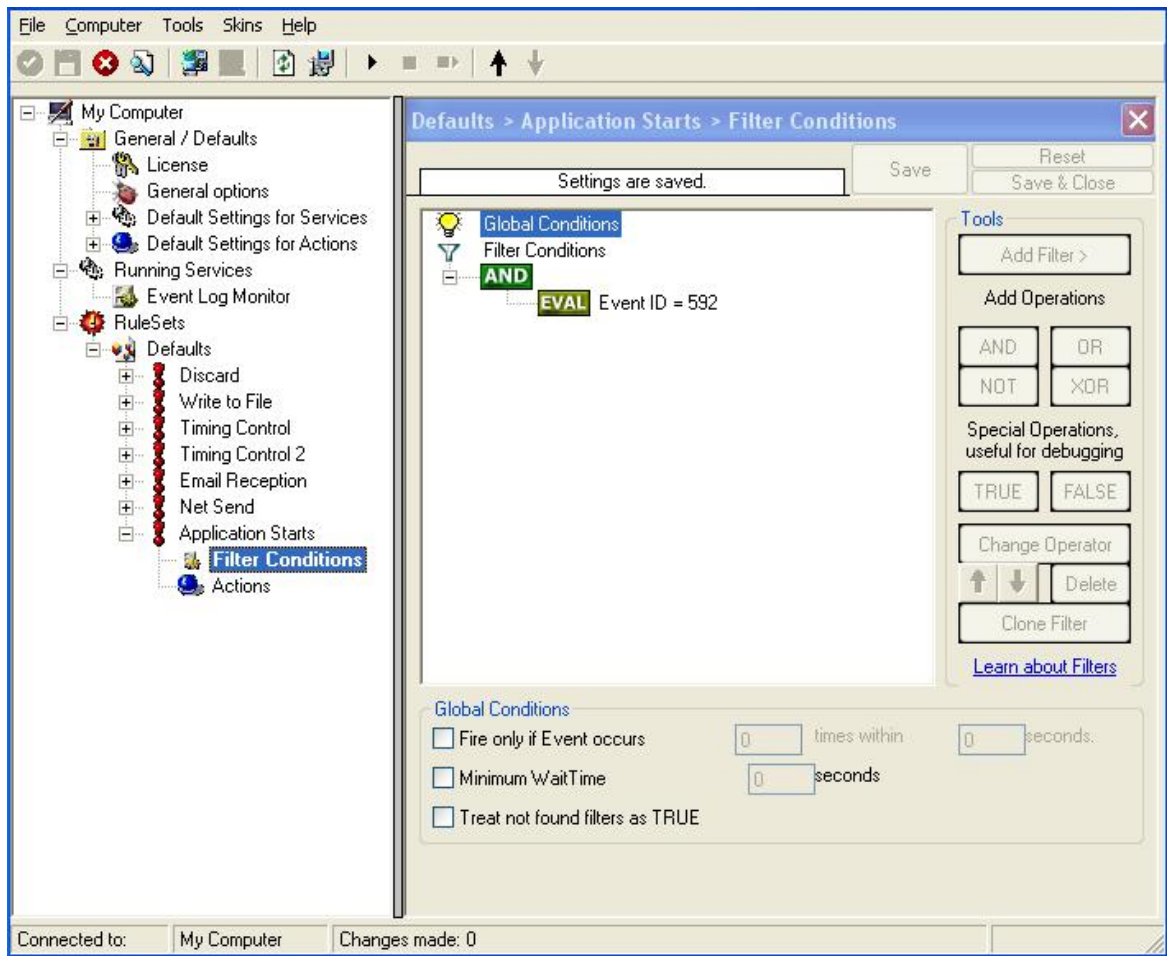
### *Alarming via Net Send - Figure 3*

## **2.7.7 Starting Scripts and Applications in Response to an Event**

We now want to start an application or a script when certain events occur. Typically, this is done to start administrative scripts or corrective action. For example, if a disk runs low on space, you could start a script that deletes temporary files, or if a service fails, a script could restart it.

Our sample, on the other hand, is kept quite simple again. We just show how to generically start an exe file. To do so, we define a new rule, name "Application starts" below. Again, we use the imaginary event 592 as a filter condition. Therefore, the application starts whenever event 592 comes in.

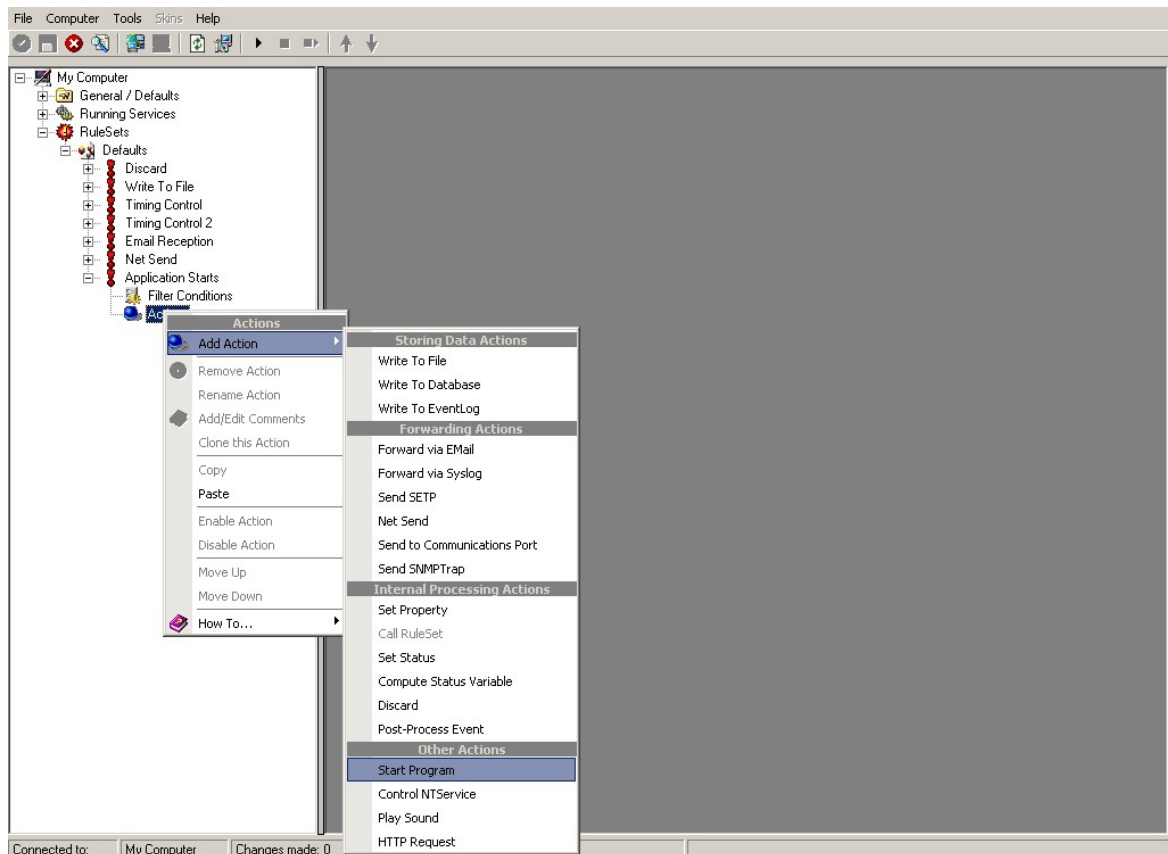




*Starting Scripts and Applications in Response to an Event - Figure 1*

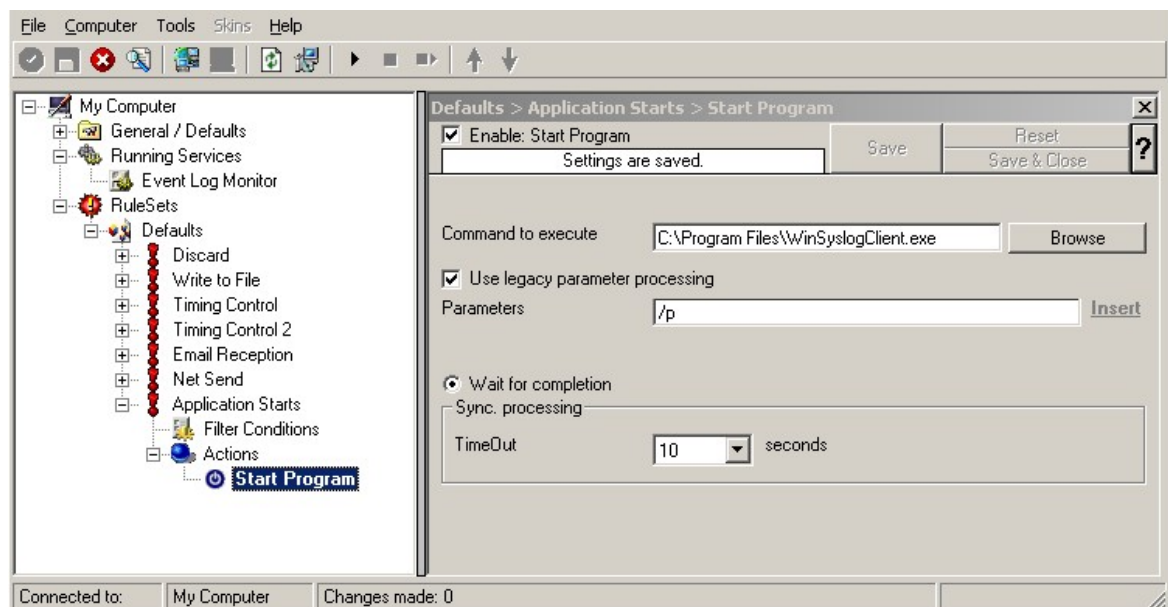
The start program action is just a "normal" action:





*Starting Scripts and Applications in Response to an Event - Figure 2*

In the "Start Program" action's parameters, select the file to run as well as all parameters to be supplied to it (if any):



*Starting Scripts and Applications in Response to an Event - Figure 3*

Once this configuration is done, the program is executed as soon as an event matching the filter condition comes in.

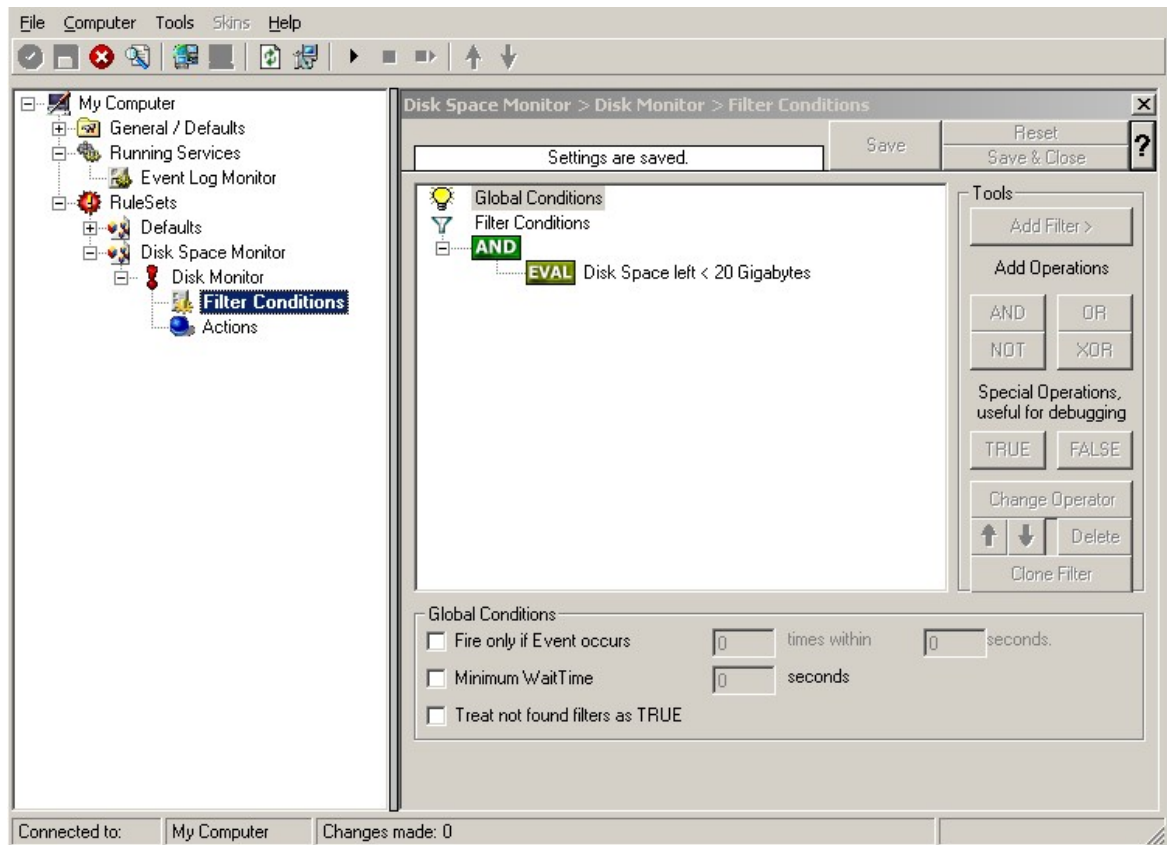
### 2.7.8 Monitoring Hard Disk Space

Monitoring hard disk space solves at least two purposes: it can be used to generate alerts or trigger corrective actions if a system runs out of free space. It can also be used as a statistical tool to monitor disk space utilization over time.

In our tutorial, we configure a simple disk space monitor and define a rule that stores the results into a text file that can be analysed later. Of course, we could have added trigger conditions for alerts and such. We have not done this, to keep things simple.

As always, we create the needed rule set first. In our sample, we call it "DiskSpace". **Please note that this time we actually create a "Rule Set", not just an additional rule in the "Defaults" rule set.** The reason is that for our purpose, it is much easier to define a specialised rule set and then bind this specialised rule set to the disk space monitor. If we would use the generic "Defaults" rule set, we had to make sure that our filter conditions would only match when an event of type disk space monitor would come in. In addition, it would require more processing time, as all rules and condition filters would be processed – a process that is not needed as we deal with a specific case. As such, it is more appropriate to define a specific rule set, which is then only used for the disk space monitor. What is appropriate in your environment depends on your needs. There is no general rule.

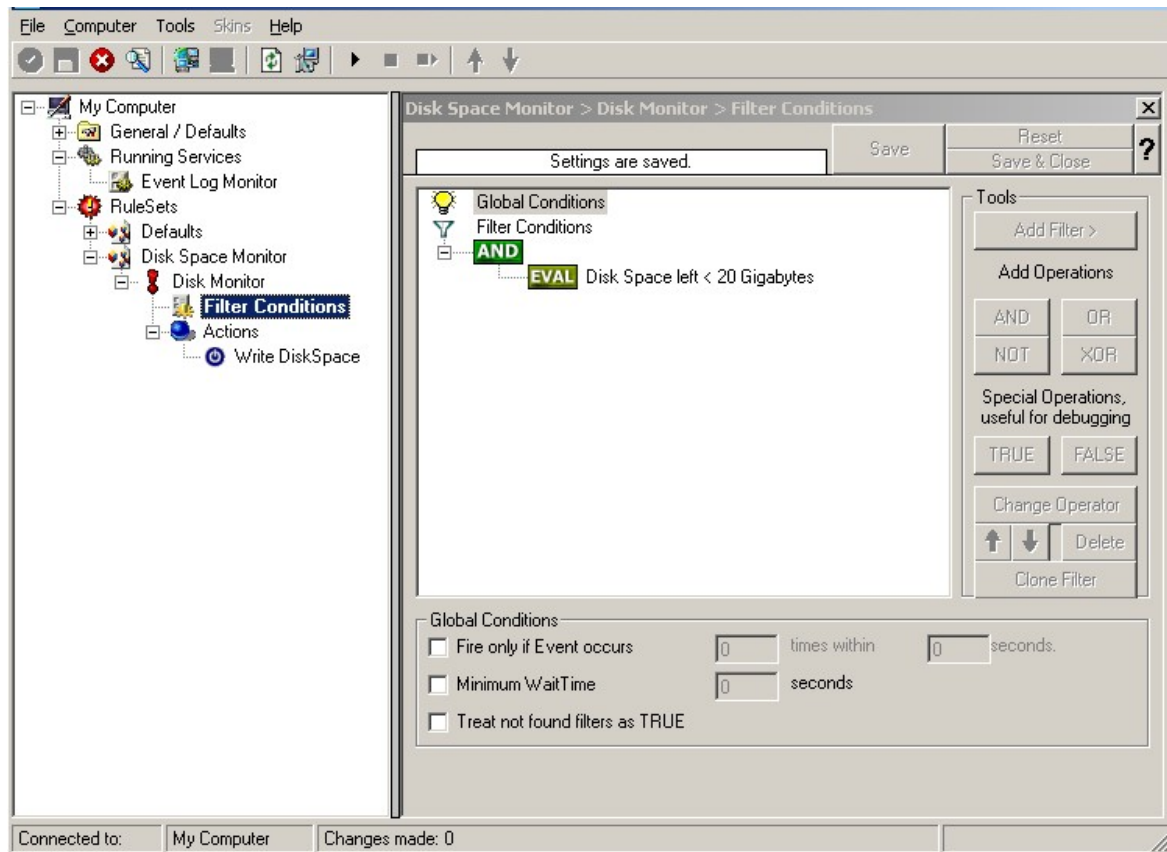
Inside the new rule, we create a filter condition that evaluates to true only if the reported disk space has less than 20 gigabytes of free space. So we log date only when we potentially have constrained disk space. The filter looks as follows:



*Monitoring Hard Disk Space - Figure 1*

To create this filter, select "Disk Space Monitor", then "Disk Space Left" when pressing the "Add Filter" button.

As I said initially, we use the "Write to File" action in this sample. The action is called "Write DiskSpace" as can be seen below. We could also have used other actions, including emailing, to alert an administrator or start a script to delete temporary files.



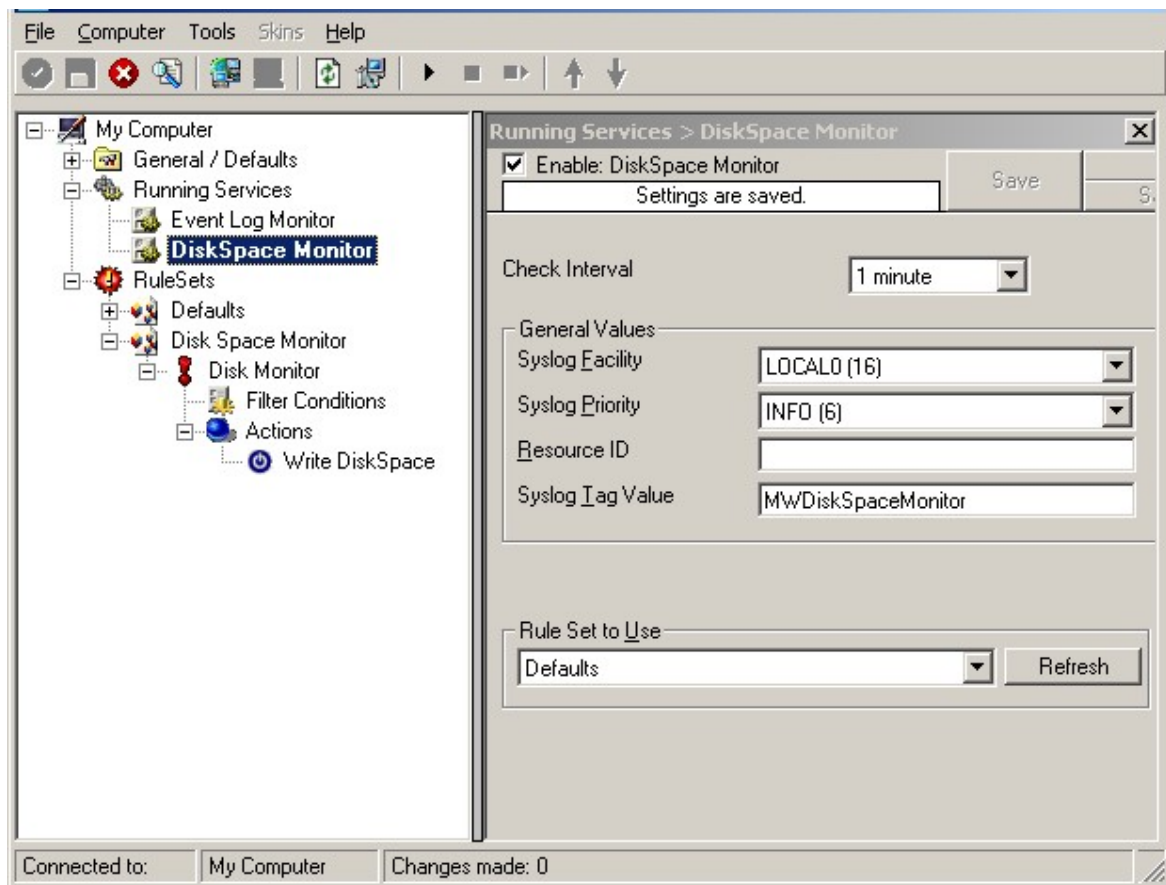
*Monitoring Hard Disk Space - Figure 2*

**Please note: you should make sure that the base name is different from other "write to file" actions. Otherwise data might get mixed up in the files.**

Having created the new rule set, we now need to create the disk space monitor service itself. It is the part of the software that actively goes out and monitors the disk space. To create it, right-click "Running Services" and select "Add Service", then "DiskSpace Monitor" as seen below:

*Monitoring Hard Disk Space - Figure 3*

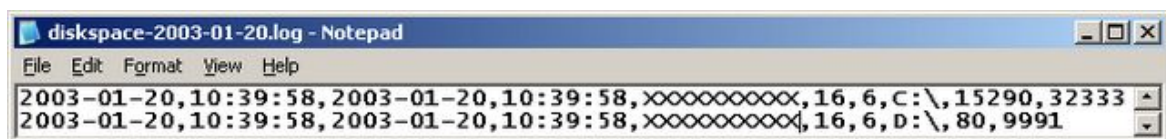
When the wizard starts, you need to name the new service. We use "DiskSpace Monitor" in our sample. Leave the default settings and click "Next" and "Finish".



Monitoring Hard Disk Space - Figure 4

**Please note that when you select the new service, it is typically bound to the "Defaults" rule set (as seen above). We need to change this, as we have created the specific "Disk Space Monitor" rule set. Change the "Rule Set to Use" to update it to the new binding.**

Save the configuration and restart the service. After a few moments, the disk space log file should fill up (**if there is less than 20 GB of free space on the monitored system**). In notepad, it looks like follows:



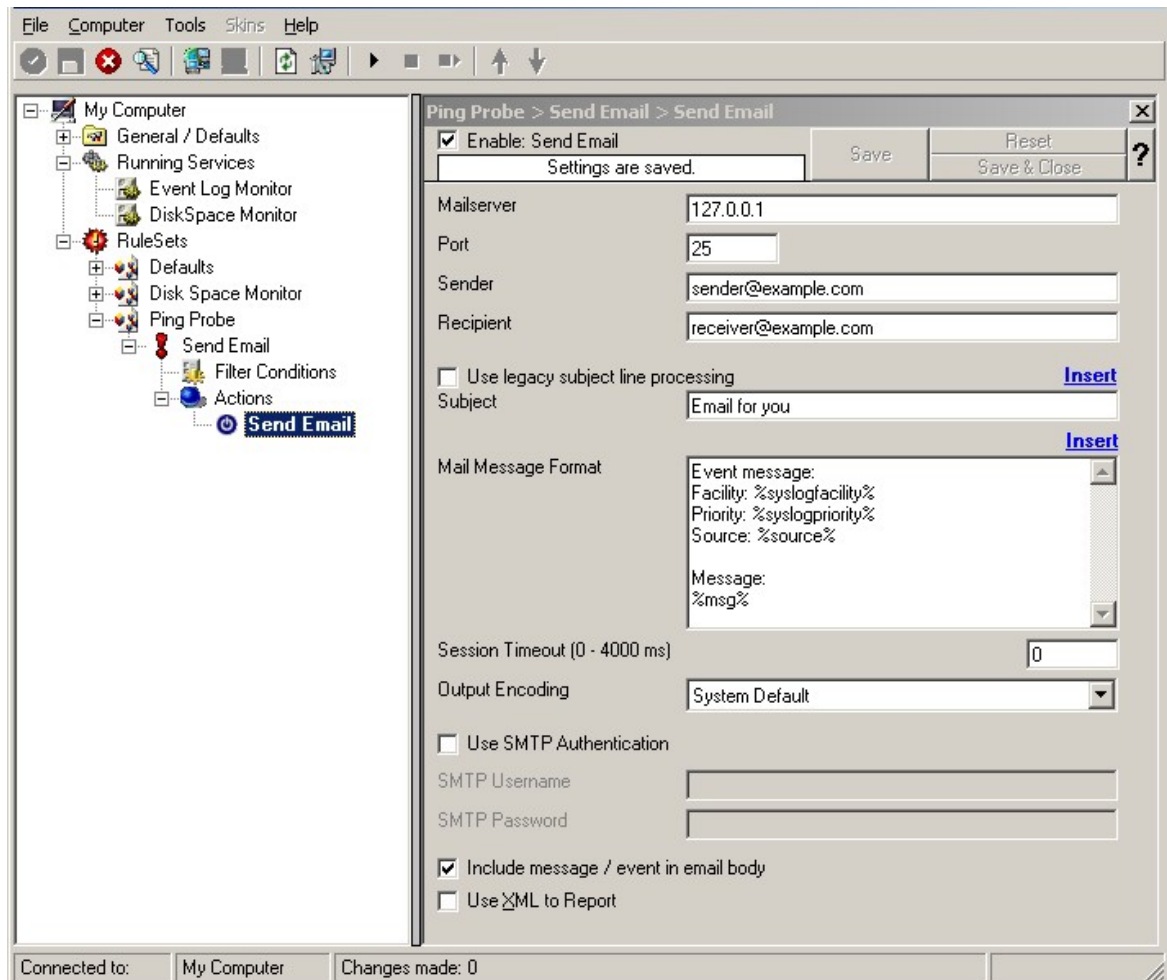
Monitoring Hard Disk Space - Figure 5

### 2.7.9 Monitoring External Devices via PING

In this sample, we use the ping probe to monitor the availability of external devices. The ping probe issues a standard IP "PING". Each system that is "pinged" provides a reply to the system initiating the ping. When the reply comes back, the initiator knows that the pinged system is up and running. **Please note that this does not imply that all services on that machine are running.** To check this, a port probe

must be used. At least the ping probe can detect failing systems. It can also be used in any case, whereas the port probe can only be used with TCP based services.

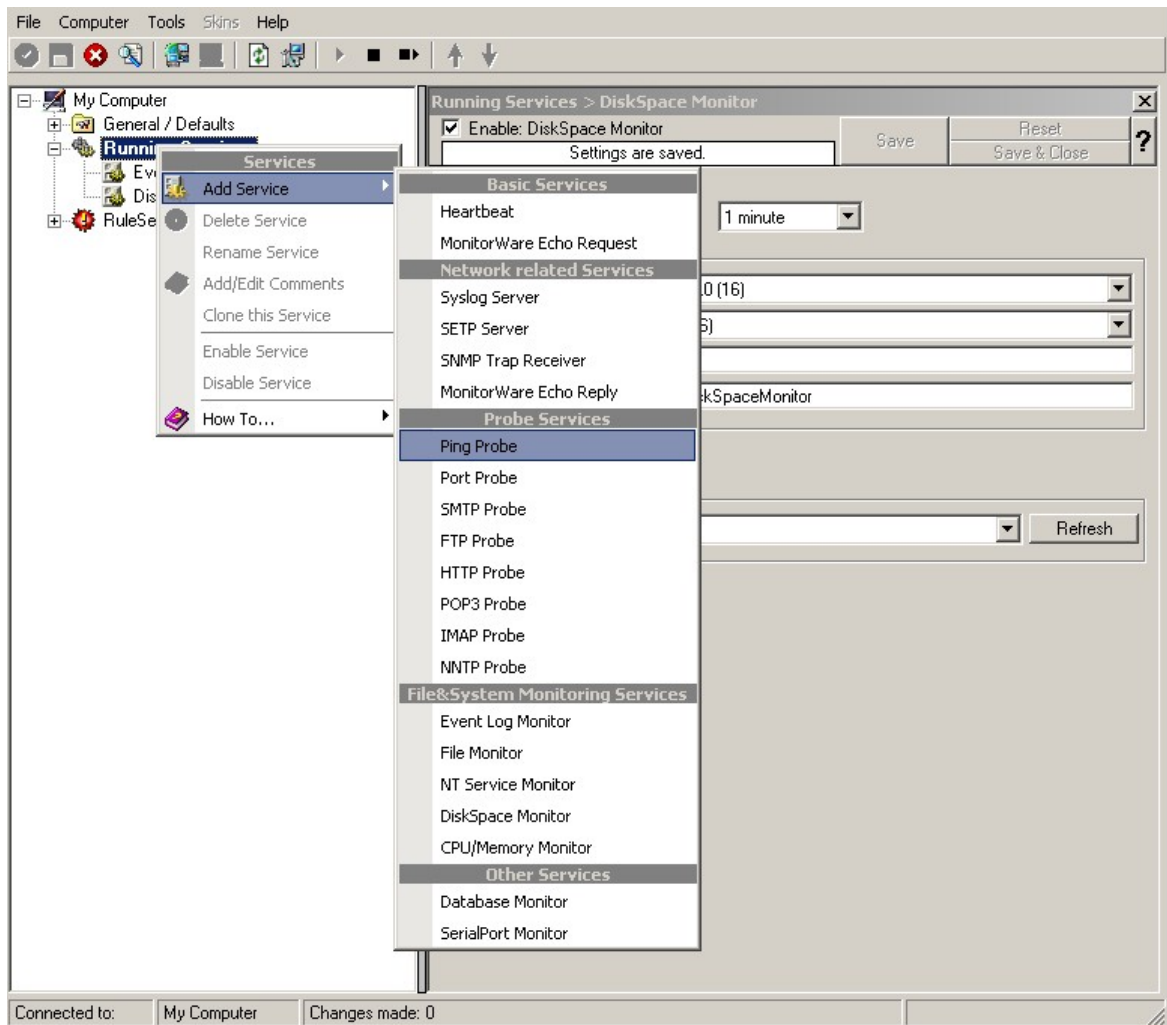
As first step, we create a new rule set. Please see the previous example for the reasoning of doing so. We call the new rule set "Ping Probe". We would like to receive email notifications if the ping probe fails. So we add a "Send Email" action. After doing so, the screen looks as follows:



*Monitoring External Devices via PING - Figure 1*

**Please note we do not customize the Send Email action properties in this sample. In your environment, you need to use some meaningful settings.**

Now that we have defined the rule set, we need to create the corresponding service. To do so, right-click "Running Services" and follow the screen shot below:



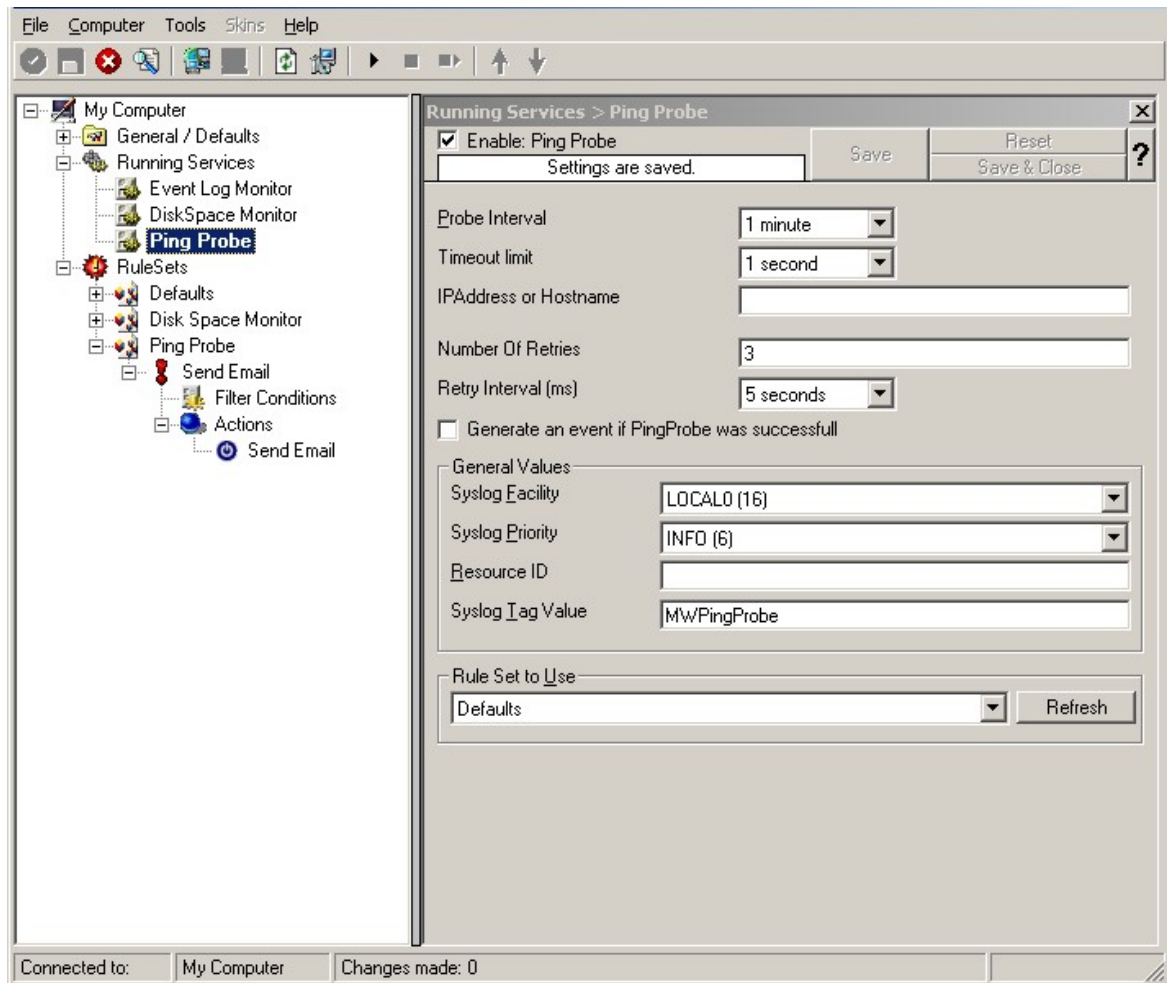
*Monitoring External Devices via PING - Figure 2*

Use a name of your choosing, leave the defaults as is and click "Next" and then "Finish". We have used the name "Ping Probe" in our sample.

Click the newly created service. We need to uncheck the "Generate an event if Ping Probe was successful" check box. If it is checked, an event is generated every time. If unchecked, it is generated only when the ping fails. As we are just interested in failed systems, we uncheck it. Therefore, we do not need to apply any other filters. If you forget to uncheck this option, you receive multiple emails – one each time the Ping Probe runs and probes the configured system.

Your screen should now look as follows:





*Monitoring External Devices via PING - Figure 3*

Now save the settings and restart the service. Whenever the Ping Probe fails, you receive mail. This mail looks as follows:

Event message:

Facility: 16

Priority: 6

Source: 172.19.0.1

Message:

PingProbe Status="error" remoteip="172.19.0.1" PingStatus="11003"

ErrorMessage="Destination Host Unreachable"

A ping probe service can monitor a single device in this version of MonitorWare Agent. Therefore, if you would like to monitor multiple devices, you need to create multiple ping probe services.



### 2.7.10 Monitoring FTP Server via a FTP Probe

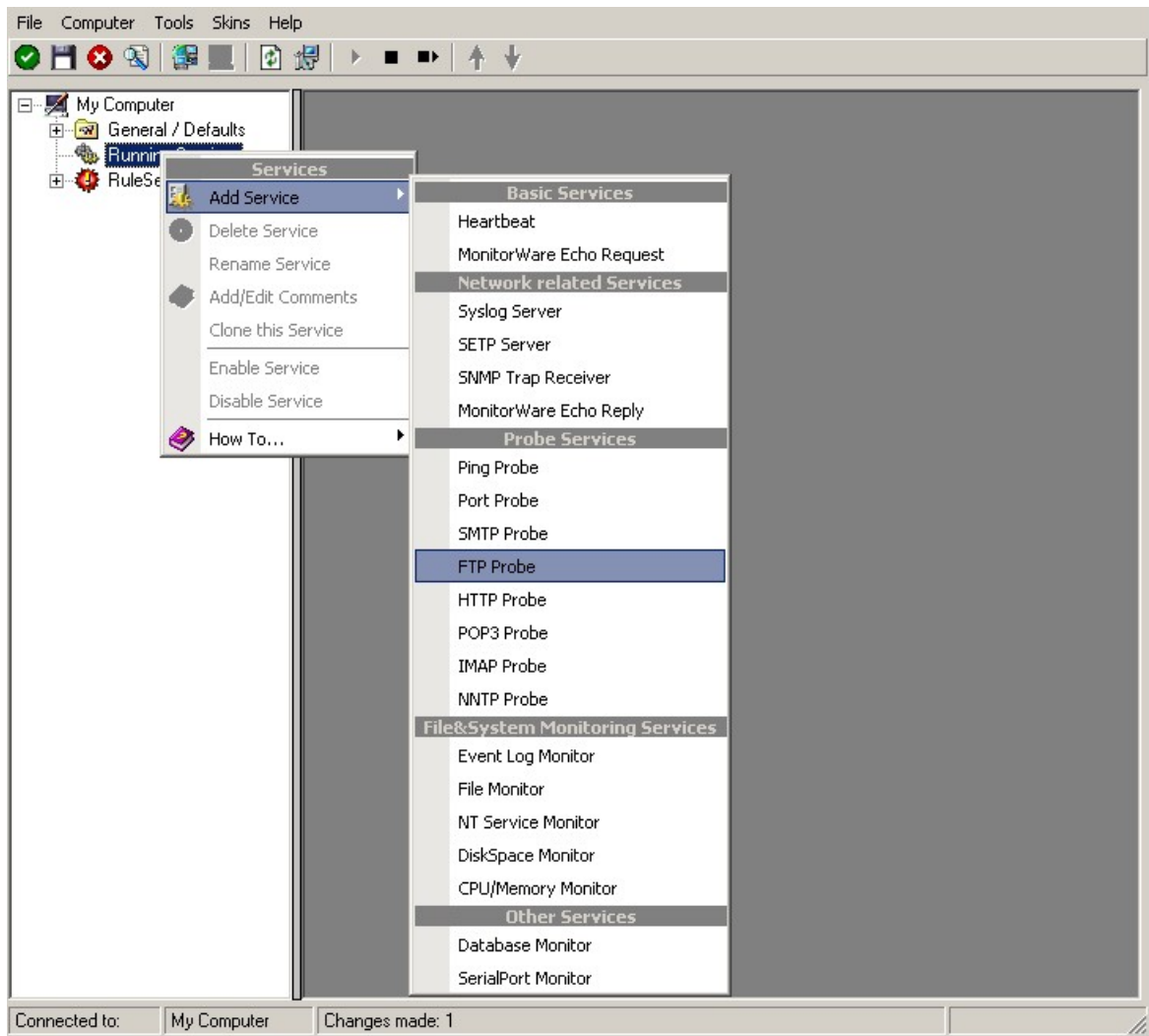
This sample is very similar to the ping probe and port probe samples directly above. Thus, we describe it briefly, only.

FTP probe is used to make a connection to the FTP server and then it receives the response from FTP server and sends the QUIT command to terminate the connection. The connection status is saved in the property **ftpstatus** and the response in the property **ftprespmsg**.

In our sample, we probe a FTP server, which typically listens to port 21 (the default port for FTP). We send an email alert if the FTP probe cannot connect successfully to the FTP server.

Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. This is a good sample of rule set re-use. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

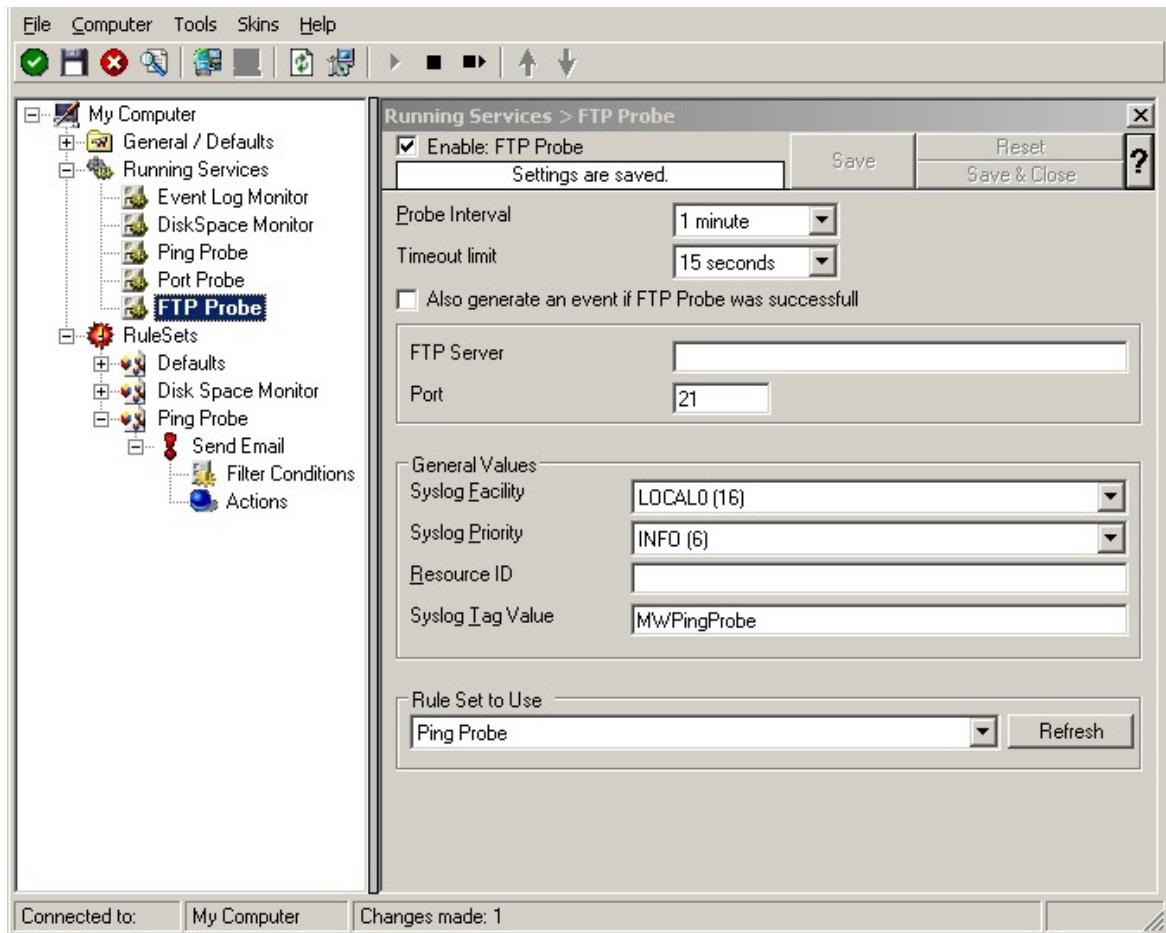
Therefore, we begin by creating the new service, done by right-clicking "Running Services":



*Monitoring FTP server via a FTP Probe - Figure 1*

Use a name of your choosing, leave the defaults as is and click "Next" and then "finish". We have used the name "FTP Probe" in our sample.

After doing so, select the newly created service in the tree view to look at its properties. Be sure to bind it to the "FTP Probe" rule set as seen below:



*Monitoring FTP server via a FTP Probe - Figure 2*

Save the configuration and restart the service. From now on, the following mail alert is generated when the port cannot be connected to:

Event message:

Facility: 16

Priority: 6

Source: 192.168.1.1

Message:

FTPProbe status="fail" target="192.168.1.1" port="21" netstate="10061"  
message="Couldn't connect to host"

### 2.7.11 Monitoring SMTP Server via a SMTP Probe

This sample is also very similar to the ones directly above. Thus, we describe it briefly, only.

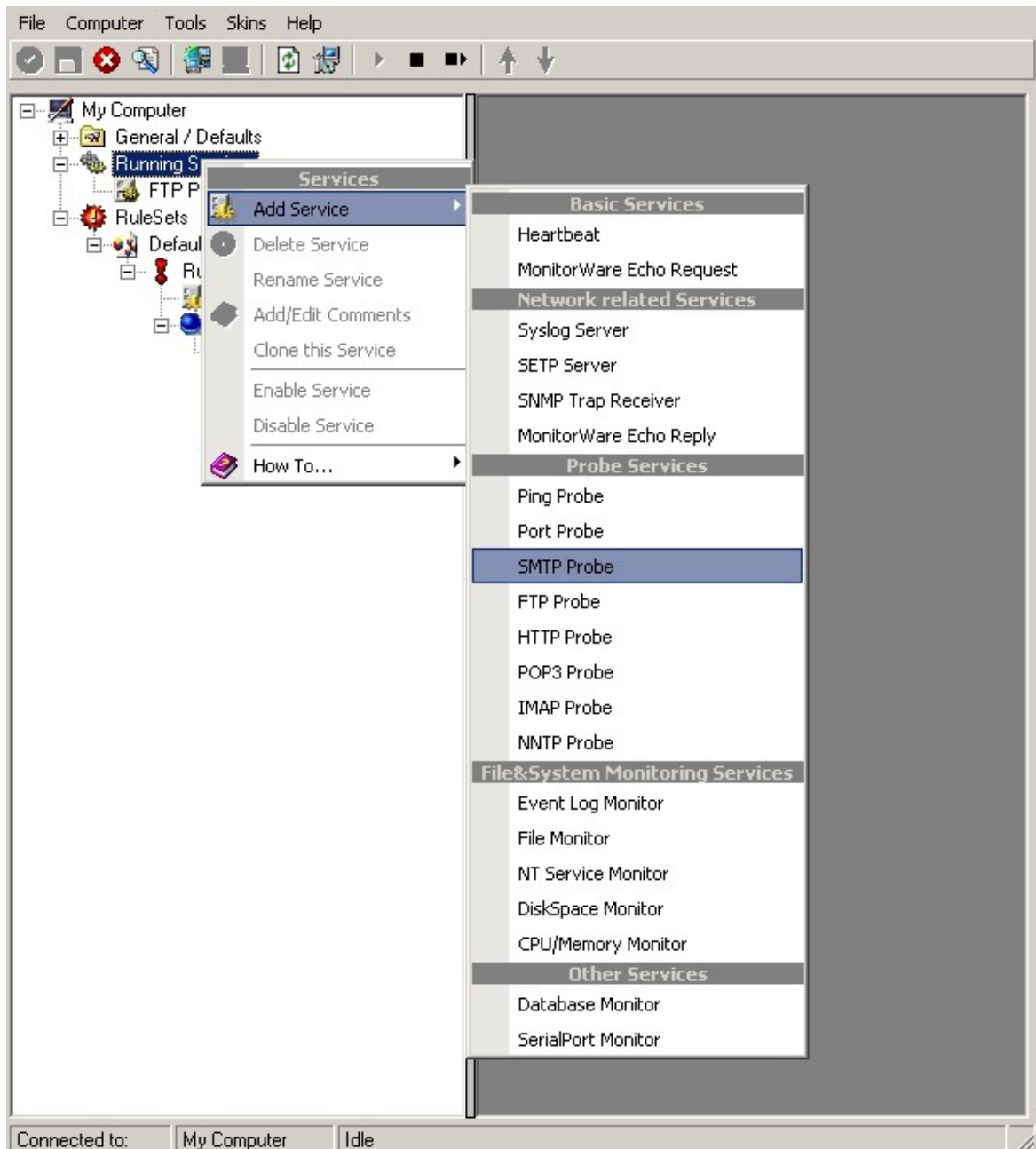
SMTP probe is used to make a connection to the SMTP server and then it receives the response from SMTP server and sends the QUIT command to terminate the

connection. The connection status is saved in the property **smtpstatus** and the response in the property **smtprespmsg**.

In our sample, we probe a SMTP server, which typically listens to port 25 (the default port for SMTP). We send an email alert if the SMTP probe cannot connect successfully to the SMTP server.

Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

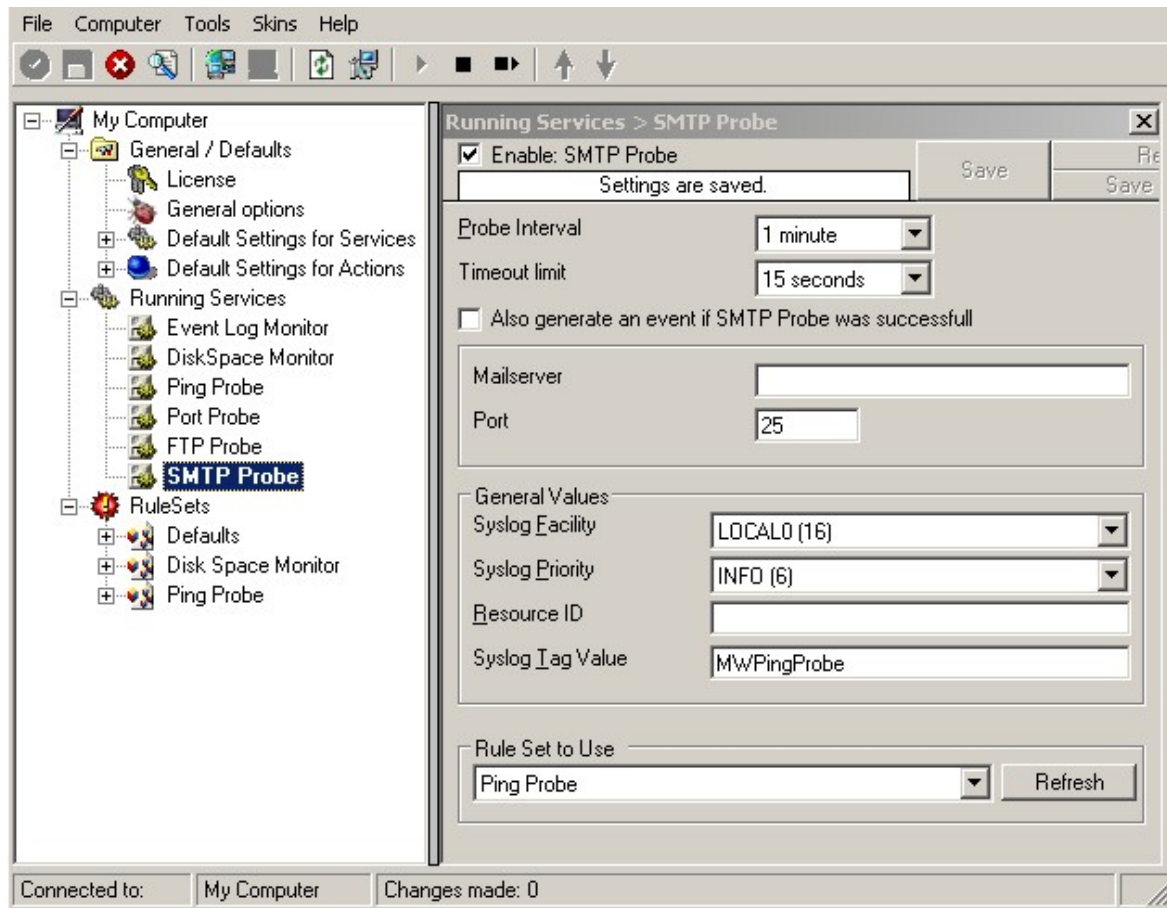
Therefore, we begin by creating the new service, done by right-clicking "Running Services":



*Monitoring SMTP server via a SMTP Probe - Figure 1*

Use a name of your choosing, leave the defaults as is and click "Next" and then "finish". We have used the name "SMTP Probe" in our sample.

After doing so, select the newly created service in the tree view to look at its properties. Be sure to bind it to the "SMTP Probe" rule set as seen below:



Monitoring SMTP server via a SMTP Probe - Figure 2

Save the configuration and restart the service. From now on, the following mail alert is generated when the port cannot be connected to:

Event message:

Facility: 16

Priority: 6

Source: 192.168.1.1

Message:

SMTPProbe status="fail" target="192.168.1.1" port="25" netstate="10054"  
message="Receive call failed"

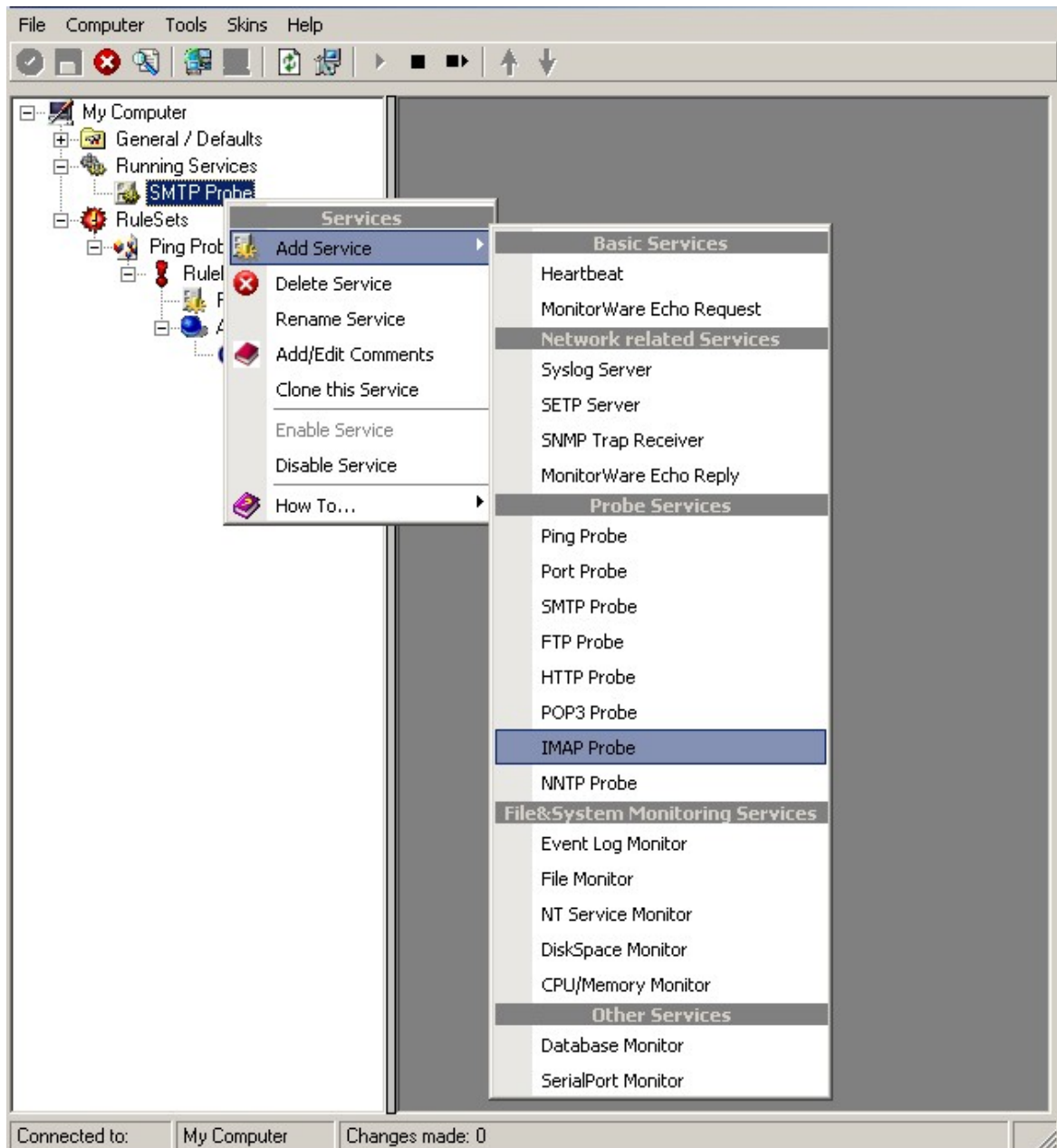
## 2.7.12 Monitoring IMAP Server via a IMAP Probe

IMAP probe is used to make a connection to the IMAP server and then it receives the response from IMAP server and sends the QUIT command to terminate the connection. The connection status is saved in the property **imapstatus** and the response in the property **imaprespmg**.

In our sample, we probe a IMAP server, which typically listens to port 143 (the default port for IMAP). We send an email alert if the IMAP probe cannot connect successfully to the IMAP server.

Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

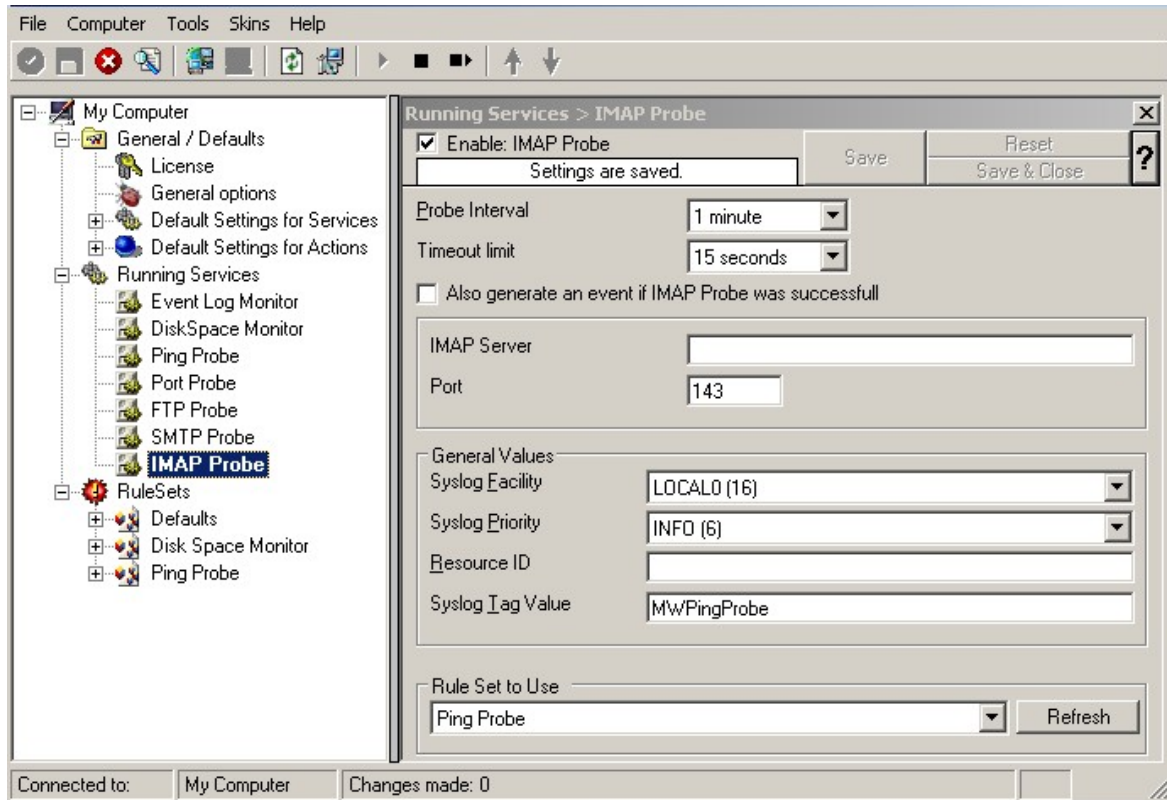
Therefore, we begin by creating the new service, done by right-clicking "Running Services":



Monitoring IMAP server via a IMAP Probe - Figure 1

Use a name of your choosing, leave the defaults as is and click "Next" and then "finish". We have used the name "IMAP Probe" in our sample.

After doing so, select the newly created service in the tree view to look at its properties. Be sure to bind it to the "IMAP Probe" rule set as seen below:



*Monitoring IMAP server via a IMAP Probe - Figure 2*

Save the configuration and restart the service. From now on, the following mail alert is generated when the port cannot be connected to:

Event message:

Facility: 16

Priority: 6

Source: 192.168.1.1

Message:

IMAPProbe status="fail" target="192.168.1.1" port="143" netstate="10061"  
message="Couldn't connect to host"



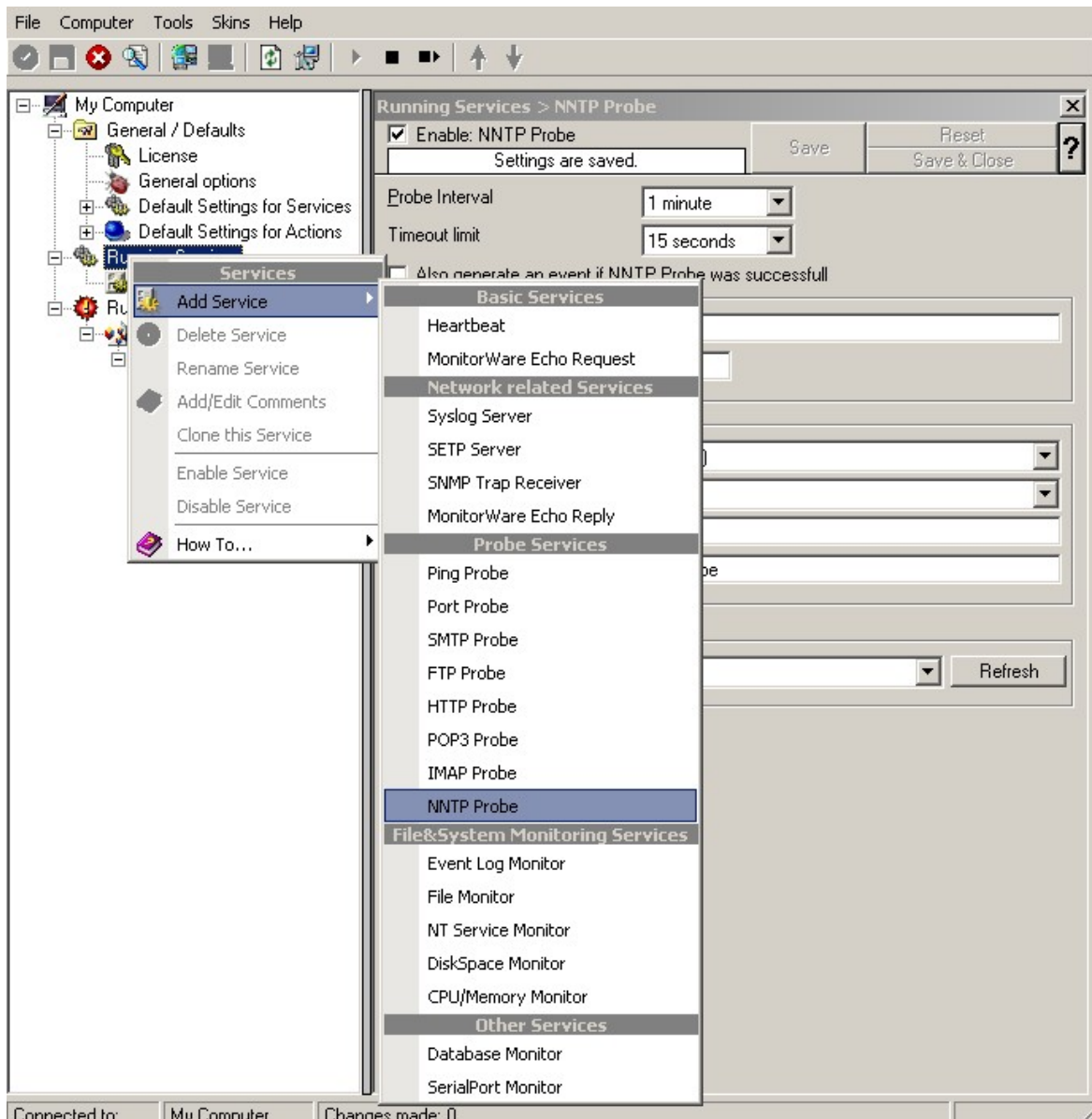
### 2.7.13 Monitoring NNTP Server via a NNTP Probe

NNTP probe is used to make a connection to the NNTP server and then it receives the response from NNTP server and sends the QUIT command to terminate the connection. The connection status is saved in the property **nntpstatus** and the response in the property **nntprespmsg**.

In our sample, we probe a NNTP server, which typically listens to port 119 (the default port for NNTP). We send an email alert if the NNTP probe cannot connect successfully to the NNTP server.

Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

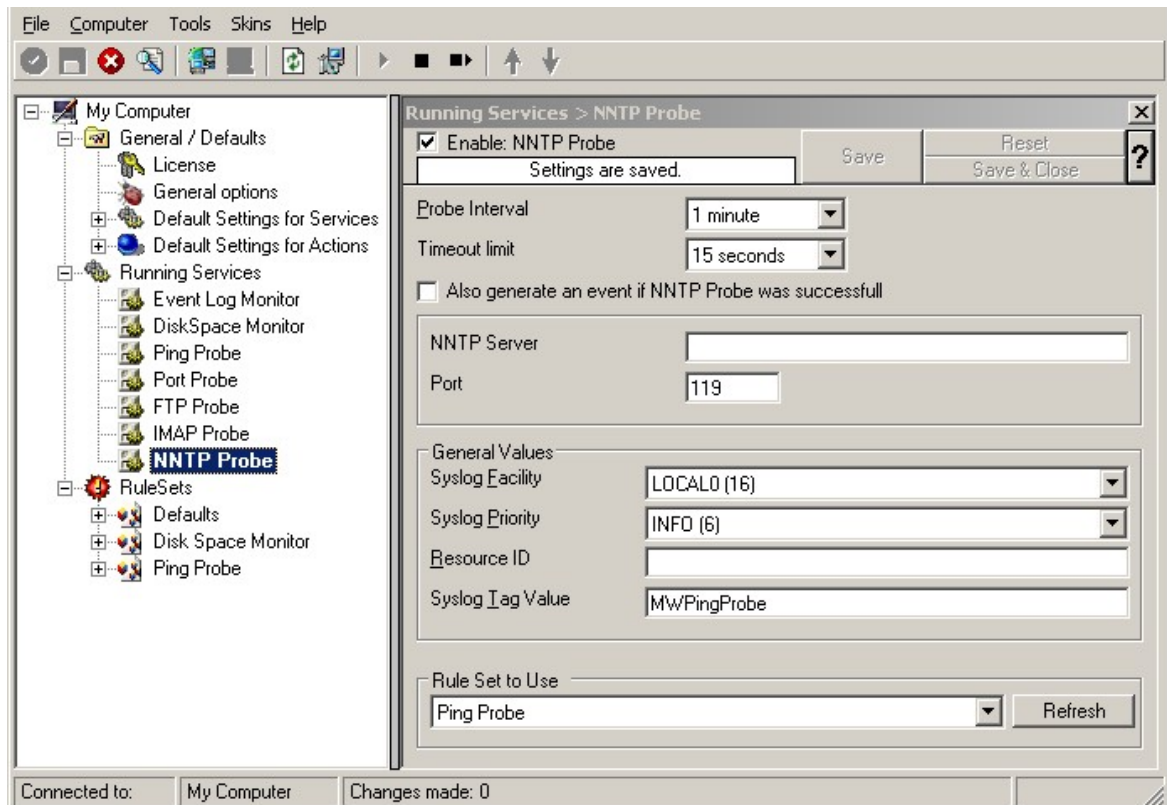
Therefore, we begin by creating the new service, done by right-clicking "Running Services":



*Monitoring NNTP server via a NNTP Probe - Figure 1*

Use a name of your choosing, leave the defaults as is and click "Next" and then "finish". We have used the name "NNTP Probe" in our sample.

After doing so, select the newly created service in the tree view to look at its properties. Be sure to bind it to the "NNTP Probe" rule set as seen below:



*Monitoring NNTP server via a NNTP Probe - Figure 2*

Save the configuration and restart the service. From now on, the following mail alert is generated when the port cannot be connected to:

Event message:

Facility: 16

Priority: 6

Source: 192.168.1.1

Message:

NNTPProbe status="fail" target="192.168.1.1" port="143" netstate="10061"  
message="Couldn't connect to host"

### 2.7.14 Monitoring External Devices via a Port Probe

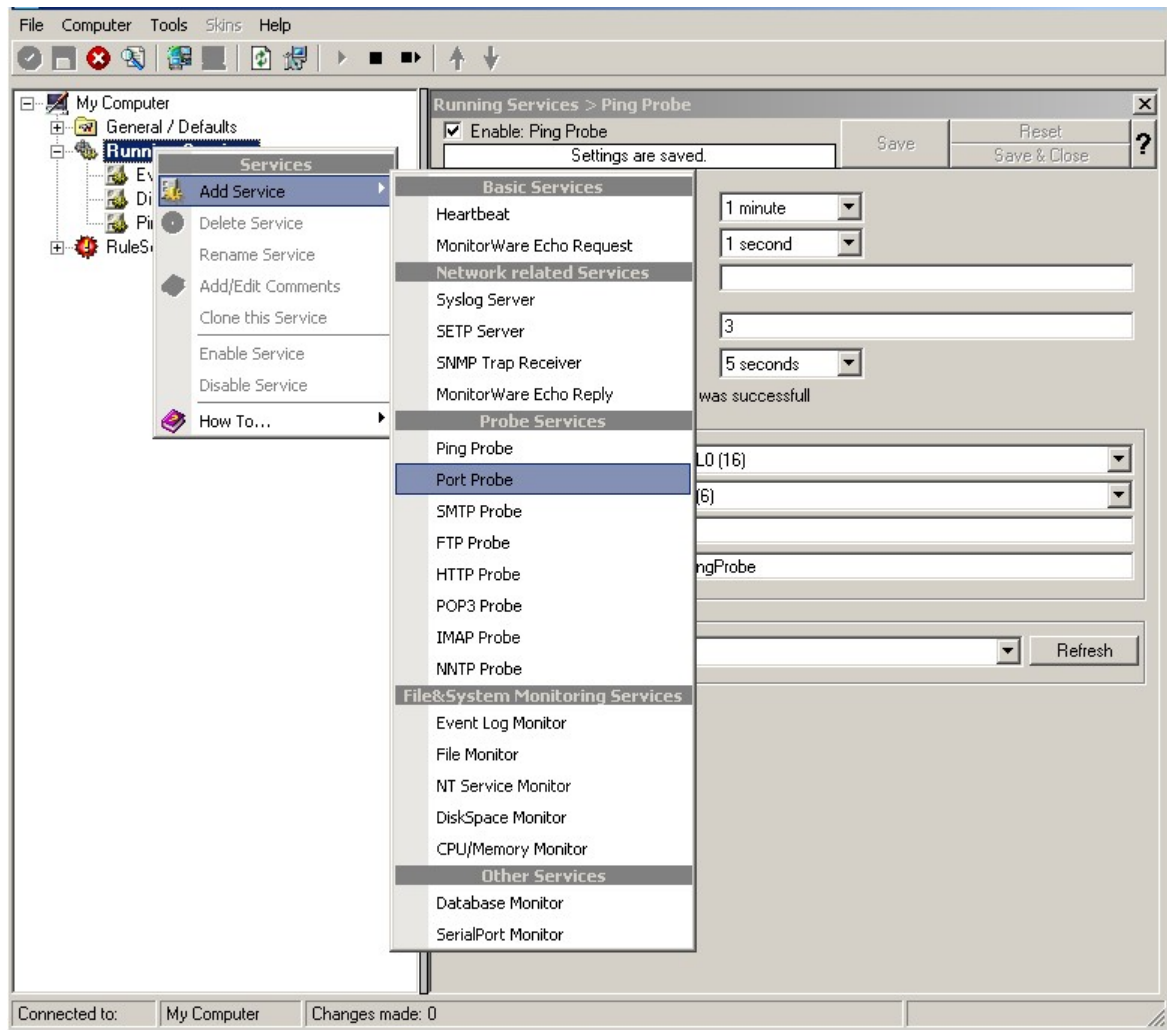
This sample is very similar to the ping probe sample directly above. Thus, we describe it briefly, only.

The main difference between the ping probe and the port probe is that the port probe tries to connect to a specific TCP port. As such, it can only be used with TCP based services like mail server, web servers or ftp servers. For the very same reason, the port probe does not only check the status of the machine it is connecting to but rather if a specific, **service** is available. Let us assume you are interested in monitoring a mail server. If you do a ping probe, the mail server itself might have died while the machine is still running. The ping probe cannot detect this. The port probe, on the other hand, directly connects to the mail server, e.g. on port 25 (the default SMTP port). If the mail server has died, it will probably not answer this connection request and thus the port probe is able to detect the failing state of the service.

In our sample, we probe a web server, which typically listens to port 80 (the default port for http). We will send an email alert if the port probe cannot connect successfully to the web server.

Because this sample is so close to the previous one, we do not create a new rule set specifically for email alerting. It is already covered in the "Ping Probe". This is a good sample of rule set re-use. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

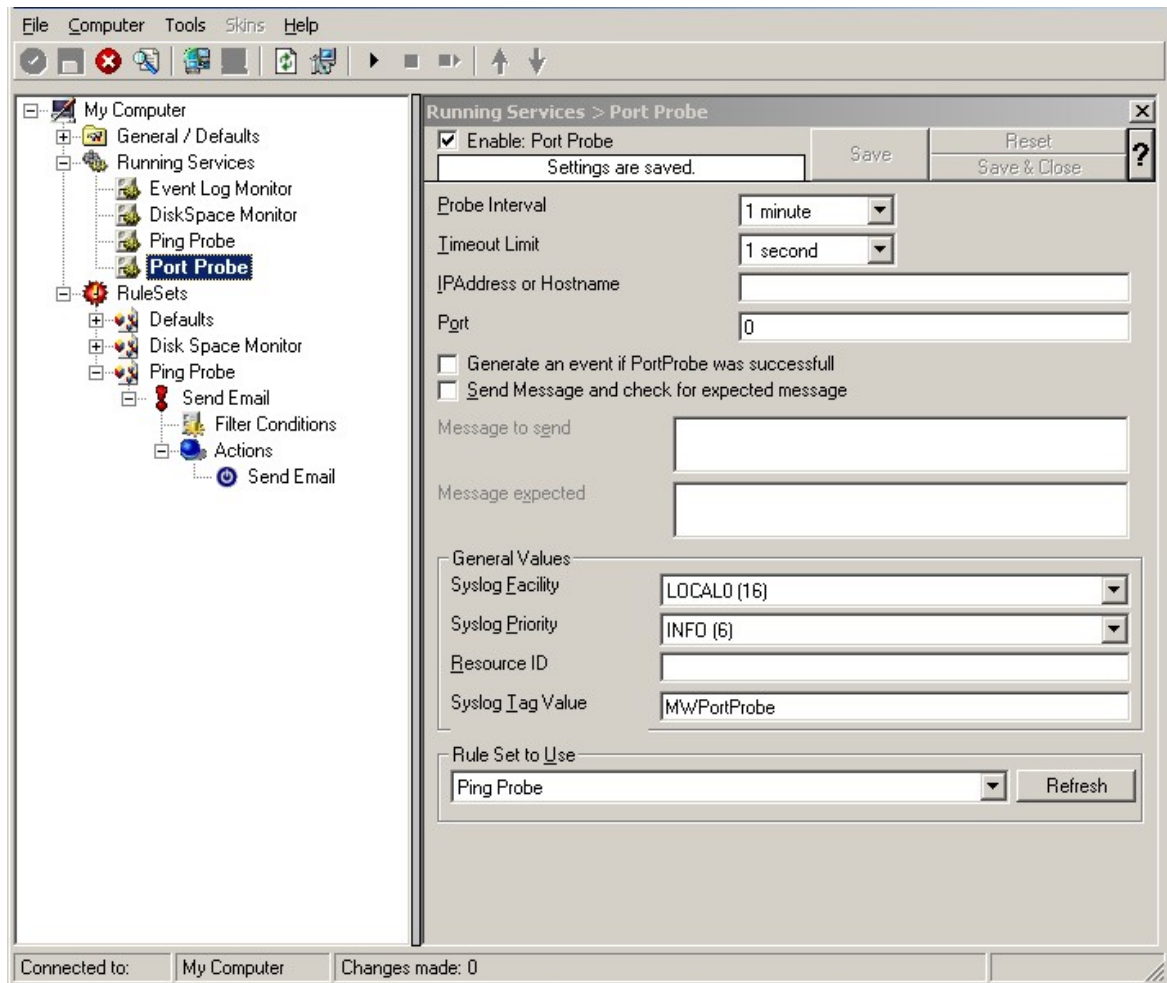
Therefore, we begin by creating the new service, done by right-clicking "Running Services":



*Monitoring External Devices via a PortProbe - Figure 1*

Use a name of your choosing, leave the defaults as is and click "Next" and then "finish". We have used the name "Port Probe" in our sample.

After doing so, select the newly created service in the tree view to look at its properties. Be sure to bind it to the "Ping Probe" rule set as seen below:



*Monitoring External Devices via a PortProbe - Figure 2*

Save the configuration and restart the service. From now on, the following mail alert will be generated when the port cannot be connected to:

Event message:

Facility: 16

Priority: 6

Source: 192.168.1.1

Message:

PortProbe status="fail" target="192.168.1.1" port="80" netstate="10065"  
message="Couldn't connect to host"

### 3 Common Uses

MonitorWare Agent can be used in a multitude of ways to perform well in many different environments serving many different needs. We have set up some web pages to address these questions. This allows us to add timely comments, should need arise. Please follow the links below to access the web pages with detailed descriptions.

In general, there are four main use cases for MonitorWare Agent:

[Analysis](#)  
[Event Archival](#)  
[Alerting](#)  
[Solving Problems](#)

Besides these main cases, there are also some other scenarios, like [relaying event data](#).

While reading the scenarios, please keep in mind that MonitorWare Agent is extremely flexible. A single instance on a single machine can be configured to perform all actions and functions concurrently. They are grouped here for easier lookup, but this in no way implies that the Agent can do only one thing or the other.

### 4 Step-by-Step Guides

The step-by-step guides are meant to get you started quickly. They provide information on how to configure the product in common scenarios. Each section includes the information necessary to complete a specific task.

The information is presented in an easy to follow "step by step" way (hence the name). Each section begins with the intended result and then explains the steps to achieve it in the correct order. They are documented together with hardcopies, so they should be easy to follow. For best results, please be sure to follow the exact order of the steps.

The step-by-step guides do eventually not include all information that might be relevant to the situation. Please use your own judgment if the scenario described sufficiently matches your need.

In the step-by-step guides, we assume the product is already successfully installed but no configuration has been done. If it is not installed, please do so first.

All step-by-step guides assume that the client is running. This is kind of a step 0 for all the guides.

To keep download times reasonable, the step-by-step guides are not included in this manual. They are kept as separate web pages. This also allows us to modify and add step-by-step guides. Additions are made all the time, so it is probably a good idea to check the [Step-by-step guide page](#) for new guides.

As of this writing, the following step-by-step guides were available:

## Installations and Configurations

- [How to configure Monilog](#)
- [How To Setup MonitorWare Agent/ WinSyslog/ EventReporter](#)
- [How To setup MonitorWare Console 2.0](#)
- [How To setup MonitorWare Console 1.1](#)
- [Configuring Windows for the Event Log Monitor](#)
- [Sample Syslog device configurations](#)
- [Intrusion detection via the Windows event log](#)
- [Firewall setup for MonitorWare Agent](#)
- [Creating a hardened log host](#)

## Services

- [How To Configure a Syslog Server](#)
- [How To setup SETP Server Service](#)
- [How To setup EventLogMonitor Service](#)
- [Creating a simple Syslog server](#)
- [Forwarding NT event logs to a Syslog server](#)
- [Forwarding NT event logs to an SETP server](#)

## Actions

- [How To setup an SETP Action](#)
- [Creating a rule set for database logging](#)

## Centralized Monitoring / Reporting

- [How do I apply filters for database reports? \(MonitorWare Console 2.0\)](#)
- [How To Schedule Reports with MonitorWare Console 2.0](#)
- [How To Generate PIX Reports with MonitorWare Console 2.0 Manually](#)
- [How To Generate Windows Reports with MonitorWare Console 2.0 Manually](#)
- [How To setup PIX centralized Monitoring](#)
- [Centralized Event Reports with MonitorWare Console](#)
- [Centralized event reports with Monilog](#)
- [How To Report Log Truncation](#)
- [How To Generate PIX Reports with MonitorWare Console 1.1 Manually](#)
- [How To Generate Windows Reports with MonitorWare Console 1.1 Manually](#)
- [How To Schedule Reports with MonitorWare Console 1.1](#)

You may also want to visit our syslog device configuration pages at <http://www.monitorware.com/en/syslog-enabled-products/>. They contain instructions on setting up several devices for syslog.

## 5 Using Interactive Syslog Server

Interactive Syslog server is an add-on to the MonitorWare Agent. **Please note that it is a utility program, with a primary focus on real-time troubleshooting.**

Interactive Syslog Server is **not** meant to continuously monitor a system. This is what the service is designed for. While Interactive Server allows to view current Syslog traffic, the service should be used for all other purposes, like creating log files.



## 5.1 Launching the Interactive Syslog Server

To run the Interactive Syslog Server, click the "Interactive Syslog Server" icon present in the Programs Folder -> MonitorWare located in the Start menu.

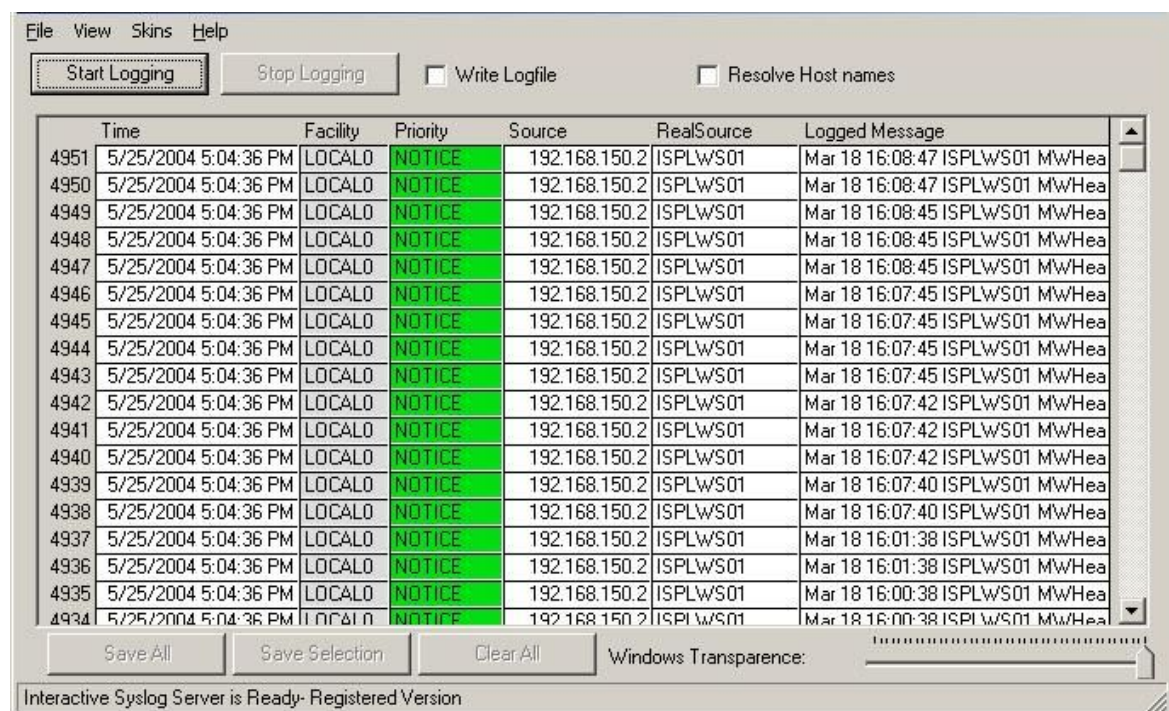
It can also be launched from the command prompt:

- Open a Command Prompt window
- Change to the drive and directory where the MonitorWare Agent is installed.
- Type "MWInteractiveSyslogServer.exe" and hit enter.

## 5.2 The Interactive Logging

Interactive Logging enables the client to log Syslog messages itself. Therefore, it can work without the service. However, by default the service is required to run and needs to be configured to forward Syslog messages to port 10514 via UDP. This is done to prevent conflicts between the interactive server and the background service. If you do not have a good reason to do so, we strongly recommend using this default setup.

Interactive Syslog Server is also supported under Windows 9x and Windows Me systems. The service does work on these platforms.



*Interactive Syslog Server - Interactive Logging*

### Start / Stop Logging Buttons

These buttons start and stop Interactive logging. Once started, the client log all incoming messages until logging is stopped by the user. Messages are written to a

circular buffer. That means if the maximum buffer size is reached, new messages are stored, but older messages are removed from the buffer. This allows the client to run for extended periods without taking up too much system memory. The buffer size is configurable. New messages are always displayed on top of the list. Older ones are towards the bottom.

### **Write Logfile**

If checked, all messages are written to a log file in addition to the interactive display. Please note that this option influences the client only. If you would like to provide a reliable long term log, we strongly suggest to use the service. It's file logging parameters are customized under the "file tab".

### **Resolve Host Names**

If checked, the sender is displayed as a host name instead of the IP address. This is often useful to quickly see the system that sent the message. Please keep in mind, though, that the host name resolution takes a little bit of time (especially if a host can not be resolved) and as such should not be used on a loaded system.

### **Save All**

Used to save the current buffer contents to a comma-delimited file (so called CSV format). All entries displayed in the grid are written.

### **Save Selection**

Also saves a comma-delimited file. However, only messages selected (highlighted) are written to the file.

### **Clear All**

Erases all messages from real-time display.

### **Windows Transparency**

When transparency functionality (slider) is moved to either right or left, Interactive Syslog Server becomes transparent.

### **Detail View**

If you double click on any message then it's detail view is opened. You can not go up and down through the received Syslog messages. You can also copy a whole message into the clipboard like in the Event Viewer.

## 5.3 Interactive Syslog Server Options

There are three options in the main bar of the Interactive Syslog Server. These are:

1. File
2. View
3. Skin
4. Help

### File Menu

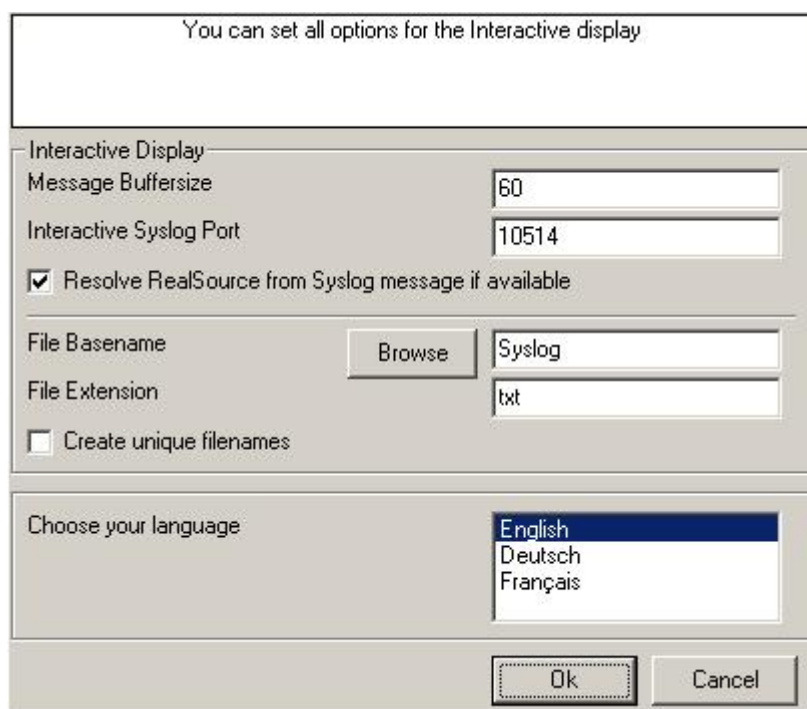
You can access the File Menu either by clicking on the **"File"** in the main menu bar or by pressing **"Alt + F"**. Once you access the File Menu you would see the following Options:

1. Options
2. Run Configuration Client
3. Quit

Each of these options are described below.

### Options

This screenshot shows you the available options in the Interactive Server.



The screenshot shows a dialog box titled "You can set all options for the Interactive display". It contains several settings:

- Interactive Display** section:
  - Message Buffersize**: A text box containing the value "60".
  - Interactive Syslog Port**: A text box containing the value "10514".
  - ☒ **Resolve RealSource from Syslog message if available**
- File** section:
  - File Basename**: A text box containing "Syslog", with a "Browse" button to its left.
  - File Extension**: A text box containing "txt".
  - ☐ **Create unique filenames**
- Choose your language**: A list box with three options: "English" (selected), "Deutsch", and "Français".

At the bottom of the dialog are "Ok" and "Cancel" buttons.

*Interactive Syslog Server options*

### Message Buffersize

The message buffer size (in number of messages) to be used for real-time display.

This is the maximum number of messages to be stored in memory. If this number is reached and a new message arrives, the oldest one is deleted from memory.

### **Interactive Syslog Port**

The UDP port the real-time display listens to. Zero is default from system services database. Most installations can leave it at 10514.

### **Resolve RealSource**

If enabled then it would resolve the IP address and display the real source name e.g. any workstation, firewall, router etc. For example, the IP address of the source (named as Test01) was 192.16.1.0 after enabling this option it would display Test01 instead of the IP address.

### **File Basename**

The File Basename also includes the file path. An example could be "C:\temp\MWAgent".

### **File Extension**

The File Extension is "txt" by default. This opens the files automatically in the default text viewer.

### **Create unique filenames**

If enabled, the Interactive Syslog Server builds a unique filename each day containing the year, month and day. An example would be "Syslog-2002-01-01.txt".1

### **Language**

The Interactive Syslog Server is multilingual by design. Select the user interface language here. Languages are set on a per user basis. They can be switched instantly without the need to restart!

Additional languages might be available. Please check [www.mwagent.com](http://www.mwagent.com) from time to time. If you are interested in other languages and volunteer to provide translation services, please email [info@adiscon.com](mailto:info@adiscon.com). We gladly help.

### **Run Configuration Client**

When this option is checked it starts the MonitorWare Agent Client.

### **Quit**

Closes the Interactive Syslog Server.

### Skin Menu

You can access the View Menu either by clicking on the "**Skin**" in the main menu bar or by pressing "**Alt + S**". This option allows you to choose the skin of your Interactive Syslog Server. By default 5 new fresh skins are installed and can be selected. These skins can be colorized with Hue, Saturation and RGB colors.

### View Menu

You can access the View Menu either by clicking on the "**View**" in the main menu bar or by pressing "**Alt + V**". Currently only one option is available i.e. "**Always on Top**". If you check this option then the Interactive Syslog Server application always remains on the top of all other applications.

### Help Menu

You can access the Help Menu either by clicking on the "**Help**" in the main menu bar or by pressing "**Alt + H**". The Help menu provides a single option i.e. "**About**". If you check this option it displays information about Interactive Syslog Server client version.

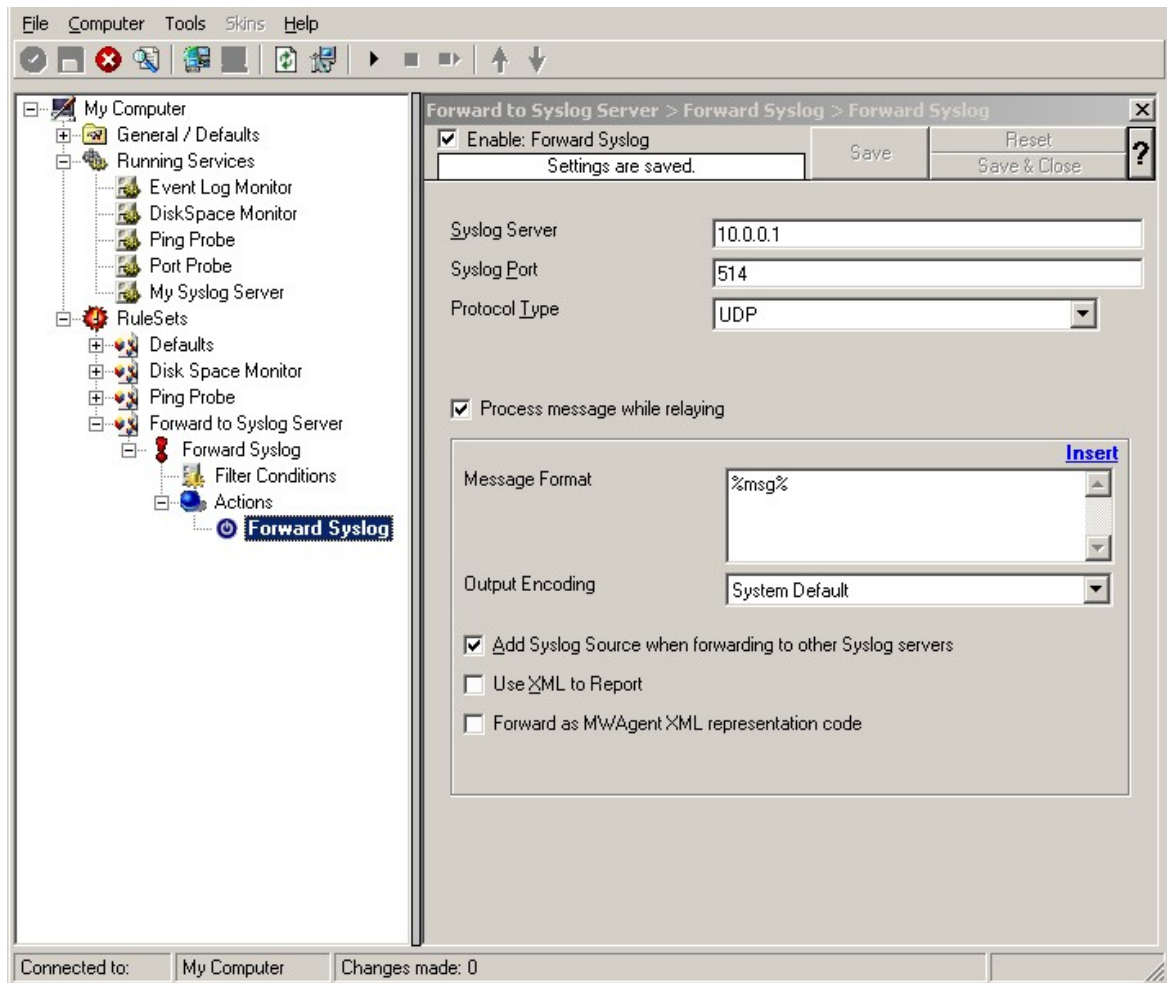
## 6 Configuring MonitorWare Agent

*MonitorWare Agent is easy to use and is powerful.*

In this chapter, you see how to configure the MonitorWare Agent Service.

The MonitorWare Agent service runs in the background once it is configured. There is no manual intervention needed to operate it. As such, this chapter focuses on the MonitorWare Agent configuration client application. It is used to configure the service settings.

To run the MonitorWare Agent Configuration client, simply click its icon present in the MonitorWare Agent program folder located in the Start menu. Once started, a Window similar to the following one appears:



*MonitorWare Agent Configuration Client*

The configuration client ("the client") has two elements. On the left hand side is a tree view that allows you to select the various elements of the MonitorWare Agent system. On the right hand side, there are the parameters specific to the element selected in the tree view. In the sample above, the right hand side displays the specific parameters for a rule action.

The tree view has three top-level elements: **General / Defaults**, **Running Services** and **RuleSets**.

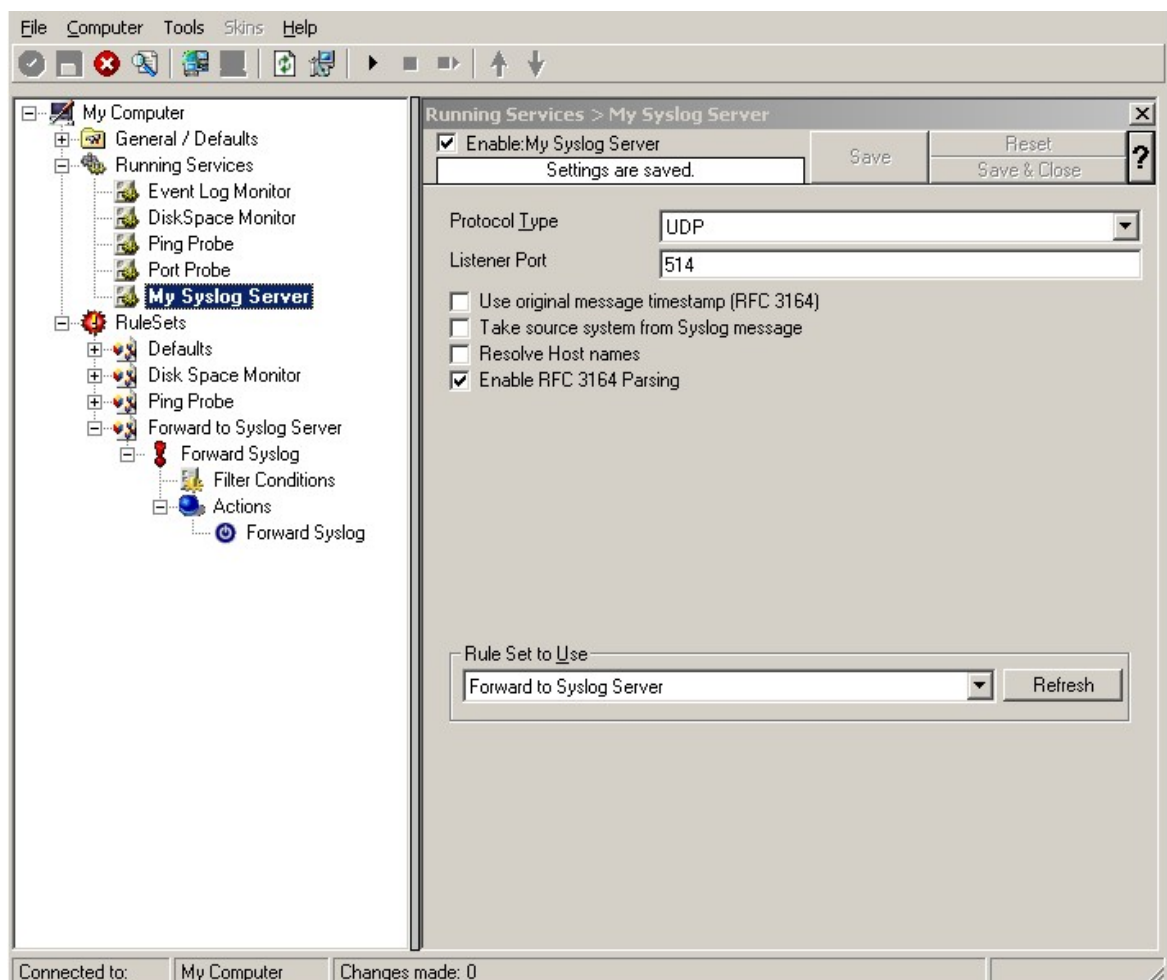
Under **General / Defaults**, basic operational parameters as well as defaults for actions and services are defined. The default themselves do not activate anything. However, the parameters in here are used each time an actual service or action needs a configuration parameter and none is defined in that specific instance. We highly recommend putting the most common parameters into the defaults. That reduces the amount of data entry in the specific elements dramatically. Please note that each default can be overwritten in a specific service or action.

The tree view's **Running Services** area lists all configured services as well as their parameters. There is exactly one service entry for each service created. **Please note that there can be as many instances of a specific service type as your**

**application requires.** Typically, there can be multiple instances of the same service running, as long as their configuration parameters do not conflict. For example the Syslog service: there can be multiple Syslog servers on a given system as long as they listen to different ports. Consequently, there can be multiple instances of the Syslog service be created. For example, there could be three of them: two listen to the default port of 514, but one with TCP and one with UDP and a third one listens to UDP, port 10514. All three coexist and run at the same time. If these three services are listening to the same port then an error message is logged into Windows Event log that more than one instance of Syslog Server is running. After which MonitorWare Agent wouldn't be able to perform the desired action.

Theoretically, you can run a few hundred services in a single service instance. However, both from a usage scenario point of view as well as concerning operating system resources, we recommend limiting the services to a maximum of 20 to 30. Of course, there are some applications where more than this limit is useful. MonitorWare Agent does not restrict this number. If there is a need for a large number of services and the hardware is capable of managing all these tasks, there is nothing in the MonitorWare Agent that limits from doing so.

The service definition looks like this:



*MonitorWare Agent Configuration Client - Service Definition View*



The actual parameters depend on the service type. Common to all services is the capability to enable or disable a service. A service is started only if it is enabled. Otherwise, it does not run, but the configuration data can still be present. That way, it is easy to temporarily disable a service without deleting it.

Also common to all service types is the association to a rule set seen at the bottom of the right hand configuration dialog. This specifies which of the rule sets have to apply to information units generated by this service.

To create a new service, right click on "**Running Services**". Then select "**Add Service**" and the respective service type from the pop up menu. Then follow the wizard. To delete an existing service, right click it and select "**Delete Service**". This removes the service and its configuration is irrecoverable. To temporarily "**Remove a service**", simply disable it in the property sheet.

The tree view's last main element is **RuleSets**. Here, all rule sets are configured. Directly beneath "Rules" are the individual rule sets. Each set is completely independent from each other. They are just centrally stored so they can be associated with services (see above for an explanation).

Beneath each rule set are the individual rules. As described in [Rules](#), a rule's position in the list is vitally important. Rules at the top of the rule set are executed before those further down. To move a rule up or down, simply right click it and select "move up" or "move down" from the pop up menu.

In the tree view, filter conditions and actions are beneath the rule they are associated with. Finally, beneath actions are all actions to carry out.

The following sections describe each element's properties.



## 6.1 License Options

This tab can be used to enter the MonitorWare Agent license after purchase.

The screenshot shows a window titled "License" with a blue header bar. Below the header, there is a status bar that says "Settings are saved." and three buttons: "Save", "Reset", and "Save & Close". A help icon (?) is also present. The main area of the window is divided into two sections. The top section is labeled "License" and contains two input fields: "Registration Name" and "Registration Number". The "Registration Name" field is a single text box, and the "Registration Number" field is a five-part box with hyphens between the parts. A help icon (?) is next to the "Registration Name" field. The bottom section contains the Adiscon logo (IT-Solutions GmbH) and the text "More Information at" followed by the URL "www.monitorware.com". At the bottom of the window, there is a link: "Click here to join the MonitorWare Agent MailingList".

*License Option Parameters*

### Registration Name

The user chooses the registration name. It should correspond to your organization name, e.g. a company called "AA Carpenters, Inc." should not choose "AA" as registration name. This can easily be mistaken and most probably be rejected by Adiscon for that reason. With the above scenario, we recommend using the full company name "AA Carpenters, Inc.".

**Please note: The registration name is case sensitive. It must be entered exactly as given. Leading and trailing spaces are also part of the registration name, so be sure to enter none.**

### Registration Number

Adiscon provides this number. It is valid for a specific registration name. Be sure to enter the correct registration number. The client detects invalid registration numbers and report the corresponding error.

### Join the MonitorWare Agent MailingList

Adiscon offers a free notification mailing list. The list provides information on important product enhancements and discovered bugs. Click the text to subscribe to

this list. Please note that you can unsubscribe at any time and the list is not used for marketing mails.

## 6.2 General Options

This tab can be used to debug rule bases. Especially with complex bases, it might be necessary to learn what application is internally doing while it is processing them. With the debug log, the service tells you some of these internal workings.

Other than rule basis testing, the debug log is also helpful when contacting Adiscon support. An Adiscon support engineer might ask you to set the debug log to a specific level while doing troubleshooting.

**Important:** Debug logging requires considerable system resources. The higher the log level, the more resources are needed. However, even the lowest level considerable slows down the service. As such, **we highly recommend turning debug logging off for normal operations.**

**General options**

Settings are saved. Save Reset Save & Close ?

**General Options**

ProcessPriority: Normal

QueueLimit: 0

CustomerID: 0

SystemID: 0

Location of your MIBS: C:\Program Files\MonitorWare\Agent\mi Browse

Default Timevalues are based on: ☒ Localtime ☐ Universal Coordinated Time (UTC/GMT)

☐ Protect Service against Shutdown

☐ Log Warnings into the Windows Application Eventlog

☐ Special Unicode Conversion for Japanese Systems

**Debug Options**

☒ Enable Debug output into file

File and path name: D:\NEW\MWAgentDebug.txt Browse

☒ Errors & Warnings ☒ Use Circular Logging

☒ Minimal Debug Output Number of Logfiles: 10

☒ Information Debug Output Maximum Filesize (KB): 51200

☒ Ultra Verbose Output

☐ Rule & Filter Engine

[Click here to join the MonitorWare Agent MailingList](#)

*Debug Options Parameters*

## General Options

The General Options available on this form are explained below:

### Process Priority

Configurable Process Priority to fine-tune application behavior.

### Queue Limit

This value is a maximum number of internal Queue elements application can hold. By default this is 0 which means unlimited.

### CustomerID

CustomerID is of type integer provided for customer ease. For example if someone monitors his customer's server, he can put in different CustomerIDs into each of the clients. Let us say someone monitors servers A and B. A has 5 servers all of them with CustomerID = 1 and B has 2 servers all of them with CustomerID = 2. Both A and B happen to have a server named "SERVER". Together with the customerID, these machines are now uniquely identifiable. This is user configurable.

### SystemID

SystemID is of type integer to be used by our customer. In addition, it is user configurable.

### Default TimeValues based on UTC or Local Time

This option allows you to configure the timemode that is to be used e.g. in File Logging, Database Logging, Send Email actions and everywhere, where time is used. In addition to this it also set the time mode in all those places where time mode either UTC or Local Time is not defined.

### Protect Service against Shutdown

The service keeps an in-memory queue of yet unprocessed events. When the service is stopped, this in-memory queue is drained. Not yet processed events are lost in such a case. If you click "Protect Service against Shutdown", it ensures that all events are processed before the service is stopped. Please note, however, that this may cause the service to look hanging. This is especially the case if there is a large in-memory queue.

### Special Unicode Conversion for Japanese Systems

On Japanese Systems, the character handling is different and if you experience problems with the encoding of received messages, kindly turn on this new Option.

### **Enable Debug output into file**

If checked, the debug log is enabled and written as the service operates. If unchecked, no debug log is written. For performance reasons, it is highly recommended that this box is unchecked during normal operations.

### **File and path name**

The full name of the log files to be written. Please be sure to specify a full path name **including** the driver letter.

If just the file and/or path name is specified, that information is local to the service default directory. As this depends on a number of parameters, it might be hard to find the actual log file. So for consistency purposes, be sure to specify a fully qualified file name including the drive.

**Note: If the configured directories are missing, they are automatically created by application i.e. the folder specified in "File and Path Name".**

### **Debug Level**

This controls the amount of debug information being written. We highly recommend only selecting "Minimum Debug Output" unless otherwise instructed by Adiscon support.

### **Circular Debug Logging**

Support for circular Debuglogging has been added as the debuglog can increase and increase over time. This will avoid an accidental overload of the hddisk.

## **6.3 Services**

### **6.3.1 Understanding Services**

Services gather events data. For example, the Syslog server service accepts incoming Syslog messages and the Event Log Monitor extracts Windows event log data. There can be unlimited multiple services. Depending on the service type, there can also be multiple instances running, each one with different settings.

You must define at least one service, otherwise the product does not gather event data and hence does not perform any useful work at all. Sometimes, services are mistaken with service defaults those are pre-existing in the tree view. Service defaults

are just the templates that carry the default properties assigned to a service, when one of the respective type is to be created. Service defaults are NOT executed and thus can not gather any data.

### 6.3.2 Syslog Server

Configures a Syslog Server service. It can be set to listen to any valid port. UDP and TCP communication is supported.

*Syslog Server Properties*

#### Protocol Type

Syslog messages can be received via UDP, TCP or [RFC 3195](#) RAW. One listener can only listen to one of the protocols. Typically, Syslog messages are received via UDP protocol, which is the default. The syslog server also can receive Syslog messages via TCP and reliable Syslog messages via TCP using the new [RFC 3195](#) RAW standard.

#### Listener Port

The port the Syslog server listens on. The typical (standard) value is 514. This should be changed only if there is a definite need for it. Such a need typically arises from security concerns. If the port is changed, all reporting devices (routers, printers ...) must also be configured to use the non-standard port.

#### Use Original Message Timestamp

If this box is checked, the timestamp is retrieved from the Syslog message itself (according to [RFC 3164](#)). If left unchecked, the timestamp is generated based on the local system time. The Syslog message timestamp does not contain time zone

information. Thus, we strongly recommend unchecking this box if messages from devices in multiple time zones are to be received.

### **Take source system from Syslog message**

If this box is checked, the name or IP address of the source system is retrieved from the Syslog message itself (according to [RFC 3164](#)). If left unchecked, it is generated based on the address, the message was received from.

**Please note that there are many devices, which do NOT generate RFC 3164 compliant messages. If you check this option here, you might see a very strange value as the event source!**

### **Resolve Hostnames**

If this box is checked, the name of the source system is retrieved via DNS reverse name resolution. If unchecked, the IP address itself is used as the name.

**Please note that this setting does have any effect if the "Take source system from Syslog message" setting is checked. In this case, the message is always taken from the Syslog message itself.**

### **Enable RFC 3164 Parsing**

If this box is checked, [RFC 3164](#) compliant message parsing is enabled. If unchecked, "traditional" Adiscon message parsing is selected. If you experience trouble with the sender host name or the timestamp, we suggest that you turn off RFC 3164 compliant message parsing. Many existing devices do not fully comply with RFC 3164 and this can cause those issues.

### **Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## **6.3.3 SETP Server**

Configures a SETP server service. A SETP server is used inside the MonitorWare line of products to ensure reliable receiving of events from other systems. There are only few configuration options, as SETP takes the original message from the sender and uses the exact settings that the sender was configured for. No alteration occurs at the SETP server side; as such, no values need to be configured for the message format.

☒ Enable: SETP Server

Settings are saved.

Save Reset ?

Save & Close

Listener Port: 5432

Options:

☐ Enable SSL / TLS Encryption. Note if this Option is enabled, NON-SSL Clients will not be able to connect to this Service.

☐ Use zLib Compression to compress the data.

Session Timeout: 30 seconds

Rule Set to Use: Defaults Refresh

*SETP Server Properties*

### Listener Port

The port the SETP server listens on. The default value is 5432. This should be changed only if there is a definite need for it. Such a need typically arises from security concerns. If the port is changed, all reporting devices must also be configured to use the non-standard port. SETP operates over TCP.

### Enable SSL/TLS

If this option is enabled then this action connects to SSL / TLS SETP servers. Please make sure that you want this option to be enabled.

**Please note: If this option is enabled, this action will not be able to connect to NON-SSL SETP Servers.**

### Options

Under this group box, you can see two options as discussed below:

#### Use zLib Compression to compress the data

When enabled, MonitorWare Agent decompresses the zLib compressed data sent by the SETP senders. It is still be able to receive normal data. zLib compression is useful to reduce traffic in WAN environments.

#### Session Timeout

It controls how long a session is to be opened from the server side.

### Default Ruleset Name

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.3.4 Event Log Monitor

This dialog configures the Windows Event Log Monitor service.

This service was initially introduced by Adiscon's EventReporter product. To allow previous EventReporter customers seamless upgrades, there are a number of compatibility settings to support older message formats.

*Event Log Monitor Properties*

**The most important part of this dialog is the table in the middle.** It specifies which event logs are to be monitored. In the screenshot above, the monitor is set to all Windows-native event log types that can possibly occur. However, there might also be custom event logs. Such custom logs can be created by any application. For example, an application "MySuperApp" might create an event log "MySuperAppLog". Then, it might log its messages into this log and not the Windows application event log.

In order to support such custom event logs, the log monitor allows an unlimited



number of additional logs to be added to it. In order to do so, press the "Insert" button. A new log is added to the bottom of the list. Then, you can edit its name in the "Eventlogtype Name" combobox (yes, you can overwrite the provided values!).

Logs checked in the table are actually processed. Those unchecked are kept in the configuration, but are not processed.

## **General Options**

The General Options available on this form are explained below:

### **Sleep Time**

The event log monitor periodically checks for new event log entries. The "Sleep Time" parameter specifies how often this happens. This value is in milliseconds.

We recommend a value of 60,000 milliseconds for the "Sleep Time". With that setting, the event log monitor checks for new events every 60 seconds. Larger periods can be specified for occasionally connected systems or if email delivery with few emails per day is intended.

Very security-aware environments might use a shorter interval. The event log monitor service is specifically designed to limit the burden on the monitored system. As such, resource usage is typically low, even with frequently run event log checks. However, we recommend not running the event log monitor more often than once a second.

### **Overrun Prevention Delay**

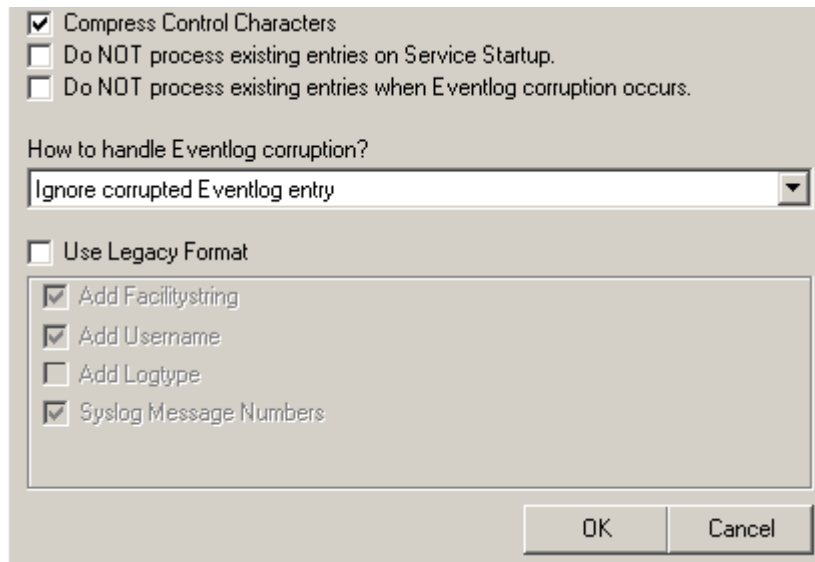
This property allows configuring a delay after generating an event. The time is the delay in milliseconds.

If run at a value of zero, the event log monitor service generates events as fast as the machine permits. We have seen scenarios where routers and receivers are not able to keep up with this rate, resulting in packet loss. In addition, the CPU of the reporting machine is run at 100% - which is not a problem because the service runs at a low priority. However, with even a 1-millisecond delay, there is no noticeable CPU activity even when large bursts of events are forwarded. At one millisecond, the service can still generate 1000 events per second.

The default setting is an overrun protection of five millisecond, which allows roughly 200 events per second. This should be sufficient for even very busy servers.

### **Advanced Options**

Once you click on the Advanced Options button a screen-shot similar to the one below is opened. The options available on this form are explained below:



*Event Log Monitor - Advanced Options*

### Compress Control Characters

This option allows you to control the control character removal and space compression. If checked, control characters (e.g. CR, LF, TAB - non printable characters in general) are removed. Also multiple spaces are compressed to a single one. By default this is checked. We recommend keeping it checked for most cases as it provides better display.

**Please note that it should be unchecked if events should be forwarded via email. And it MUST be turned off if double-byte character sets are being processed (e.g. Japanese).**

### Do NOT process existing entries when Event log corruption occurs

When this option is checked, it prevents from reprocessing of the whole Windows event log when it is [corrupted or truncated](#). So EventReporter / MonitorWare Agent do not processes all entries again.

### Do NOT process existing entries on Service Startup

When this option is checked, it prevents from reprocessing of the whole Windows event log when the EventReporter / MonitorWare Agent service is restarted.

### Use Legacy Format

This option enhances compatibility to scripts and products working with previous versions of EventReporter. The legacy format contains all Windows event log properties within the message itself.

The new format includes the plain text message only. The additional information fields

(like event ID or event source) are part of the XML formatted event data. If the new format is used, we highly recommend sending or storing information in XML format. This is an option in each of the action properties (of those actions that support it – the write to database option for example always stores the fields separated, so there is no specific option to do so).

**Legacy format is meant to support existing parser scripts. We encourage you to use the new, XML-bound format for new implementations.** Legacy format will be maintained in future releases to support backward compatibility, but it is no longer actively being developed. There are some shortcomings in legacy format, which can lead to issues when building or operating a log parser. These shortcomings are by design. We will not change this in legacy format - the solution is to use the new format. After all, the new format was created in order to address the issues with legacy format.

### Add Facility String

If checked, facility identification is prepended to the message text generated. This parameter enhances compatibility with existing Syslog programs and greatly facilitates parsing the generated entries on the Syslog server. We strongly encourage users to use this enhancement.

**This setting only applies if the "Use Legacy Format " option is checked.**

Otherwise, it does not have any meaning and consequently cannot be configured in that case.

### Add Username

If checked, the NT user that generated the event log entry is transmitted. If unchecked, this information is not forwarded. This is a configurable option for customers who have written parsing scripts for a previous format which did not contain Usernames. This option must also be unchecked if MoniLog is being used.

**This setting only applies if the "Use Legacy Format " option is checked.**

Otherwise, it does not have any meaning and consequently cannot be configured in that case.

### Add Log Type

If checked, then log types e.g. system, security etc. etc. is prepended to the generated message.

**This setting only applies if the "Use Legacy Format " option is checked.**

Otherwise, it does not have any meaning and consequently cannot be configured in that case.

### Syslog Message Numbers

If checked, a continuously advancing message number is prepended to the generated

message. This is useful for Syslog delivery to make sure that all messages have been received at the remote server.

**This setting only applies if the "Use Legacy Format " option is checked.**

Otherwise, it does not have any meaning and consequently cannot be configured in that case.

## Event Log Types

The **"Event Log Types"** configure per-event-log settings. The corresponding log is only be processed if the respective "Enable" checkbox is checked. The parameters are common to all logs and are explained only once. You open the property page by double-clicking a row in the event log list. Each dialog looks as the following:

**Configuring Application**

☒ Report Truncated Log  
☐ Do NOT process existing entries  
☐ Try to convert Security IDs (SID) to Object Names

Syslog Facility: LOCAL\_0  
 Last Record:

☐ Read Eventlog from File

File&Path Name:    
 Type of Eventlog: Application

**Event types to log**

<input checked="" type="checkbox"/> Success	NOTICE
<input checked="" type="checkbox"/> Information	INFO
<input checked="" type="checkbox"/> Warning	WARNING
<input checked="" type="checkbox"/> Error	ERROR
<input checked="" type="checkbox"/> Audit Success	NOTICE
<input checked="" type="checkbox"/> Audit Failure	WARNING

*Event Log Monitor - EventLog Types Options*

## EventLog Monitor Priorities

The Priority Mapping is configurable for each EventLogType.

## Report Truncated Log

Windows event logs can be truncated programmatically or via the Windows Event

Viewer program. When a log is truncated, all information is erased from it. Any entries not already processed by the service are lost.

The service detects event log truncation. If "Report Truncated Log" is checked, it generates a separate message stating the truncation. This option is most useful in environments where truncation is not expected and as such might be an indication of system compromise.

If you regularly truncate the NT event logs as part of your day-to-day operation, we suggest you turn this option off. In this case, we also recommend using a short sleep period (for example 10,000 which is 10 seconds) to avoid losing log entries.

### **Do not Process Existing Entries**

If you don't want to get a dump of an existing specific Windows event log then use this option. When MonitorWare Agent / EventReport are restarted it will start processing after that last entry and do not look for the previous entries.

### **Try to Convert Security IDs (SID) to Object Names**

With this option you can convert Security ID's (SIDs) to object names. You can enable this feature in the advanced configuration of each event log type in the Event Log Monitor service. Simply check the "Try to convert Security IDs (SID) to Object Names" option.

**Note that only for the Security event log this feature is enabled by default. For all other event log types this feature is disabled by default.**

### **Syslog Facility**

The Syslog facility to map information units stemming from this log to. Most useful if the message is to forward to a Syslog daemon.

### **Last Record**

Windows event log records are numbered serially, starting at one. The service records the last record processed. This textbox allows you to override this value. **Use it with caution!**

If you would like a complete dump of a specific Windows event log, reset the "Last Record" to zero. If you missed some events, simply reset it to some lower value than currently set. It is possible to set "Last Record" to a higher value. This suspends event reporting until that record has been created. We strongly discourage to use this feature unless definitely needed.

### **Read Eventlog From File**

When enabled, the Eventlog is read from a file instead from the system.

### **File&Path Name**

It defines that which file to be read, only available when "Read Eventlog From File" is enabled.

### **Type of Event Log**

It defines as which type of Event log from file is handled. This is important to read the correct message libs from the system.

### **Event Types to Log**

These checkboxes allow local filtering of the event log. Filtering is based on the Windows event type. There is a checkbox corresponding to each Windows event type. Only checked event types will be processed. Unchecked ones will be ignored.

Filtering out unnecessary log types at this level enhances system performance because no information units will be generated and passed to the rule engine. Thus, Adiscon strongly recommends dropping unnecessary log types.

### **Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

**Please Note if you intend to make Event ID part of the actual Syslog message while forwarding to a Syslog Server then you have to make some changes in the Event Log Monitor Settings. [Click here](#) to know the settings.**

## **6.3.5 Database Monitor**

**The database monitor is used to monitor database tables.** It periodically checks a database table for new records and if it finds them, generates an event from each record. A table that is to be monitored by the database monitor **must** have an integer ID field that auto-increments.

**Please note that the database monitor transmits all of the data obtained within its event properties.** This means that you **must** use an output format suitable to show event properties if you intend to process the record with a third party application. We strongly recommend using XML based formatting for this. Alternatively, you can also select a format for the msg property itself (which is the default message). To do so, you need to configure the database monitor's advanced option's msg field settings.

☒ Enable: Settings are saved. Save Reset Save and Close ?

DSN:  User-ID:   
 Data Sources (ODBC) Password:   
 ID Field name:  ☒ Enable Encryption  
 Last ID value:  Reset to beginning Advanced Options

Select Statement  
 SELECT \* FROM TableName

Check Interval (ms): 1 minute  
 Overrun Prevention Delay (ms): 5

General Values  
 Syslog Facility: LOCAL0 (16)  
 Syslog Priority: INFO (6)  
 Resource ID:   
 Syslog Tag Value: MWDBMonitor

Rule Set to Use  
 Default RuleSet Refresh

*Database Monitor Properties***DSN**

The data source name of the database to access. All databases that support standard SQL syntax and have an ODBC driver support.

**User-ID**

The User ID to log on to the database system. Please note that the database system may not require this setting or may ignore it (e.g. Microsoft SQL Server in "integrated" security mode) - please check with your database vendor or your administrator if in doubt.

**Password**

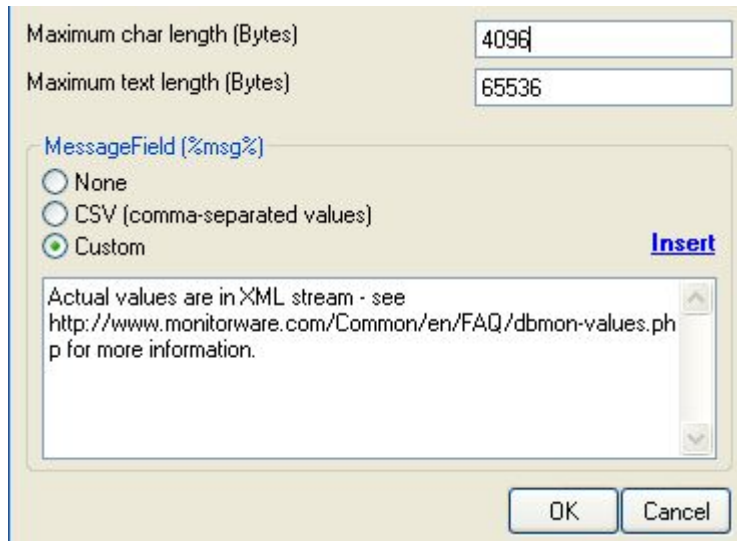
The password to access the database. If the "Enable Encryption" check box is checked, a **weak** symmetrical encryption is applied on the password. Thus, we highly recommend to create a specific account with very limited permissions if you store a password. This account does only need to have "select" permissions.

## ID Field Name

As said, the database monitor needs to have one integer field that is set to auto-incrementing. This is the name of that field.

## Advanced Options

If you click on the "Advanced Options" button, you can configure the following additional properties:

The screenshot shows a dialog box titled "Database Monitor Advance Options". It has two input fields at the top: "Maximum char length (Bytes)" with the value "4096" and "Maximum text length (Bytes)" with the value "65536". Below these is a section titled "MessageField (%msg%)" containing three radio button options: "None", "CSV (comma-separated values)", and "Custom". The "Custom" option is selected. To the right of these options is a blue "Insert" button. Below the radio buttons is a text area containing the text: "Actual values are in XML stream - see <http://www.monitorware.com/Common/en/FAQ/dbmon-values.php> for more information." At the bottom of the dialog are "OK" and "Cancel" buttons.

*Database Monitor Advance Options*

## Maximum Char Length

The maximum number of characters that are forwarded from a character field. This is just a limit for what is forwarded from the database monitor. Of course, the database entry can be of any size, but only the first configured number of characters are forwarded. This setting applies to char, varchar and related data types.

## Maximum Text Length

This is the same as "Maximum Char Length" but applies to large text fields (e.g. "text" in Microsoft SQL and "longtext" in MySQL).

## Message Field

This field specifies the content of the "msg" property. By default, msg does NOT contain any useful information. This is because all data is provided via the event properties. If you actually need this as part of the msg, you can either select a custom format or CSV format.

If CSV is selected, msg contains all field values (not names) in comma-separated



format. The field order is as it was in the select statement. We recommend **not** to use "select \*" in this case (but specify the fields inside the select statement, so that they have a definite order).

We recommend **not** to rely on msg with the database monitor. Access via properties is much better. If you do not need msg, we recommend to set the msg content to "none" as this removes the unnecessary default message.

### Select Statement

You can configure the Select Statement to be issued to the database. This way, you have full control over what is fetched from the database.

**Please note that if you specify specific fields, the ID field must be present in the select clause - otherwise the service can not process the records.**

Also be sure to enter the name of the table from which the records are to be taken.

### Check Interval

The database monitor runs periodically. This specifies, how often it should run. Please note that the Database Monitor waits for the configured amount of time after the current run is finished. The time is the delay in milliseconds.

### Overrun Prevention Delay

This property allows configuring a delay after generating an event. The time is the delay in milliseconds.

If run at a value of zero, the service generates events as fast as the machine permits. We have seen scenarios where routers and receivers are not able to keep up with this rate, resulting in packet loss. In addition, the CPU of the reporting machine is run at 100% - which is not a problem because the service runs at a low priority. However, with even a 1-millisecond delay, there is no noticeable CPU activity even when large bursts of events are forwarded. At one millisecond, the service can still generate 1000 events per second.

The default setting is an overrun protection of five millisecond, which allows roughly 200 events per second. This should be sufficient for even very busy servers.

### Syslog Facility

The Syslog facility to be assigned to events created by the service. Most useful if the message shall be forwarded to a syslog daemon.

### Syslog Priority

The Syslog priority to be assigned to events created by the service. Most useful if the

message shall be forwarded to a syslog daemon.

**Resource ID**

The Resource ID to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

**Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

**6.3.6 Serial Port Monitor**

The serial port monitor allows you to monitor devices attached to local communication ports. Actually, this is not limited to serial (RS232) devices - devices connected via e.g. LPT ports can also be monitored as long as the device provides a proper interface to the port device.

For Example - uses for the serial port monitor may be interfacing to data loggers, "strange" log sources (e.g. PBX call logs) or out-of-band log retrieval (e.g. setting a router to log to the serial port instead to the network and then picking the data from that serial line). Out-of-band log retrieval can also be used to hide the fact that logging is actually taking place.

The serial port monitor works as follows: it listens to the configured port. With each received character, it checks if a configured "message end sequence" is received. If it isn't it continues listening until either another character is received or a timeout occurs.

If either the "message end sequence" is received or the timeout occurred, the message is considered to be complete. In this case, an event is generated and that event is scheduled for processing.

☒ Enable: SerialPort Monitor  
Settings are saved.

Save Reset Save and Close ?

Timeout limit: 1 minute

How the message is ended: \r\n

Send this on startup:

Which Port do you want to monitor: MSFAX:

Port Settings:

- Bits per second: 57600
- Data bits: 8
- Parity: NO PARITY
- Stop bits: 1 stop bit
- DTR Control Flow: DTR\_CONTROL\_DISABLE
- RTS Control Flow: RTS\_CONTROL\_DISABLE

General Values:

- Syslog Facility: LOCAL0 (16)
- Syslog Priority: INFO (6)
- Resource ID:
- Syslog Tag Value: MW/SerialPortMonitor

Rule Set to Use: Defaults Refresh

*Filter Conditions - Serial Port Monitor*

### Timeout Limit

This is the maximum amount of time the service waits to receive the "message end characters" from the attached device.

### How the message is ended

This is the sequence that, when received, denotes the end of the message. Most often, this is either "\r\n" or "\n" ("\r" represents a CR characters, "\n" represents a LF character).

### Which Port do you want to monitor

This is the port that the device is attached to. Most often, this is either COM1: or COM2:. All locally-existing ports can be used. When working locally, the configuration program enumerates the locally available ports. This can be one of the following

values:

1. MSFAX
2. COM1
3. COM2
4. COM3
5. COM4
6. FILE
7. LPT1
8. LPT2
9. LPT3
10. AVMISDN1
11. AVMISDN2
12. AVMISDN3
13. AVMISDN4
14. AVMISDN5
15. AVMISDN6
16. AVMISDN7
17. AVMISDN8
18. AVMISDN9

### **Port Settings**

These settings must be set as expected by your device. If in doubt, consult your device manual.

### **Bits per Seconds**

Bits per second can be 110 and go up to 256000, by default 57600 is selected.

### **Databits**

Databits define the number of bits in the bytes transmitted and received.

### **Parity**

With Parity you can configure the Parity scheme to be used. This can be one of the following values:

1. Even
2. Mark
3. No parity
4. Odd
5. Space

### **Stop bits**

You can configure the Number of stop bits to be used. This member can be one of the following values:

1. 1 stop bit
2. 1.5 stop bits
3. 2 stop bits

### **DTR Control Flow**

DTR (data-terminal-ready) flow control. This member can be one of the following values:

1. DTR\_CONTROL\_DISABLE - Disables the DTR line when the device is opened and leaves it disabled.
2. DTR\_CONTROL\_ENABLE - Enables the DTR line when the device is opened and leaves it on.
3. DTR\_CONTROL\_HANDSHAKE - Enables DTR handshaking.

### **RTS Control Flow**

RTS (request-to-send) flow control. This member can be one of the following values:

1. RTS\_CONTROL\_DISABLE - Disables the RTS line when the device is opened and leaves it disabled.
2. RTS\_CONTROL\_ENABLE - Enables the RTS line when the device is opened and leaves it on.
3. RTS\_CONTROL\_HANDSHAKE - Enables RTS handshaking. The driver raises the RTS line when the "type-ahead" (input) buffer is less than one-half full and lowers the RTS line when the buffer is more than three-quarters full.
4. RTS\_CONTROL\_TOGGLE - Specifies that the RTS line will be high if bytes are available for transmission. After all buffered bytes have been sent, the RTS line will be low.

### **Syslog Facility**

The Syslog facility to be assigned to events created by the service. Most useful if the message shall be forwarded to a syslog daemon.

### **Syslog Priority**

The Syslog priority to be assigned to events created by the service. Most useful if the message shall be forwarded to a syslog daemon.

### **Resource ID**

The Resource ID to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

**Syslog Tag Value**

The syslog tag value to be assigned to events created by the service. Most useful if the message shall be forwarded to a syslog daemon.

**Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

**6.3.7 File Monitor**

The file monitor monitors the content of a text file just as the event monitor monitors the NT event log. Its purpose is to gather vital information that is stored in system text files. Many applications do not write events to the event log but to a text file. This is also the case with many Microsoft applications (for example the WINS log).

The file monitor can also gather Internet Information Server (Windows' web server) log files. This is very useful for monitoring web activity and detecting attacks.

**Running Services > File Monitor 23**

☒ Enable: File Monitor 23

Settings are saved.

Save Reset ?

Save & Close

File and path name  Browse

Timemode used for Filename Localtime

☐ Keep reading the current opened file until a new is created

☐ Report an error if the File was not found (Willbe written into the Application Eventlog)

☐ Use wildcards in Filename

Check Interval (ms) 1 minute

Overrun Prevention Delay (ms) 5

Logfile Type Standard

Max Bytes per Message 65536

☐ Configure Custom separation sequence (If disabled, crlf will be used)

Message separation sequence: \r\n

Last line value  Reset to beginning

**General Values**

Syslog Facility LOCAL0 (16)

Syslog Priority INFO (6)

Resource ID

Syslog Tag Value MwFileMonitor

**Rule Set to Use**

RuleSet Refresh

*File Monitor Properties*

### File and path name

Here, you must type the name of the file to be monitored. To select a file from any specified location, press the browse button. Once a complete file name is specified, exactly that file is monitored.

The file name is never changed automatically. However, many systems generate changing log files. For example, Internet Information Server (IIS) can be configured to change the log file every day. Therefore, each day's log file has a different name.

To support changing log file names, there are replacement characters available within the file name. These are:

Character	Meaning
%y	Year with two digits (e.g. 2002 becomes "02")
%Y	Year with 4 digits
%m	Month with two digits (e.g. March becomes "03")
%M	Minute with two digits
%d	Day of month with two digits (e.g. March, 1 <sup>st</sup> becomes "01")
%h	Hour as two digits
%S	Seconds as two digits. It is hardly believed that this ever be used in reality.
%w	Weekday as one digit. 0 means Sunday, 1 Monday and so on.
%W	Weekday as three-character string. Possible values are "Sun", "Mon", "Tue", "Wed", "Thu", "Fri", "Sat". This replacement character is most useful for DHCP log files.

*Character Replacement Table*

**Please note: the replacement characters are case sensitive!**

For example, daily Internet Information Server log files are named "exyymmdd.log", with yy being the 2 digit year, mm the month and dd the day of month. To generate the same name with file monitor, use the following name "ex%y%m%d.log".

**Please note that there is no replacement character for the monthly week number (1<sup>st</sup> week, 2<sup>nd</sup> week). As such, the weekly log file setting of IIS is not supported.**

**TimeMode Used for Filename**

Select the time mode used for the log file to be monitored with this drop-down list. Available options are:

1. Local Time: log file is monitored based on local time.
2. UTC: log file is monitored based on universal coordinated time. UTC was formerly referred to as "GMT" (Greenwich Mean Time) and is the basis of the international time zone system.

**Keep reading the current opened file until a new is created**

This has been added to define if the Service shall continuously read an open logfile until a new file (depending on the configured filename) is available. This Options is helpful for such cases where you don't know when a new logfile is generated and the old one is closed.

**Report an Error if File was not found**

As the name says, if this setting is enabled, an error is reported in the Windows Eventlog if the file was not found.



### Use Wildcard in Filename

This option allows you use \* as random character sequence in the filename.

**Please note that this character can only be used in Filename and not in the filepath.**

### Check Interval

This interval is in milliseconds. After the specified interval the file monitor checks the file for new records.

We recommend a value of 60000 milliseconds for the "Check Interval". With that setting, the file monitor checks for new records every 60 seconds. Larger periods can be specified for occasionally connected systems or if email delivery with few emails per day is intended.

Very security-aware environments might use a shorter interval. The MonitorWare Agent 3.0 is specifically designed to limit the burden on the monitored system. As such, resource usage is typically low, even with frequently run file monitor checks. However, we recommend not running the file monitor more often than once a second.

### Overrun Prevention Delay

This property allows configuring a delay after generating an event. The time for the delay is in milliseconds.

If run at a value of zero, the MonitorWare Agent 3.0 generates events as fast as the machine permits. We have seen scenarios where routers and receivers are not able to keep up with this rate, resulting in packet loss. In addition, the CPU of the reporting machine is run at 100% - which is not a problem because MonitorWare Agent 3.0 runs at a low priority. However, with even a 1-millisecond delay, there is no noticeable CPU activity even when large bursts of events are forwarded. At one millisecond, MonitorWare Agent 3.0 can still generate 1000 events per second.

The default setting is an overrun protection of five millisecond, which allows roughly 200 events per second. This should be sufficient for even very busy servers.

### Logfile Type

Select the type of the log file to be monitored with this drop-down list. Available options are:

1. Standard - a standard text log file
2. W3C Web Server logfile - log files in the W3C web server compliant format.

### Max Bytes per Message

Maximum value of bytes that the file monitor reads per line. If a message is larger

then this value, the message splits into multiple parts.

### **Configure Custom separation sequence**

If it is disabled `\r\n` (carriage return line feed) is used.

### **Message separation sequence**

The customizable separation sequence when this option is enabled. The file monitor splits messages by this value.

### **Last Line Value**

This value contains the last read line of the FileMonitor Service. The file Monitor Service reads a configured file continuously line by line and everytime there is a new line, this value is incremented.

### **Syslog Facility**

The Syslog facility to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

### **Syslog Priority**

The Syslog priority to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

### **Resource ID**

The Resource ID to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

### **Syslog Tag Value**

The Syslog tag value to be assigned to events created by the service. Most useful if the message shall be forwarded to a Syslog daemon.

### **Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### **Further Reading**

Please visit our white paper on [monitoring IIS logs](#).

### 6.3.8 Heartbeat

The heartbeat process can be used to continuously check if everything is running well. It generates an information unit every specified time interval. That information unit can be forward to a different system. If it does not receive additional packets within the configured interval, it can doubt that the sender is either in trouble or already stopped running.

☒ Enable: Heartbeat  
Settings are saved. Save Reset Save and Close ?

Message that is send during each heartbeat: I am still running

Heartbeat clock (SleepTime): 1 minute

General Values

Syslog Facility: LOCAL0 (16)

Syslog Priority: INFO (6)

Resource ID:

Syslog Tag Value: MWHeartbeat

Rule Set to Use: Defaults Refresh

*Heartbeat Properties*

#### Message to Send

This is the message that is used as text inside the information unit. Use whatever value is appropriate. The message text does not have any special meaning, so use whatever value you seem fit.

#### Sleep Time

This is the interval, in milliseconds, that the heartbeat service generates information units in. **Please note that the receiving side should be tolerant.** The interval specified here is the minimum time between packets. Under heavy load, the interval might be slightly longer. It is good practice to allow twice this interval before the service is considered suspect by the system monitoring the services health.

**Syslog Facility**

The Syslog facility to be assigned to events created by the heartbeat service. Most useful if the message shall be forwarded to a syslog server.

**Syslog Priority**

The Syslog priority to be assigned to events created by the heartbeat process. Most useful if the message shall be forwarded to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by the heartbeat process. Most useful if the message shall be forwarded to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by the heartbeat process. Most useful if the message shall be forwarded to a Syslog server.

**Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.3.9 Ping Probe

The ping probe can be used to check the health of a remote system. The ping probe process sends ping messages (more precisely: ICMP Echo Requests) to a configured system. If configured properly, the remote system sends a response. If this response is received, the machine and its IP stack are operating. This does not indicate, however, that all services on this machine are alive.

If no response is received, the remote system or its IP stack is most probably not operating properly. However, the ping message might have been lost in transit or the round-trip time might have been too long so that a timeout occurred. Therefore, a single failing ping makes a system suspect, but it alone cannot be used to confirm problems at the remote system. If multiple successive pings fail, it is relatively safe to assume that the remote system has failed

Please note that most firewall setups do not allow ping messages. As such, a system behind a firewall typically cannot be pinged and the ping probe cannot be used in this configuration. If in doubt, please check with your firewall administrator.

The ping probe is typically used to check the availability of a remote system. The ping probe periodically sends the ping messages. As long as responses are received, nothing happens. If no response is received, it generates an event and passes it to

the rule engine. As ping messages can get lost, the ping probe retries failed probes before it reports an error. Both the number of retries and the retry interval can be specified.

☒ Enable: Ping Probe  
Settings are saved. Save Reset Save and Close ?

Probe Interval 1 minute  
Timeout limit 1 second  
IPAddress or Hostname  
Number Of Retries 3  
Retry Interval (ms) 5 seconds  
☐ Generate an event if PingProbe was successfull

General Values  
Syslog Facility LOCAL0 (16)  
Syslog Priority INFO (6)  
Resource ID  
Syslog Tag Value MWPingProbe

Rule Set to Use  
Ping Probe Refresh

*Ping Probe Properties*

### Probe Interval

This is the interval of the ping probes. After each probe, the MonitorWare Agent 3.0 ping probe process goes "to sleep". This period is specified in milliseconds.

### Timeout Limit

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the ping fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the ping probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

### IP Address / Hostname

Either the IP address or resolvable host name of the system, the ping probe is to be run against. This system has been called "remote host" in the description above. Please note that specifying a host name can cause the ping probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP

address.

**Please provide the IP address or the hostname according to your environment. We have left it empty by intention.**

### **Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is forwarded to a Syslog server.

### **Number of Retries**

If a ping fails, it is first retried to see if it is a persistent problem. The "Number of Retries" controls how many retries to be made. If this is set to zero, no retries are made and a ping probe fail event is immediately generated. For typical systems, we recommend a setting of three retries. This is also the default value.

### **Retry Interval**

If there is a temporary network issue like network congestion, it most probably takes some seconds to resolve it. As such, an immediate retry might not be appropriate. To delay it, configure a retry interval. This value is in milliseconds. If a ping fails, the next retry is after a pause specified in this property. The default and recommended value is 5 seconds (5000 milliseconds).

### **Generate an event if Ping Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the ping fails. The most common option is to leave it unchecked to catch events upon a failed ping.

### **Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is forwarded to a Syslog server.

### **Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is forwarded to a Syslog server.

### **Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is forwarded to a Syslog server.

### Default Ruleset Name

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

#### 6.3.10 Port Probe

The port probe is very similar to the ping probe described above. The main difference is that it does not check the IP stack availability but rather a specific TCP port.

The difference here is that using this method a specific service on the remote machine is monitored, for example a mail (SMTP) server. The port probe tries to connect to the service port (25 in our example). If that fails, the service is definitely not running. In this case, an event is generated. A single event is a definite indication of problems, as such there is no need for repetitive failures before initiating action on this (although this can be configured in the rule engine).

Being able to connect to the remote machine and service, TCP port most probably means that the remote service is running. However, more certainty can be gained by actually initiating some communication with the service. The exact application protocol needs to be known to try this test. Thus, this step is optional. If turned on, a single command can be send to the remote service and a single response is expected back and can be compared to a pre-defined response. This does not take care of all possible application protocols, but provides an additional layer of confidence for important services like SMTP. It is up to the user to know the command sequences that a given service can understand and reply with.

As a rule of thumb, the port probe provides superior protection against service failure even without checking the message exchange. So if in doubt, use it without this advanced feature.

Please note that the port probe can probe TCP based services only. Most application services are TCP based, but there are some – mostly system – services out there, that are not. One of the most notable exceptions is DNS, which is operated primarily over UDP. In UDP, there is no notion of a session and as such, it is not possible to probe the session setup, which essentially is what the port probe does. As such, a port probe can unfortunately not be used to check the status of those services. However, the majority of services like application server, databases, mail, web and a large number of others can be used with the port probe.

<input checked="" type="checkbox"/> Enable: Port Probe		Save	Reset	Save and Close	?
Settings are saved.					
Probe Interval	1 minute				
Timeout Limit	1 second				
IPAddress or Hostname					
Port	0				
<input type="checkbox"/> Generate an event if PortProbe was successfull <input type="checkbox"/> Send Message and check for expected message					
Message to send					
Message expected					
General Values					
Syslog Facility	LOCAL0 (16)				
Syslog Priority	INFO (6)				
Resource ID					
Syslog Tag Value	MwPortProbe				
Rule Set to Use					
Ping Probe					Refresh

*Port Probe Properties*

### Probe Interval

This is the interval of the port probes. After each probe, the MonitorWare Agent 3.0 port probe process goes "to sleep". This period is specified in milliseconds.

### Timeout Limit

The amount of time (in milliseconds the remote system is expected to answer in. If no response is received within this period, the ping fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the ping probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

### IP Address / Hostname

Either the IP address or resolvable host name of the system the ping probe is to be run against. This system has been called "remote host" in the description above. Please note that specifying a host name can cause the ping probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address. **Please note that you typically can use 127.0.0.1 (the so-called loop**



**back address) to check a service that is running on a local machine. This ability might be limited by service configuration, because the service must listen to that IP address.**

**Please provide the IP address or the hostname according to your environment. We have left it empty by intention.**

### **Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25 and web servers to 80.

### **Generate an event if Port Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the port probe fails. The most common option is to leave it unchecked to catch events upon a failed port probe.

### **Send Message and wait for expected Message**

If left unchecked, the port probe checks the TCP session setup to the remote service only. As stated above, a successfully completed session setup most probably means the service is healthy. As an extra measure, some actual message exchange can be enabled. This is done by checking this box.

### **Message to Send**

This message text is sent to the service after the TCP session has been established.

### **Message Expected**

This is the message expected to be received from the service. Reception starts after sending the "Message to Send". Please note that the "Message Expected" is compared against the **first** message sent from the service on the TCP session. With some protocols, this means the message compared is an initial greeting message and **not** a response to the "Message to Send".

### **Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

**6.3.11 SMTP Probe**

SMTP probe does a connection to SMTP server and sends the HELLO command. The HELLO command is automatically constructed by MonitorWare Agent on startup by using the fully qualified DNS (Domain name server) name. SMTP server sends response in reply to SMTP probe. On getting the response from SMTP server, SMTP probe sends the QUIT command to terminate the connection.

The connection status is saved in the property **smtpstatus** and the response in the property **smtprespmsg**.

☒ Enable: SMTP Probe  
Settings are saved.

Probe Interval: 1 minute

Timeout limit: 15 seconds

☐ Also generate an event if SMTP Probe was successful

Mailserver:   
Port: 25

General Values

Syslog Facility: LOCAL0 (16)

Syslog Priority: INFO (6)

Resource ID:   
Syslog Tag Value: MW/PingProbe

Rule Set to Use: Defaults Refresh

*SMTP Probe Services*

### Probe Interval

This is the interval of the SMTP probes probes. After each probe, the MonitorWare Agent 3.0 SMTP probe process goes "to sleep". This period is specified in milliseconds.

### Timeout Interval

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the SMTP probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the SMTP probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

### Mailserver

Either the IP address or resolvable host name of the SMTP server, the SMTP probe is to be run against. This system has been called "remote host" in the description above.

Please note that specifying a host name can cause the SMTP probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

### **Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25.

### **Also generate an event if SMTP Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the SMTP probe fails. The most common option is to leave it unchecked to catch events upon a failed SMTP probe.

### **Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

## **6.3.12 POP3 Probe**

POP3 probe does a connection to POP3 server. It receives the response from POP3 server and sends the QUIT command to terminate the connection.

The connection status is saved in the property **pop3status** and the response in the property **pop3respmsg**.

☒ Enable: POP3 Probe

Settings are saved. Save Reset Save & Close ?

Probe Interval 1 minute

Timeout limit 15 seconds

☐ Also generate an event if POP3 Probe was successfull

POP3 Server

Port 110

General Values

Syslog Facility LOCAL0 (16)

Syslog Priority INFO (6)

Resource ID

Syslog Tag Value MwPingProbe

Rule Set to Use

Defaults Refresh

*POP3 Probe Properties***Probe Interval**

This is the interval of the POP3 probes. After each probe, the MonitorWare Agent 3.0 POP3 probe process goes "to sleep". This period is specified in milliseconds.

**Timeout Interval**

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the POP3 probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the POP3 probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

**Pop3 server**

Either the IP address or resolvable host name of the POP3 server, the POP3 probe is to be run against. This system has been called "remote host" in the description above. Please note that specifying a host name can cause the POP3 probe to fail if DNS name

resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

### **Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25.

### **Also generate an event if POP3 Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the POP3 probe fails. The most common option is to leave it unchecked to catch events upon a failed POP3 probe.

### **Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### **Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

## **6.3.13 FTP Probe**

FTP probe does a connection to FTP server. It receives the response from FTP server and sends the QUIT command to terminate the connection.

The connection status is saved in the property **ftpstatus** and the response in the property **ftprespmsg**.

☒ Enable: FTP Probe

Settings are saved. Save Reset Save & Close ?

Probe Interval 1 minute

Timeout limit 15 seconds

☐ Also generate an event if FTP Probe was successful

FTP Server

Port 21

General Values

Syslog Facility LOCAL0 (16)

Syslog Priority INFO (6)

Resource ID

Syslog Tag Value MwPingProbe

Rule Set to Use

Defaults Refresh

*FTP Probe Properties***Probe Interval**

This is the interval of the FTP probes. After each probe, the MonitorWare Agent 3.0 FTP probe process goes "to sleep". This period is specified in milliseconds.

**Timeout Interval**

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the FTP probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the FTP probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

**FTP server**

Either the IP address or resolvable host name of the FTP server, the FTP probe is to be run against. This system has been called "remote host" in the description above. Please note that specifying a host name can cause the FTP probe to fail if DNS name

resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

**Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25.

**Also generate an event if FTP Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the FTP probe fails. The most common option is to leave it unchecked to catch events upon a failed FTP probe.

**Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**6.3.14 NT Services Monitor**

The NT Services Monitor is used to monitor if vital operating services are running. The monitor continuously checks all services set to "automatic" startup. If such a service does not run, an event is generated and passed to the rule engine.



☒ Enable: NT Service Monitor

Settings are saved.

Save Reset Save and Close ?

Check Interval in Milliseconds (1000 ms --> 1 second) 1 minute

Delay on Startup in Milliseconds (1000 ms --> 1 second) custom 0

General Values

Syslog Facility LOCAL0 (16)

Syslog Priority INFO (6)

Resource ID

Syslog Tag Value MWNTServiceMonitor

Rule Set to Use

Defaults Refresh

*NT Service Monitor Properties*

### Check Interval

This is the interval in which the service status is checked. This period is specified in milliseconds. The default is 60,000 ms, which is one minute. We recommend to lower this interval only if the server is performing very critical operations and service stops need to be detected in close real-time.

For performance reasons, we do not recommend using an interval of less than 2000 ms.

### Delay on Startup

During system boot, the monitoring service eventually starts before all other services have been started. As such, the service monitor probably finds some services not running – simply because they are to be started very soon. Nevertheless, the service monitor still generates a "service not running" event.

To avoid this situation, use the startup delay setting. It specifies an amount of time (in milliseconds) that the service monitor is to hold right after startup. So during system boot, the operating system has a chance to start all other services before the service monitor comes into action.

The actual delay is very much depending on the number of services and hardware

sizing of a particular server. Typically, a value 60,000 ms (one minute) should be a good value. But a busy server with many services might require a much higher value.

**Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

**Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

**Rule Set to Use**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.3.15 HTTP Probe

The HTTP Probe connects to a HTTP Server, and sends a valid HTTP request as configured. It then either receives the header or header and content of a website, depending on how the service is configured (See Request Type).

☒ Enable: HTTP Probe

Settings are saved.

Save Reset

Save & Close ?

Probe Interval: 1 minute

Timeout limit: 15 seconds

☐ Also generate an event if HTTP Probe was successfull

HTTP Server: [Empty]

Url & Querystring: /index.html

Port: 80

Request Type: HEAD

☐ Use secure https Protocoll

http://index.html

Referer: [Empty]

UserAgent (Browser): Mozilla/4.0

General Values

Syslog Facility: LOCAL0 (16)

Syslog Priority: INFO (6)

Resource ID: [Empty]

Syslog Tag Value: MWPingProbe

Rule Set to Use: Defaults

Refresh

*HTTP Probe Properties***Probe Interval**

This is the interval of the HTTP probes. After each probe, the MonitorWare Agent 3.0 HTTP probe process goes "to sleep". This period is specified in milliseconds.

**Timeout Interval**

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the HTTP probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the HTTP probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

**HTTP Server**

Either the IP address or resolvable host name of the HTTP server, the HTTP probe is to be run against. Please note that specifying a host name can cause the HTTP probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid

this, specify an IP address.

### **Url & QueryString**

By default this is /index.html. This value is used to construct an URL which is previewed in a rectangular field under Use secure https Protocol option.

### **Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25 and web servers to 80.

### **Request Type**

The Request Type can be HEAD or GET. HEAD just receives the header of a website where GET receives the whole website content. When probing a web server, you should use HEAD in order to reduce network and processing overhead.

### **Use secure https Protocol**

You can enable this option, if you want to query a web server using SSL (Secure Socket Layer). Note that the default port is changed from 80 to 443 here.

### **Referrer**

An optional configuration option where you can specify a Referrer that is send in the HTTP header.

### **UserAgent (Browser)**

It is also an optional value which can be used to specify an UserAgent that is send in the HTTP header.

### **Also generate an event if HTTP Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the HTTP probe fails. The most common option is to leave it unchecked to catch events upon a failed HTTP probe.

### **Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**6.3.16 IMAP Probe**

IMAP probe does connection to IMAP server. After receiving the response from IMAP server it sends the QUIT command to terminate the connection.

The connection status is saved in the property **imapstatus** and the response in the property **imaprespmsg**.

**Running Services > IMAP Probe**

☒ Enable: IMAP Probe    Save    Reset    ?  
Settings are saved.    Save & Close

Probe Interval: 1 minute  
Timeout limit: 15 seconds  
☐ Also generate an event if IMAP Probe was successfull

IMAP Server: 127.0.0.1  
Port: 143

**General Values**  
Syslog Facility: LOCAL0 (16)  
Syslog Priority: INFO (6)  
Resource ID:   
Syslog Tag Value: MWPingProbe

Rule Set to Use: Defaults    Refresh

*IMAP Probe Properties*

### Probe Interval

This is the interval of the IMAP probes. After each probe, the MonitorWare Agent 3.0 IMAP probe process goes "to sleep". This period is specified in milliseconds.

### Timeout Interval

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the IMAP probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the IMAP probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

### IMAP Server

Either the IP address or resolvable host name of the IMAP server, the IMAP probe is to be run against. Please note that specifying a host name can cause the IMAP probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

**Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25 and web servers to 80.

**Also generate an event if IMAP Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the IMAP probe fails. The most common option is to leave it unchecked to catch events upon a failed IMAP probe.

**Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### 6.3.17 NNTP Probe

NNTP probe does a connection to NNTP server. After receiving the response from NNTP server it sends the QUIT command to terminate the connection.

The connection status is saved in the property **nntpstatus** and the response in the property **nntprespmsg**.

<input checked="" type="checkbox"/> Enable: NNTP Probe		Save	Reset	?
Settings are saved.		Save & Close		
Probe Interval	1 minute			
Timeout limit	15 seconds			
<input type="checkbox"/> Also generate an event if NNTP Probe was successful				
NNTP Server				
Port	119			
General Values				
Syslog Facility	LOCAL0 (16)			
Syslog Priority	INFO (6)			
Resource ID				
Syslog Tag Value	MwPingProbe			
Rule Set to Use				
Defaults				Refresh

### *NNTP Probe Properties*

#### **Probe Interval**

This is the interval of the NNTP probes. After each probe, the MonitorWare Agent 3.0 NNTP probe process goes "to sleep". This period is specified in milliseconds.

#### **Timeout Interval**

The amount of time (in milliseconds) the remote system is expected to answer in. If no response is received within this period, the NNTP probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the NNTP probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.

#### **Also generate an event if NNTP Probe was successful**

When checked, an event is generated every time. If unchecked, it is generated only when the NNTP probe fails. The most common option is to leave it unchecked to catch events upon a failed NNTP probe.



**NNTP Server**

Either the IP address or resolvable host name of the NNTP server, the NNTP probe is to be run against. This system has been called "remote host" in the description above. Please note that specifying a host name can cause the NNTP probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

**Port**

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25.

**Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**6.3.18 Disk Space Monitor**

This monitor checks the available and used space on all hard disks in the system. All hard disks present in the system are automatically checked. New disks are automatically detected. One event specifying the maximum size and the used size is generated per disk. The Disk Space Monitor runs continuously based on an interval set in the configuration.

☒ Enable: DiskSpace Monitor  
Settings are saved. Save Reset Save and Close ?

Check Interval: 1 minute

General Values

Syslog Facility: LOCAL0 (16)

Syslog Priority: INFO (6)

Resource ID:

Syslog Tag Value: MWDiskSpaceMonitor

Rule Set to Use: Disk Space Monitor Refresh

*DiskSpace Monitor Properties*

### Check Interval

This is the interval in which the service status is checked. This period is specified in milliseconds. The default is 60,000 ms, which is one minute. This should be sufficient for a typical server. If you would like to have the disk space check run less often, you might for example use the value of 3,600,000 for one hour (or a multiple for multiple hours).

For performance reasons, we do not recommend using an interval of less than 30,000 ms.

### Syslog Facility

The Syslog facility to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

### Syslog Priority

The Syslog priority to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

### Resource ID

The Resource ID to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

### Syslog Tag Value

The Syslog tag value to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

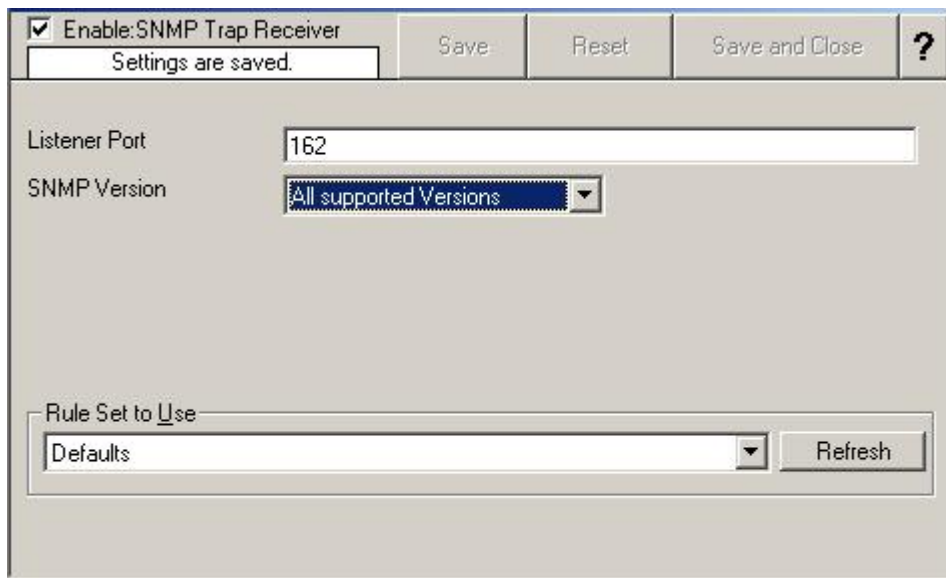
### Rule Set to Use

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.3.19 SNMP Trap Receiver Service

SNMP Trap Receiver allows you to receive SNMP messages. A rough description of a Trap is that it is somewhat like a Syslog message, just over another protocol (SNMP). A trap is generated when the device feels it should do so and it contains the information that the device feels should be transmitted. It also contains some (few) standard items, as the version, community etc. [Click here](#) to know more about the SNMP Trap Receiver Service.

The SNMP Trap Receiver Service runs continuously based on the configuration mentioned below:



*SNMP Trap Receiver Properties*

### Listener Port

The port the SNMP listener is listening to. If in doubt, leave it at the default of 162, which is the standard port for this.

### SNMP Version

Can be used to restrict the SNMP versions. The available values are:

1. All Supported Versions (i.e. SNMP Version 1 and SNMP Version 2c only)
2. SNMP Version 1 only
3. SNMP Version 2c only

### **Rule Set to Use**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## **6.3.20 CPU/Memory Monitor**

The CPU/Memory monitor has two parts of monitoring, a CPU and a Memory part. Both parts are checked frequently in a specified check interval. By default this interval is configured to 60 seconds so a check is done after every 1 minute. Both CPU and memory part can be disabled and enabled. The service becomes useless if you disable both parts.

**Note for Windows NT4 users: This service uses the WMI (Windows Management Instrumentation) to query CPU and memory utilization. By default WMI is not installed on NT4 but it can be obtained and installed [from here](#).**

☒ Enable: CPU/Memory Monitor 10

Settings are saved.

Save Reset Save & Close ?

CPU | Total Memory | Physical Memory | Virtual Memory

☒ Enable CPU Check

CPU usage Alarm level 80 %

Occurrences until alarm is raised 10

☐ Also report if CPU level is below the Alarm level

☐ For Multiprocessor Systems only: Report for each CPU

Check Interval (ms) 1 minute

General Values

Syslog Facility LOCAL0 (16)

Syslog Priority INFO (6)

Resource ID

Syslog Tag Value M/W/CPU/Monitor

Rule Set to Use Defaults Refresh

### *CPU/Memory Monitor Properties*

You can see a series of tabs at the top of screen shot above, namely CPU, Total Memory, Physical Memory and Virtual Memory.

## **CPU**

When you click CPU tab, you are shown the options as shown in the screen shot above and explained below:

### **Enable CPU Check**

If this option is checked then it allows you to monitor the CPU.

### **CPU usage Alarm level**

If the CPU usage reaches this level, an event is generated internally. Depending on how the occurrences value is configured, an Information Unit is generated.

**Note: this value is in terms of percentage.**

### Occurrences until alarm is raised

Defines how often the CPU usage level has to occur in a row until an event is raised.

### Also report if CPU level is below the Alarm level

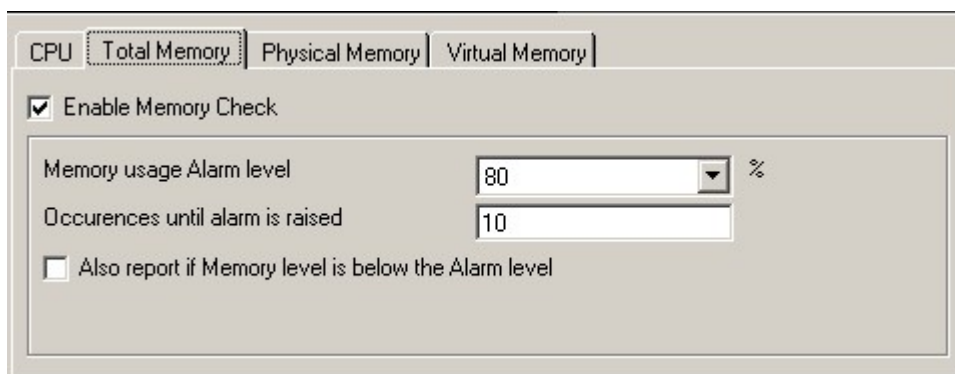
If this option is checked it generates an Information Unit during each run whether it is below the alarm level or above. This option is useful for statistics and debugging.

### For Multiprocessor Systems only: Report for each CPU

This option can only be used if you have a Multiprocessor System. When this option is checked the CPU usage is analyzed for each CPU and for the whole amount of CPU usage.

### Total Memory

When you click Total Memory tab, you are shown the options as shown in the screen shot below:



The screenshot shows a dialog box titled 'Total Memory Properties'. It has four tabs: 'CPU', 'Total Memory' (selected), 'Physical Memory', and 'Virtual Memory'. Under the 'Total Memory' tab, there is a checked checkbox labeled 'Enable Memory Check'. Below this, there are two settings: 'Memory usage Alarm level' set to 80 with a percentage symbol, and 'Occurrences until alarm is raised' set to 10. At the bottom, there is an unchecked checkbox labeled 'Also report if Memory level is below the Alarm level'.

*Total Memory Properties*

### Enable Memory Check

If this option is checked then it allows you to monitor the memory.

### Memory usage Alarm level

Defines the alarm level for the memory usage. Note that virtual and physical memory are calculated together.

**Note that this value is in terms of percentage.**

**Occurrences until alarm is raised**

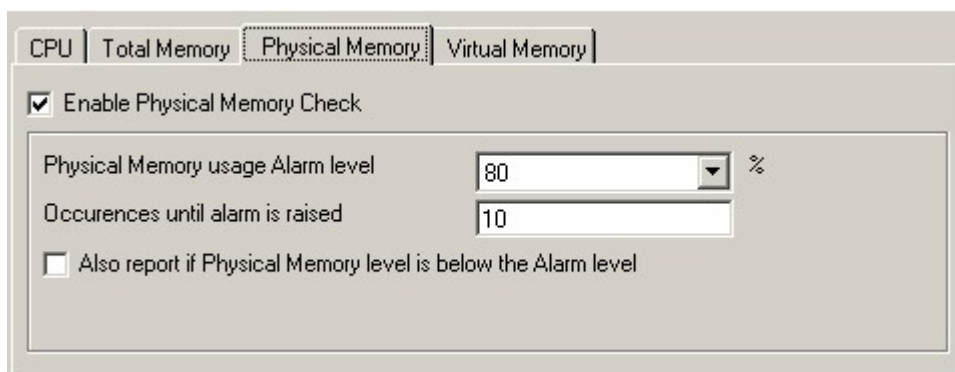
Defines how often the memory usage has to be over the memory usage alarm level in a row.

**Also report if Memory level is below the Alarm level**

This also generates an event if the memory usage is below the alarm level. A useful option for testing and debugging.

**Physical Memory**

When you click Physical Memory tab, you are shown the options as shown in the screen shot below:



*Physical Memory Properties*

**Enable Physical Memory Check**

If this option is checked then it allows you to monitor the physical memory.

**Physical Memory usage Alarm level**

Defines the alarm level for the physical memory usage.

**Note that this value is in terms of percentage.**

**Occurrences until alarm is raised**

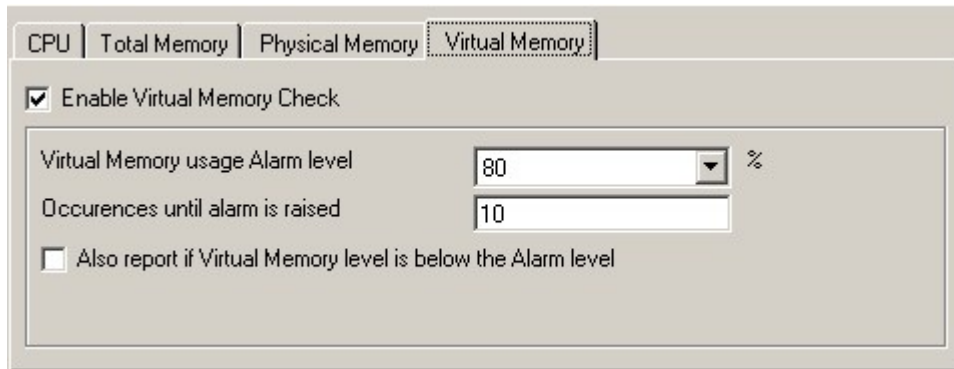
Defines how often the physical memory usage has to be over the physical memory usage alarm level in a row.

**Also report if Physical Memory level is below the Alarm level**

This also generates an event if the physical memory usage is below the alarm level. A useful option for testing and debugging.

**Virtual Memory**

When you click Virtual Memory tab, you are shown the options as shown in the screen shot below:



*Virtual Memory Properties*

### **Enable Virtual Memory Check**

If this option is checked then it allows you to monitor the virtual memory.

### **Virtual Memory usage Alarm level**

Defines the alarm level for the virtual memory usage.

**Note that this value is in terms of percentage.**

### **Occurrences until alarm is raised**

Defines how often the virtual memory usage has to be over the virtual memory usage alarm level in a row.

### **Also report if Virtual Memory level is below the Alarm level**

This also generates an event if the virtual memory usage is below the alarm level. A useful option for testing and debugging.

### **Check Interval**

The CPU/Memory Monitor runs periodically. This specifies, how often it should run. Please note that the CPU / Memory Monitor waits the configured amount of time after the current run is finished. The time is the delay in milliseconds.

### **General Values**

In General Values group box, you can see different fields discussed below:

### **Syslog Facility**

The Syslog facility to be assigned to events created by this service. Most useful, if the



message shall be forwarded to a Syslog server.

### **Syslog Priority**

The Syslog priority to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

### **Resource ID**

The Resource ID to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

### **Syslog Tag Value**

The Syslog tag value to be assigned to events created by this service. Most useful if the message shall be forwarded to a Syslog server.

### **Default Ruleset Name**

Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## **6.3.21 MonitorWare Echo Reply**

The MonitorWare Echo Reply service is a somewhat unusual service. It by itself does **not** generate any events.

It is the passive counterpart of the MonitorWare Echo Request service. These together are used to detect failing agents. In this services configuration, only the listening port can be specified. This port must be the same to which the Echo Request service tries to connect to.



MWEchoReplyService

### 6.3.22 MonitorWare Echo Request

The MonitorWare Echo Request service is used to check the availability of MonitorWare agents (either MonitorWare Agent, WinSyslog or EventReporter). It works in conjunction with the [MonitorWare Echo Reply](#) service, which needs to be running on the agents which are to be monitored.

Echo Request service tries to connect to the reply service on remote agents. If it can connect, it checks if the remote agent is alive. If either the connect fails or the remote response is not satisfactory, an event is generated (which could be used for alerting as well as corrective action). Optionally, an event can also be generated when the remote agent can be contacted successfully.

A single MonitorWare Echo Request service can check an unlimited number of remote agents. Please note, however, that all checks are done in sequence. So with a large number of systems to be checked, there may be a longer delay between the checks than you expect. This is especially the case over slow network links (like found in wide area networks). If this is not acceptable, multiple Echo Request services can be configured. They then run independent of each other.

Settings are saved. Save Reset Save and Close ?

Check Interval (ms) 1 minute

☐ Also generate an event if echo reply was successful

Insert Delete ↑ ↓ IP / Hostname

Port

IP	Port

**\*General Values**

Syslog Facility LOCAL0 (16)

Syslog Priority INFO (6)

Resource ID

Syslog Tag Value MWEchoRequest

**Rule Set to Use**

Defaults Refresh

### Check Interval

The Echo Request service runs periodically. This specifies how often it should run. Please note that the Echo Request service waits for the configured amount of time after the current run is finished. The time is the delay in milliseconds.

### Also generate an event if echo reply was successful

If checked, an event is to be created each time the probe runs, even when it is successful. If unchecked, events are only created when the remote system fails.

### IP / Port Pairs

This table contains the systems that are to be checked in each interval. Once in each run, each remote system is checked. The checks are carried out in the exact same order that the systems appear in the table - from top to bottom. Use "insert" to create a new entry (you can edit it after it has been inserted), "delete" to delete the current entry and the arrow buttons to change the order of the entries.

### Syslog Facility

The Syslog facility to be assigned to events created by the service. Most useful if the message is to be forwarded to a Syslog daemon.

**Syslog Priority**

The Syslog priority to be assigned to events created by the service. Most useful if the message is to be forwarded to a Syslog daemon.

**Resource ID**

The Resource ID to be assigned to events created by the service. Most useful if the message is to be forwarded to a Syslog daemon.

**Syslog Tag Value**

The Syslog tag value to be assigned to events created by the service. Most useful if the message is to be forwarded to a Syslog daemon.

**Rule Set to Use**

Name of the rule set to be used for this service. The rule set name must be a valid rule set.

## 6.4 Filter Conditions

### 6.4.1 Filter Conditions

Filter conditions specify **when** to apply a rule. If the filter condition evaluates to true, the rule containing those conditions is treated as matching and the actions specified in that rule are carried out.

Filter conditions can be as complex as needed. Full support for Boolean operations and nesting of conditions is supported.

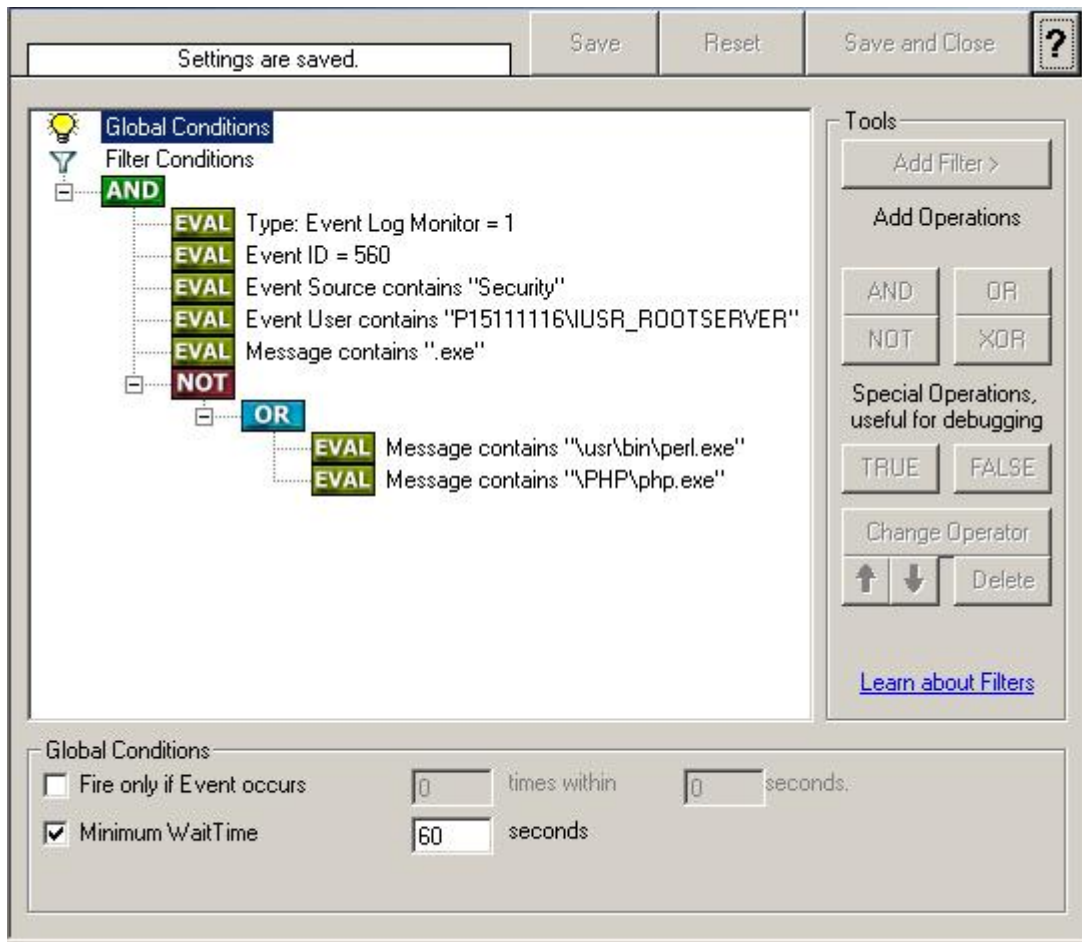
By default, the filter condition is empty, respective tree contains only a single "AND" at the top level. This is to facilitate adding filters (the top level-node is typically "AND" and thus provided by default). A filter condition containing only the "AND" always evaluates as true. A sample screenshot can be found below:

The screenshot shows the 'Filter Conditions - Display form' interface. At the top, there is a status bar with the text 'Settings are saved.' and buttons for 'Save', 'Reset', 'Save and Close', and a help icon '?'. The main area is divided into two sections. On the left, there is a tree view with 'Global Conditions' (indicated by a lightbulb icon) and 'Filter Conditions' (indicated by a funnel icon). Under 'Filter Conditions', the word 'AND' is displayed in a green box. On the right, there is a 'Tools' panel. It contains an 'Add Filter >' button, an 'Add Operations' section with buttons for 'AND', 'OR', 'NOT', and 'XOR', a 'Special Operations, useful for debugging' section with 'TRUE' and 'FALSE' buttons, a 'Change Operator' button, and up/down arrow buttons next to a 'Delete' button. At the bottom of the 'Tools' panel is a link 'Learn about Filters'. Below the main area, there is a 'Global Conditions' section with two checkboxes: 'Fire only if Event occurs' and 'Minimum WaitTime'. Each checkbox is followed by a numeric input field and the text 'times within' or 'seconds'.

*Filter Conditions - Display form*

The default filter condition means that the actions associated with the rule are to be carried out for every information unit received. It is often used for actions that should be broadly taken, for example to write all incoming information units to a database or text file.

On the other hand, there are actions that should only be executed under very special conditions. They may even require a complex filter condition including multiple levels of Boolean operations. Below is a sample of such a condition:



*Filter Conditions - Complex Filter*

This filter condition is part of an intrusion detection rule set. Here, Windows file system auditing is used to detect a potentially successful intrusion via Internet Information Server (IIS). This is done by enabling auditing on all executable files. Internet Information Server accesses them under the IUSR\_<machinename> account, which in our sample is "P15111116\IUSR\_ROOTSERVER". If that user runs any unexpected executables, chances are good that someone was able to intrude the machine via IIS. Please note that Perl and PHP scripts need to run the Perl and PHP engine. This is reflected by specifically checking, if perl.exe and php.exe is executed – and if so, no alarm is triggered.

Here is how the above sample works: first, the message contents are checked if it contains either the full path name to perl.exe or php.exe. This is done in the "OR" branch at the bottom. We now need to keep in mind that when a filter condition evaluates to "true", the actions are executed. In case of perl.exe and php.exe, this is just the opposite of what we want. We need it to be executed, when other files are executed. Consequently, we negate (Boolean "NOT") the result of the OR. The end result of the "NOT" operation is then combined via a "AND" with some other properties describing the event we need.

First, we check if the specific event really occurred. For this, we need to make sure we deal with an Event Log Monitor information unit. Then, these information units are

identified by the event source as well as the Event ID. We also check for the Event User to identify only IIS generated requests. Lastly, we check if the message contains the string ".exe".

In order to avoid too frequent alerts, we also have specified a minimum wait time of 60 seconds. Therefore, the filter condition evaluates as "true" at most every 60 seconds, even if all other conditions are true.

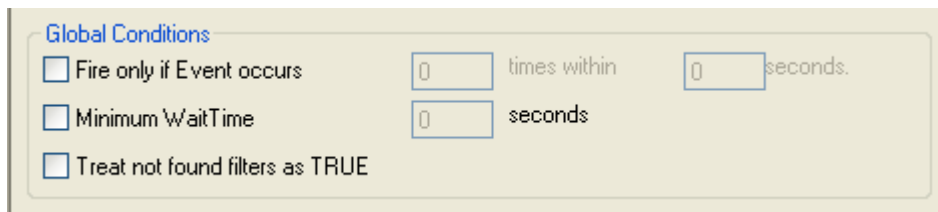
**Note: If you want to know more about complex filter conditions you can click on the "Learn about Filters" link.**

**String comparison in Filter Conditions are "Case Sensitive"!** For example, if the Source System name is "ws01" and you had written "WS01" while applying the filter, then this filter condition would **"NEVER"** evaluate to True! Please double check before proceeding further!

If you are not still sure about what to do, you can drop a word about your requirements to [support@adiscon.com](mailto:support@adiscon.com), and we look into it!

## 6.4.2 Global Conditions

Global Conditions apply to the rule as whole. They are automatically combined with a logical "AND" with the conditions in the filter tree.

The image shows a screenshot of the 'Global Conditions' configuration window. It has a title bar 'Global Conditions' and a light yellow background. There are three checkboxes with corresponding input fields: 1. 'Fire only if Event occurs' with a numeric input field set to '0' and the text 'times within' followed by another numeric input field set to '0' and the text 'seconds.'. 2. 'Minimum WaitTime' with a numeric input field set to '0' and the text 'seconds'. 3. 'Treat not found filters as TRUE'.

*Filter Form - General Conditions*

### Fire only if Event occurs

This is kind of the opposite of the "Minimum Wait Time". Here, multiple events must come in before a rule fires. For example, this time we use a ping probe. Ping is not a very reliable protocol, so a single ping might be lost. Thus, it may not be the best idea to restart some processes just because a single ping failed. It would be much better to wait for repetitive pings to fail before doing so.

Exactly this is why the "Fire only if Event Occurs" filter condition is made for. It waits until a configured amount of the same events occurs within a period. Only if the count is reached, the filter condition matches and the rule can fire.

**Note: If you used previous versions of the product, you might remember a filter called "Occurrences". This has just been renamed.**

### Minimum Wait Time

This filter condition can be used to prevent rules from firing too often. For example, a rule might be created to check the status of a port probe event. The port probe probes an SMTP server. If the event is fired and the rule detects it, it spawns a process that tries to restart the service. This process takes some time. Maybe the SMTP gateway need some more time to fully start up so that the port probe might fail again while the problem is already taken care of. The port probe as such generates an additional event.

Setting a minimum wait time prevents this second port probe event to fire again if it is – let's say – within 5 minutes from the original one. In this case, the minimum wait time is not yet reached and as such, the rule is not match. If, however, the same event is generated 5 hours later (with the mail gateway failing again), the rule once again fired and corrective action taken.

### **Treat not found Filters as TRUE**

If a property queried in a filter condition is not present in the event, the respective condition normally returns "FALSE". However, there might be situations where you would prefer if the rule engine would evaluate this to "TRUE" instead. With this option, you can select the intended behaviour. If you check it, conditions with properties not found in the event evaluates to "TRUE".

## **6.4.3 Operators**

In general, operators describes how filter conditions are linked together. The following operators can be used.

### **AND**

All filters placed below must be true. Only then AND returns true.

### **OR**

Even if one of the filter placed below OR is true, OR returns true.

### **NOT**

Only one Filter can be placed below NOT operator, and if the filter evaluation is true, NOT returns false.

### **XOR**

Only one of the two filters are possible in the XOR Operator.

### **TRUE**

Useful for debugging, just returns TRUE.



**FALSE**

Useful for debugging as well, returns FALSE.

#### 6.4.4 Filters

Filters can be added under each Operation node. There are a few common filters which can be used for all services, and there are special filters which only apply if a special kind of Information Unit is evaluated.

**What happens with Filters that are not available in an "Information Unit"?**

Every filter that is not found in an Information Unit is ignored in the filtering process. If you want to create filters specialized for types of Information Units, always make sure to add an "Information Unit Type" filter.

An example, you have one ruleset, rule and action. In the filters you have one EventID filter. Then you have two services, one Eventlog Monitor and the other is Heartbeat monitor both pointing to this ruleset. The Information Units from the Eventlog Monitor would be filtered correctly, but those from the Heartbeat monitor would not be filtered as they don't have an EventID property. The EventID filter would be ignored and the actions would be executed every time.

**Note, if a filter is used that does not apply to the evaluated Info Unit, it will be just ignored. This gives you the possibility to build one filter set for several types of Information Units.**

There are different types of filters, and so there are different ways in which you can compare them to a value. The following Types exist:

**String**

Can be compared to another String with "=", "Not =" and "Range Match".

**Number**

Can be compared with another number with "=", "Not =", "<" and ">"

**Boolean**

Can be compared to either TRUE or FALSE with "=" and "Not ="

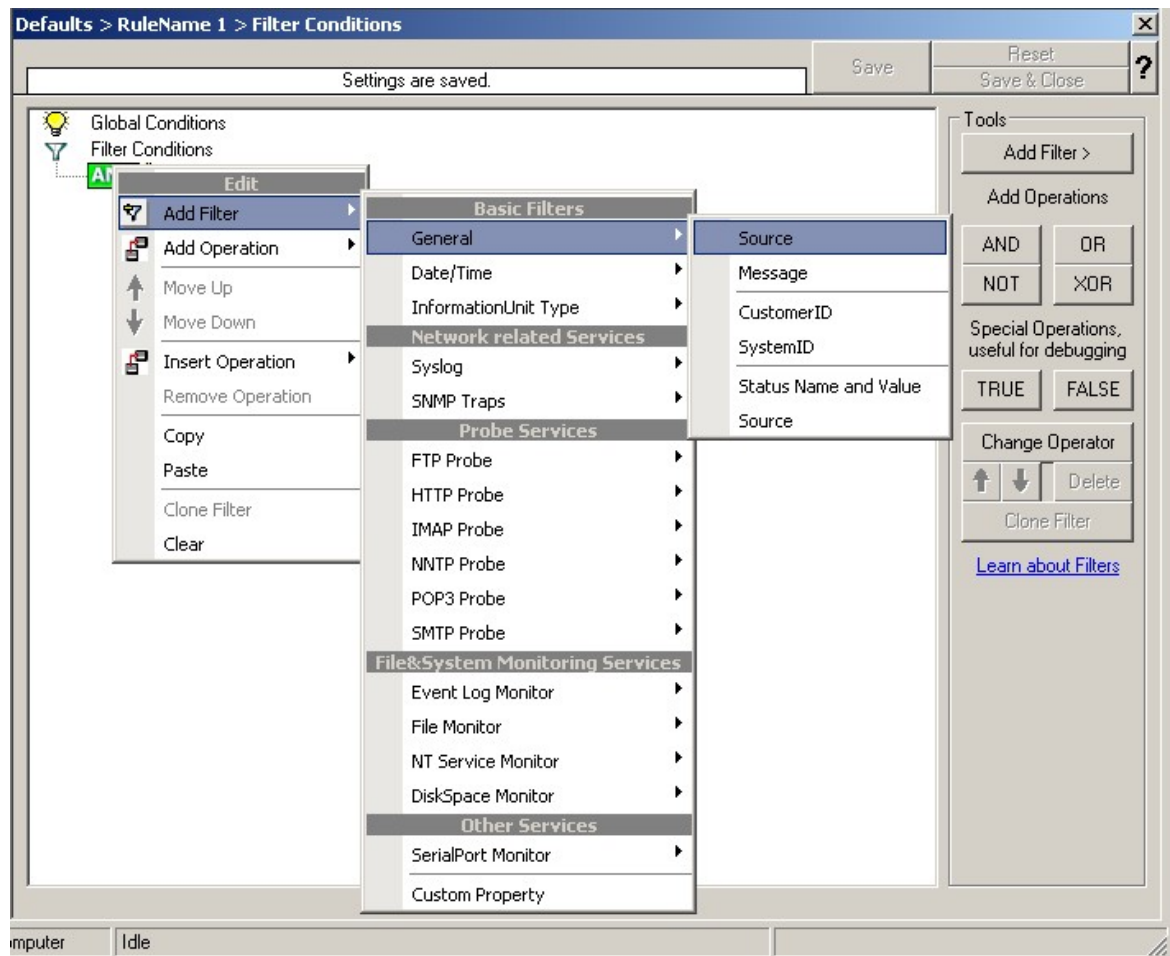
**Time**

Can be compared with another time but only with "="

The list of possible filters, which can be evaluated is described in the upcoming sections.

### 6.4.5 General

These are non-event log specific settings.



*Filter Conditions - General*

#### Source System

This filter condition checks the system that generated the information unit. For example, in case of the Syslog server, this is the Syslog device sending a Syslog message.

This filter is of type string and should contain the source system name or IP address.

#### Message Content

The message content filter condition is very powerful. It evaluates to true if the specified content is found anywhere within the message. As there is implicit wildcarding, there is no need for extra wildcards to be specified.

The content search can be limited to a region within the message. To do so, select a

starting and ending position within the string by choosing the "**contains within range**" compare operation. This can be done by specifying the start range and end range into the respective boxes.

**Please note that you can enter the character position you desire in these fields. The default "Start Range" and "End Range" are set to 0.**

If you would like to search for a string just between positions 10 and 50, specify these values as start and end values, respectively. Similarly if you want to receive all logs from 192.168.0.1 then set this as:

Property value = 192.168.0.0  
Range Start = 0  
Range End = 10

Which means 10 characters starting at zero ("192.168.0."). Please note that the final DOT must be included. If you just used range "9", then 192.168.010 would also match.

This filter is of type string.

### **CustomerID**

CustomerID is of type integer provided for customer ease. For example if someone monitors his customer's server, he can put in different CustomerIDs into each of the agents. Let us say someone monitors servers A and B. A has 5 servers all of them with CustomerID = 1 and B has 2 servers all of them with CustomerID = 2. Both A and B happen to have a server named "SERVER". Together with the customerID, these machines are now uniquely identifiable. This is user configurable.

CustomerID (Type=Number).

### **SystemID**

SystemID is of type integer to be used by our customer. In addition, it is user configurable.

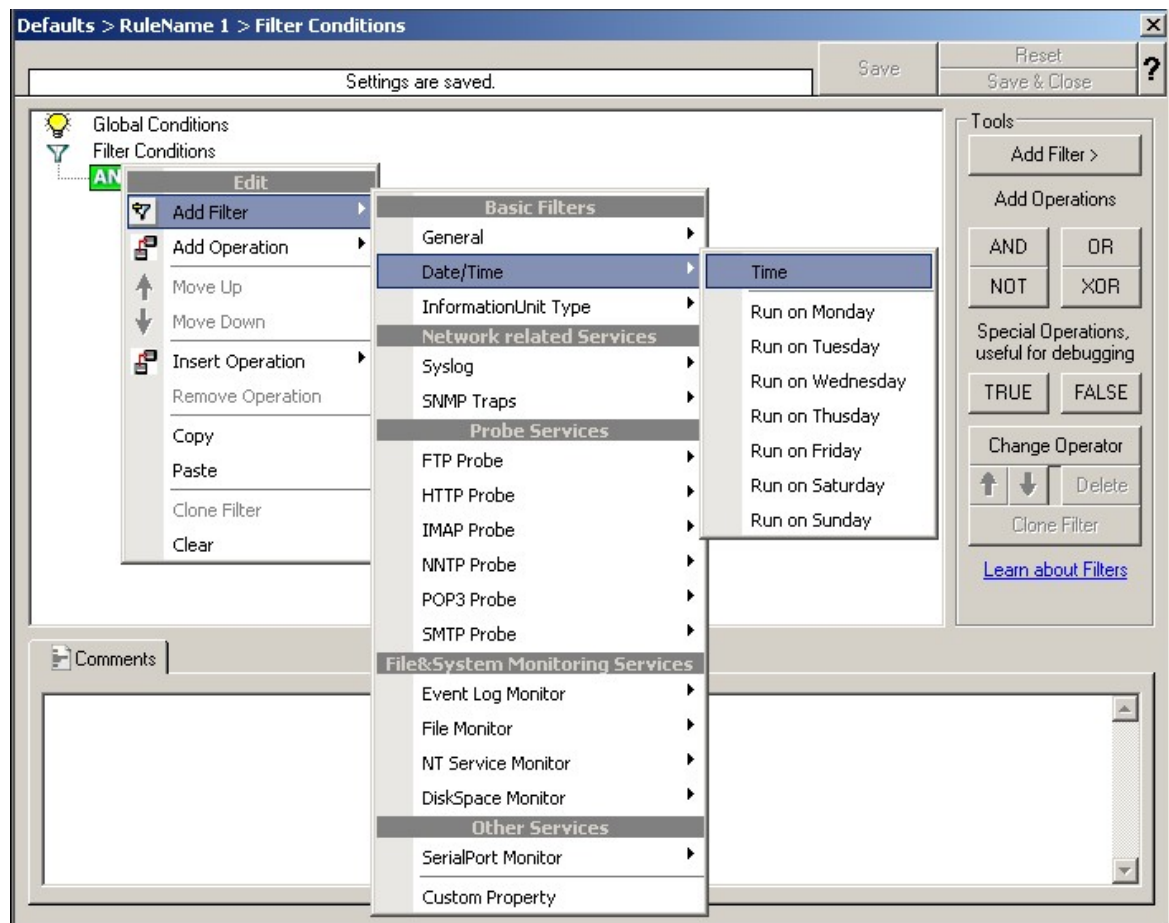
SystemID (Type=Number).

### **Status Name and Value**

These filter type corresponds to "Set Status" Action. Status Name and Value (Type=String)

### 6.4.6 Date/Time

This filter condition is used to check the time frame and / or day of week in which an event occurred.



*Filter Conditions - Date / Time*

#### Time

This filter condition is used to check the period in which an event occurred. For example, a Syslog message from a Cisco router saying that it dialed up is normal if it occurs during office hours. If it occurs at night, so, it is an alerting signal and an administrator might receive notification of this event (while he might otherwise decide to discard it). This can be done with the time setting.

#### Weekdays

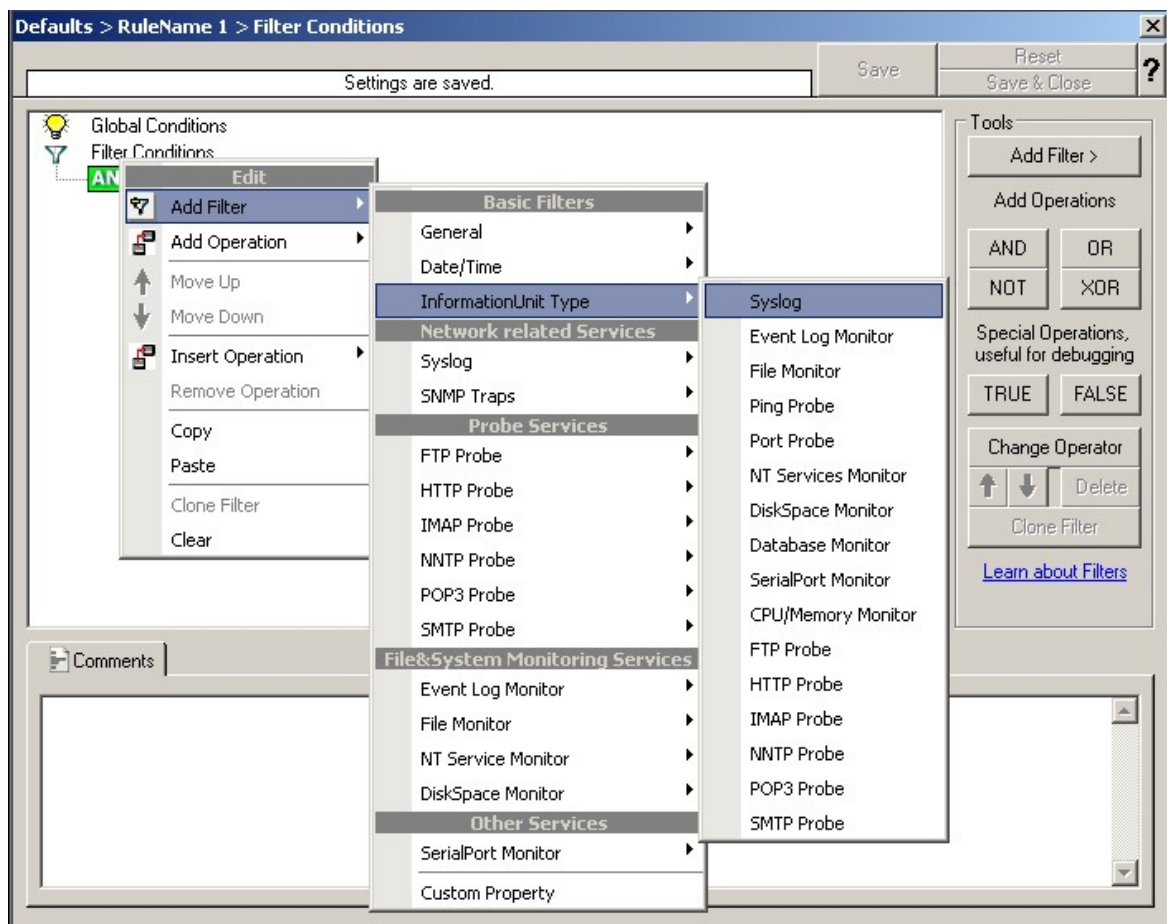
This is closely equivalent to the time filter condition, except that it is applied on a per-day basis. So it can be used to detect for example events occurring on weekends and act differently on them. The following filters are available:

1. Run on Monday (Type=Boolean)

2. Run on Tuesday (Type=Boolean)
3. Run on Wednesday (Type=Boolean)
4. Run on Thursday (Type=Boolean)
5. Run on Friday (Type=Boolean)
6. Run on Saturday (Type=Boolean)
7. Run on Sunday (Type=Boolean)

### 6.4.7 InformationUnit Type

Select the specific information if a rule should just be processed for some information unit types. This is especially useful if a specific type needs non-standard processing. There is one pre-defined filter for each possible InformationUnit Type available (shown below).



*Filter Conditions - InformationUnit Type*

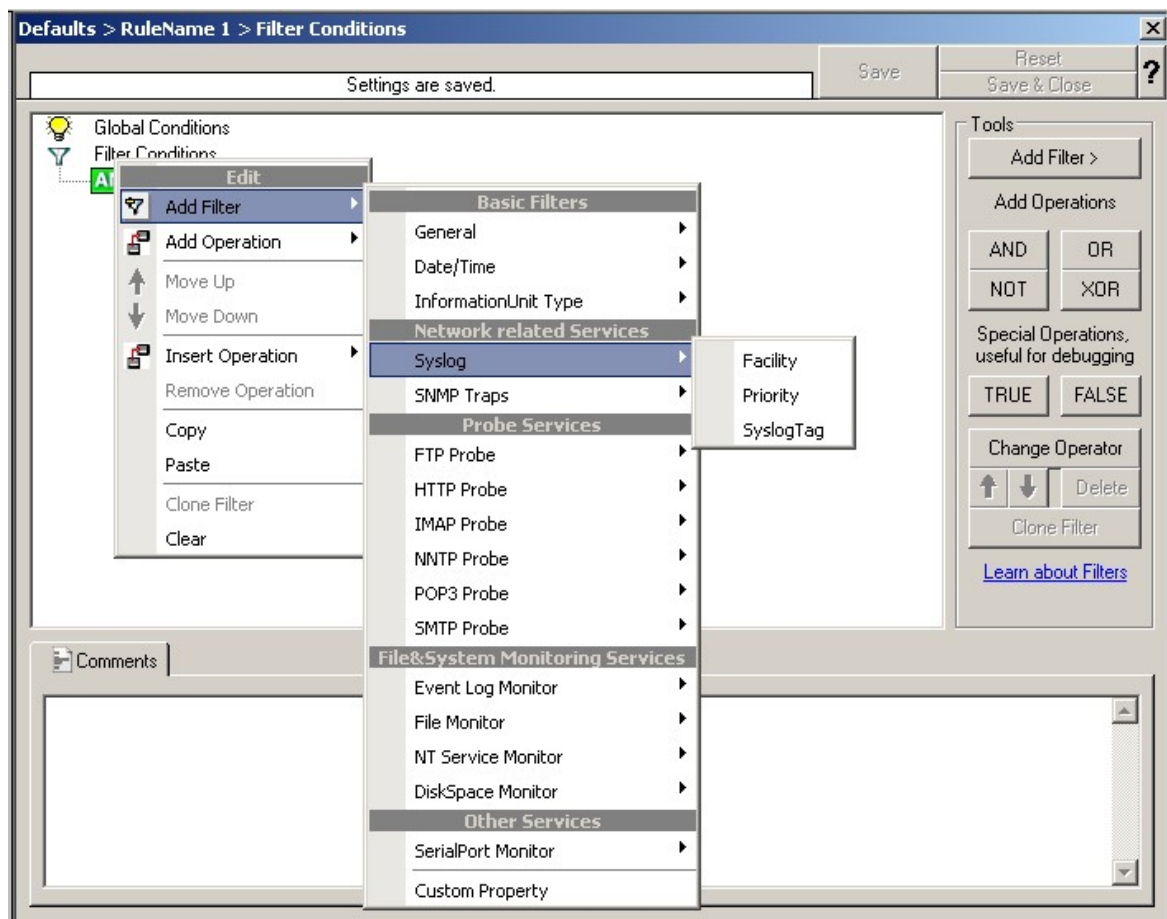
The following filters are available:

1. Syslog (Type=Boolean)

2. File Monitor
3. SerialPort Monitor
4. Heartbeat (Type=Boolean)
5. Event Log Monitor (Type=Boolean)
6. File Monitor (Type=Boolean)
7. Ping Probe (Type=Boolean)
8. Port Probe (Type=Boolean)
9. NT Services Monitor (Type=Boolean)
10. Disk Space Monitor (Type=Boolean)
11. FTP Probe
12. HTTP Probe
13. IMAP Probe
14. NNTP Probe
15. POP3 Probe
16. SMTP Probe

### 6.4.8 Syslog

Syslog related filters are grouped here. Please keep in mind that every Information Unit has assigned a Syslog priority and facility and thus these filters can be used with all Information Units.



*Filter Conditions - Syslog*

### Syslog Facility

The information unit must have the specified Syslog facility value. For Syslog type information units, it is the actual Syslog priority code, for all others it is a value mapped on a best effort basis.

This filter is of type number.

### Syslog Priority

The information unit must have the specified Syslog priority value. For Syslog type information units, it is the actual Syslog priority code, for all others it is a value mapped on a best effort basis.

The first list box allows to set a matching mode. The operations "less than" (<), "greater than" (>) and "equal" (=) can be selected. The match is made depending on these operations, so a "less than" operation means that all priorities below the specified priority match. Please note that the specified priority is **not** a match. If you would like to include it, be sure to specify the next higher one.

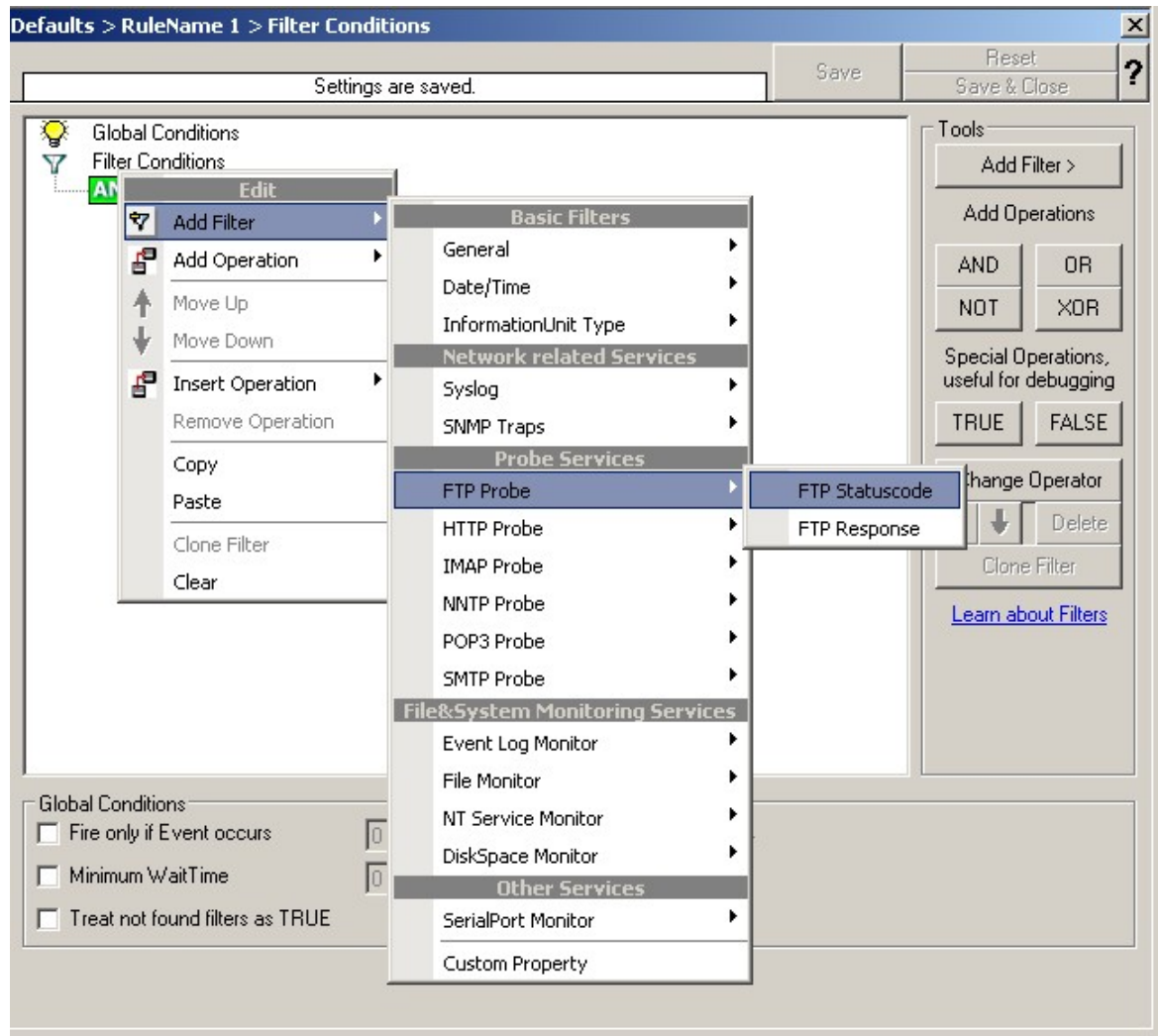
This filter is of type number.

### Syslog Tag

This filter is of type string.

### 6.4.9 FTP

FTP related filters are grouped here.



*Filter Conditions - FTP*

#### **FTP Statuscode**

It contains the FTP success or error code. This filter is of type number.

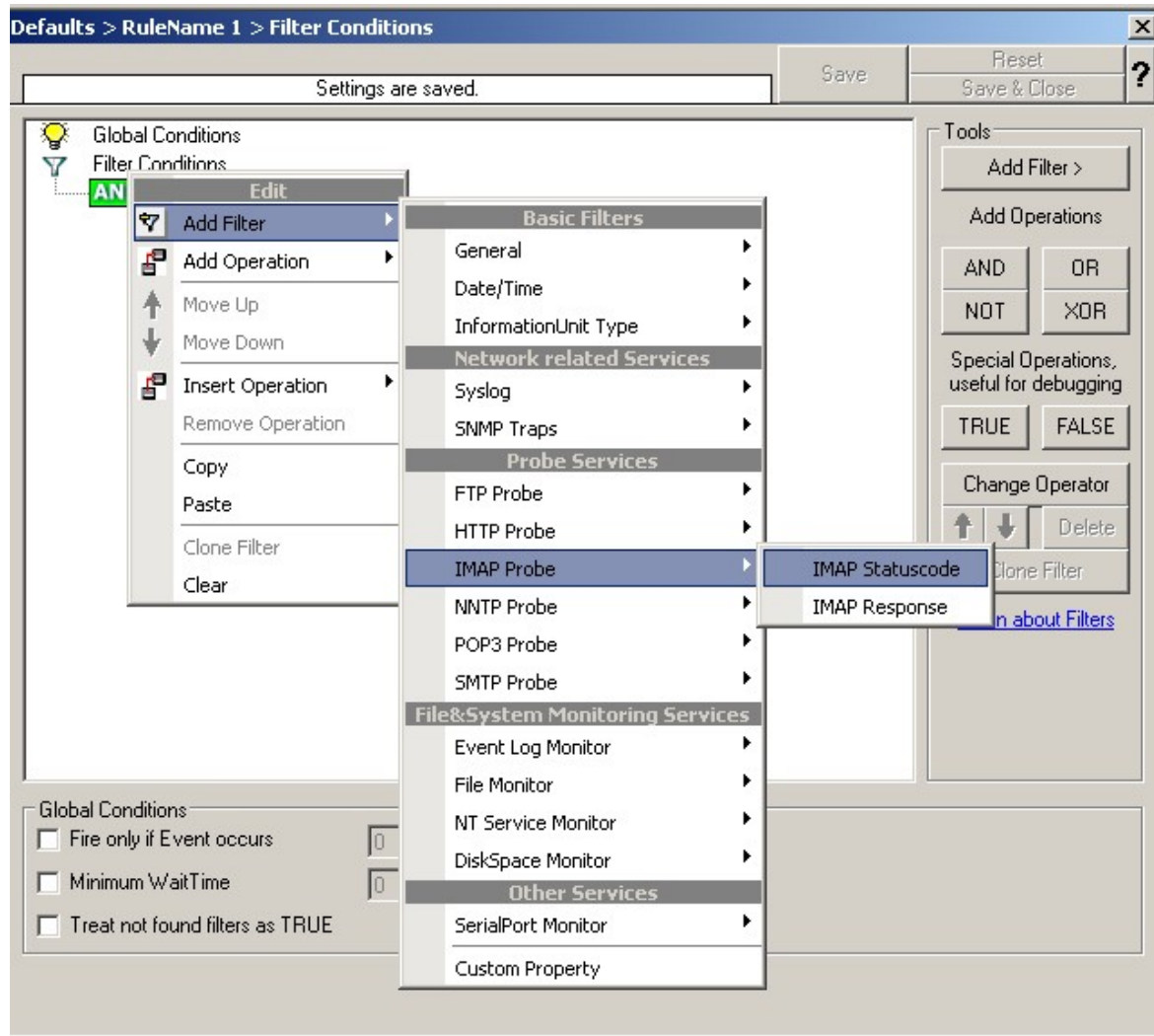
#### **FTP Response**

It contains the FTP response.



### 6.4.10 IMAP

IMAP related filters are grouped here.



*Filter Conditions - IMAP*

#### **IMAP Statuscode**

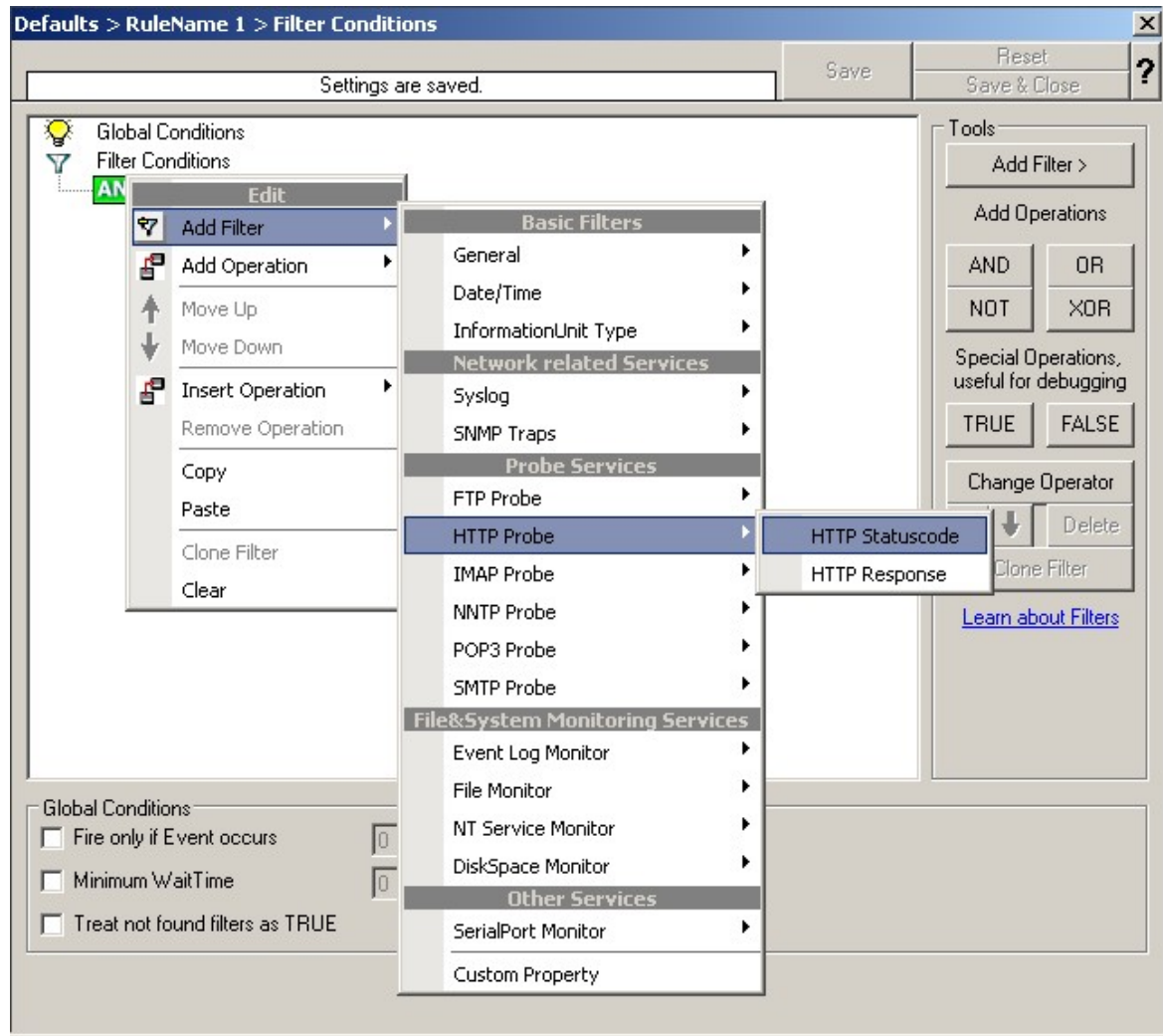
It contains the IMAP success or error code. This filter is of type number.

#### **IMAP Response**

It contains the FTP response.

### 6.4.11 HTTP

HTTP related filters are grouped here.



*Filter Conditions - HTTP*

#### **HTTP Statuscode**

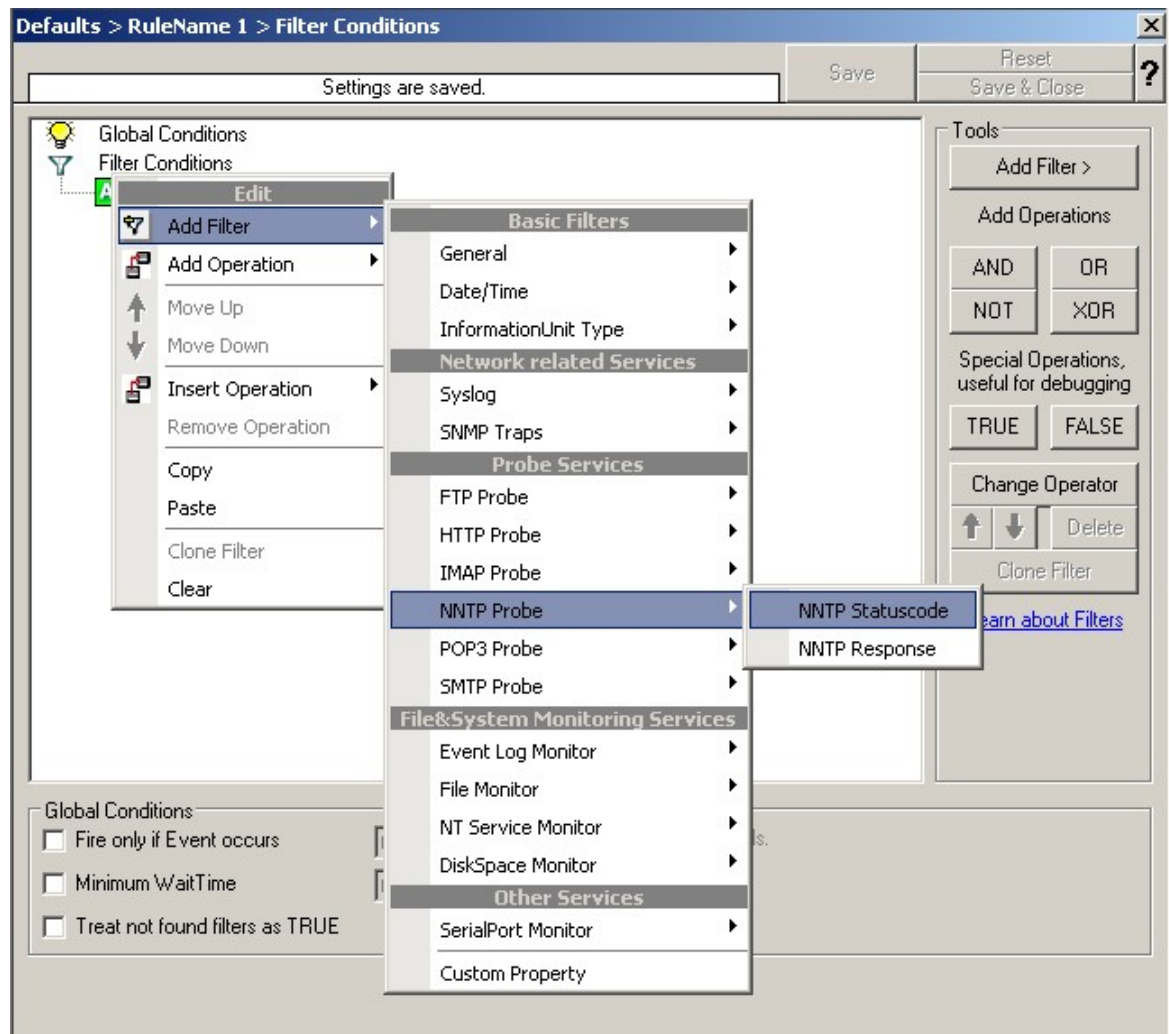
It contains the HTTP success or error code. This filter is of type number.

#### **HTTP Response**

It contains the FTP response.

### 6.4.12 NNTP

NNTP related filters are grouped here.



*Filter Conditions - NNTP*

#### **NNTP Statuscode**

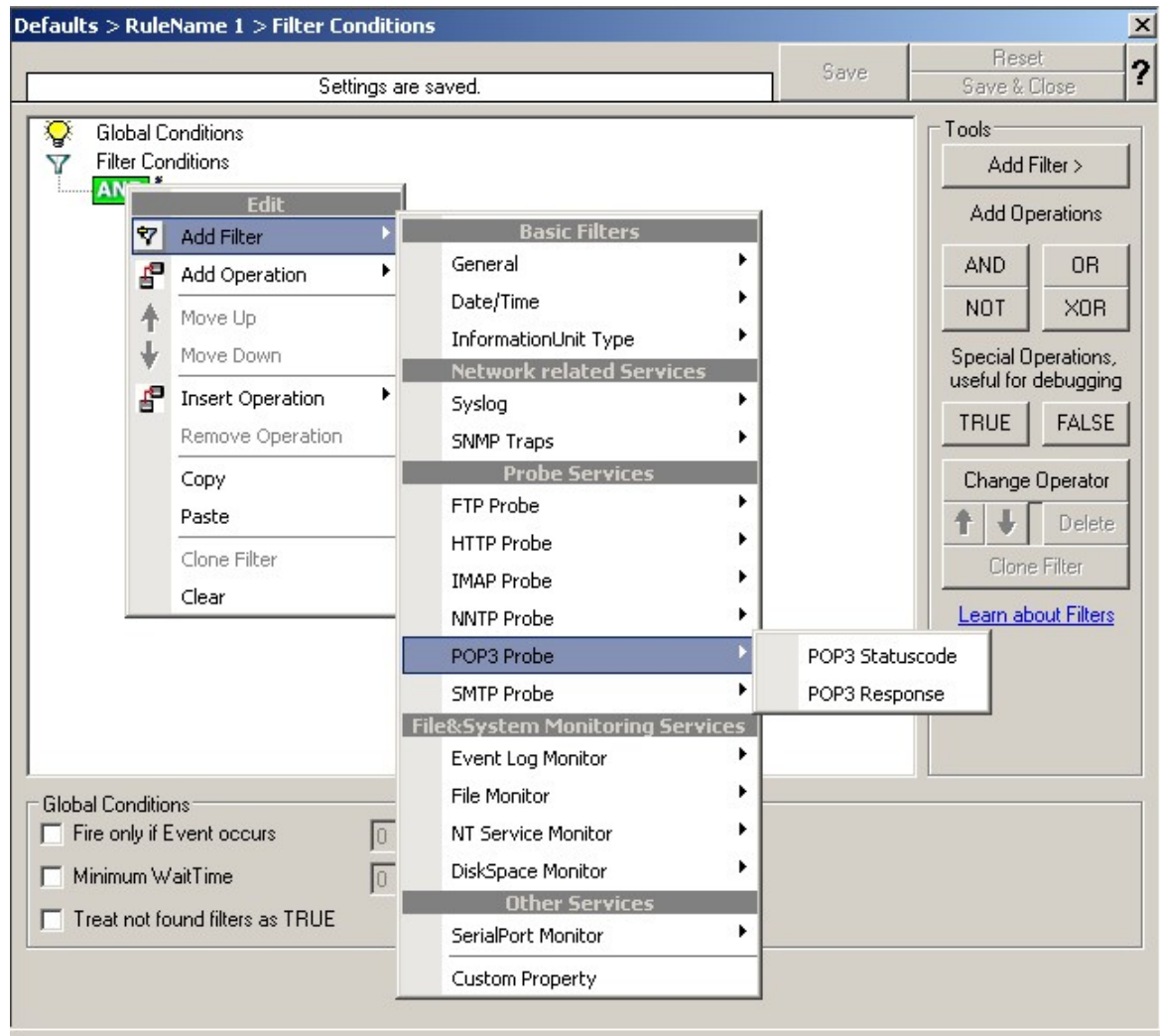
It contains the NNTP success or error code. This filter is of type integer.

#### **NNTP Response**

It contains the NNTP response.

### 6.4.13 POP3

POP3 related filters are grouped here.



*Filter Conditions - POP3*

#### **POP3 Statuscode**

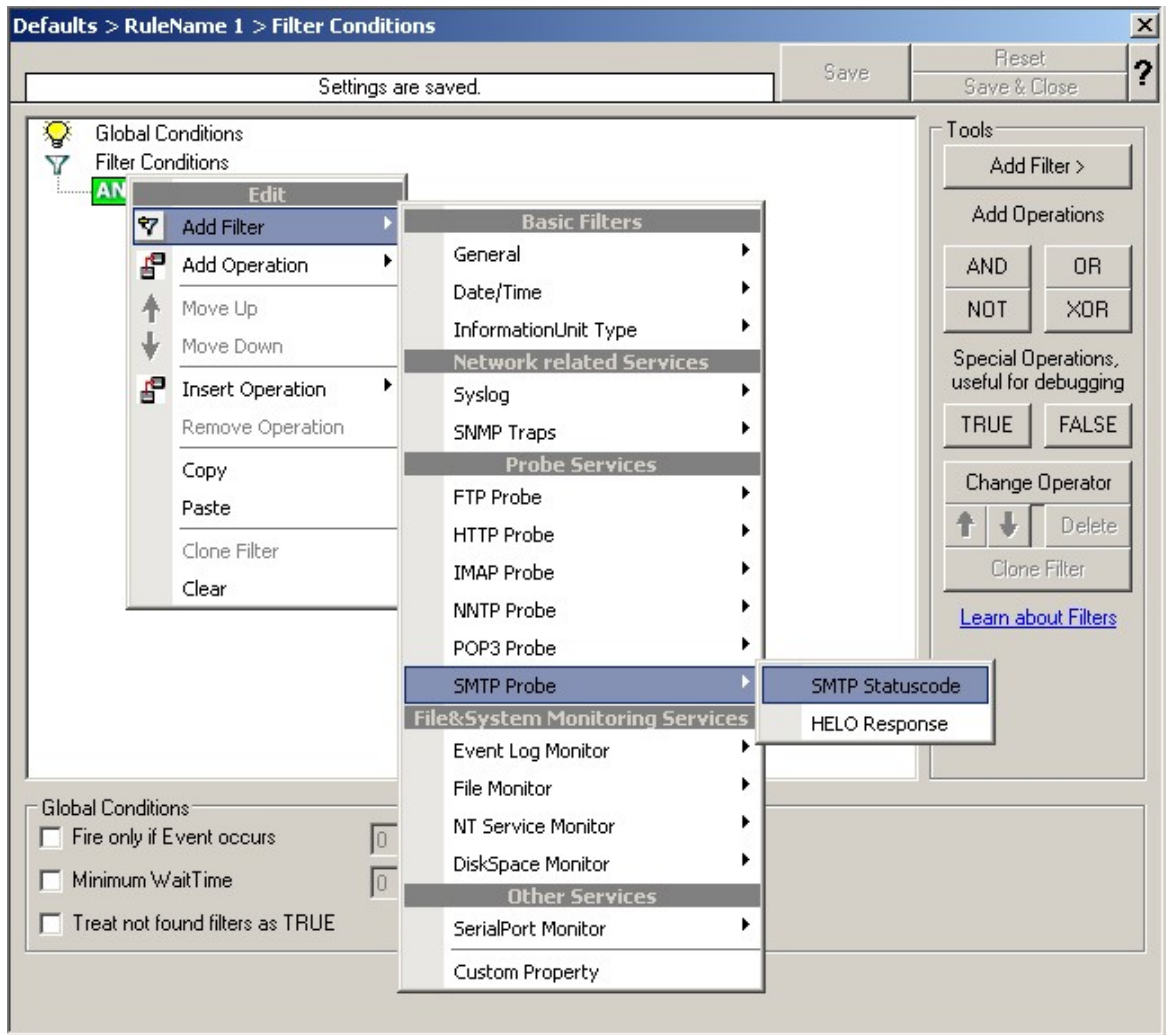
It contains the POP3 success or error code. This filter is of type number.

#### **POP3 Response**

It contains the POP3 response.

### 6.4.14 SMTP

SMTP related filters are grouped here.



*Filter Conditions - SMTP*

#### **SMTP Statuscode**

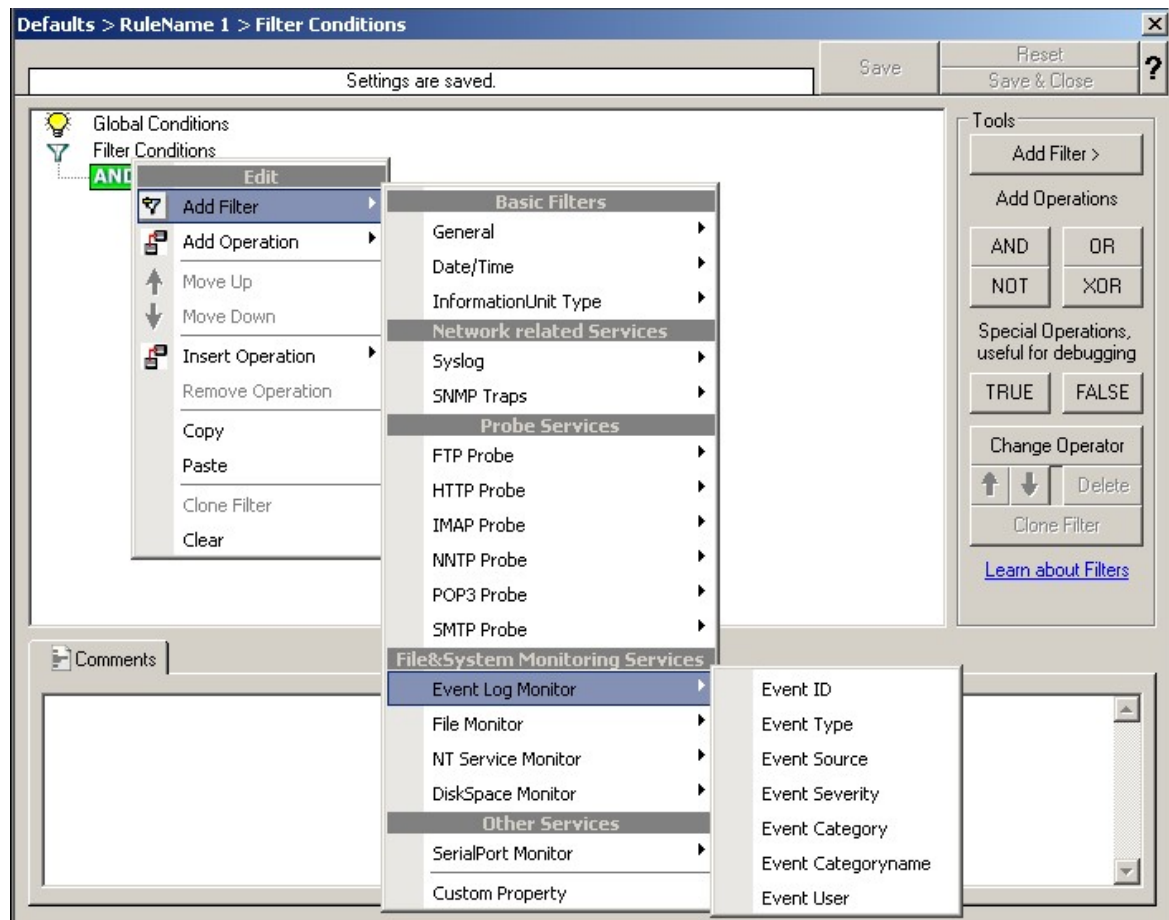
It contains the SMTP success or error code. This filter is of type number.

#### **SMP Response**

It contains the SMTP response.

### 6.4.15 Event Log Monitor

Event log monitor specific filters are grouped here.



*Filter Conditions - Event Log Monitor*

#### Event ID

This is the event log ID as specified in the NT event log. If enabled, the event must have the configured event ID or the rule will not match. This is an integer value.

This filter condition should only be used with event log information units. If used with others, a mapped value is to be used which might not properly reflect the actual value.

This filter is of type number.

#### Event Type

This is the event log type as specified in the NT event log. If enabled, the event must have the configured event type or the rule will not match. The supported values can be selected from the list box.

This filter condition should only be used with event log information units. If used with others, a mapped value is to be used which might not properly reflect the actual value.

This filter is of type string.

### **Event Source**

This is the event log source as specified in the NT event log. If enabled, the event must have the configured event source or the rule will not match. This is a string value. There must be an exact match. Please note that this value is case-sensitive.

This filter condition should only be used with event log information units. If used with others, a mapped value is to be used which might not properly reflect the actual value.

This filter is of type string.

### **Event Severity**

This is the event log severity as specified in the NT event log. If enabled, the event must have the configured severity or the rule will not match. The supported values can be selected from the list box.

This filter condition should only be used with event log information units. If used with others, a mapped value is to be used which might not properly reflect the actual value.

This filter is of type number.

### **Event Category**

This is the event log category as specified in the NT event log. If enabled, the event must have the configured event category or the rule will not match.

This filter condition should only be used with event log information units. If used with others, a mapped value is to be used which might not properly reflect the actual value.

This filter is of type number.

### **Event Categoryname**

This value contains the Category value as string if it can be resolved. Otherwise it contains the category number.

This filter is of type string.



## Event User

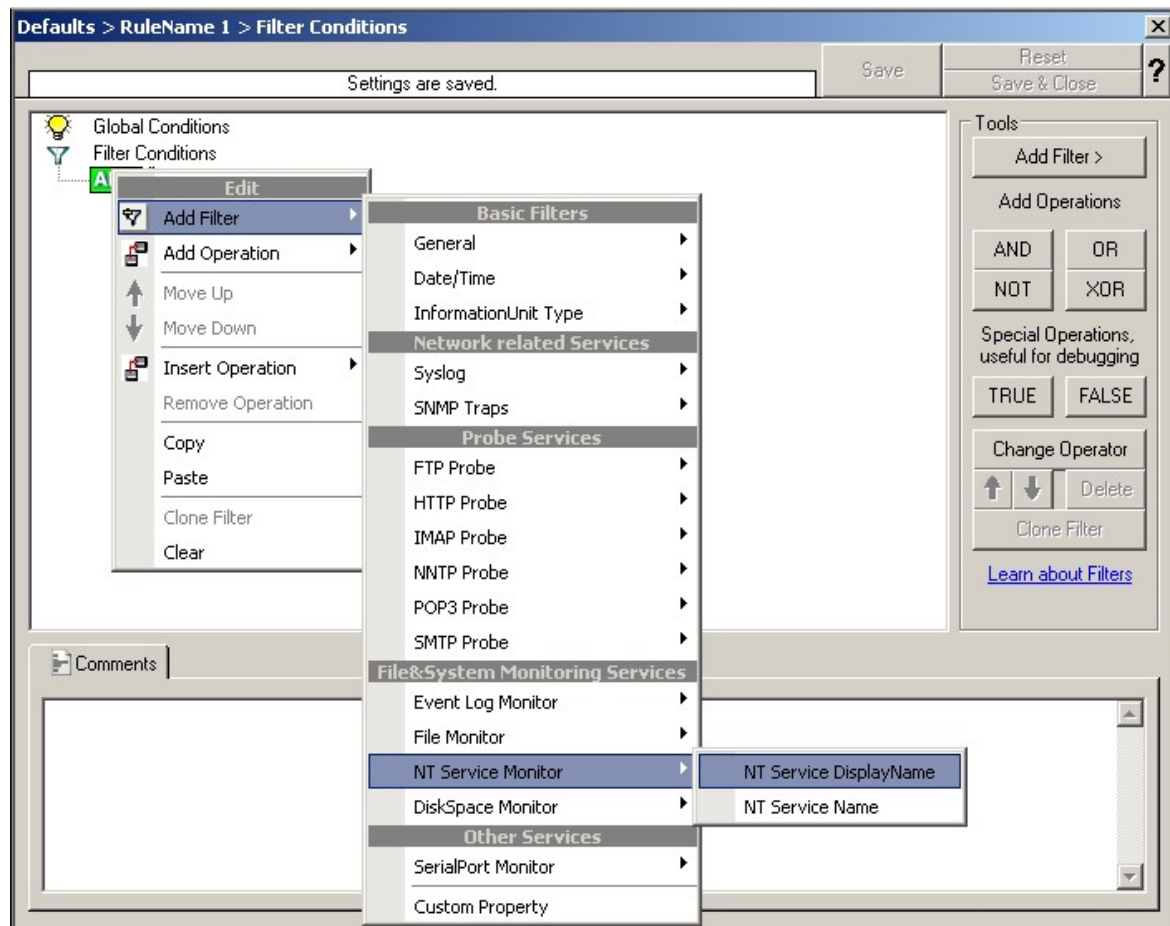
This is the event log user as specified in the NT event log. If enabled, the event must have the configured event user or the rule will not match. Since it's a string value there must be an exact match. Please note that this value is case-sensitive.

This filter condition should only be used with event log information units. If used with others, a mapped value is to be used which might not properly reflect the actual value.

This filter is of type string.

### 6.4.16 NT Service Monitor

The NT Service Name is used to check if vital operating services are running continuously. By default these services set to "automatic" startup. If the value returned isn't true then corrective measures can be taken e.g. alerts can be generated. See NT Services Monitor for more details.



*Filter Conditions - NT Service Monitor*

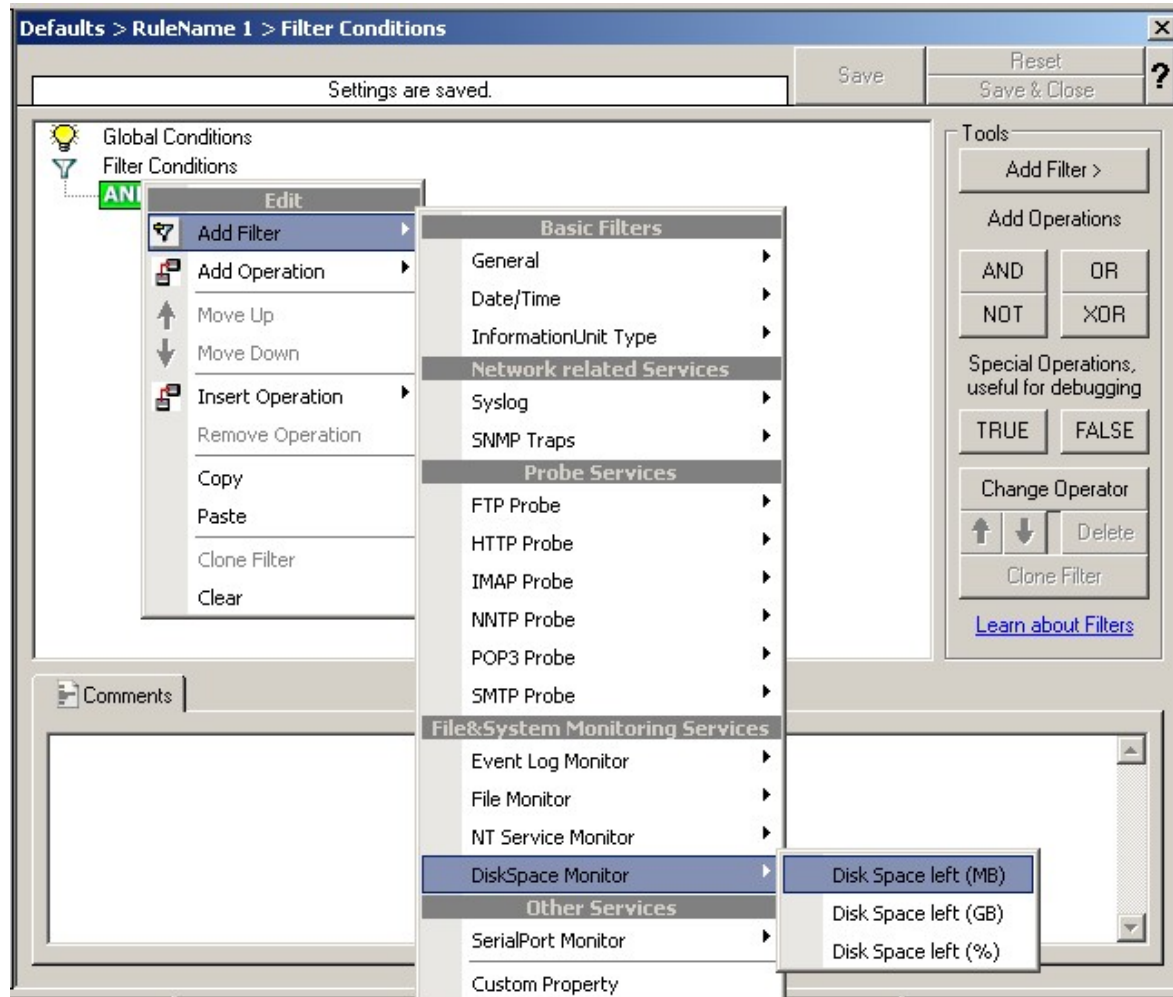
NT Service DisplayName



NT Service Name (Type=String).

### 6.4.17 DiskSpace Monitor

This filter works with the disk space report, only. It can be used to trigger actions when disk space is running low and / or becoming free again.



*Filter Conditions - DiskSpace Monitor*

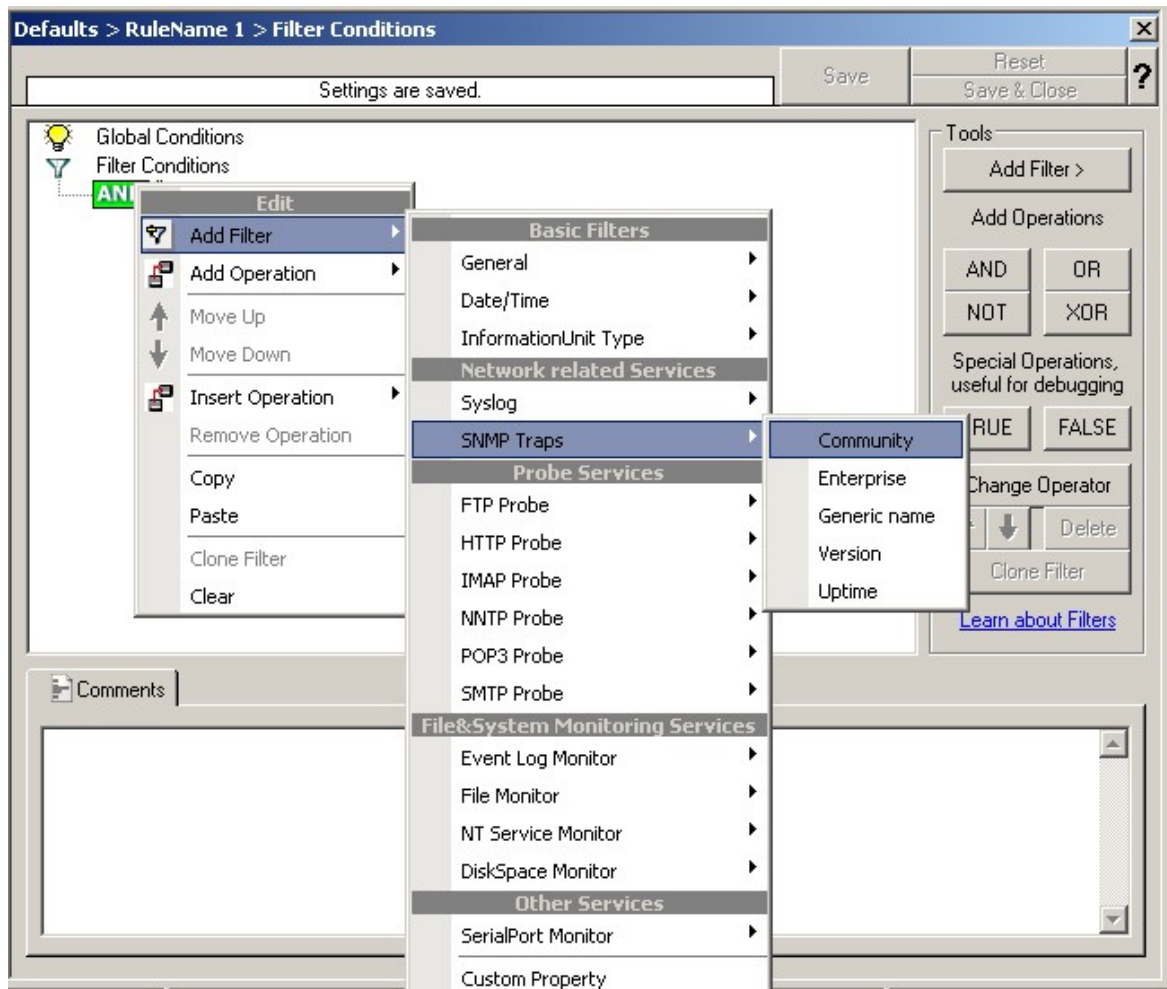
The following filters are available:

1. Disk Space left (MB) (Type=Number)
2. Disk Space left (GB) (Type=Number)
3. Disk Space left (%) (Type=Number)

### 6.4.18 SNMP Traps

Using SNMP Traps, MonitorWare Agent 3.0 now can be used to manage and monitor all sorts of equipment including computers, routers, wiring hubs, toasters and jukeboxes.

A trap is generated when the device feels it should do so and it contains the information that the device feels should be transmitted.



*Filter Conditions - SNMP Traps*

#### **Community**

It corresponds to the respective SNMP entity.

This filter is of type string.

#### **Enterprise**

It corresponds to the respective SNMP entity.

This filter is of type string.

**Generic name**

It corresponds to the respective SNMP entity.

This filter is of type string.

**Version**

It corresponds to the respective SNMP entity.

This filter is of type number.

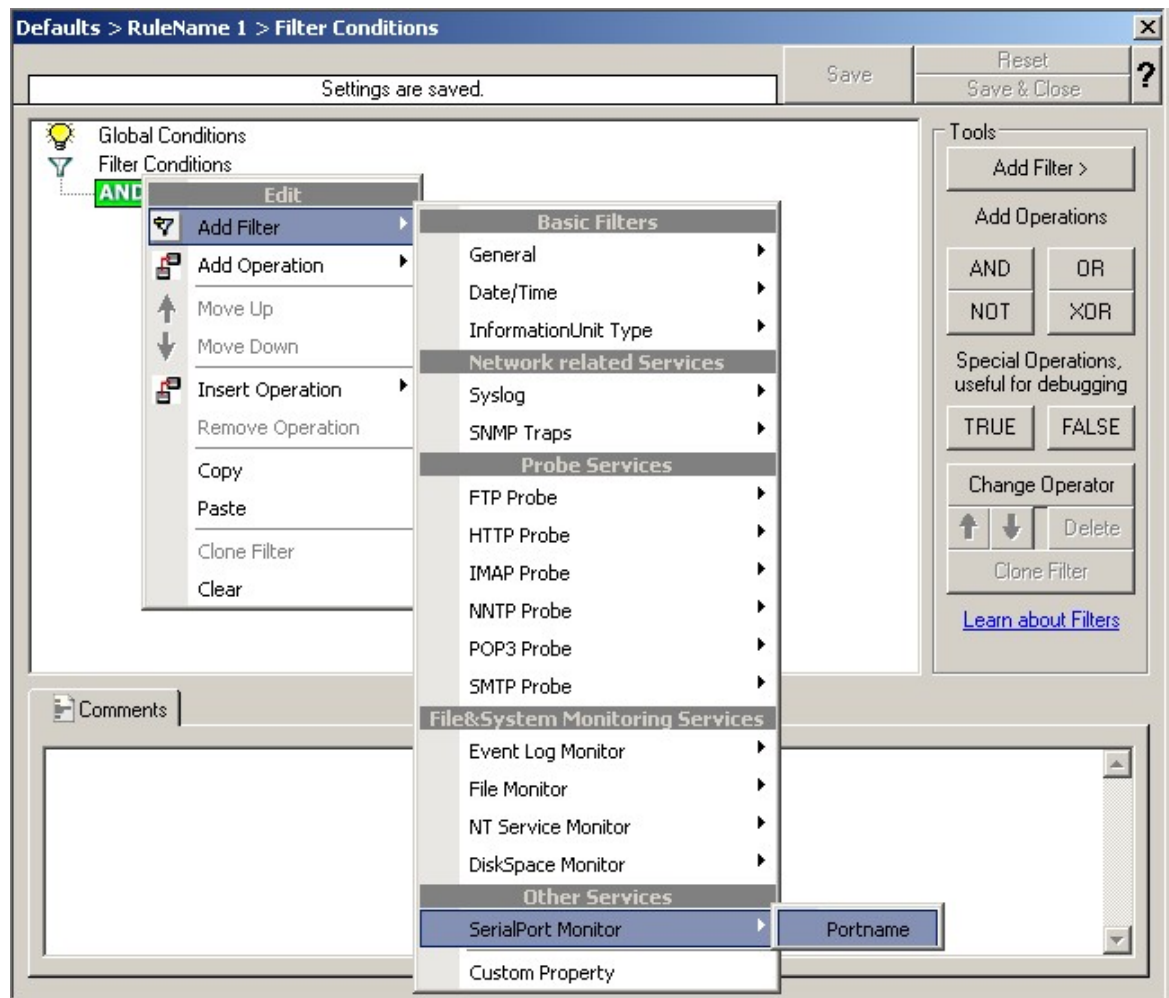
**Uptime**

It corresponds to the respective SNMP entity.

This filter is of type string.

### 6.4.19 SerialPort Monitor

SerialPort Monitor specific filter is described here.



*Filter Conditions - SerialPort Monitor*

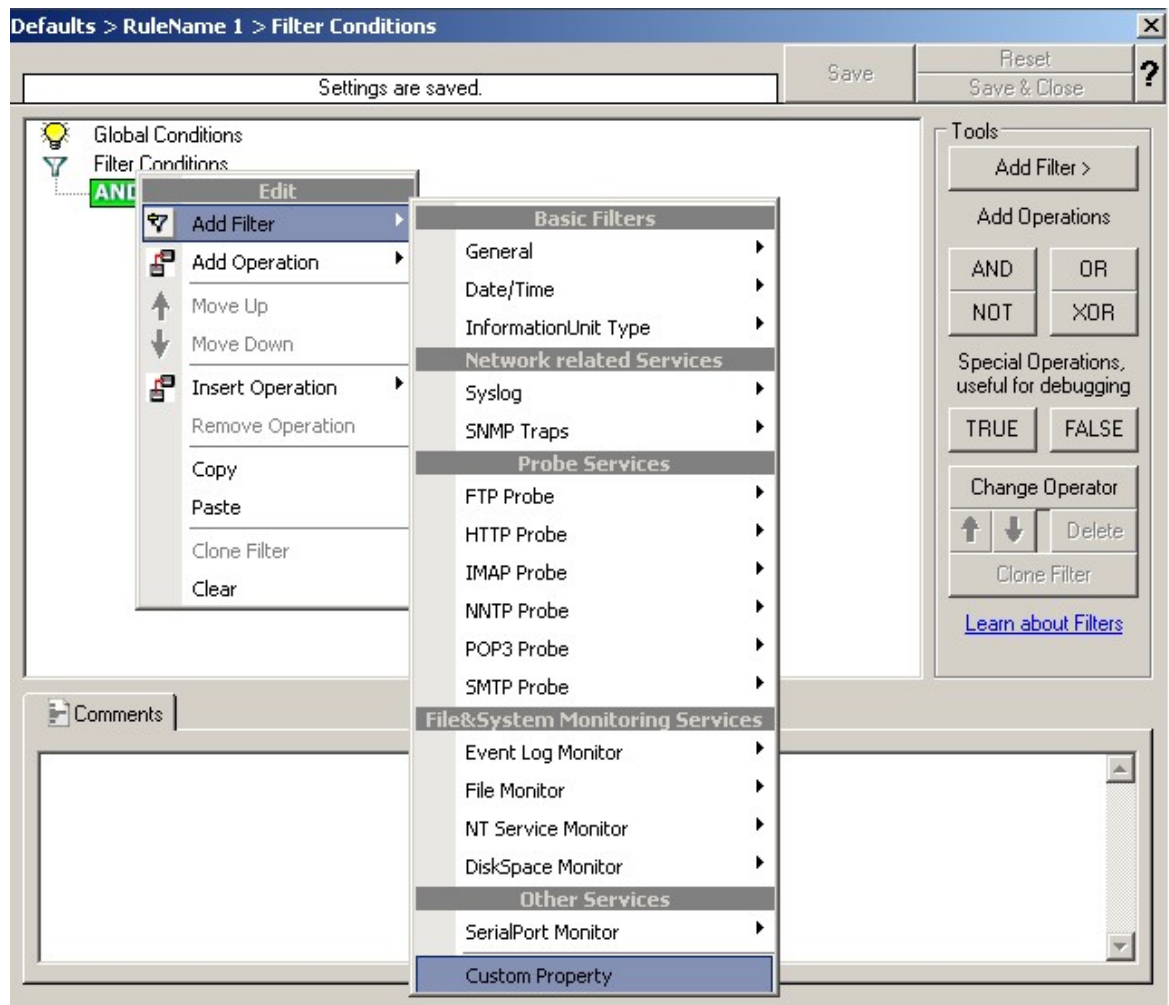
#### Portname

There can be unlimited number of ports in a system - there is no limitation i.e. port names are not specified. But you can use the default list from the "SerialPort Monitor" configuration window as sample of values, some examples are COM1, LPT1, FILE etc. The MonitorWare Agent Client dynamically reads the properties from the local machine.

This filter is of type string.

### 6.4.20 Custom Property

Custom Property specific filter is described here.



*Filter Conditions - Custom Property*

#### Custom Property

As the name suggests it is a "Custom Property". Internally in MonitorWare Agent all values are stored in properties. For example the main message is stored in a property called "msg". By using this dialog you can access properties which are dynamic (Like those from SNMP Trap Monitor when using V2 protocol).

This filter is of type string.

### 6.4.21 Store Filter Results

How to store Filter Results is described here.



*Filter Conditions - Store Filter Results Property*

### Store Filter Results

If a filter matches, you can now store the result of the match into a custom property. This custom property can be used in Actions later.

## 6.5 Actions

### 6.5.1 Understanding Actions

Actions tell the application that what to do with a given event. With actions, you can forward events to a mail recipient or Syslog server, store it in a file or database or do many other things with it.

There can be multiple actions for each rule. Actions are processed in the order they are configured. **However you can change the order of the actions by moving them Up or Down.**

### 6.5.2 File Options

This configuration dialog is available both in the defaults section as well as with file logging actions.

File logging is used to write text files of received messages. One file per day is written. New entries are appended to the end of the file.

File locks are released when currently no data is written. Therefore, other applications can access the files while the service is running. However, please be sure that the other applications do not place a file-lock onto it. Popular WordPad does so. In this case, the service will not be able to log any further messages (an error event is written to the NT Event Log in this case). We recommend copying the file when accessing it at runtime - or use notepad.exe, which does not place file-locks on the files it opens.

**The filename is build as follows:**

<FilePathName><FileNameBase>-year-month-day.<FileExtension>

Parameters in the brackets can be configured via dialog shown below:

*File Logging Options*

### Configure For ...

If you want to generate the reports on log files using [Monilog](#) or [MonitorWare Console](#), then its absolutely necessary that the log files are in a specific format. This option allows you to configure the file logging format for Monilog and MonitorWare Console.

If the log file entries are not in the correct format for MonitorWare Console (for PIX or Windows Reports), then it writes error messages for first 50 lines in Windows event log and ignores them for the generation of report, resulting in a generation of empty report.

And, if the log file entries are not in the correct format for Monilog, then an empty report would be generated.

Following three options are available:

1. Configure for MonitorWare Console PIX Reports
2. Configure for MonitorWare Console Windows Reports
3. Configure for Monilog

### **Configure for MonitorWare Console PIX Reports**

This option changes the file logging format of MonitorWare Agent to the correct format expected by MonitorWare Console for PIX report generation.

### **Configure for MonitorWare Console Windows Reports**

This option changes the file logging format of MonitorWare Agent to the correct format expected by MonitorWare Console for Windows report generation.

### **Configure for Monilog**

This option changes the File Logging format of MonitorWare Agent (i.e. custom line format) to the correct format that is expected by Monilog for report generation.

### **Enable Property replacements in Filename**

By activating this option, you can use properties within the file or pathname like %Source% and all the others. For example:

File Path Name can be **F:\syslogs\%source%**

File Base Name can be **IIS-%source%**

If your source is 10.0.0.1, that writes the following file:

**F:\syslogs\10.0.0.1\IIS-10.0.0.1.log**

**Please note that the path f:\syslogs\10.0.0.1 was generated because the source property was used inside the path.**

**Note: You can use ANY property inside the path and base name. Event properties are described in the property replacer section.**

### **File Path Name**

The base path (directory) of the file. Please see above for exact placement. Default is "c:\temp". The Insert Menu entry allows you to create "**Dynamic Directories**". For example:

File Path Name can be **F:\syslogs\%source%**

**Event properties are described in the property replacer section.**



## File Base Name

The base name of the file. Please see above for exact placement. Default is "MonitorWare". The Insert Menu entry allows you to recreate "Dynamic Base Filenames". For example:

File Base Name can be **IIS-%source%**

## File Extension

The extension to be used when writing the file. Please see above for exact placement. Default is ".log".

## File Format

This controls the format that the log file is written in. The default is "Adiscon", which offers most options. Other formats are available to increase log file compatibility to third party applications.

The "Raw Syslog message" format writes raw Syslog format to the log file. That is, each line contains the Syslog message as of RFC 3164. No specific field processing or information adding is done. Some third party applications require that format.

The "WebTrends Syslog compatible" mimics the format that WebTrends applications expect. Please note that we only mimic the log file format. It is still the job of the reporting device (most notable firewall) to generate the correct WebTrends WELF format. The "WebTrends" format is supported because many customers would like to use MonitorWare Agent 3.0 enhanced features while still having the ability to work with WebTrends.

The "Custom" format allows you to customize formats to increase log file compatibility for third party applications. When you choose this option then Custom line format is enabled.

**Please note that any other format besides "Adiscon Default" is a fixed format. As such, if it is selected, all other formatting options do not apply and consequently are turned off.**

## Custom Line Format

Custime Line Format enables you to fully customize the output for the log file. The Insert Menu entry provides further options and they only work in custom line format. Default value is "%msg%%\$CRLF%".

**Event properties are described in the property replacer section.**

## Create unique Filenames

If checked, MonitorWare Agent 3.0 creates a unique file name for each day. This is

done by adding the current date to the base name (as can be seen above).

If left unchecked, the date is not added and as such, there is a single file with consistent file name. Some customers that have custom scripts to look at the file name use this.

### **Include Source in Filename**

If checked, the file name generation explained above is modified. The source of the Syslog message is automatically added to the file name.

This feature has been introduced because many customers would like to have separate log files for each device. While this can be achieved with multiple rules, it is much more straight forward with this single checkbox. If it is checked, the messages are automatically written to separate files and the file name includes the originating device information.

### **Use UTC in Filename**

This works together with the "Create unique Filenames" setting. If unique names are to be created then select the "Use UTC in Filename" option, in this case the file name is generated on the basis of universal co-ordinated time (UTC) or on local time. UTC was formerly referred to as "GMT" and is the basis of the time zone system. For example, New York, USA is 5 hours behind UTC. Therefore, if it is 12 noon in New York, the UTC time is 5pm.

When it comes to log file creation, it means that the date is computed on UTC. Taking the same example, if the "Use UTC in Filename" is checked, the log file name would roll over to the next date at 7 pm New York time. If it were unchecked, the rollover would occur exactly at midnight New York time (5 am UTC).

Using UTC for file name creation can be helpful if log files are written among different time zones and later consolidated. Using UTC ensures a consistent time notation across all log files.

**Please note that this setting does affect the file name creation only. A different setting controls the dates recorded inside the file.**

### **Use Circular Logging**

When enabled log files are created and over written in a cycle.

### **Number of Log files**

Once the last logfile is reached, circular logging begins and over write the first log file again.

### **Maximum File size**

Max filesize of a log file, once this size is reached a new logfile is created.

**Segment files when the following file size is reached (KB)**

Files are segmented when the defined file size is reached. The file name will have a sequence number appended (\_1 to \_n).

**General file options**

Under this group box, you can see two options discussed as under:

**Use XML to Report**

If checked, the message part includes a complete XML-formatted information record. It includes additional information like timestamps, Syslog facility and priority and others in an easy to parse format. If XML output format is selected, you might consider turning all other information fields off, as they are already included in the XML stream. However, this is not a requirement.

**Use UTC for Timestamps**

Please see the definition of UTC above at "Use UTC in Filename". This setting is very similar. If checked, all time stamps are written in UTC. If unchecked, local time is used instead. Again, UTC is useful if logs written in multiple time zones are to be consolidated.

**Include <Fieldname>**

The various "include" settings controls at the bottom are used to specify the fields which are to be written to the log file. All fields except the message part itself are optional. If a field is checked, it is written to the log file. If unchecked, it will not be written. All fields are comma-delimited.

Please note the difference between the "Date and Time" and "Date and Time reported by Device". Both are timestamps. Either both are written in local time or UTC based on the "Use UTC for Timestamps" check box. However, "Date and Time" is the time when MonitorWare Agent 3.0 received the message. Therefore, it is always a consistent value.

In contrast, the "Date and Time Reported by Device" is a timestamp taken from the actual message. As such, it is dependent on the reporting device clock, which might be off. In addition, in the case of Syslog messages, there is no time zone information within the device reported timestamp. As such, if devices from multiple time zones are reporting, the timestamp information is not consistent. This is due to Syslog design as of [RFC 3164](#). The Syslog server can be configured to ignore the RFC in this case and provide a consistent time stamp. However, from the view of the log file writer, the "Date and Time Reported by Device" might not be as trustworthy as the "Date and Time" field. Nevertheless, it might also be more useful than the former one. This is the reason both timestamps are present and can individually be selected.

The "Include Message" and "Include RAW Message" fields allow customizing the message part that is being written. The raw message is the message as MonitorWare Agent 3.0 – totally unmodified, received it. This might be useful if a third party

application is expecting raw Syslog entries. The message itself is just that part of the Syslog message that is being parsed as message that is without e.g. host information or a tag value. Please note that we recommend selecting only one of these options, as otherwise two message fields are written. Similarly, if none is selected no message is written at all. Please note that we support these configurations, too – there might be a legitimate need for them.

### 6.5.3 Database Options

Use database logging to store messages into a database.

Database logging allows writing incoming events directly to any ODBC - compliant database (virtually any database system currently available for the Windows operating system supports ODBC). Adiscon directly supports Microsoft JET databases (as used by Microsoft Access), Microsoft SQL Server and MySQL. We also know of many customers who run it successfully with Oracle and Sybase as well as a variety of other systems.

Once stored inside the database, different message viewers as well as custom applications can easily browse them. The defaults for the write database action are suitable for Adiscon [MonitorWare Console](#) product as well as the web interface.

The database format can be fine-tuned. This is most useful if you intend to run some additional analysis on the database. Also, in high volume environments, tuning the database action to exactly those fields need helps getting best performance out of the database.

☒ Enable: Write To Database

Settings are saved. Save Reset Save & Close

DSN  Data Sources (ODBC) Create Database

User-ID  Password

Table Name  ☐ Enable Encryption

Output Encoding

Detail data logging

☐ Enable Detail Property Logging

Maximum value lenght (Bytes):

Insert Delete Fieldname  Fieldtype  Fieldcontent  Insert

Fieldname	Fieldtype	Fieldcontent
<b>Facility</b>	<b>int</b>	<b>syslogfacility</b>
Priority	int	syslogpriority
FromHost	varchar	source
Message	text	%msg%
ReceivedAt	DateTime UTC	timegenerated
DeviceReportedTime	DateTime UTC	timereported
CustomerID	int	CustomerID
SystemID	int	SystemID
SysLogTag	varchar	syslogtag
EventLogType	varchar	NTEventLogType
NTSeverity	int	severityid
EventSource	varchar	sourceproc
EventUser	varchar	user

### Database Logging Options

The main feature of the "Write To Database" property sheet is the field list. The default reflects the typical assignment of event properties to database columns. However, you can modify this assignment in any way you like. You only need to keep in mind that Adiscon analysis products (like MonitorWare Console) need the database contents as specified. As such, malfunctions may occur if you modify the database assignments and then use these tools.

The "**fieldname**" is the database column name. It can be any field inside the table. The provided names are those that Adiscon's schema uses - you can add your own if you have a need for this. "**Fieldtype**" is the data type of the database column. It must reflect the column type selected in the database. It must also be consistent in type with the actual property that must be stored. For example, an integer type property like the syslogpriority can be stored in a varchar column. A string data type like the syslogtag can - for obvious reasons - not be stored in an integer column. Finally, the "**Fieldcontent**" is the event property. For a complete list of supported properties, see **Event properties**.

You can edit the field list by selecting a row and then modifying the text fields above the table. You can insert and delete rows by selecting the respective button. If you

press delete, the currently selected row is deleted. You can move rows up and down by using the arrow keys. Moving them up and down is cosmetic - it will not affect the write to database action.

For string data types, you can use the property replacer. This can be helpful if you would like to store a substring. For example, if you intend to store only the first 200 characters of each message, you can use "%msg:1:200%".

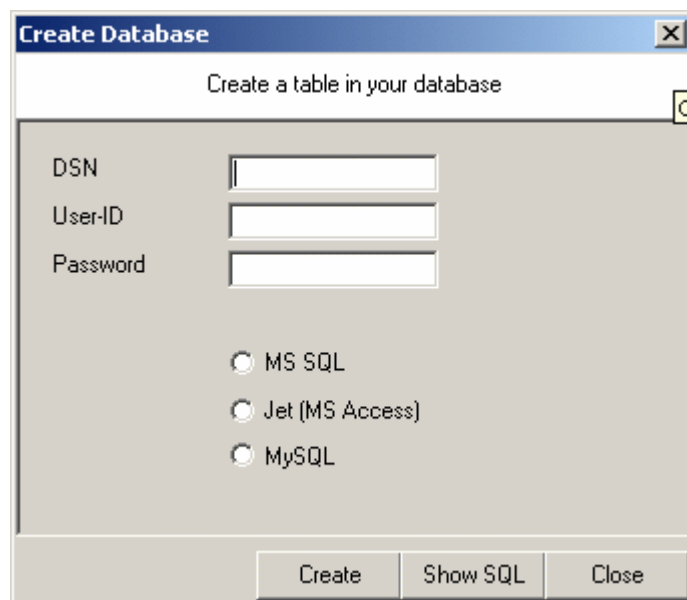
The rest of this section describes the labelled paramters.

### Data Sources (ODBC)

If you click on this button, it starts the ODBC administrator of the operating system where you can add, edit or remove a data source(s).

### Create Database

If you click on this button, it opens a form as shown below:



*Create Database Form*

In this form, you have to provide your DSN, User-ID, Password and select your underlying database. After this you have to click Create button to create the table in your database. You can also click Show SQL button to see the SQL query that is to be executed. Close button is to close the form.

### DSN

This is the name of the system data source (DSN - data source name) to be used when connecting to the database. Create this in ODBC manager (can be found in control panel under Windows NT). Press the "Data Sources (ODBC)" button to start the operating system ODBC administrator where data sources can be added, edited

and removed.

**Important:** The DSN must be a system DSN, not a user or file DSN. The DSN must be configured to have the correct connection parameters (for example database type and name, server name, authentication mode etc.).

### User-ID

The User-ID used to connect to the database. It is dependant on the database system used if it is to be specified (e.g. Microsoft Access does not need one, while Microsoft SQL Server can force you to use one). If in doubt, please see your database administrator.

### Password

The password used to connect to the database. It must match the "User-ID". Like the User ID, it is dependent on the database system if a password is needed. Passwords can be stored either encrypted or unencrypted. We highly recommend storing them encrypted.

### Enable Encryption

Check to store the ODBC password encrypted. If left unchecked, the password is stored unencrypted. We strongly recommend checking this box.

If you store the password unencrypted for some reason, please be aware of the security implications. In this case, we recommend using an account with limited access privileges. Even when stored encrypted, we recommend using limited privileges accounts. We are not applying strong cryptography here.

### Table Name

The name of the table to log to. This name is used to create the SQL insert statement and must match the database definition. Default is "SystemEvents".

**Please note that the default table name must be used when other members of the MonitorWare family (like the web interface or the MonitorWare Console) should work with the database. This customization option is meant for those customers that use third-party or custom software.**

### Output Encoding

This setting is most important for Asian languages. A good rule is to leave it at "System Default" unless you definitely know you need a separate encoding. "System Default" works perfect in the far majority of cases, even on Asian (e.g. Japanese) Windows versions.

## Enable Detail Property Logging

This option logs event properties other than the standard properties to the SystemEventProperties table. A single event can potentially have multiple properties, so selecting this option can result in multiple writes. With Syslog data, however, there are seldom any additional properties. They most often occur when you use the "Post Process" action to define your own properties. Additional properties are typically found in SETP received data originating from an event log monitor, file monitor or database monitor (plus other monitors, but these are the most prominent ones).

For example, with Event Log data received via SETP, these properties contain the actually Windows event properties and the event data. Please note that this does not apply to event log messages received via Syslog, because they are no native events but rather Syslog data.

Please make sure you actually need this before activating it. As a side note, some of the MonitorWare Console reports may need detail logging.

## 6.5.4 Event Log options

This tab is used to configure the logging to the Windows NT / 2000 or XP event log. It is primarily included for legacy purposes.

☒ Enable: Settings are saved. Save Reset Save and Close ?

☐ Replace Event Log Source

Custom EventSource: %source% Insert

EventType: AUDIT\_SUCCESS

EventID: 10000

Message to Log: %msg% Insert

*Event Logging Options*

### Replace Event Log Source

If checked, a special mapping mechanism is activated. In this mode, the Windows



event source is set to the IP address of the system sending the Syslog message. In addition, the ID is set to Syslog facility. This mode helps to quickly gather information about the system state in Windows event viewer.

**However, this mode has its drawbacks.** Effectively, we are writing invalid event source information to the event log. This does not harm any application, but Windows event viewer will try to locate the matching message libraries. Of course, this is impossible. As such, event viewer will warn the user that the message library could not be found. Nevertheless, it will display the complete logged message. This happens only in detail view.

Users should fully understand the implications of this mapping mechanism for their environment before turning this option on.

### Custom Event Source

EventSource is now fully configurable with all possibilities the property engine gives you. **Please note that content of this field can be configured. Event properties are described in the property replacer section.**

### EventType

The type – or severity – this log entry is written with. Select from the available Windows system values.

### EventID

The ID to be used when writing to the event log. Different IDs can be used to provide other processes with a consistent interface to specific messages. WinSyslog does not restrict the IDs that can be used. However, if an ID is written that is not registered with the operating system, Windows event viewer places an error message pointing this out before the actual message text. To avoid this text, event IDs 10,000 to 10,100 have been registered with the OS. We highly recommend that these IDs should be used for all custom messages. IDs below 10,000 should not be used as they might potentially interfere with events generated by MonitorWare Agent 3.0 itself.

### Message to Log

It is the message which will be logged into the Windows event log. It is fully configurable what is logged into the Eventlog.

Please note that Insert Menu entry allows you to add replacement characters e.g. %msg% - you can write the actual message of an event into the Windows event log.

**Please note that The message content of the message field can be configured. Event properties are described in the property replacer section.**

### 6.5.5 Mail Options

This tab is used to configure mail (SMTP) parameters. These are the basic parameters for email forwarding. They need to be configured correctly, if mail message should be sent by the service.

Settings are saved. Save Reset Save and Close ?

Mailserver: 10.0.0.1

Port: 25

Sender: Your@Sender

Recipient: Your@Recipient

☐ Use legacy subject line processing [Insert](#)

Subject: Email for you [Insert](#)

Mail Message Format: Event message:  
Facility: %syslogfacility%  
Priority: %syslogpriority%  
Source: %source%  
Message: %msg%

Session Timeout (0 - 4000 ms): 0

Output Encoding: System Default

☐ Use SMTP Authentication

SMTP Username:

SMTP Password:

☒ Include message / event in email body

☐ Use XML to Report

#### *Forward Email Properties*

#### **Mailserver**

This is the Name or IP address of the mail server to be used for forwarding messages. Please note that this server must be able to relay messages if the recipient is not hosted at this server. Be sure to contact your mail server's administrator if in doubt on this issue.

The service expects to talk to a standard SMTP mail server. Message relaying to the final destination must be permitted.

## Port

Port the mail server is to be contacted at. Usually, this is 25. It might, however, be changed in your system. Then, specify the port your mail server uses. If in doubt, try the default of 25 - or contact your mail server administrator.

## Sender

Email address used as the sender address for outgoing messages. In order for your SMTP server to accept it, it probably must be a valid address.

## Recipient

The recipient emails are addressed to. To send a message to multiple recipients, enter all recipient's email addresses in this field. Separate addresses by spaces, semicolons or commas (e.g. "receiver1@example.com, receiver2@example.com"). Alternatively, you can use a single email address and define a distribution list in your mail software. The distribution list approach is best if the recipients frequently change or there is a large number of them. Multiple recipients are also supported. They can be delimited by space, comma or semicolon.

## Subject

Subject line to be used for outgoing emails and it is used for each message sent. It can contain replacement characters or "Event Properties" to customize it with event details. This is especially useful when sending email to cellular phones or pagers, which often display only the subject line and not the actual message body. The subject line - after expansion of the any replacement sequences - can hold a maximum of 255 characters. Characters beyond this will be truncated. Please note that many email systems impose a more strict limit and truncation may occur before the 255-character limit. It is advisable to limit the subject line length to 80 characters or less.

The mail body will also include full event information, including the source system, facility, priority and actual message text as well as any other information that came with this event. As there is no size limitation for message bodies, the body always contains the full message received (except otherwise configured - see below).

***Please note that Insert Menu entry allows you to add replacement characters e.g. %msg% - you can send out the actual message of an event in the subject line.***

There will be one email for each received message. Email delivery is meant for urgent notifications and actions (e. g. calling pagers and such). It is not meant to provide an email report.

**Please note that The message content of the Message field can be configured. Event properties are described in the property replacer section.**

## Use legacy subject line processing

This checkbox specifies which type of subject line processing will be done. If it is checked, the old-style processing using single character replacement sequences is applied. If it is left unchecked, the far more powerful event property based method is used.

**In legacy mode**, the following replacement characters are recognized inside the subject line:

<b>%s</b>	IP address or name (depending on the "resolve hostnames" setting) of the source system that sent the message.
<b>%f</b>	Numeric facility code of the received message
<b>%p</b>	Numeric priority code of the received message
<b>%m</b>	the message itself. Please note: this is the complete message text and can be rather lengthy. As such, it is most probably subject to truncation. If that occurs, all other information after the %m replacement character is also truncated. As such, we strongly recommend using the %m replacement at the end of the subject line only.
<b>%%</b>	It represents a single % sign.

As an example, you may have the subject line set to "Event from %s: "m" and enabled legacy processing. If a message "This is a test" were received from "172.16.0.1", the resulting email subject would read: "Event from 172.16.0.1: This is a test"

**In non-legacy mode**, the Property Replacer can be used. With it, you can include any property from the event message and also modify it. Please visit the Property Replacer documentation for details.

As an example, in non-legacy mode, you can set the subject line to "Mesg: '%msg:1:15%' From: %fromhost%". If the message "This is a lengthy test message" were received from "172.16.0.1", the resulting email subject would read: "Mesg: 'This is a lengt' From: 172.16.0.1". Please note that the message is truncated because you only extracted the first 15 characters from the message text (position 1 to 15).

## Mail Message Format

This is the format of the message body. Properties from the event can be included by using the Property Replacer. Please note that the message body is only sent if "[Include Message/Event in Email Body](#)" is checked.

## Session Timeout

This option controls if multiple rapidly incoming messages should be combined to a single email message. The SMTP session with the server is held open for the specified timeout period. Please note that the period is specified in milliseconds, not seconds.

If a new event arrives within the specified timeout period, that event will be included in the same email message as the previous one. Then, the timeout is re-started. As such, any events coming in within successive timeout periods will be combined in a single mail.

This is most appropriate when large burst of messages are expected and these should be combined in few mail messages. Otherwise, multiple mail messages can easily overflow the administrator's mailbox.

The session timeout is user configurable between 0 and 4000 milliseconds. Larger values are not supported as they probably affect the SMTP server performance and can lead to unpredictable results.

The session timeout of zero milliseconds has a special meaning: if it is selected, every event will be sent in a separate message, no matter how fast two messages occur after each other.

### Use SMTP Authentication

Check this box if your server requires SMTP authentication. To fight SPAM, more and more server operators allow relaying only for authenticated users. It might even happen that an existing account does no longer work because the server has been reconfigured to disallow anonymous posting.

If your server requires (or supports) SMTP authentication, check this box and enter your User ID and password in the boxes below. The exact values will be provided by your server operator – if in doubt, please ask the mail server support.

If the mail server does not support authentication, leave this box unchecked.

We recommend using authentication if it is available. Even when the current server configuration allows unauthenticated relay, this potentially will change in the future (as the SPAM problem grows). If you already use authentication, such a server configuration change will not affect you. Otherwise, it will disrupt mail service.

### Include message / event in email body

This checkbox controls whether the Syslog message will be included in the message body or not. If left unchecked, it will **not** be included in the body. If checked, it will be sent.

This option is useful for pagers and mobile phones, especially those with WML support. These devices are often capable of displaying only limited amounts of data. Some do not display the message body at all. As such, it makes limited sense to send a message body. As such, it can be turned off with this option. With these devices, use a subject line with the proper replacement characters.

Even if your WML enabled phone supports receiving message bodies, it might be a good idea to turn them off. WML and WAP are relatively expensive. Generated messages can become lengthy (depending on the message source). As such, it might be appropriate to disable the message body in such a scenario.

This option is must useful together with a well-formatted subject line in [non-legacy mode](#).

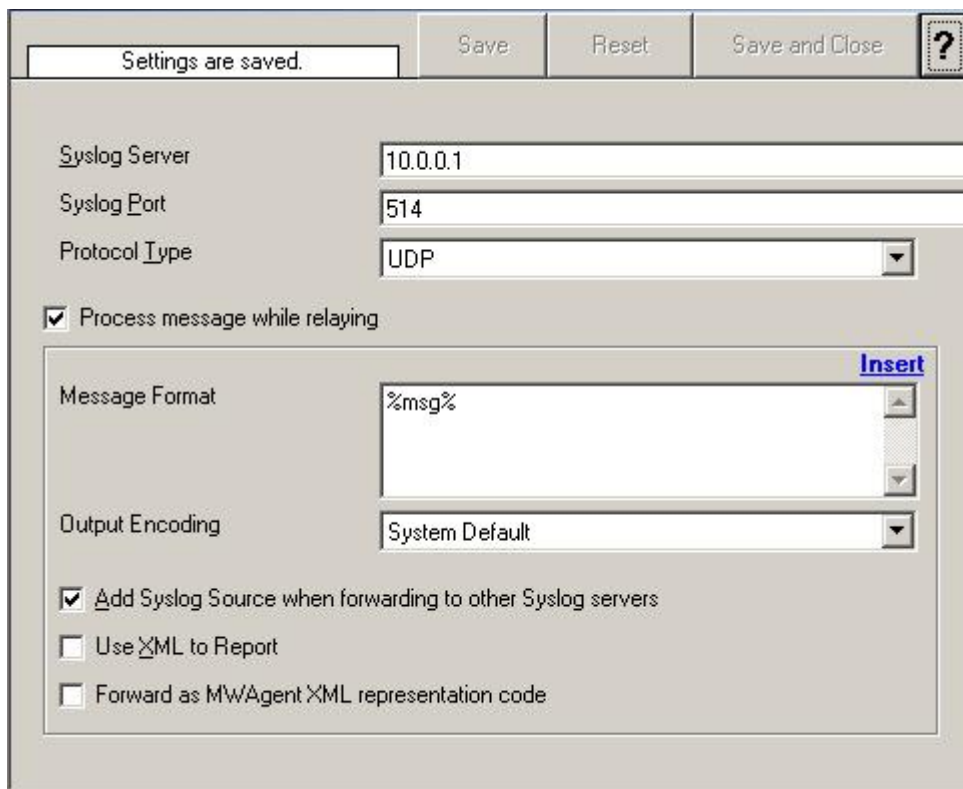
### Use XML to Report

If checked, the received event will be included in XML format in the mail. If so, the event will include **all** information, like the original timestamp, the facility, priority etc. XML format is especially useful if the mail is sent to an automated system, which will then parse the message.

If unchecked, just the plain text message will be included in the mail. This format is more readable for a human reader.

## 6.5.6 Forward Syslog Options

This dialog controls Syslog forwarding options.



Settings are saved. Save Reset Save and Close ?

Syslog Server 10.0.0.1

Syslog Port 514

Protocol Type UDP

☒ Process message while relaying

Message Format %msg% Insert

Output Encoding System Default

☒ Add Syslog Source when forwarding to other Syslog servers

☐ Use XML to Report

☐ Forward as MWAgent XML representation code

*Forward Syslog Properties*

### Syslog Server

This is the name or IP address of the system to which Syslog messages should be

sent to.

### Syslog Port

The remote port on the Syslog server to report to. If in doubt, please leave it at the default value of 514, which is typically the Syslog port. Different values are only required for special setups, for example in security sensitive areas.

### Protocol Type

Syslog messages can be received via UDP, TCP or [RFC 3195](#) RAW. One listener can only listen to one of the protocols. Typically, Syslog messages are received via UDP protocol, which is the default. MonitorWare Agent can also receive Syslog messages via TCP and reliable Syslog messages via SETP, using the new [RFC 3195](#) standard.

### Message Format

You can change the message format. By default the original message is forwarded.

**Please note that the message content of the Message field can be configured. Event properties are described in the [property replacer](#) section.**

### Output Encoding

This setting is most important for Asian languages. A good rule is to leave it at "System Default" unless you definitely know you need a separate encoding. "System Default" works perfect in the far majority of cases, even on Asian (e.g. Japanese) Windows versions.

### Add Syslog Source

If this box is checked, information on the original originating system is prepended to the actual message text. This allows the recipient to track where the message originally came from.

**Please note: This option is not compatible with [RFC 3164](#). We recommend selecting it primarily when message forwarding to a WinSyslog Interactive Server is intended.**

### Use XML to Report

If this option is checked, the forwarded Syslog message is a complete XML-formatted information record. It includes additional information like timestamps or originating system in an easy to parse format.

The XML formatted message is especially useful if the receiving system is capable of parsing XML data. However, it might also be useful to a human reader as it includes

additional information that cannot be transferred otherwise.

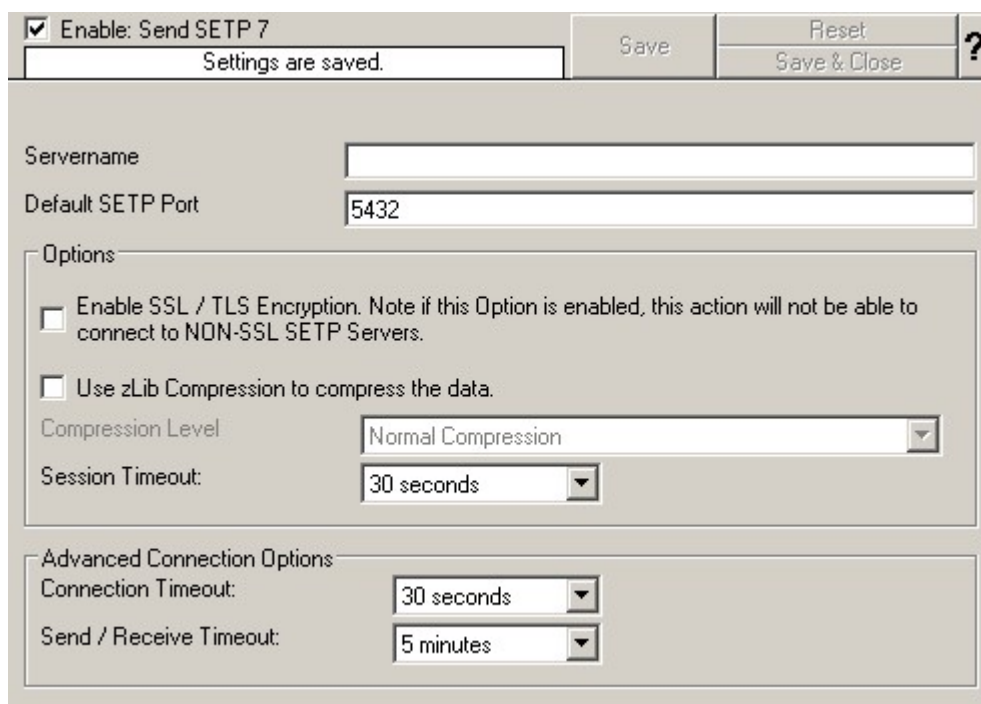
### Forward as MW Agent XML Representation Code

MonitorWare supports a specific XML-Representation of the event. If it is checked, that XML representation is used. It provides additional information (like informationunit type, original source system, reception time & many more) but is harder to read by a human. At the same time, it is obviously easier to parse. **Please note that this option is only "experimental" and is not an official standard.**

**Please note you can also make Event ID part of the actual Syslog message while forwarding to a Syslog Server then you have to make some changes in the Forward Syslog Action. [Click here](#) to know the settings.**

## 6.5.7 Forward SETP Options

This dialog controls the Send options. With the "Send SETP" action, messages can be sent to a SETP server.



The screenshot shows the 'Send SETP Dialog' with the following fields and options:

- ☒ Enable: Send SETP 7
- Settings are saved.
- Save
- Reset
- Save & Close
- ?
- Servename: [Text Field]
- Default SETP Port: [Text Field] 5432
- Options:
  - ☐ Enable SSL / TLS Encryption. Note if this Option is enabled, this action will not be able to connect to NON-SSL SETP Servers.
  - ☐ Use zLib Compression to compress the data.
  - Compression Level: [Dropdown Menu] Normal Compression
  - Session Timeout: [Dropdown Menu] 30 seconds
- Advanced Connection Options:
  - Connection Timeout: [Dropdown Menu] 30 seconds
  - Send / Receive Timeout: [Dropdown Menu] 5 minutes

*Send SETP Dialog*

### Servername

The MonitorWare Agent 3.0 sends SETP to the server / listener under this name.

### Default SETP Port



The Send SETP sends outgoing requests on this port. The default value is 5432.

**Please note: The SETP port configured here must match the port configured at the listener side (i.e. MonitorWare Agent 3.0 or WinSyslog Enterprise edition). If they do not match, a Send SETP session cannot be initiated. The rule engine will log this to the NT Event Log.**

### Options

Under this group box, you can see different options as discussed below:

#### Enable SSL/TLS

If this option is enabled then this action will be able to connect to SSL/TLS SETP servers. Please make sure that you want this option to be enabled.

#### Use zLib Compression to compress the data

It enables zLib compression support. Note that the SETP receiver must have zLib Compression support and enabled, otherwise it does not work.

#### Compression level

Higher level results in better compression but slower performance.

#### Session Timeout

The maximum time a session to a SETP server is to be kept open.

#### Advanced Connection Options

In this group box, you can find the options discussed below:

##### Connection Timeout

Maximum time a connection can take to connect or disconnect.

##### Send / Receive Timeout

When sending or receiving data, this timeout applies.

**Please note:** If this option is enabled, this action is not be able to connect to NON-SSL SETP servers.

### 6.5.8 Start Program

This dialog controls the start program options.

With the "Start Program" action, an external program can be run. Any valid Windows executable can be run. This includes actual programs (EXE files) as well as scripts like batch files (.BAT) or VB scripts (.vbs).

Start Program can, for example, be combined with the service monitor to restart failed services. Another example application is a script that deletes temporary files if the disk space monitor detects a low space condition.

Enable: Start Program 8

Settings are saved.

Save Reset Save & Close ?

Command to execute

Browse

Use legacy parameter processing

Parameters

Insert

Wait for completion

Sync. processing

TimeOut 10 seconds

*Start Program Dialog*

#### Command to execute

This is the path of actual program file to be executed. This can be the path of any valid executable file. A relative file name can be specified if it can be found via the operating system default search path.

#### Use legacy parameter processing

When enabled, old style parameter processing is used. Otherwise all properties can be used.

#### Parameters

These parameters are passed to the program executed. They are passed as command line parameters. There is no specific format – it is up to the script to interpret them.

Parameters can contain replacement characters to customize it with event details. This allows passing event data to the script. The following replacement characters can be used:

<b>%d</b>	Date and time in local time
<b>%s</b>	IP address or name (depending on the "resolve hostnames" setting) of the source system that sent the message.
<b>%f</b>	Numeric facility code of the received message
<b>%p</b>	Numeric priority code of the received message
<b>%m</b>	The message itself
<b>%%</b>	Represents a single % sign.

In the example above, replacement characters are being used. If a message "This is a test" were received from "172.16.0.1", the script would be started with 3 parameters:

Parameter 1 would be the string "e1" – it is assumed that this has some meaning to the script. Parameter 2 would be the IP address, 172.16.0.1. Parameter 3 would be "This is a test". Please note that due to the two quotes ("), the message is interpreted as a single parameters. If they were missing, it would typically be split into several ones, with parameter 3 being "This", 4 being "is" and so on. So these quotes are very important!

### Time Out

Time Out option is under Sync. Processing. When a program is executed, the service waits for it to finish before it carries on further actions. This is needed in order to ensure that all actions are carried out in the correct sequence.

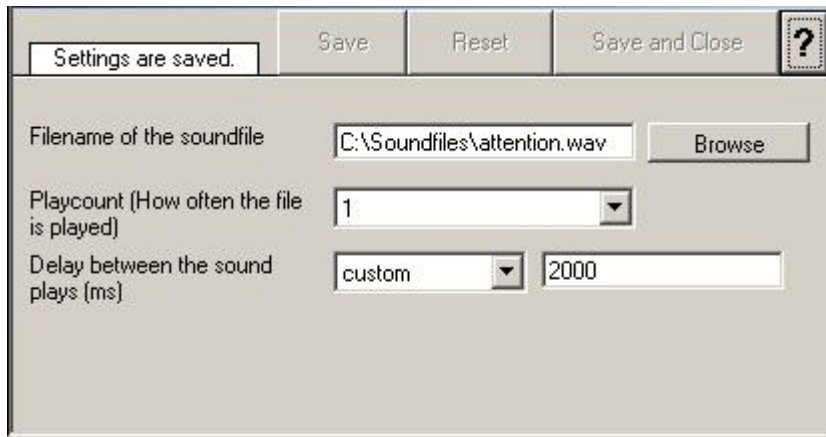
The external program should only run for a limited amount of time. If it would block for some reason, the agent would be prevented from carrying out any further processing. As such, a timeout value must be specified. If the program still runs after the configured timeout, the rule engine cancels it, flags the action as unsuccessful and then carries on with processing.

**Important:** Even though the timeout value can be as high as 30 seconds, we strongly recommend limiting the run time of external program to below 5 seconds. Otherwise, they could affect the overall performance too much. If the average run time is 5 seconds, the default timeout of 10 seconds ensures that the program can finish even when there is high system activity.

For performance reasons, we also strongly recommend to use the "Start Program" action only for rules that apply relatively seldom.

### 6.5.9 Play Sound

This action allows you to play a sound file.



*Play Sound Dialog*

**Please note: if your machine has multiple sound cards installed, the "Play Sound" action will always use the card, that was installed first into the system.**

However there is a work around if you want to use [Play Sound Action](#) for a second sound card!

#### Filename of the Soundfile

Please enter the name of the sound file to play. **This must be a .WAV file**, other formats (like MP3) are **not** supported. While in theory it is possible that the sound file resides on a different machine, we highly recommend using files on the local machine only. Using remote files is officially not supported (but currently doable if you are prepared for some extra effort in getting this going).

If the file can either not be found or is not in a valid format, a system beep is emitted instead (this should - by API definition - be possible on any system).

#### Playcount

This specifies how many times the file is played. It can be re-played up to a hundreded times.

**Please note: Playing sounds is performance intense and MonitorWare Agent will block all other actions while sounds are being played. As such, we recommend to limit the duration and repeat count of sounds played.**

#### Delay between Plays

If multiple repeats are specified, this is the amount of time that is to be waited for

between each individual play.

### 6.5.10 Send to Communications Port

This action allows you to send a string to an attached communications device, that is it sends a message through a Serial Port.

Settings are saved. Save Reset Save and Close ?

Timeout limit 1 minute

To which Port do you want the message to send? MSFAX:

Port Settings

Bits per second 57600

Data bits 8

Parity NO PARITY

Stop bits 1 stop bit

DTR Control Flow DTR\_CONTROL\_DISABLE

RTS Control Flow RTS\_CONTROL\_DISABLE

Message to send [Insert](#)

*Send to Communications Port Options*

#### Timeout Limit

The maximum time allowed for the device to accept the message. If the message could not be send within that period, the action is aborted. Depending on the device, it may be left in an unstable state.

#### Port to Send To

Specify the port to which your device is being attached. Typically, this should be one of the COMx: ports. The listbox shows all ports that can be found on your local machine. You may need to adjust this to a different value, if you are configuring a remote machine.

1. MSFAX
2. COM1
3. COM2
4. COM3
5. COM4
6. FILE
7. LPT1
8. LPT2
9. LPT3
10. AVMISDN1
11. AVMISDN2
12. AVMISDN3
13. AVMISDN4
14. AVMISDN5
15. AVMISDN6
16. AVMISDN7
17. AVMISDN8
18. AVMISDN9

### **Port Settings**

Use those settings that your device expects. Please consult your device manual if in doubt.

### **Bits per Seconds**

Bits per second can be 110 and go up to 256000, by default 57600 is selected.

### **Databits**

Databits defines that how many bits you want to send and receive to the communication port.

### **Parity**

With Parity you can configure the Parity scheme to be used. This can be one of the following values:

1. Even
2. Mark
3. No parity
4. Odd
5. Space

### **Stop bits**

You can configure the number of stop bits to be used. This can be one of the following values:

1. 1 stop bit

2. 1.5 stop bits
3. 2 stop bits

### DTR Control Flow

DTR (data-terminal-ready) flow control. This member can be one of the following values:

1. DTR\_CONTROL\_DISABLE - Disables the DTR line when the device is opened and leaves it disabled.
2. DTR\_CONTROL\_ENABLE - Enables the DTR line when the device is opened and leaves it on.
3. DTR\_CONTROL\_HANDSHAKE - Enables DTR handshaking.

### RTS Control Flow

RTS (request-to-send) flow control. This member can be one of the following values:

1. RTS\_CONTROL\_DISABLE - Disables the RTS line when the device is opened and leaves it disabled.
2. RTS\_CONTROL\_ENABLE - Enables the RTS line when the device is opened and leaves it on.
3. RTS\_CONTROL\_HANDSHAKE - Enables RTS handshaking. The driver raises the RTS line when the "type-ahead" (input) buffer is less than one-half full and lowers the RTS line when the buffer is more than three-quarters full.
4. RTS\_CONTROL\_TOGGLE - Specifies that the RTS line will be high if bytes are available for transmission. After all buffered bytes have been sent, the RTS line will be low.

### Message to Send

This is the message that is to be send to the device. You can enter text plainly and you can also include all properties from the current event. For example, if you have a serial audit printer and you would just plainly like to log arrived messages to that printer, you could use the string "%msg%%\$CRLF%" to write the actual message arrived plus a CRLF (line feed) sequence to the printer.

**Please note that the message content of the Message field can now be configured. Event properties are described in the [property replacer section](#).**

## 6.5.11 Post-Process Event

The post process action allows you to re-parse a message after it has been processed e.g. **Tab Delimited** format.

Such re-parsing is useful if you either have a non-standard Syslog format or if you would like to extract specific properties from the message.

The post process action takes the received message and parses it according to a parse map. The parse map specifies which properties of which type are present at which position in the message. If the message actually matches the parse map, all

properties are extracted and are set as part of the event. If the parse map does not match the message, parsing stops at the first-non matching entry.

Property	Type	Value

*Post Process Dialog*

## Templates

Parse maps can be quite complex. In order to facilitate exchange for parse maps, they can be persisted to XML files. Adiscon also plans to provide parse maps for some common devices.

We know that creating a parse map is often not a trivial task. If you are in doubt how to proceed, please contact [support@adiscon.com](mailto:support@adiscon.com) - we will happily assist you with your needs. In this case, you will probably receive a parse map file that you can import here.

## The Parse Map Editor

In this dialog, you can edit only in the text boxes above the data grid. When you select an entry in the grid, its values are updated in the textboxes. Any edits made there will automatically be reflected to the grid. Pressing Insert or Delete will create a new entry or delete the currently selected one.



## Property

The property name that is to be parsed. The list box is pre-populated with standard and event properties. However, you can add any property name you like. If you create your own properties, we highly recommend prefixing their name with "u-" so that there will be no duplicates with standard properties. Adiscon will never prefix any properties with "u-". For example, if you would like to create a custom property "MyProperty", we highly suggest that you use the property name "u-MyProperty" instead.

The property name "Filler" is reserved. Any values assigned to the Filler-property will be discarded. This is the way to get rid of fill-characters that you do not really need.

## Type

This is the format that will be parsed from the message. For example, an integer type will parse one integer from the message while a word type will parse the next word.

## Value

Some types need an additional value. If that is needed, you can provide it here.

## Message Preview

This is a read-only box. It shows a hypothetical message that would match the configured parsing rules.

### 6.5.12 Net Send

This dialog controls the net send options.

With the "Net Send" action, short alert messages can be sent via the Windows "net send" facility. These messages are delivered on a best-effort basis. If the recipient can be reached, they will pop up in a message box on the recipient's machine. If the recipient cannot be reached, they will simply be discarded. No buffering takes place. Consequently, the rule engine does not check if the message can be delivered. It will never flag an action to be in error due to a reported delivery problem with "net send".

Settings are saved. Save Reset Save and Close ?

Target ADMINWRK Insert

Message to send Event occurred - see system log!

*Net Send Dialog*

### Target

This is the Windows user name of the intended recipient, a NETBIOS machine name or even an IP address (in the form of 10.1.1.1)

### Message to Send

This is the message that is sent to the intended target.

**Please note that the message content of the Message to send field can now be configured. Event properties are described in the property replacer section.**

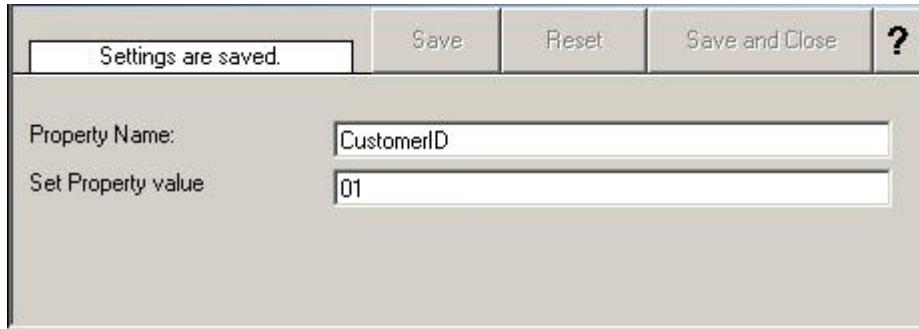
## 6.5.13 Set Status

This dialog controls the set status options.

Each information unit have specific properties e.g. EventID, Priority, Facility etc. These properties have some values. Lets suppose that EventID has property value 01. Now, If you want to add "**a new property of your own choice**" in the existing set of properties then Set Status action allows you to accomplish this!

You can create a new property and assign any valid desired value to it e.g. we had created a new property as CustomerID and set its value to 01 in the screen-shot below. After you have created the property through this action, then you can define filters for them. There is an internal status list within the product which you can use for more complex filtering.

**Please note: when you change a property, the value will be changed as soon as the set status action is carried out. It will not change before that happens and the old value is no longer available thereafter. That means all actions and filter conditions will use the new value after it is set. So if you would like e.g. rename a system, make sure the set status actions are at the top of the rule base!**

A screenshot of the 'Set Status Dialog' window. At the top, there is a status bar with a message 'Settings are saved.' and three buttons: 'Save', 'Reset', and 'Save and Close'. To the right of these buttons is a question mark icon. Below the status bar, the dialog has two input fields. The first is labeled 'Property Name:' and contains the text 'CustomerID'. The second is labeled 'Set Property value' and contains the text '01'.

*Set Status Dialog*

### Property Name

Enter the Property name. That name will from now on be used inside the rule base. More precisely, it will be used in the filter conditions and actions.

### Set Property Type

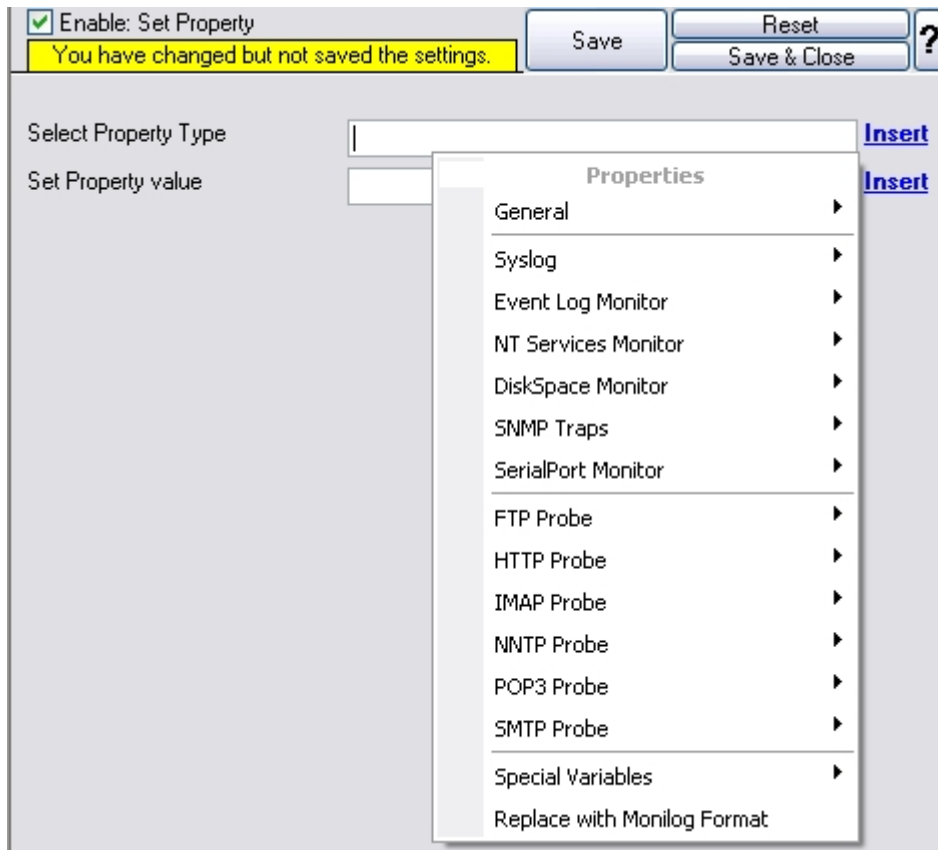
The value to be assigned to the property. Any valid property type value can be entered.

## 6.5.14 Set Property

You can set every property and custom properties using this action.

This dialog controls the set property options. With the "Set Property" action, some properties of the incoming message can be modified. This is especially useful if an administrator would like to e.g. rename two equally named devices.

**Please note: when you change or create a property, the value will be changed as soon as the set property action is carried out. It will not change before that happens and the old value is no longer available thereafter. That means all actions and filter conditions will use the new value after it is set. So, if you would like e.g. rename a system, make sure the set property actions are at the top of the rule base!**



*Set Property Dialog*

### Select Property Type

Select the property type to be changed. The list box contains all properties that can be changed. By default it is set to nothing.

### Set Property Value

The new value to be assigned to the property. Any valid property value can be entered. Please use the "Insert Button".

In the example above, the SourceSystem is overridden with the value "newname". That name will from now on be used inside the rule base. More precisely, it will be use in the filter conditions and actions.

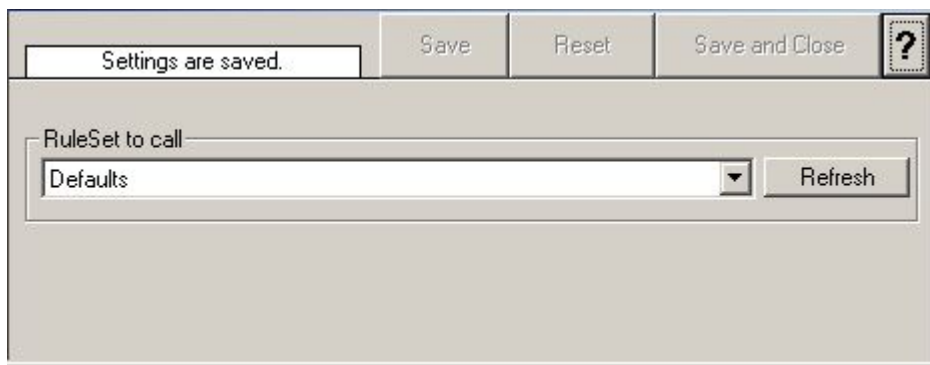
### 6.5.15 Call RuleSet

The dialog shown below controls the Call RuleSet options.

A Call RuleSet action simply calls another rule set in some existing rule set. When this action is encountered, the rule engine leaves the normal flow and go to the called rule set (which may contain many rules as well). It executes all the rules that have been defined in the called Rule Set. After the execution of all of them, it will return to its point from where it left the original flow. Let's take an example to clarify it a little further.

Let's say that Rule 1 has two actions - Action 1 and Action 2. The Action 1 of Rule 1 is an include (Call Ruleset) action. If the filter condition result of Rule 1 evaluates to true, it will execute the Action 1. Since Action 1 is the include action in this example, it will go to the included rule set and will execute its filter condition. If that filter condition evaluates to true, it will execute all of its actions and will return to Action 2 of Rule 1 (of normal flow) and if on the other hand, the filter condition of the included rule set evaluates to false, it will skip all of its actions and will come back to the Action 2 of Rule 1 (of normal flow).

**Note that there is no limit on including the rules which means that a rule that has been included in another rule may contain another rule in it which might contain another rule in it and so on.**



*Call Ruleset Dialog*

#### **Ruleset to Call**

Select the Ruleset to be called.

**Note: Call RuleSet stays disabled until you have more then "One" RuleSet!**

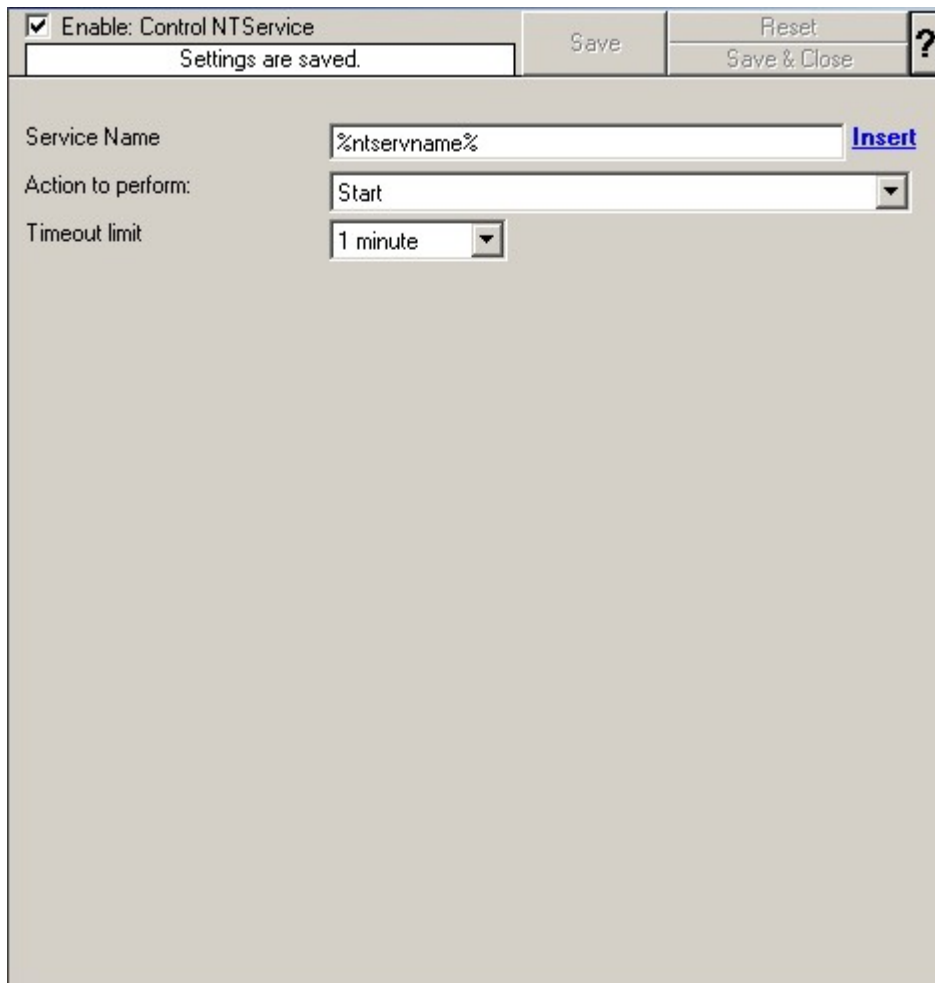
### 6.5.16 Discard

A Discard Action immediately destroys the current Information Unit and any action of any rule that has been defined after the Discard action execution. When this action is been selected then no dialog appears as nothing needs to be configured for this.

[Click here](#) to see an example about the Discard action.

### 6.5.17 Control NT Service

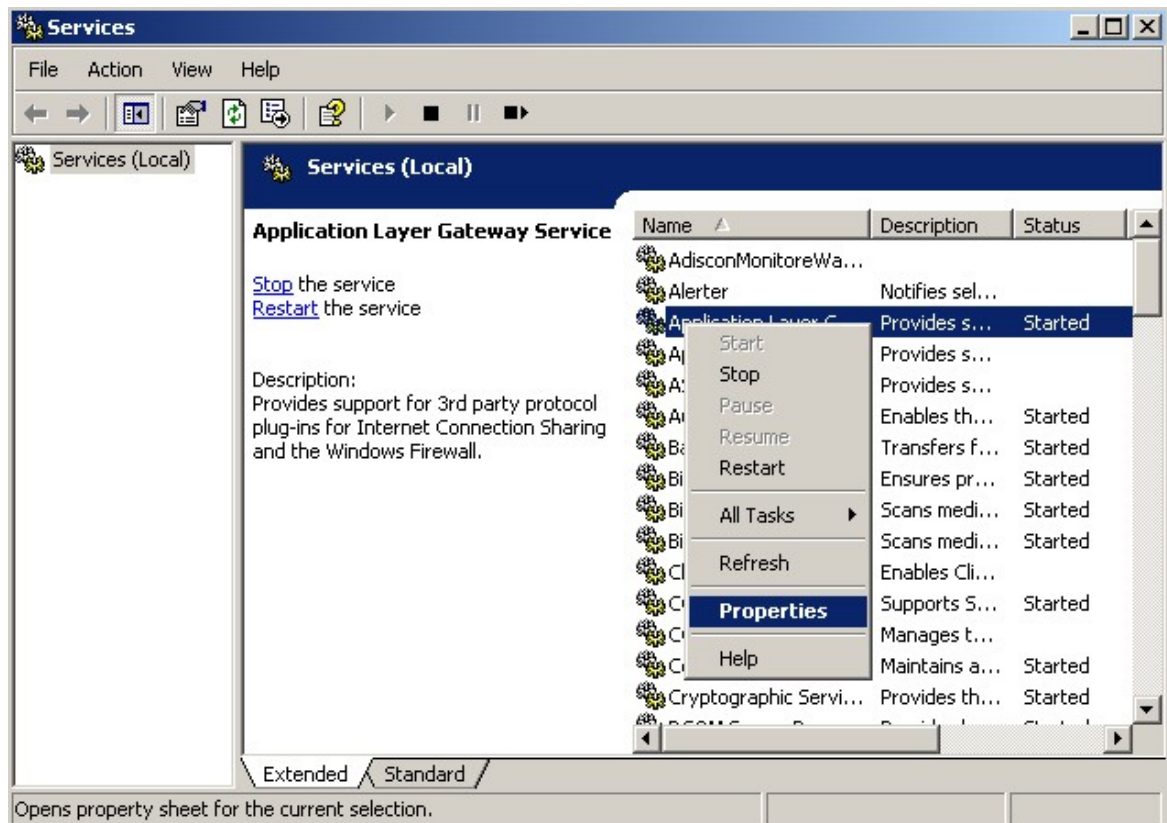
This dialog controls the Control NT Service options.

The image shows a Windows-style dialog box titled "Control NTService". At the top left, there is a checked checkbox labeled "Enable: Control NTService". To its right is a status bar that says "Settings are saved." followed by "Save" and "Reset" buttons. Below the status bar are two more buttons: "Save & Close" and a question mark icon. The main area of the dialog contains three labeled fields: "Service Name" with a text box containing "%ntservname%" and an "Insert" button; "Action to perform:" with a dropdown menu showing "Start"; and "Timeout limit" with a dropdown menu showing "1 minute".

*Control NTService Dialog*

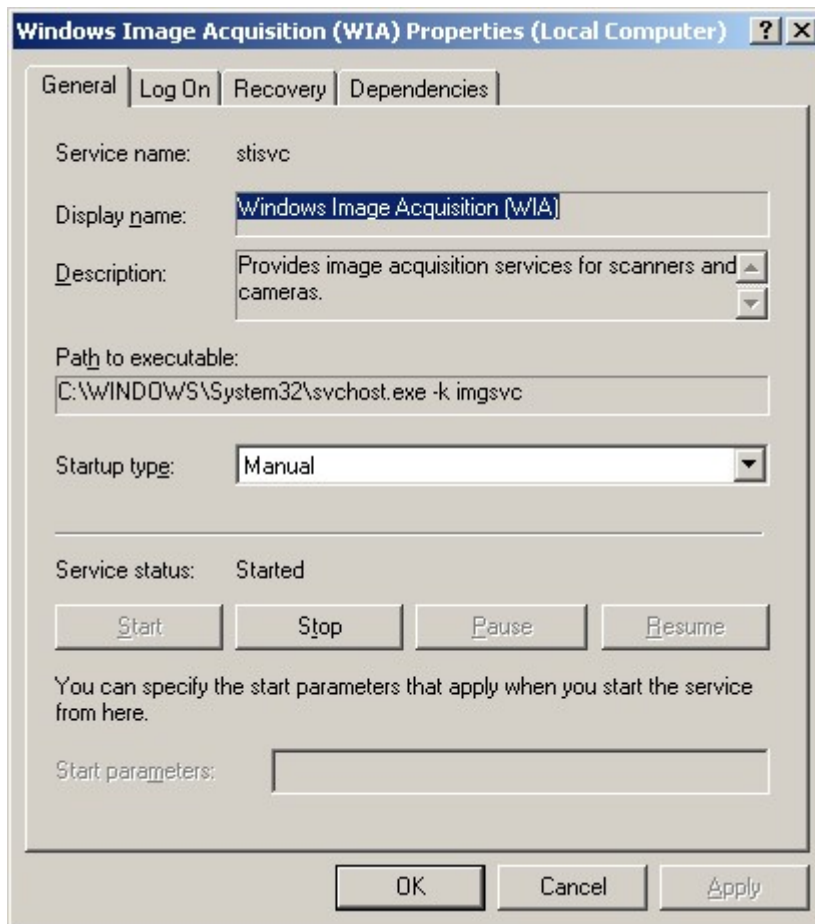
#### **Service Name**

Specify the service name which you want to control. Please note that it is the internal name, not the display name. You can see the service internal name when you view the properties in the services control panel, as shown below:



*Services Control Panel*

If you click on properties, you get a properties form as shown below:



*Service Properties Form*

Here, you can see the Service name as well as the service Display name.

### Action to perform

Few Actions are available in the drop down namely Start, Stop, Restart, Pause and Unpause. The selected action is performed on the configured service.

### Timeout limit

The amount of time (in milliseconds) the service is expected to wait for the configured action to take place.



### 6.5.18 HTTP Request

This dialog controls the HTTP request options.

☒ Enable: HTTP Request

Settings are saved. Save Reset Save & Close ?

Host:  [Insert](#)

Url & Querystring:  [Insert](#)

Port:

Referer:  [Insert](#)

UserAgent (Browser):

*HTTP Request Dialog*

#### Host

Specify the targetted host here.

#### URL & Querystring

By default this is /index.html. This value is used to construct an URL which is previewed in a rectangular field under Use secure https Protocol option.

#### Port

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25 and web servers to 80.

#### Referrer

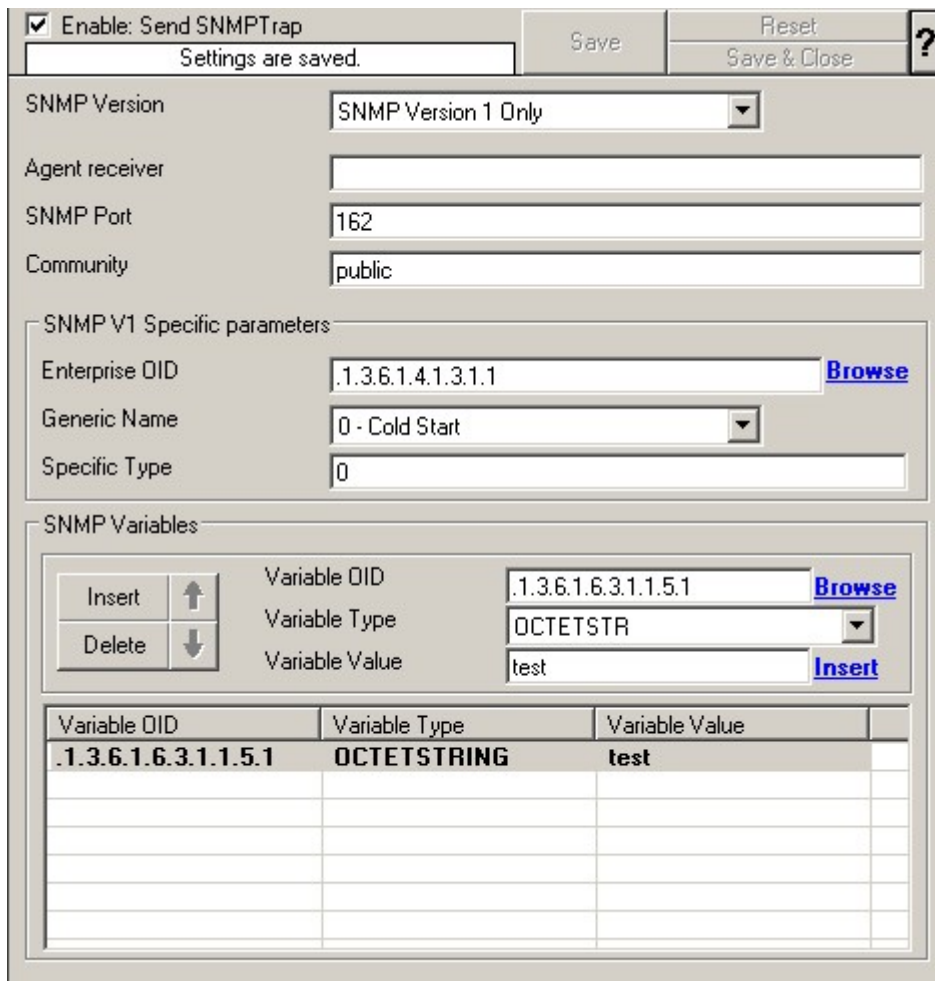
An optional configuration option where you can specify a Referrer that is send in the HTTP header.

#### UserAgent (Browser)

It is also an optional value which can be used to specify a UserAgent that is send in the HTTP header.

### 6.5.19 Send SNMP Trap

This dialog controls the send SNMP trap options.



The dialog box is titled "Send SNMP Trap" and contains the following fields and sections:

- Enable: Send SNMPTrap**: A checked checkbox.
- Settings are saved.**: A status message.
- Save** and **Reset** buttons.
- Save & Close** button.
- SNMP Version**: A dropdown menu set to "SNMP Version 1 Only".
- Agent receiver**: A text input field.
- SNMP Port**: A text input field set to "162".
- Community**: A text input field set to "public".
- SNMP V1 Specific parameters**:
  - Enterprise OID**: A text input field set to ".1.3.6.1.4.1.3.1.1" with a **Browse** button.
  - Generic Name**: A dropdown menu set to "0 - Cold Start".
  - Specific Type**: A text input field set to "0".
- SNMP Variables**:
  - Insert** and **Delete** buttons with up and down arrows.
  - Variable OID**: A text input field set to ".1.3.6.1.6.3.1.1.5.1" with a **Browse** button.
  - Variable Type**: A dropdown menu set to "OCTETSTR".
  - Variable Value**: A text input field set to "test" with an **Insert** button.
- Table of Variables**:
 

Variable OID	Variable Type	Variable Value
.1.3.6.1.6.3.1.1.5.1	OCTETSTRING	test

*Send SNMP Trap Dialog*

#### SNMP Version

Specify the SNMP version here.

#### Agent receiver

Specify the agent that has to receive the SNMP trap. Please note that specifying a host name can cause the SMTP probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

#### SNMP Port

This port is to be probed. Please see your server's reference for the actual value to use. For example, mail servers typically listen to port 25 and web servers to 80.

#### Community

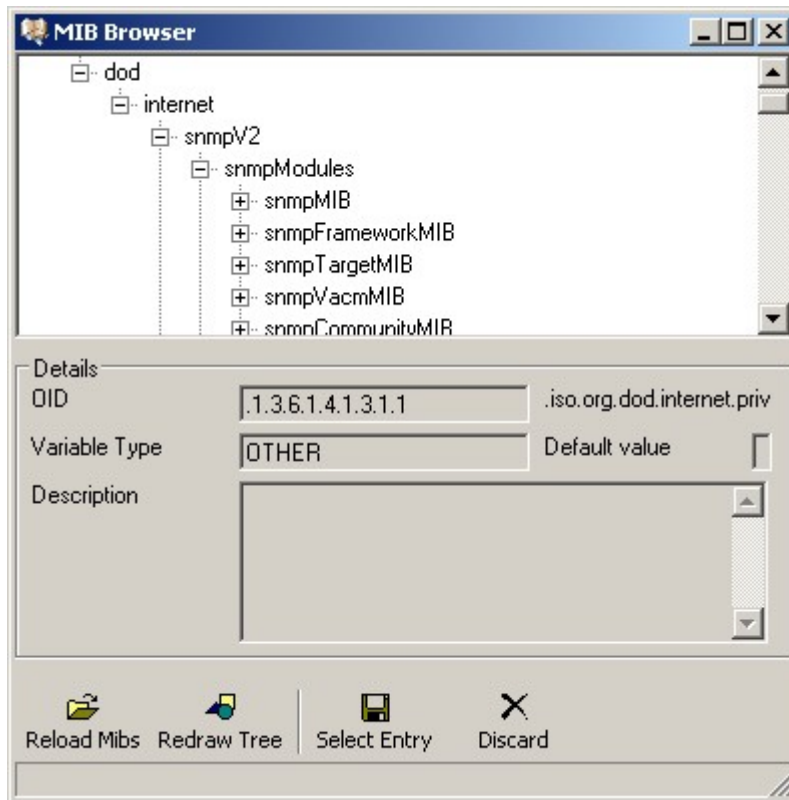
Specify the SNMP community to which the messages belong too.

### SNMP V1 Specific Parameters

Under this group box you can see the parameters related to SNMP version 1.

#### Enterprise OID

Specify the enterprise object ID here. You can use Browse option to select your OID. If you click the Browse link, the screen similar to shown below is appeared:



*MIB Browser*

You can select your MIB here.

#### Generic Name

You can specify the generic name of the trap which can be one of the coldStart(0), warmStart(1), linkDown(2), linkUp(3), authenticationFailure(4), egpNeighborLoss(5) and enterpriseSpecific(6).

#### Specific Type

You can define an additional code for the trap. It is also an Integer value.

#### SNMP Variables

These are the variables to send in the SNMP Trap. If you know the trap codes, you

can enter them manually, otherwise use the inbuild SNMP MIB Browser. Under this group box, you see the following fields:

### Variable OID

OID of the SNMP Trap. Use the inbuild SNMP Mib Browser for a list of known and available OIDs.

### Variable Type

The variable type of the variable, usually OCTETSTRING or INTEGER. Depending on this type, the Variable value needs to be formatted correctly (Like for the type IPADDR).

### Variable Value

The value of the Variable. It needs to be formatted depending on the variable type.

## 6.5.20 Compute Status Variable

An internal action used to compute a status variable. This is needed for RuleSets which operate on a counter basis. This dialog controls the compute status variable options.

The screenshot shows a dialog box titled "Compute Status Variable". At the top, there is a checked checkbox labeled "Enable: Compute Status Variable". To its right are buttons for "Save", "Reset", and "Save & Close", along with a question mark icon. Below the checkbox, a status bar displays "Settings are saved.". The main area of the dialog contains a "Status variable" label followed by a text input field and an "Insert" button. Below this is a section titled "Operation Type" containing two radio buttons: "Increment Value (+)" (which is selected) and "Decrement Value (-)". At the bottom, there is a label "Operation value:" followed by a text input field containing the number "1".

*Compute Status Variable Dialog*

**Status variable**

Name of the status variable. You can use property replacement variables here.

**Operation Type**

In this group box, you can see two options:

**Increment Value**

It increments the value by the operation value.

**Decrement Value**

It decrements the value by the operation value.

**Operation value**

The operation value that is to be used.

## 7 Getting Help

*MonitorWare Agent is very reliable.* 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 <http://www.mwagent.com/en/FAQ/>. The FAQ area is continuously being updated.

**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/forum,1.html>.

**Customer Support System**

Our customers service and support system is available at <http://custservice.adiscon.com>. 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 User ID and Password when you open it. If you do not have a User ID 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 creates one for you. You receive the generated User ID 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 into 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 aggressive. 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 disturbed. 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.

## MonitorWare Agent Web Site

Visit the support area at [www.mwagent.com/en/support/](http://www.mwagent.com/en/support/) for further information. If for any reason that URL ever becomes invalid, please visit [www.adiscon.com](http://www.adiscon.com) for general information.

## Email

Please address all support requests to [support@adiscon.com](mailto:support@adiscon.com). An appropriate subject line is highly appreciated.

**Please note:** we have increasingly seen problems with too-aggressive SPAM filtering, resulting in loss of our replies. If you do not receive a response from us within two working days, we highly recommend re-submitting your support call via the [customer support system](#).

## 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/en/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](mailto: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 UpgradeInsurance. It offers unlimited free upgrades and priority support during its duration. It can be purchased for a period between 1 and 5 years.

[Click here](#) to learn more about UpgradeInsurance.

## Non-Technical Questions

Please address all non-technical questions to [info@adiscon.com](mailto:info@adiscon.com). This email alias answers all non-technical questions like pricing, licensing or volume orders.

**Please note:** we have increasingly often problems with too-aggressive 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

The MonitorWare line of products is being developed since 1996. New versions and enhancements are made available continuously.

Please visit [www.mwagent.com](http://www.mwagent.com) for information about new and updated products.

## 8 MonitorWare Concepts

MonitorWare Agent offers advanced monitoring capabilities. It can not only monitor the system it is installed on; it can also include information received from Syslog-enabled devices. To fully unleash MonitorWare's power, you need to learn a bit about its concepts. These web resources (provided links) describe each element in detail.

MonitorWare Agent operates on a set of elements. These are

- [Services](#)
- [Information Units](#)
- [Filter Conditions](#)
- [Actions](#)
- [Rules](#)
- [Rule Engine](#)
- [The SETP Protocol](#)

It is vital to understand each element and the way they interact. MonitorWare Agent has multiple and very powerful capabilities. This enables very quick configuration of highly efficient and comprehensive systems. On the other hand, the concepts must be fully understood to make such complex systems really work.

## 9 Purchasing MonitorWare Agent

All MonitorWare Agent features can be used for 30 days after installation without a license. However, after this period a valid license must be purchased. The process is easy and straightforward.

### 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 [info@adiscon.com](mailto:info@adiscon.com).

### Pricing & Ordering

Please visit <http://www.mwagent.com/en/intermediate-order.php> 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.asp> to obtain details.

If you would like to receive assistance with your order or need a quote, please contact [info@adiscon.com](mailto:info@adiscon.com).

## 10 Reference

The following references provide in-depth information to some very specific things. You may want to review them if you are looking for one of these. Some references are placed on the web and some other are directly contained in this manual. We decided to provide web-links wherever we considered them useful.



- [The MonitorWare Agent Service](#)
- [Support for Mass Rollouts](#)
- [Formats \(XML and Database\)](#)
- [Version History](#)
- [ICMP Codes](#)
- Property Replacer
- [Comparsion Sheet of Property Replacer](#)

## 10.1 Comparison of properties Available in MonitorWare Agent, EventReporter and WinSyslog

The property replacer is a reference - the actual properties are very depending on the edition purchased. We have just included information on what is available in which products for your ease and convenience.

Properties Available	<a href="#">MonitorWare Agent</a>	<a href="#">WinSyslog</a>
Standard Property	Yes	Yes
Windows Event Log Properties	Yes	
Syslog Message Properties	Yes	Yes
Disk Space Monitor	Yes	
File Monitor	Yes	
Windows Service Monitor	Yes	
Ping Probe	Yes	
Port Probe	Yes	
Database Monitor	Yes	
Serial Port Monitor	Yes	
MonitorWare Echo Request	Yes	
System Properties	Yes	Yes
Custom Properties	Yes	Yes
NNTP Probe	Yes	
HTTP Probe	Yes	
FTP Probe	Yes	
SMTP Probe	Yes	
POP3 Probe	Yes	

## 10.2 Event Properties

Events have certain properties, for example the message associated with the event or the time it was generated. Each of these properties has an assigned name. The actual properties available depend on the type of event. The following sections describe both how to access properties as well as properties available.

Knowing about event properties is important for building complex filter conditions, customized actions as well as for integrating into a third-party system. Event properties provide a generic way to look at and process the events generated. Thus we highly recommend that you at least briefly read this reference section.

### 10.2.1 Accessing Properties

Properties are accessed by their name. The component used for this is called the "property replacer". It is a generic component that allows you to merge properties from the event processed to e.g. the email subject line or a log file line. It is a central component that is used as often in the product as possible. The idea behind the property replacer is that there is often need to specify a value from the event processed.

The property replacer provides very powerful ways to access the properties: they can not only be accessed as one full property. They can also be accessed as substrings and even be reformatted. As such, the property replacer provides a specific syntax to access properties:

`%property:fromPos:toPos:options%`

The percent-signs ("%") indicates the start of a special sequence. The other parameters have the following meanings

FromPos and ToPos can be used to copy a substring from a lengthy property. The options allow to specify some additional formatting.

#### 10.2.1.1 Property

This is the name of the property to be replaced. It can be any property that a given event possesses. If a property is selected that is empty for the event processed, an empty string is returned.

A property is either an [event property](#), a [custom property](#), a dynamic property or a [system property](#).

If a property is selected that is **not** present, the result will always be an empty string, no matter which other options have been selected.

#### 10.2.1.2 FromPos

If you do not want to use the full string from the property, you can specify a start position here. There are two ways to specify the start location:

### **Fixed Character position**

If you know exactly on which position the string of interest begins, you can use a fixed location. In this case, simply specify the character position containing the first character of interest. Character positions are counted at 1.

### **Search Pattern**

A search pattern is specified as follows:

`/<search-pattern>/<options>`

If a search pattern is specified, the property value is examined and the first occurrence of `<search-pattern>` is detected. If it is not found, nothing is returned. If it is found, the position where the pattern is found is the start position or, if the option `"$"` is specified, the position immediately after the pattern.

The search pattern may contain the `"?"` wildcard character, which represents any character. Other wildcards are not supported with the property replacer.

### **Default Value**

If the FromPost is not specified, the property string is copied starting at position 1.

#### **10.2.1.3 ToPos**

If you do not want to use the full string from the property, you can specify the highest character position to be copied here.

### **Absolute Position**

Specify a simple integer if you would like to specify an absolute ending position.

### **Relative Position**

This is most useful together with the search capabilities of `"FromPos"`. A relative position allows you to specify how many characters before or after the FromPos you would like to have copied. Relative positions are specified by putting a plus or minus (`"+"/"-"`) in front of the integer.

Please note: if you specify a negative position (e.g. `-20`), FromPos and ToPos will internally be swapped. That is the property value will not be (somehow) reversely copied but they will be in right order. For example, if you specify `%msg:30:-20%` actually character positions 10 to 30 will be copied.

### **Default**

If not specified, the ending position will be the last character.

#### 10.2.1.4 Options

Options allow you to modify the contents of the property. Multiple options can be set. They are comma-separated. If conflicting options are specified, always the last option will be in effect (e.g. specifying "uppercase,lowercase" will lead to lowercase conversion of the property value).

The following options are available with this release of the product:

<b>lowercase</b>	All characters in the resulting property extract will be converted to lower case.
<b>uppercase</b>	All characters in the resulting property extract will be converted to upper case.
<b>uxTimeStamp</b>	This is a special switch for date conversions. It only works if the extracted property value is an ISO-like timestamp (YYYY-MM-DD HH:MM:SS). If so, it will be converted to a Unix-like ctime() timestamp. If the extracted property value is not an ISO-like timestamp, no conversion happens.
<b>escapecc</b>	Control characters in property are replaced by the sequence ##hex-val##, where hex-val is the hexadecimal value of the control character (at least two digits, may be more).
<b>spacecc</b>	Control characters in the property are replaced by spaces. This option is most useful when a message contains control characters (e.g. a Windows Event Log Message) and should be written to a log file.
<b>convgeruml</b>	Converts German Umlaut characters to their official replacement sequence (e.g. "ö" --> "oe")

**Important:** All option values are case-sensitive. So "uxTimeStamp" works while "uxtimestamp" is an invalid option!

#### 10.2.1.5 Examples

##### Simple Examples

A good example for this is the email subject line, which has severe length constraints. If you would like to have only the first 40 characters of the actual message text in the subject, you could use the replacer: "%msg:1:40%".

If you know the first 10 characters of the message are meaningless for you but you would like to see the full rest of the message (no matter how long it may be), you can use a sequence like "%msg:11%".

If you would just like to see the plain message from beginning to end, you can simply omit FromPos and ToPos: "%msg".

Of course, all of these sample not only work with the "msg" property, but also with all others like "facility" or "priority", or W3C-log header extracted property names.

### More complex Examples

If you would like to extract the 50 characters from the message after the word DROP, you would use the following replacer string:

```
%msg:/DROP/$:+50%
```

If you would like to have the first 40 characters in front of the string "- aborted" (including that string):

```
%msg:/- aborted/$:-40%
```

And if you would like to receive everything starting from (and including) "Log:":

```
%msg:/Log%
```

If you would just like to log lowercase letters in your log messages:

```
%msg:::lowercase%
```

And if you would just like to have the first 50 characters (and these in lower case):

```
%msg:50:::lowercase%
```

If you need to change a timestamp to a UNIX-like timestamp, you could use this:

```
%datereceived:::uxTimeStamp%
```

### A real world Sample

We use the following template to generate output suitable as input for MoniLog:

```
%timegenerated:1:10%,%timegenerated:12:19%,%source%,%syslogfacility%,%syslogpriority%,EvntSlog: %severity% %timereported:::uxTimeStamp%:  
%source%/sourceproc% (%id%) - "%msg%"%$CRLF%
```

**Please note: everything is on one line with no line breaks in between. This example is from the "write to file" action (with custom file format).**

## 10.2.2 System Properties

System properties are special sequences that can be helpful. They are available with all event types. They are:

<b>\$CRLF</b>	A Windows newline sequence consisting in the characters CR and LF. If you just need CR, you can use %\$CRLF:1:1% and if you need use LF you can use %\$CRLF:2:2%
<b>\$TAB</b>	An US-ASCII horizontal tab (HT, 0x09) character
<b>\$HT</b>	same as \$TAB
<b>\$CR</b>	A single US-ASCII CR character (shortcut for %\$CRLF:1:1%)
<b>\$LF</b>	A single US-ASCII LF character (shortcut for %\$CRLF:2:2%)
<b>\$xNN</b>	<p>A single character, whoms value (in hexadecimal) is given by NN. NN <b>must</b> be two hexadecimal digits - a leading zero must be used if a value below 16 is to be represented. The value 0 (%x00) is invalid and - if specified - replaced by the "?" character.</p> <p>As an example, \$CR could also be expressed as %\$x0d%.</p> <p>Please note that only <b>one</b> character can be represented. If you need to specify multiple characters, you need multiple \$xNN sequences. An example may be \$CRLF which could also be specified as %\$x0d%%\$x0a% (but <b>not</b> as %\$x0d0a%).</p>

### 10.2.3 Custom Properties

Users can create an unlimited number of custom properties. These can be created with for example the "PostProcess" action (if the product edition purchased supports this action).

Custom properties can theoretically have any name, but Adiscon highly recommends to prefix them with "u-" (e.g. "u-MyProperty" - "u" like "user"). This ensures that no compatibility problems will arise in current and future versions of the software. Adiscon guarantees that it will never use the "u-" prefix for Adiscon-assigned properties.

Custom properties can be used just like regular properties. Wherever you can specify a property, you can also specify a custom property.

### 10.2.4 Event-Specific Properties

Each network event is represented by a so-called "Event Record" (sometime also named an "InfoUnit", an "Unit of Information"). Data obtained from all services will end up as an event. For example, Windows Event Log data, syslog data and a file line obtained by the file monitor will all be an event. That kind of generalization make it easy to deal with all of these events in a consistent way.

Each event has a set of properties which in turn have values. For example, there is a property named "source" and it will always contain an indication of which system the event originated on. Obviously, not every event source does support all properties. For example, a syslog message does not contain a Windows NT Event ID - simply because there is no such thing as an event ID in syslog. So, depending on the type of event, it may contain different properties.

In order to make the product really generally useful, some few properties have been

defined in a generic way and are guaranteed to be present in every event, no matter what type it may have. Sometimes this is a "natural" common property, like the "fromhost". Sometimes, though, it may look a bit artificial. An example of the latter is the "syslogfacility" property. It is guaranteed to be present in every event - but actually this is a syslog-only thing. The non-syslog event sources either emulate this property (in a consistent manner) or allow the user to configure a syslogfacility that should be used for all events generated by that service. At the bottom line, this will ensure that the property is available in all events and - given proper configuration - that can be extremely helpful for the administrators to set up things in a powerful and generic way.

#### 10.2.4.1 Standard Properties

As outlined under [Event Properties](#), these are properties present in all types of events. Some event types have only these standard properties. Others have additional properties. Those with additional properties are documented in the other sections. If there is no specific documentation for a specific event type, this means that it supports the standard properties, only.

<b>msgPropertyDescribed</b>	A human-readable representation of the message text. While this is generally available, the exact contents largely depends on the source of the information. For example, for a file monitor it contains the file line and for a syslog message it contains the parsed part of the syslog message.
<b>source</b>	The source system the message originated from. This can be in various representations (e.g. IP address or DNS name) depending on configuration settings.
<b>syslogpriority</b>	The severity of a syslog message. For non-syslog messages, this should be a close approximation to what a syslog severity code means.
<b>syslogfacility</b>	The facility of a syslog message. For non-syslog messages, the value is provided based on configuration. In essence, this is simply an integer value that can be used for quick filtering inside your rules.
<b>syslogtag</b>	The syslog tag value, a short string. For non-syslog messages, this is provided based on configuration. In most cases, this is used for filtering.
<b>resource</b>	A user-assigned numerical value. Does not have any specific meaning. Primarily intended for quick filtering.
<b>CustomerID</b>	A user-assigned numerical value. Does not have any specific meaning. Primarily intended for quick filtering.
<b>SystemID</b>	A user-assigned numerical value. Does not have any specific meaning. Primarily intended for quick filtering.
<b>timereported</b>	<p>The time the originator tells us when this message was reported. For example, for syslog this is the timestamp from the syslog message (if not configured otherwise). Please note that timereported eventually is incorrect or inconsistent with local system time - as it depends on external devices, which may not be properly synchronized.</p> <p>For Windows Event Log events, timereported contains the timestamp from the event log record.</p>
<b>timegenerated</b>	The time the event was recorded by the service. If messages are forwarded via SETP, this timestamp remains intact.
<b>importance</b>	Reserved for future use.
<b>iut</b>	<p>Indicates the type of the event. Possible values are:</p> <ul style="list-style-type: none"> <li>1- syslog message</li> <li>2- heartbeat</li> <li>3- Windows Event Log Entry</li> <li>4- SNMP trap message</li> <li>5- file monitor</li> <li>8- ping probe</li> <li>9- port probe</li> <li>10- Windows service monitor</li> <li>11- disk space monitor</li> <li>12- database monitor</li> <li>13- serial device monitor</li> </ul>
<b>iuvers</b>	Version of the event record (info unit). This is a monitorware internal version identifier.



#### 10.2.4.2 Windows Event Log Properties

<b>id</b>	Windows Event ID
<b>severity</b>	severity as indicated in the event log. This is represented in string form. Possible values are: [INF] - informational [AUS] - Audit Success [AUF] - Audit failure [WRN] - Warning [ERR] - Error [NON] - Success (called "NON" for historical reasons)
<b>severityid</b>	The severity encoded as a numerical entity (like in Windows API)
<b>sourceproc</b>	The process that wrote the event record (called "source" in Windows event viewer).
<b>category</b>	The category ID from the Windows event log record. This is a numerical value. The actual value is depending on the event source.
<b>user</b>	The user name that was recorded in the Windows event log. This is "N\A" if no user was recorded.
<b>NTEventLogType</b>	The name of the Windows event log this event is from (for example "System" or "Security").
<b>bdata</b>	Windows event log records sometimes contain binary data. The event log monitor service can be set to include this binary data into the event, if it is present. If it is configured to do so, the binary data is put into the "bdata" property. Every byte of binary data is represented by two hexadecimal characters.  Please note that it is likely for bdata <b>not</b> to be present. This is because the binary data is seldomly used and very performance-intensive.

#### 10.2.4.3 Syslog Message Properties

<b>rawmessage</b>	The message as it was received from the wire (unparsed).
-------------------	--

#### 10.2.4.4 Disk Space Monitor

<b>currusage</b>	The currently used disk space.
<b>maxavailable</b>	The overall capacity of the (logical) disk drive.

#### 10.2.4.5 File Monitor

<b>genericfilename</b>	The configured generic name of the file being reported.
------------------------	---

#### 10.2.4.6 Windows Service Monitor

<b>sourceproc</b>	The name of the service whoms status is being reported (from the Windows service registry).
-------------------	---

#### 10.2.4.7 Ping Probe

<b>echostatus</b>	Status returned for the echo request
<b>roundtriptime</b>	Round trip time for the ping packet (if successful)

#### 10.2.4.8 Port Probe

<b>responsestatus</b>	The status of the probe.
<b>responsemsg</b>	The response message received (if any)

#### 10.2.4.9 Database Monitor

Database-Monitor created events are a bit different than other events. The reason is that the database fields themselves become properties - but obviously these are not fixed but depend on what you monitor.

All queried data fields are available as properties via their database field name **prefixed with "db-"**.

An example to clarify: we assume the following select statement is used for the database monitor:

*select name, street, zip, city from addresses*

There is also an ID column named "ID". So the event generated by this database monitor will have the following specific properties:

- db-ID
- db-name
- db-street
- db-zip
- db-city

These properties will contain the field values as they are stored in the database. Please note that NULL values are translated into empty strings (""), so there is no way to differentiate a NULL value from an empty string with this version of the database monitor.

Other than the custom "db-" properties, no specific database monitor properties exist.

#### 10.2.4.10 Serial Monitor

<b>portname</b>	The name of the port that the data originated from (typical examples are COM1, COM2). The actual name is taken from the configuration settings (case is also taken from there).
-----------------	---

#### 10.2.4.11 MonitorWare Echo Request

<b>responsestatus</b>	<p>The status of the echo request. Possible values: 0 - request failed (probed system not alive) 1 - request succeeded</p> <p>If the request failed, additional information can be found in the <i>msg</i> <a href="#">standard property</a>.</p>
-----------------------	---

#### 10.2.4.12 FTP Probe

<b>ftpstatus</b>	The status of the connection.
<b>ftprespmsg</b>	The response of the connection.

#### 10.2.4.13 IMAP Probe

<b>imapstatus</b>	The status of the connection.
<b>imaprespmsg</b>	The response of the connection.

#### 10.2.4.14 NNTP Probe

<b>nntpstatus</b>	The status of the connection.
<b>nntprespmsg</b>	The response of the connection.

#### 10.2.4.15 SMTP Probe

<b>smtpstatus</b>	The status of the connection.
<b>smtprespmsg</b>	The response of the connection.

#### 10.2.4.16 POP3 Probe

<b>pop3status</b>	The status of the connection.
<b>pop3respmsg</b>	The response of the connection.

#### 10.2.4.17 HTTP Probe

<b>httpstatus</b>	The status of the connection.
<b>httprespmsg</b>	The response of the connection.

## 10.3 Complex Filter Conditions

The rule engine uses complex filter conditions.

Powerful boolean operations can be used to build filters as complex as needed. A boolean expression tree is graphically created. The configuration program is modelled after Microsoft Network Monitor. So thankfully, many administrators are already used to this type of Interface. If you are not familiar with it, however, it looks a bit confusing at first. In this chapter, we are providing some samples of how boolean expressions can be brought into the tree.

### Example 1

In this example, the message text itself shall be checked. If it contains at least one of three given strings, the filter should become true. If none of the string is found, the boolean expression tree evaluates to false, which means the associated action(s) will not be executed.

In pseudo-code, the filter could be written like this:

```
If (msg = "DUPADDRES") Or (msg = "SPANTREE") Or (msg = "DUPLEX_MISMATCH) then  
    execute action(s)  
end if
```

Please note: in the example, we have abbreviated "message" to just "msg". Also note that for brevity reasons we use the equals ("=") comparison operator, nicht the contains. The difference between the equals and the contains operator is that with "contains", the string must just be part of the message.

In the filter dialog, this pseudo code looks as follows:

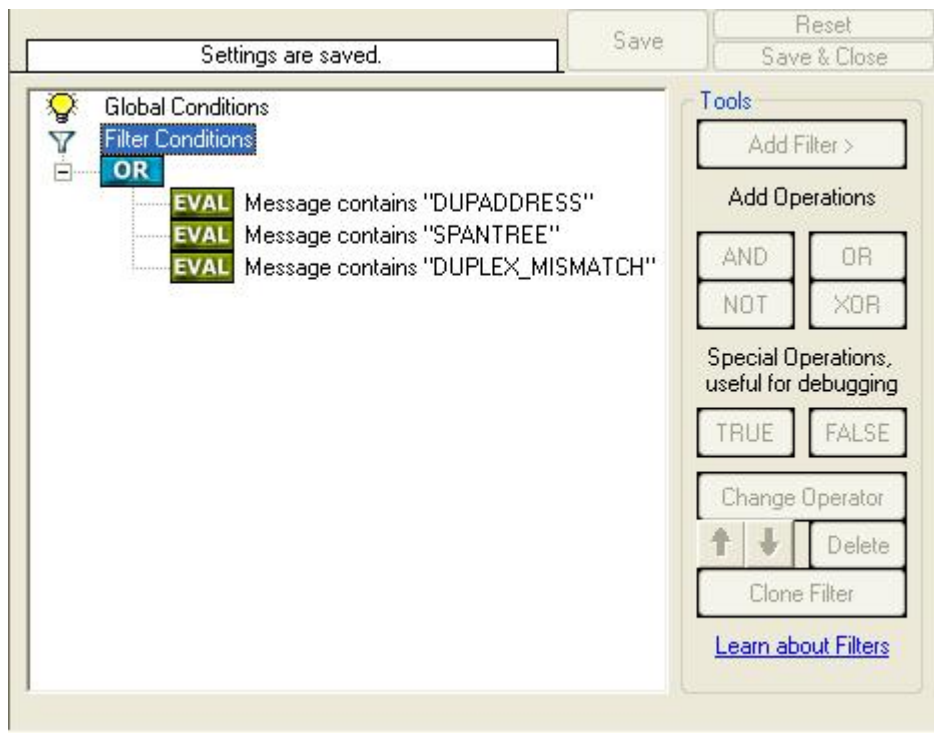


Figure 1 - Example 1

## Example 2

Example 2 is very similar to example 1. Again, the message content is to be checked for three string. This time, **all** of these strings must be present in order for the boolean tree to evaluate to false.

The pseudo code would be as follows (under the same conditions outlined in example 1 above):

```
If (msg = "DUPADDRESS") And (msg = "SPANTREE") And (msg = "DUPLEX_MISMATCH") then
    execute action(s)
end if
```

In the filter dialog, this pseudo code looks as follows:

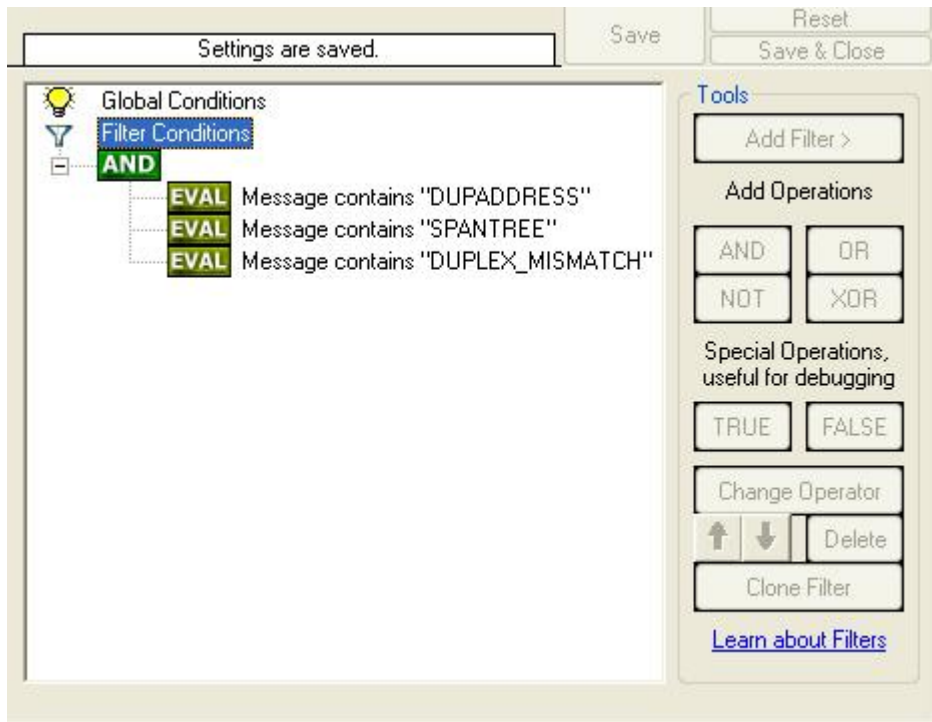


Figure 2 - Example 2

### Example 3

This example is a bit more complex version of example 1. Again, the same message text filtering is done, that is if any one of the provided substrings is present, the filter eventually evaluates to true. To do so, the source system must also contain the string "192.0.2", which can be used to filter on a device from a specific subnet.

An example like this can be used for a rule where the administrator of a specific subnet should be emailed when one of the strings indicate a specific event.

The pseudo code would be as follows (under the same conditions outlined in example 1 above):

```
If ((sourceSys = "192.0.2")
And
  ((msg = "DUPADDRESS") Or (msg = "SPANTREE") Or (msg = "DUPLEX_MISMATCH"))
) then
  execute action(s)
end if
```

In the filter dialog, this pseudo code looks as follows:

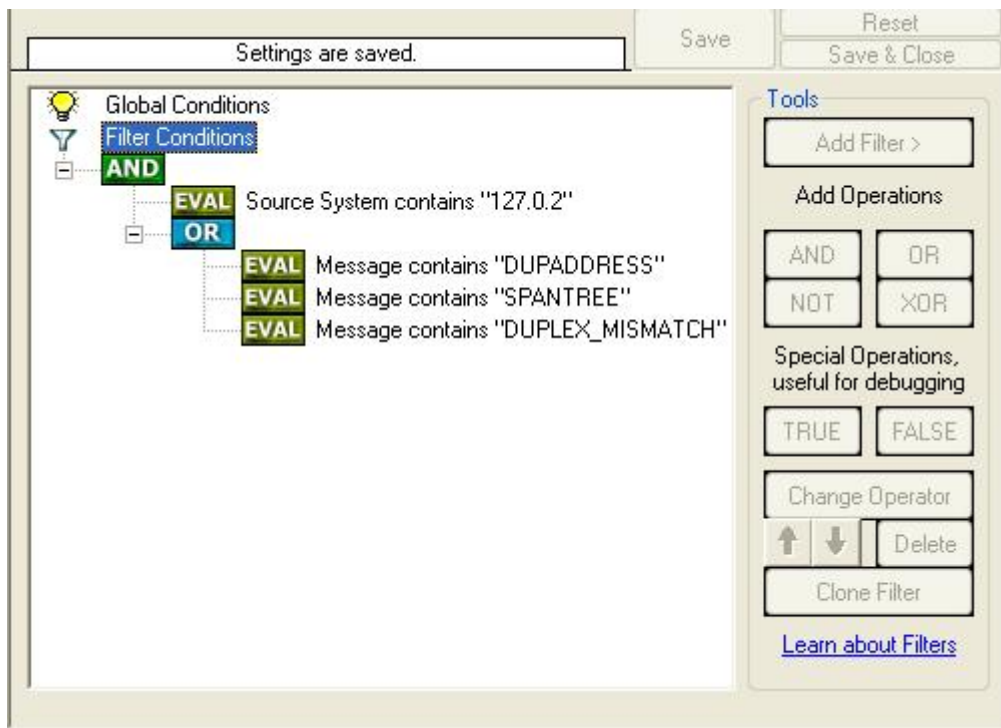


Figure 3 - Example 3

As a side note, you may want to use a range check instead of a simple include for the source system. With a range string check, you can specify that the string must be within a specified column range, in this case obviously at the beginning of the source system IP address.

### Real-World Examples

To see some real-world examples of where boolean conditions inside filtering are used, please visit these web links:

- [Detecting Password Attacks under Windows](#)

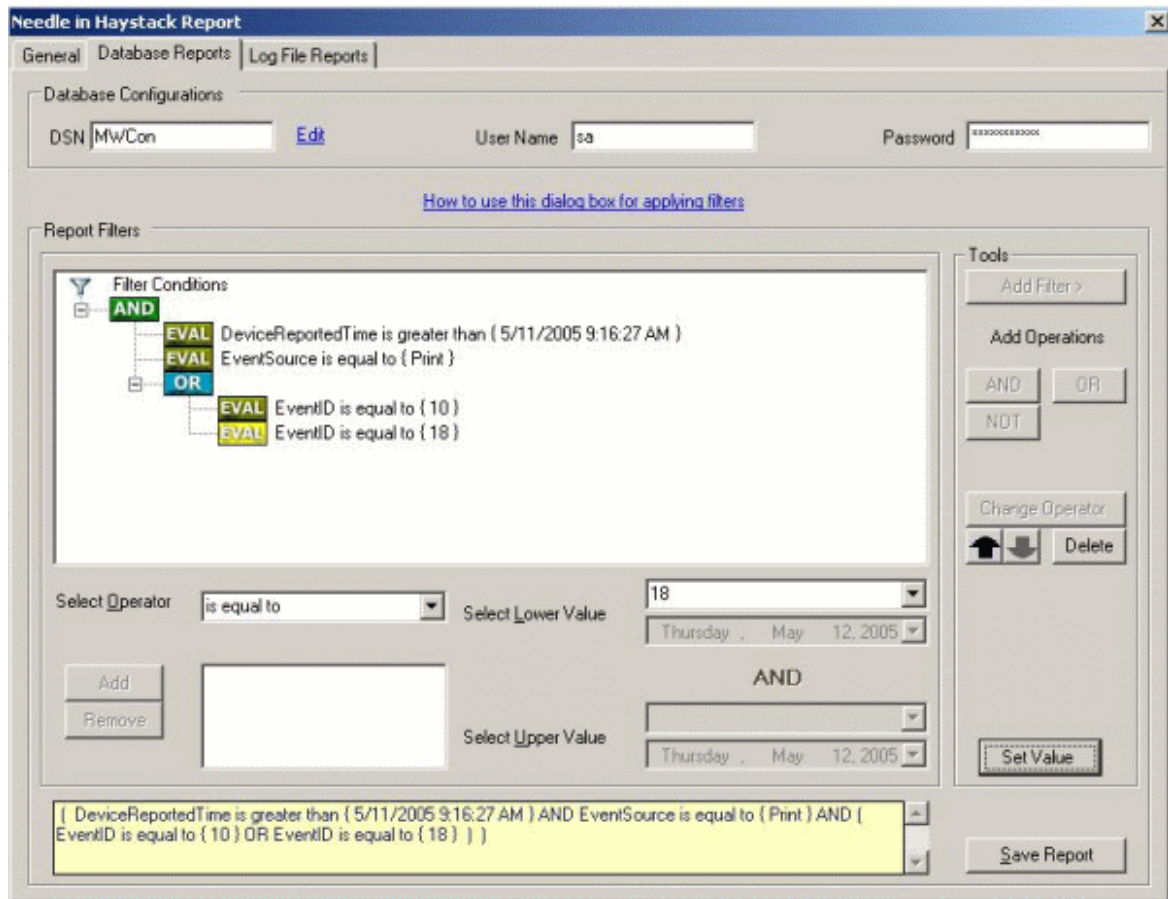
### Example 4

In this example, the report is to be filtered in such a way that it shows information only in the case, if the device reported time is greater then certain time with certain event source and one of two event ID's.

In pseudo-code, the filter could be written like this:

If (DeviceReportedTime is greater than {5/11/2005 9:16:27 AM} AND EventSource is equal to {Print} AND [EventID is equal to {10} OR EventID is equal to {18}])

In the filter dialog, this pseudo code looks as follows:



## 10.4 MonitorWare Agent Shortcut Keys

Use shortcut keys as an alternative to the mouse when working in MonitorWare Agent Client. Keyboard shortcuts may also make it easier for you to interact with MonitorWare Agent. All these shortcuts are usually available in textboxes only. Listed below are the available short keys:

### Press

CTRL+S

CTRL+X

CTRL+C

CTRL+V

CTRL+Z

### To

Save

Cut

Copy

Paste

Undo

**Note:** This is in synchronization with most major Windows applications.



## 10.5 Version Comparison

MonitorWare Agent comes in different versions. Some of them are more feature-rich than others. The manual covers description about the full feature set. In order to remove confusion we have created a Product Comparison Sheet which identifies the differences between different available versions. [Click here](#) to see that which Version provides which services, actions and other features.

## 11 Copyrights

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

We acknowledge using these following third party tools. Here are the download links:

Openssl-0.9.7e: <http://www.adiscon.org/3rdparty/openssl-0.9.7e.tar.gz>

Net-SNMP-5.2.1: <http://www.adiscon.org/3rdparty/net-snmp-5.2.1.tar.gz>

Liblogging: <http://www.adiscon.org/3rdparty/liblogging.zip>

VB6 NeoCaption: [http://www.adiscon.org/3rdparty/VB6\\_NeoCaption\\_Full\\_Source.zip](http://www.adiscon.org/3rdparty/VB6_NeoCaption_Full_Source.zip)

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.

## 12 Glossary of Terms

**The Glossary of Terms is also available on the Web:**

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

The web version most probably has more and more up-to-date content. We highly encourage you to visit the web if in doubt.

### 12.1 EventReporter

[EventReporter](#) is [Adiscon's](#) solution to forward Windows NT/2000/XP event log entries to central system.

These central systems can be either [WinSyslog's](#), other Syslog daemons (e.g. on UNIX) or [MonitorWare Agents](#). EventReporter is part of Adiscon's MonitorWare line of products.

[Click here](#) for more Information about EventReporter.

## 12.2 Millisecond

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

Inside the MonitorWare line of products, 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.

## 12.3 Monitor Ware Line of Products

[Adiscon's](#) 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 ([www.monitorware.com/en/logger/](http://www.monitorware.com/en/logger/))
- ActiveLogger ([www.activelogger.com](http://www.activelogger.com))
- EventReporter ([www.eventreporter.com](http://www.eventreporter.com))
- IISLogger ([www.iislogger.com](http://www.iislogger.com))
- MoniLog ([www.monilog.com](http://www.monilog.com))
- MonitorWare Agent ([www.mwagent.com](http://www.mwagent.com))
- MonitorWare Console ([www.mwconsole.com](http://www.mwconsole.com))
- WinSyslog ([www.winsyslog.com](http://www.winsyslog.com))

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

- Liblogging ([www.liblogging.org](http://www.liblogging.org))

New products are continuously being added - please be sure to check [www.monitorware.com](http://www.monitorware.com) from time to time for updates.

[Click here](#) for more Information about the MonitorWare Line of Products.

## 12.4 Resource ID

The Resource ID is an identifier used by the MonitorWare line of products. It is a simple, administrator assigned string value. It can be used to correlate different events - even from different source - to a specific resource.

For example, on a Windows server running Microsoft Exchange, all Exchange events could be assigned to a resource id of "Exchange Server".

In [MonitorWare Agent](#) 1.0 and [WinSyslog](#) 4.0 support for Resource IDs is limited. The field is present and can be persisted to the database or stored in XML files, but besides this there is no value in it.

Later releases of the MonitorWare Line of Products will much broader support the

Resource ID.

[Click here](#) for more Information about the Resource ID:

## 12.5 SETP

SETP is the "Simple Event Transfer Protocol". SETP allows reliable delivery of events between SETP supporting systems. [EventReporter](#), [WinSyslog](#) and [MonitorWare Agent](#) support SETP. EventReporter works as SETP Client Only. As such, it can forward events generated and gathered by them to central or intermediary SETP servers. [WinSyslog Enterprise Edition](#) works as SETP client and server, only. The MonitorWare Agent can operate both as a SETP server and client and as such also as a relay. It plays a vital role in a complex, distributed environment.

SETP was developed for MonitorWare. It allows synchronous communication between SETP clients and servers. With SETP, an event can be forwarded exactly as it was on the original event generating system. For example, if a syslog message is received on a remote system, that exact syslog message can be forwarded via as many SETP relays as is configured. During that relaying, no information from the original message is altered or lost. As such, each of the relays as well as the final SETP server will see the original source address, time stamps and message.

Furthermore, SETP guarantees reliable delivery. It is based on TCP, so each of the SETP peers know exactly that the communication partner can successfully receive and process the message. SETP guarantees that new events are only forwarded after the previous ones were successfully received and processed. SETP also checks for on the wire errors. Due to its characteristics, SETP can successfully be used in barely or occasionally connected environments like radio connected systems.

The SETP design is influenced by many industry standard movements, most notably the [BEEP](#) protocol and XML. However, SETP is optimized to have a very lightweight footprint. As such, it can be implemented even in low powered devices with little overhead.

[Click here](#) for more Information about SETP.

## 12.6 SMTP

The "Simple Mail Transfer Protocol". This is an Internet standard for sending email messages. Virtually all major email systems are either based on SMTP or at least offer gateways to SMTP capable systems.

SMTP is used for sending email. It can not be used to pick up email messages. For this purpose, protocols like POP3 or IMAP4 are required.

SMTP is highly standardized. As such, a standard email client can work with all SMTP compliant servers. In the public Internet, almost all providers offer SMTP compliant

mail servers for their customer's use.

[Click here](#) for more Information about SMTP.

## 12.7 Syslog Facility

Syslog Facility is one information field associated with a syslog message. It is defined by the [Syslog protocol](#). It is meant to provide a very rough clue from what part of a system the message originated from. Traditionally, under UNIX, there are facilities like KERN (the OS kernel itself), LPD (the line printer daemon) and so on. There are also the LOCAL\_0 to LOCAL\_7 facilities, which were traditionally reserved for administrator and application use.

However, with the wide adaption of the syslog protocol, the facility field contents has become a little less clear. Most syslog enabled devices nowadays allow configuring any value as the facility. So it is basically left to distinguish different classes of syslog messages.

The facility can be very helpful to define rules that split messages for example to different log files based on the facility level.

[Click here](#) for more Information about Syslog Facility.

## 12.8 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.

[Click here](#) for more Information about TCP.

## 12.9 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.

[Click here](#) for more Information about UDP.

## 12.10 Upgrade Insurance

UpgradeInsurance is [Adiscon's](#) 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.

[Click here](#) for more Information about Upgrade Insurance.

## 12.11 UTC

UTC is the so-called "universal coordinated time". UTC was formerly referred to as "GMT" (Greenwich Mean Time) and is the basis of the international time zone system. For example, New York, USA is 5 hours behind UTC. So if it is 12 noon in New York, the UTC time is 5pm.

The [MonitorWare line of products](#) often uses UTC. UTC has the fast advantage of providing one consistent time notation, even if devices are across multiple time zones. This is extremely valuable if a central location is to consolidate events from senders in multiple time zones.

Using UTC might not be appropriate if a whole system is contained within a single time zone. As such, most time parameters inside the MonitorWare line of products can be configured to work with local time instead of UTC.

[Click here](#) for More Information about UTC.

## 12.12 NNTP

NNTP stands for Network News Transport Protocol. This protocol is used by client and server software to carry USENET postings back and forth over a TCP/IP network.

When you are using any of the common softwares like Netscape, Internet Explorer, etc, you are taking benefit of the NNTP connection to participate in newsgroups.

## 12.13 SNMP

SNMP stands for Simple Network Management Protocol. A set of standards for communication with devices connected to a TCP/IP network, like routers, hubs and switches. A device is said to be SNMP compatible if it can be monitored and/or controlled using SNMP messages.

SNMP messages are known as PDU's - Protocol Data Units. Devices that are SNMP compatible contain SNMP 'agent' software to receive, send, and act upon SNMP messages. Software for managing devices via SNMP are available for every kind of commonly used computer and are often bundled along with the device they are designed to manage. Some SNMP software is designed to handle a wide variety of devices.

## 12.14 FTP

FTP stands for File Transfer Protocol. FTP is the best means for moving large files across the Internet. FTP is a client/server protocol that enables a user with an FTP client to log on to a remote machine, navigate the file system of that remote machine, and upload and download files from that machine.

There are two basic types of FTP on the Internet, anonymous ftp and private ftp. With anonymous ftp, one logs in as user anonymous, giving one's email address as a

password. With private FTP, one logs in with the username and password one has established on that particular system. You are logged into your home directory, with all the file permissions you would normally have there.

## 12.15 HTTP

HyperText Transfer Protocol, the underlying protocol used by the World Wide Web. HTTP defines how messages are formatted and transmitted, and what action Web servers and browsers should take in response to various commands. For example, when you enter a URL in your browser, this actually sends an HTTP command to the Web server directing it to fetch and transmit the requested Web page.

## 12.16 POP3

POP3 (Post Office Protocol 3) is the most recent version of a standard protocol for receiving e-mail. POP3 is a client/server protocol in which e-mail is received and held for you by your Internet server. Periodically, you (or your client e-mail receiver) check your mail-box on the server and download any mail. It's also built into the Netscape and Microsoft Internet Explorer browsers.

## 12.17 IMAP

Internet Message Access Protocol. A protocol allowing a client to access and manipulate electronic mail messages on a server. It permits manipulation of remote message folders (mailboxes), in a way that is functionally equivalent to local mailboxes.

IMAP includes operations for creating, deleting, and renaming mailboxes; checking for new messages; permanently removing messages; searching; and selective fetching of message attributes, texts, and portions thereof. It does not specify a means of posting mail; this function is handled by a mail transfer protocol such as SMTP.