About MonitorWare Console 1.0

Adiscon MonitorWare Console works together with MonitorWare Agent / WinSyslog to provide a centralized view of the system-generated events data.

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

Features

Customizable Views

Users can define their own views of the data in a system. MonitorWare Agent logs the data to a central database and MonitorWare Console allows users to view that data in various combinations.

Flexible Reporting

MonitorWare Console ships with several pre built great reporting options and users can create and add their own custom reports. Reporting sub-system is based on the industry standard Seagate's Crystal Reporting tools. Apart from that, there are also some HTML reports that have been built using great templates

Knowledge Base

Keep and track important notes and technical details or articles regarding your system in one centralized Knowledge Base. Search articles against specific system events and specific devices in your network.

Track System Devices

Keep track of all the machines and devices in your network by creating a profile for each. MonitorWare Console also helps discovering new reporting devices in the system automatically.

Tools

MonitorWare Console comes with various tools that will help the network administrator. As a user, you have the option of using the following tools

1. Network Tools

a. PortScanner Tool

        b. Ping Tool

        c. TraceRoute Tool

    2. Deletion tool

    3. ICMP Lookup tool

Job Manager

MonitorWare Console comes with a Window Service that is called Job
Manager. Job Manager is a very powerful feature that has the capability of
generating the reports according to your defined schedule. You can also ask
the Job Manger to generate the reports at the specified time and then send
them to your specified recipients via email.

Time Zone Handling

MonitorWare Console provides transparent handling and conversion of time
zone related issues in a geographically spread system. All system-generated
events are logged after converting to UTC time and are retrieved and
displayed to the users in their configured time zones. Thus, users always get
to view and analyze the data in their own time zones.

Database Support

MonitorWare Console supports both Microsoft Access and Microsoft
SQLServer databases. Support for SQLServer also implies that MonitorWare
Console and MonitorWare Agent can be used with the free version of this
product, i.e. MSDE.

User Management

You can created different user profiles and can select various time zones for
them. The data will be converted to the local time based on the specified
UTC Offset.

Localization Support

MonitorWare Console can be localized to any of the world languages,
including right-to-left scripts like Hebrew and Arabic. End users can request
Adiscon to provide support for a particular language or even translate and
localize the product themselves – using step by step instructions provided by
Adiscon on request.

Components

MonitorWare Console

MonitorWare Console is an analysis tool that builds on top of the
MonitorWare Database that has been gathered either by MonitorWare Agent
or by WinSyslog. It ships with several pre-built reports, pre-defined views
and a sample database for immediate testing after setup.

Job Manager

It is a Window Service that runs in the background and generates the reports according to user-defined schedule. It also has the capability of sending the generated reports to specified recipients via email. The settings of this service is done from the MonitorWare Console Client.

MonitorWare Agent / WinSyslog

Although they are not components of MonitorWare Console directly, but MonitorWare Console will be useless without these. The reason is that the MonitorWare Console performs all of its analysis on the data that has been gathered by either MonitorWare Agent or WinSyslog and logged into MonitorWare Central Database.

System Requirements

- The client machine must be Microsoft .NET ready in order to run the MonitorWare Console application. Thus, the machine must at least meet the minimum hardware requirements for hosting .NET framework. The setup program will install the .NET runtime files and other dependencies.

- For a list of hardware and software requirements for .NET visit http://msdn.microsoft.com/library/default.asp?url=/library/en-us/cpguide/html/cpconnetframeworksystemrequirements.asp

- MonitorWare Console requires around 20 MB of hard disk space when installed. This includes provision for sample Access database that consists of around 45,000 records of sample event data.

- Some modules of MonitorWare Console are quite memory and processor intensive, like Reporting and the Views modules. A Pentium III-class processor and at least 128 MB of RAM are suggested for good performance; however, MonitorWare Console will work with much less.

Getting Started

User Verification Dialog Box

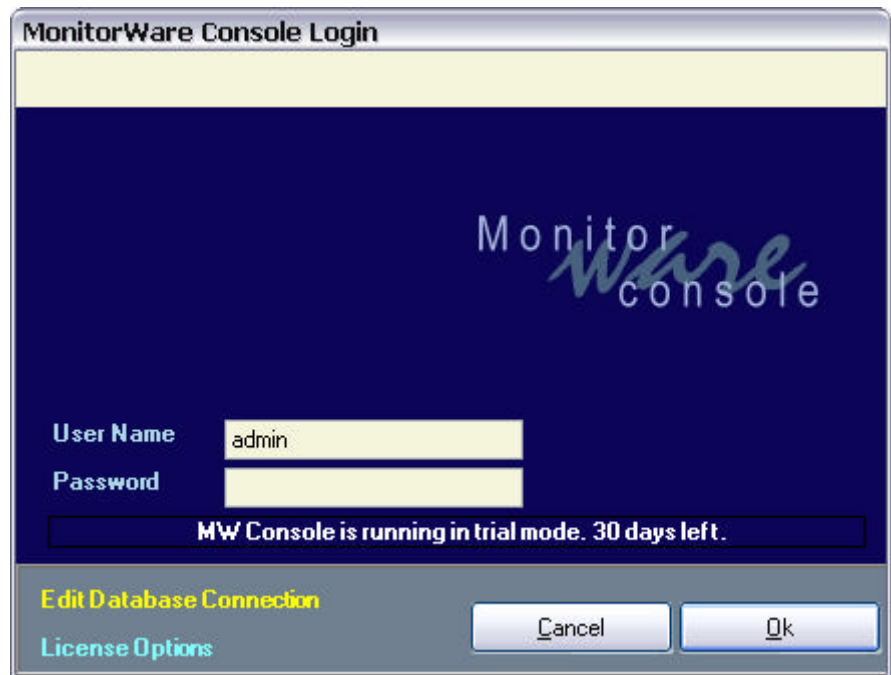Once MonitorWare Console is started, a dialog box similar to the one shown in figure 1 would be displayed.

Figure 1 MonitorWare Console: Startup Dialog Box

The default user name is "admin" and password is nothing (as shown above). Once a user enters into the application, this password can be changed.

At the bottom left corner of this dialog box, there are two links "Edit Database Connection" and "License Options" The latter one is self-explanatory. If you click on it a license dialog appears where you can view or change your license key and/license name. There is also a link to order the product directly via our online ordering system.
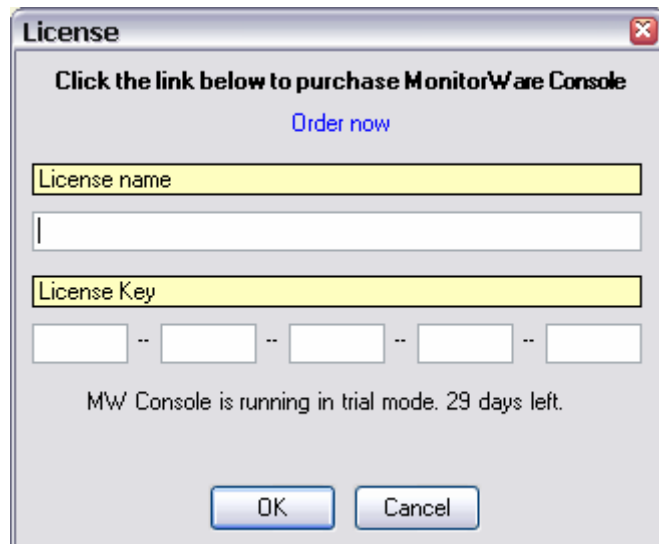

Figure 2: Licence options Dialogue Box

The other link in the login dialog, "Edit Database Connection" is used if the user wants to change the database connection. Currently MonitorWare Console supports Microsoft Access and SQL Server. Once the above-mentioned link is clicked, a dialog box, as shown in figure 3, will pop up. Using this dialog box, the user can change the underlying database.
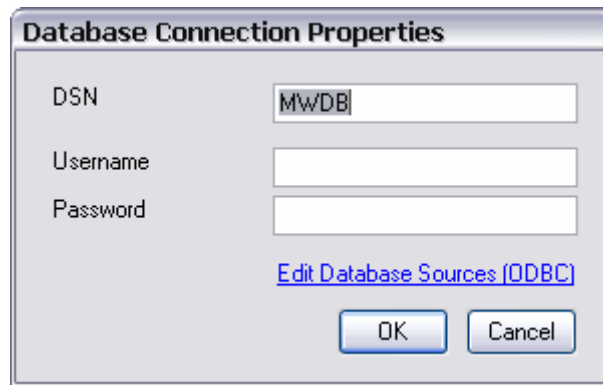
Figure 3Dialog Box to change the underlying database

The link "Edit Database Sources" opens the ODBC Data Source Administrator window. On the System DSN tab the user can configure all found DSNs.

Use the System DSN tab to select the data source. Press the "Configure…" button to setup the database path for the data source.
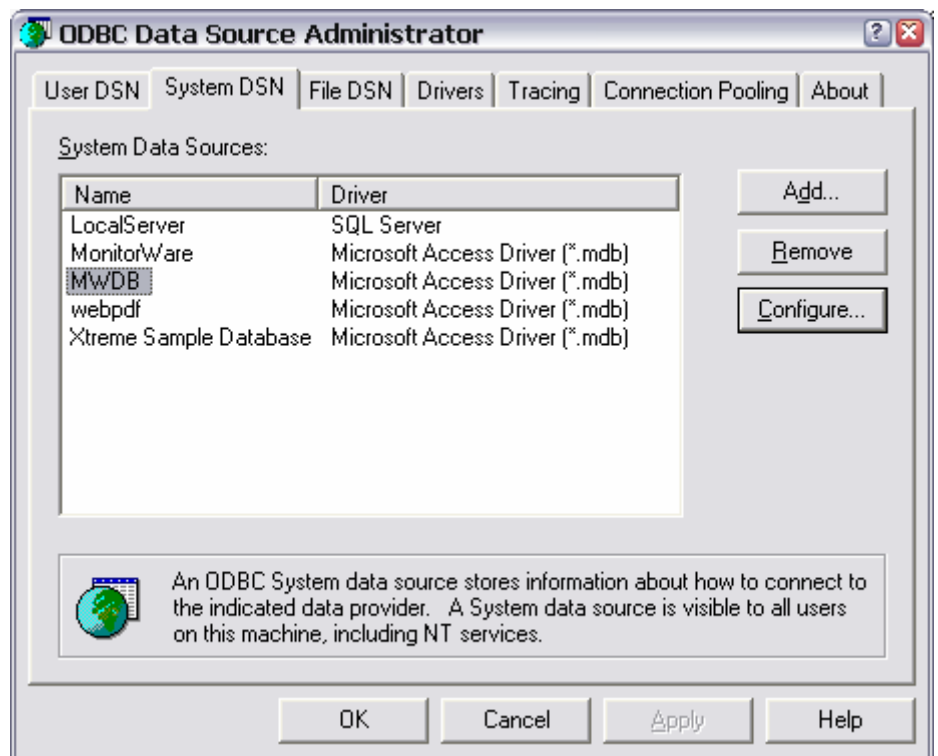

Figure 4Dialog Box to create a DSN

Provider tab at the top left of the above screen is used to select the database. Connection tab is used to select the database path. Once the provider and the connection has been selected, Test Connection button can test whether the connection with the specified database has been established or not.

If the dialog box, as shown in figure 5, is displayed, it means that the connection with the specified database has been set up properly and the user can proceed further by pressing the OK button
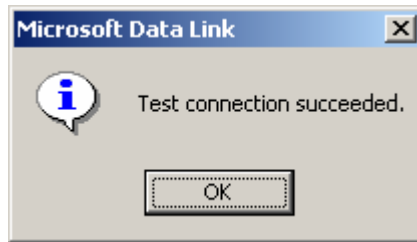
Figure 6 Connection Succeeded Dialog

On the other hand, if a dialog box, as shown in figure 7 is displayed, it means that there is something wrong and the connection with the mentioned database has not been established.
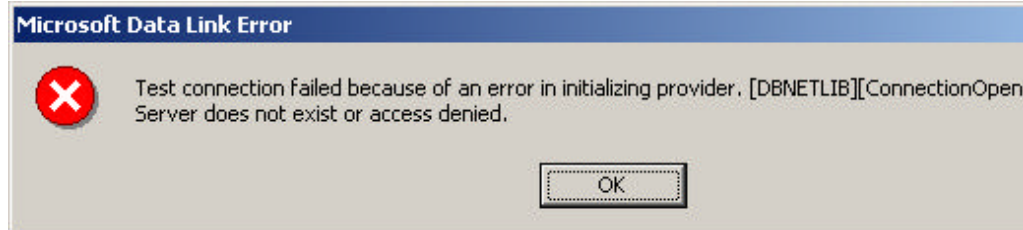
Figure 8 Connection Failure Dialog Box

After setting up the database, the OK button is figure 1 will take the user inside the MonitorWare Console application.

MonitorWare Console's Main Form

Once inside the main application, user will see a form similar to the one shown in Figure 5

Menu Bar

Tool Bar

Tree Nodes

Tree View

Main area where all
child forms would be
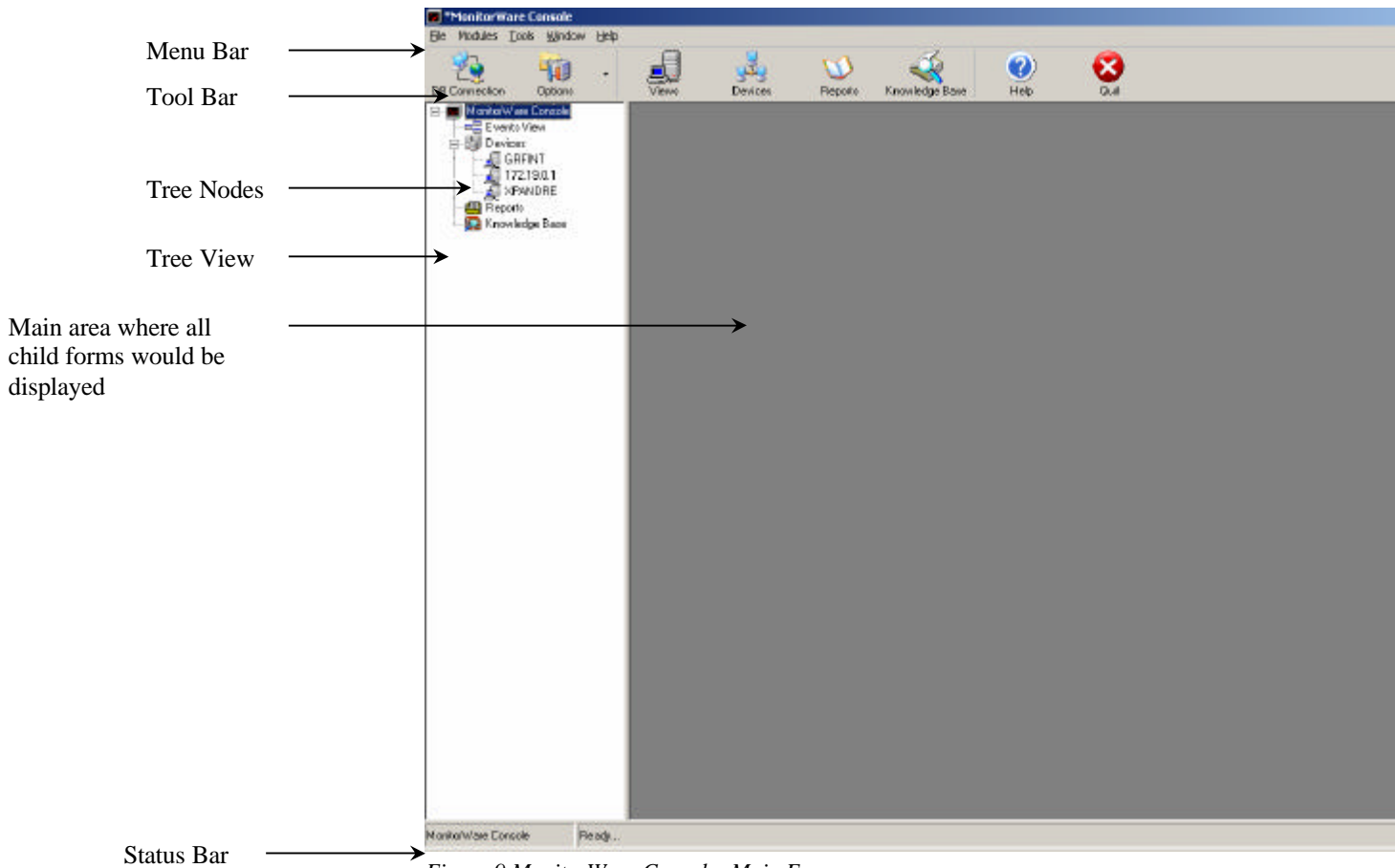displayed

Status Bar

Figure 9 MonitorWare Console: Main Form

Introduction to components of Main Form

Figure 7 shows the main components of the application.

Menu Bar: It contains sub menus, which will take the user to different modules present in this application.

Tool Bar: Tool bar has a number of different buttons on it and it also does more or less the same thing as done by sub menu items in the menu bar. Clicking on these buttons would take the user to another module of this application.

Tree View: The left region of the application is the Tree View, which displays different Tree Nodes in it.

Tree Nodes: When the application starts, it displays 4 main tree nodes. Clicking on any of them would take the user to the respective module.

Main Area: The gray region in the center is currently not showing any thing. When any of the nodes from the tree view is clicked, or a button from the tool bar is clicked, or user selects some sub menu item from the menu bar, it displays the main form corresponding to the selected module

Status Bar: It informs the users about important messages through out the application usage

Main Modules

Currently MonitorWare Console has 4 main modules

1. Views

2. Devices

3. Reports

4. Knowledge Base

For detailed information about these modules, refer to their individual sections in this help document.

Setup

Setup is quick and easy. The MonitorWare Console uses a standard setup wizard.

The install set (the ZIP file you downloaded) contains a standard setup program and it's necessary helper files. Please unzip the archive to any directory you like. This can be a local drive, a removable one or a remote share on a file server. A Win32 Unzip program can be found at http://www.winzip.com.

After unzipping, simply double-click "setup.exe" and follow the onscreen instructions.

There are also self extracting exe files available for download. If you downloaded these versions, there is no need to separately unzip the program. The self extracting version might also start the setup process automatically.

If you have Windows Installer already present on the target system, you can also setup the product by simply double clicking the .MSI file. Windows Installer is present on all Windows 2000 systems.

Since MonitorWare Console is developed in .NET, it leverages the "xcopy" installation initiative. This means that if the client machine is .NET ready then MonitorWare Console application can simply be copied to any folder (along with all its required files) and it will run without problem.

Obtaining a Printable Manual

<Details not available for this section. Contact Adiscon for any problems or assistance. Send your feedbacks at mwconsole-feedback@adiscon.com>

Using MonitorWare Console

Managing Users

To create, update or delete a user for MonitorWare console application, Manage Users form is used. This form can be opened in one of the following ways.

1. Click on Options button the main tool bar and then select "Manager Users".

2. Go to File menu and select options. In options you will find "Manage Users" Menu.

After the user has selected one of the above-mentioned methods, the following form will open up.

Figure 10 Manage Users Form

Notice that Login text field, User Type combo box, New, Add, Delete and Refresh buttons are disabled. The reason is that this snap shot has been taken when a regular user (not administrator) was logged on to this application. In other words, if a normal user enters into MonitorWare Console application he can only update his status (except for login and user type). On the other hand, if the user enters into this application as an administrator, then he has the full control on all the users. He can create a new user, delete an existing user or update an existing user.

Following is a brief summary of each component on this form

1. **Display Name:** The text written in it will be used as the display name for the user

2. **Login:** The text written in it will be the actual login of the user that will be used in the User Verification form when the application is started (available for administrator only)

3. **Password:** Contains the password of the user

4. **Re-enter Password:** When creating a new user, make sure that Password and Re-enter Password text fields have the same contents

5. **User Type:** Can either be an administrator or a simple user (available for administrator only)

6. **Language:** In the current version, only English can be selected

7. **Last Login:** Displays the last login date and time for the selected user.

8. **Time Zone:** Displays the time zone of the selected user.

9. **Users:** The list box "Users" displays all the users that can use this application

10. **New:** This button is used to create a new user (Available for administrator only)

11. **Add:** This button adds a new user (available for administrator only)

12. **Delete:** This button deletes selected user (available for administrator only)

13. **Update:** This button updates an existing user

14. **Refresh:** Refreshes the list of users from the database

15. **Close:** Closes this "Manage User" form

Time Zones

Time zones can be modified by one of the following ways.

1. Click on the Options button and then on Time Zones menu in the main tool bar

2. In File menu, you will find Time Zones menu. Click on it to open up the Time Zones form

After the user has selected one of the above-mentioned ways, a dialog box, similar to the one shown in the figure 7 would be displayed

In the current version, only the "Name" and "Offset UTC" field are in a working condition. The other fields are related to Day Light Saving concept but are yet to be implemented.

A brief summary of all of the components on this form is given below:

1. Name: It displays the name of the currently selected time zone

2. Offset UTC: It tells the difference of the current time zone from GMT in minutes.

3. New: This button is used for creating a new time zone

4. Add: This button is used for adding the newly created time zone to the database

5. Delete: It deletes the selected time zone permanently from the database

6. Update: It updates an existing time zone

The changes made from this form will be visible in the Manage Users form's Time Zone combo box as well.
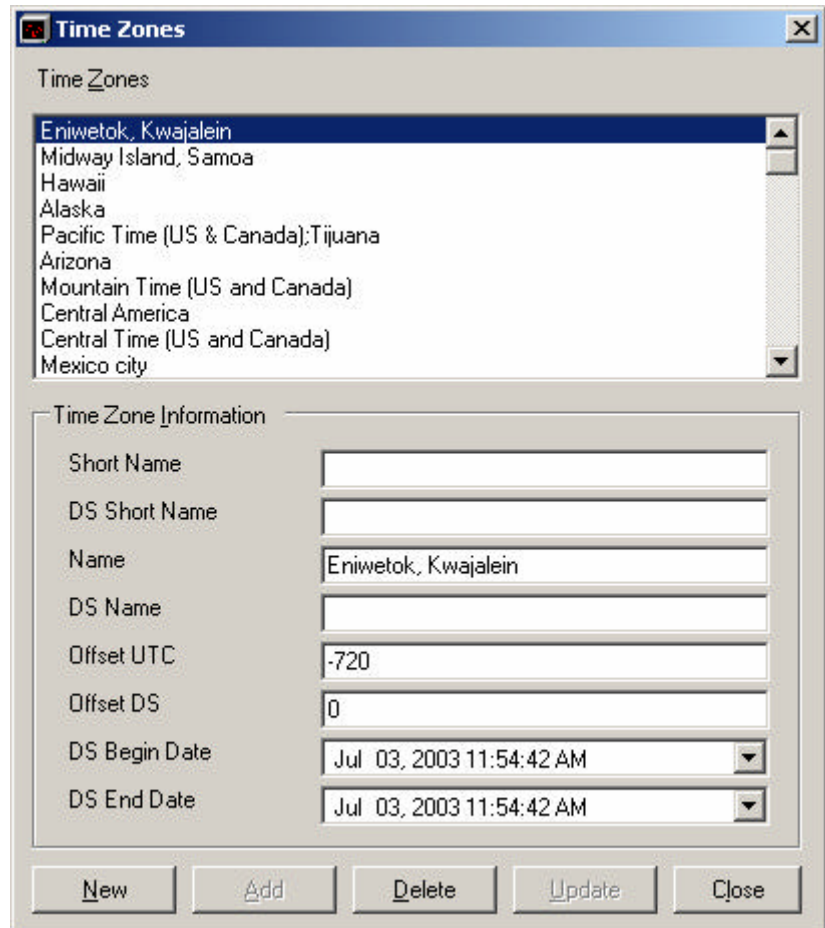
Figure 11 Time Zones

MonitorWare Console Tools

MonitorWare Console comes with lots of tools in it that increases its flexibility and enhances its functionality to a great extent. Currently MonitorWare Console supports the following tools:

1. ICMP Lookup
2. Deletion Tool
3. Network tools

ICMP Lookup

ICMP Lookup is a feature that helps to get information on the basis of ICMP type and ICMP sub type.

You can access this tool from the tools menu and then selecting ICMP look up sub menu will show you a dialog box similar to the one shown below

Figure 12: ICMP Look up form

You can specify the ICMP Type and ICMP Sub type in the given text fields. Pressing the Look up button will use a web service running on Adiscon server to bring information about the specified ICMP and will display the information in the text area.

Deletion Tool

With this tool you have the flexibility to delete the records from the database to which MonitorWare Console is connected. To access this tool, go to the tools menu in the main menu bar, and select Delete Records sub menu. Once this has been done, the following dialog box will appear:

Figure 13: Delete Records Form

Fill in the required information and press the delete button. It will show a message box that will give you a warning that this will delete all the records permanently. If you press yes to it, the records would be deleted permanently.

Network Tools:

These further include three sub categories

a) Ping Tool

b) TraceRoute Tool

c) PortScan Tool

Ping Tool

This tool can be used to ping a host over the ICMP Protocol. It can be accessed either using the Tools->Network Tools menu or by right clicking a device in the left tree-view. It contains a few options that are similar to the ones that are in the system ping command. The Ping Dialog can be opened multiple times, so you can run multiple pings at the same time. For details, see the screenshot below:
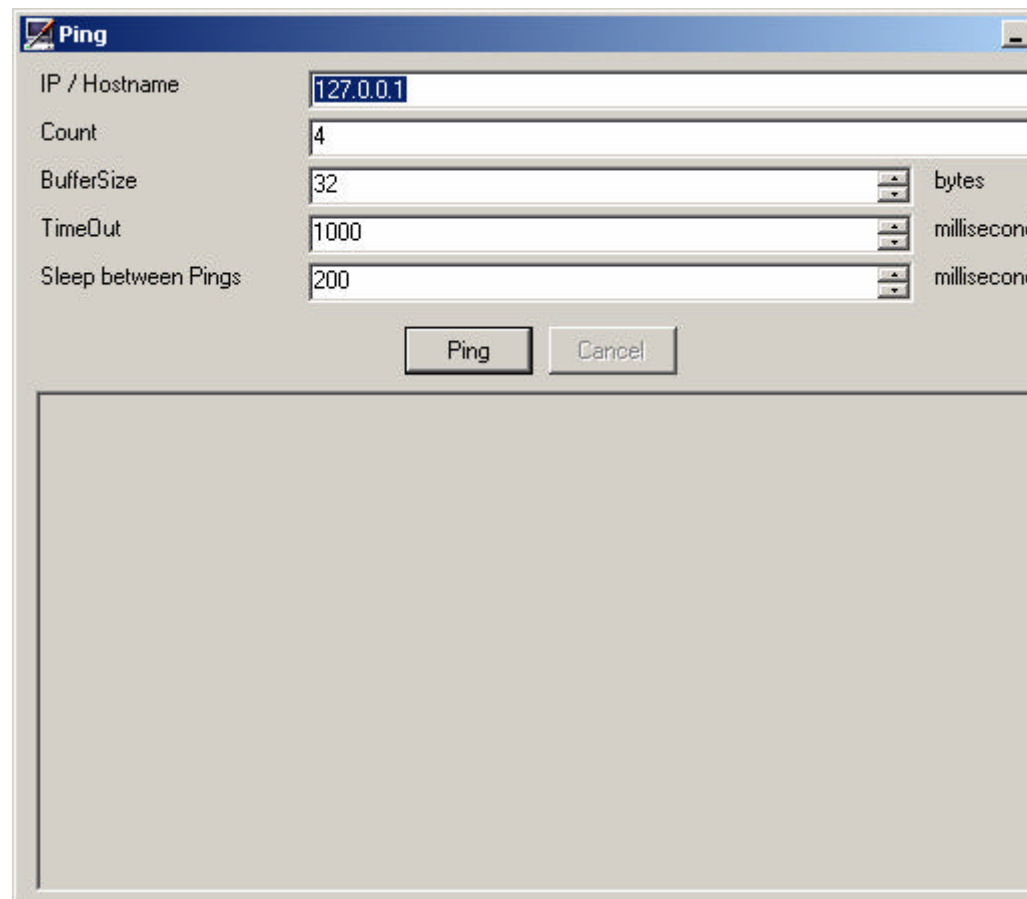
IP /Hostname

The hostname or IP Address which you wish to ping.

Count

The number of Pings you want to do. Enter 0 for continuous pinging.

BufferSize

The datasize, which is sent to the target. By default, this is 32 bytes. This can be up to 10240 bytes (10 Kbytes).

TimeOut

The value in milliseconds for which the ping waits for a response from the target. Its maximum value can be 60000 milliseconds.

Sleep between Pings

Just like the real System Ping command, you can specify a wait time between each ping. This can be maximum 60000 milliseconds.

Ping

Hit this button to start the ping operation. Once started, you will be able to abort it by clicking the cancel button, or closing the window.

Cancel

Use this button to abort the ping operation.

TraceRoute Tool

The TraceRoute is similar to the tracert system command of Windows. It can be access either using the Tools->Network Tools menu or by right clicking a device in the left tree-view. You can use it to trace back all hops between your machine and a remote machine. The results are displayed in a Listview, and you can see detailed output in a large textbox at the bottom part of the window. It contains a few options that are similar to the ones that are provided in the System tracert command. The TraceRoute Dialog can be opened multiple times, so you can run multiple tracerts at the same time. For details, see the screenshot below:

IP / Hostname

The hostname or IP you want to traceroute

Maximum hops

The maximum number of hops you want to trace. Default is 25, and it is very seldom that this value is reached.

TimeOut

The value in milliseconds for which the traceroute waits for a response from the hop. This can be maximum 60000 milliseconds.

Resolve hostnames

If enabled, the traceroute tries to resolve the DNS name of each hop.

TraceRoute

Hit this button to start the traceroute operation. Once it starts, you can abort it with the cancel button, or by closing the window.

Cancel

Use this button to abort the traceroute operation.

PortScan Tool

The PortScan tool is a very powerful one to check open ports of a target. It can be access either using the Tools->Network Tools menu or by right clicking a device in the left tree-view. The results of the PortScan are added into a Listview with the port number, a description (if available), a response (if there is any) and the time that a particular scan took. Additionally, there is a textbox at the bottom of the window, which displays more detailed information. The PortScan Dialog can be opened multiple times, so you can run multiple PortScans at the same time. For details PortScan, see the screenshot below:

IP / Hostname

The hostname or IP you want to scan for open ports

Connect TimeOut

This value in milliseconds is used for Send / Receive operations' on open ports. It is also used for a Timeout when trying to connect to ports.

Every Port in the Portlist

When this option is selected, all ports from a common list will be scanned. To view / edit this List see the Portlist Setup button.

Selected Ports from the List

If this option is selected, only selected ports from the common Portlist will be scanned. To view edit this list, see the Portlist Setup button.

All Ports from

This option is used to give a Range of ports to scan. This means to scan all ports from a Start value and a End value. By default, this is 1 to 65535, which means every possible port will be scanned.

Send Data to common ports

If enabled, the PortScan tries to send messages to found open ports. For example on Port 80, it tries to send a standard GET request.

Reverse Lookup

Use this function to get the DNS name of an IP (if possible).

Connections Slider

This slider will set the number of parallel connections that will be used for the PortScan. By default, this value is set to 10, which is rather low. You can increase this number from 1 to 250. Be careful with the high connection-scans (like with 250). Some DSL Routers, or slow dialup links can be "killed" by such a high connection scan. This is includes the Scanning side as well as the side that is scanned!
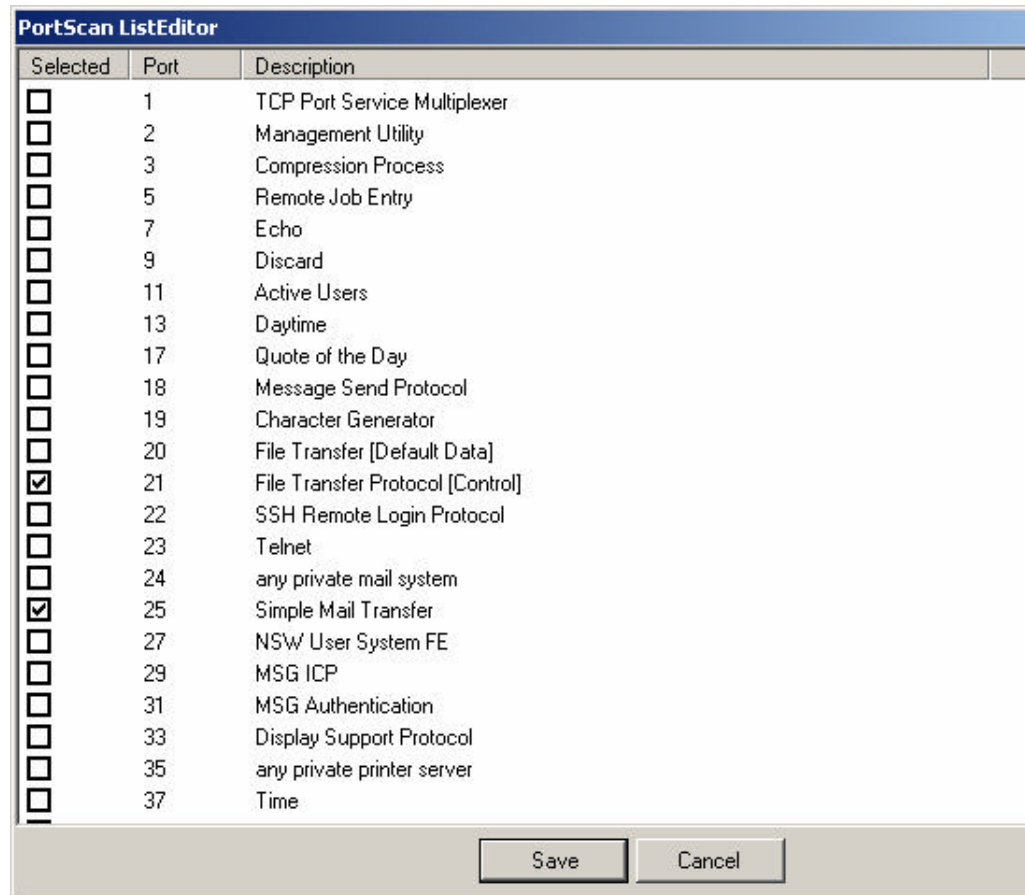However, more connections mean faster results, but also more data (traffic) per second.

PortScan

Hit this button to start the PortScan operation. Once started, you can abort it by clicking the Cancel button or closing the Window.

Cancel

Use this button to cancel a PortScan operation. Please be patient after you have clicked this button. Depending on how many connections you are using, it can take a while until all scans are stopped.

Portlist Setup

Use this button to view or edit the common Portlist. In this list, you will see well known ports including a description, and a checkbox for each port. Use the checkboxes to define which ports should be scanned during a "Selected Ports from the List" PortScan. See the screenshot below for more details:

PortScan ListEditor		
Selected	Port	Description
☐	1	TCP Port Service Multiplexer
☐	2	Management Utility
☐	3	Compression Process
☐	5	Remote Job Entry
☐	7	Echo
☐	9	Discard
☐	11	Active Users
☐	13	Daytime
☐	17	Quote of the Day
☐	18	Message Send Protocol
☐	19	Character Generator
☐	20	File Transfer [Default Data]
☑	21	File Transfer Protocol [Control]
☐	22	SSH Remote Login Protocol
☐	23	Telnet
☐	24	any private mail system
☑	25	Simple Mail Transfer
☐	27	NSW User System FE
☐	29	MSG ICP
☐	31	MSG Authentication
☐	33	Display Support Protocol
☐	35	any private printer server
☐	37	Time

[Save]   [Cancel]

Save

Hit the save button to save changes (If you selected or deselected any ports)

Cancel

This will just do the same as if you close the window. Changes that were made will be discarded and the window will be closed.

Job Manager (JM)

Job Manager is one of the most important features of MonitorWare Console. It is actually a window service that runs in the background and gives the user a flexible approach to generate complex and time-consuming reports at specified time. This tool not only helps to create the reports but also can send the report via email to the specified recipients.

To access the client of Job Manager that makes settings for different reports, click on Options button on the main tool bar and then press "Job Manager Settings". You will see a dialog similar to the one shown below:

Figure 14: Job Manager Form (General Tab)

JM form will show all the available reports on the left side of the form in a list view. Select the list from this list box and use other tabs to specify different settings

General Tab

In this tab, as you can see from the above figure, you can specify the time at which this report would be executed daily. You can also specify the format of the report from the drop down menu shown above. You would have to specify the UTC offset of your locale in minutes in the third text field. If the checkbox at the bottom of this tab is not checked, it will not generate this report on the specified time. There are some reports that are only HTML based. As such when you select those reports, the "Export Report data as" combo box will become disabled.

Action Tab

Figure 15: Job Manager Form (Action Tab)

"File Prefix" is the prefix that you want to append to the complete file name (Complete file name also includes the current date and time on which the report is generated. This is appended by the application)

You can specify in this tab that whether you want to save the report that will be generated on the specified time on the hard disk or you want to attach this report as an attachment and send it to someone.

If you want to send this report as email, select the upper radio button and press the SMTP settings button. It will ask for the server name. Write the server name over there. Then press the Message Settings button. It will open up another dialog box with information like To, CC, BCC, Subject, and Message etc. Fill in the required information and press ok.

If you want to save this report on the hard disk locally, select the lower radio button and press the File Settings button. Select the path on which you want to save the file and press ok.

Filter Tab

Figure 16: Job Manager Form (Filter Tab)

In this tab, you can specify the filters that you want to apply on the generated reports. The filters shown above in the diagram are self-explanatory.

If you now select some other report from the list shown on the left, these settings would be saved temporarily. They will be saved permanently only when the Save button is pressed. Once the save button is pressed and if the JM Service is already running at that time, it would give you a warning that saving these records will cause the service to restart. If you say yes to this message, your settings would be saved permanently and the service would be started again. If the service was not running at the time when save button is pressed, it will display you a message that you would have to manually start the service from the Control Panel and would save the settings permanently.

The Reporting Module

Adiscon MonitorWare Console offers flexible and extendible reporting features. In addition to several useful reporting templates provided with the application, users can order new reports exactly according to their own requirements and these new reports will be incorporate in MonitorWare Console application seamlessly.

The Reporting Engine of MonitorWare Console has been designed in such a way that the reports can act as Plug and Play components. If you feel that you need a report that is not present in MonitorWare Console, you can ask us at support@adiscon.com and we will look into what it takes to generate the report. We will then let you know if there is any cost associated for creating this report. Even better, during the introductory phase of MonitorWare Console, reports are free of charge!

Once you give us a go, we create the new report exactly according to your requirements and will send you the plug in component. All that you have to do is to put the component in the proper place (which we will let you know when we ship the component to you) and it will become fully integrated with

MonitorWare Console. You don't have to even install MonitorWare Console again.

Any reports generated by Adiscon will become part of the standard product. As such, you can be sure that your report will always be adjusted to new product versions - without any cost at all!

To avoid potential confusion in understanding this documentation, an explanation of few terms is in order here:

Templates

Templates refer to the reports designed in the Crystal Report designer and are saved and distributed as files with .rpt extension. These files define the actual layout and the content (or data) that will fill up the layout when the report is invoked at runtime.

Custom Saved Reports

These are based on pre-registered templates and only add filters to narrow down data that will be displayed when a report is invoked. This is further discussed in Applying Filters section in this document.

The term report is used generically to refer to both the templates and the custom saved reports.

Reporting Overview

The following screen shot describes the various parts and options available in the reporting module. It is assumed here that at least some reports are registered with the application. For registering and un-registering report templates see the Template Registration section in this document.
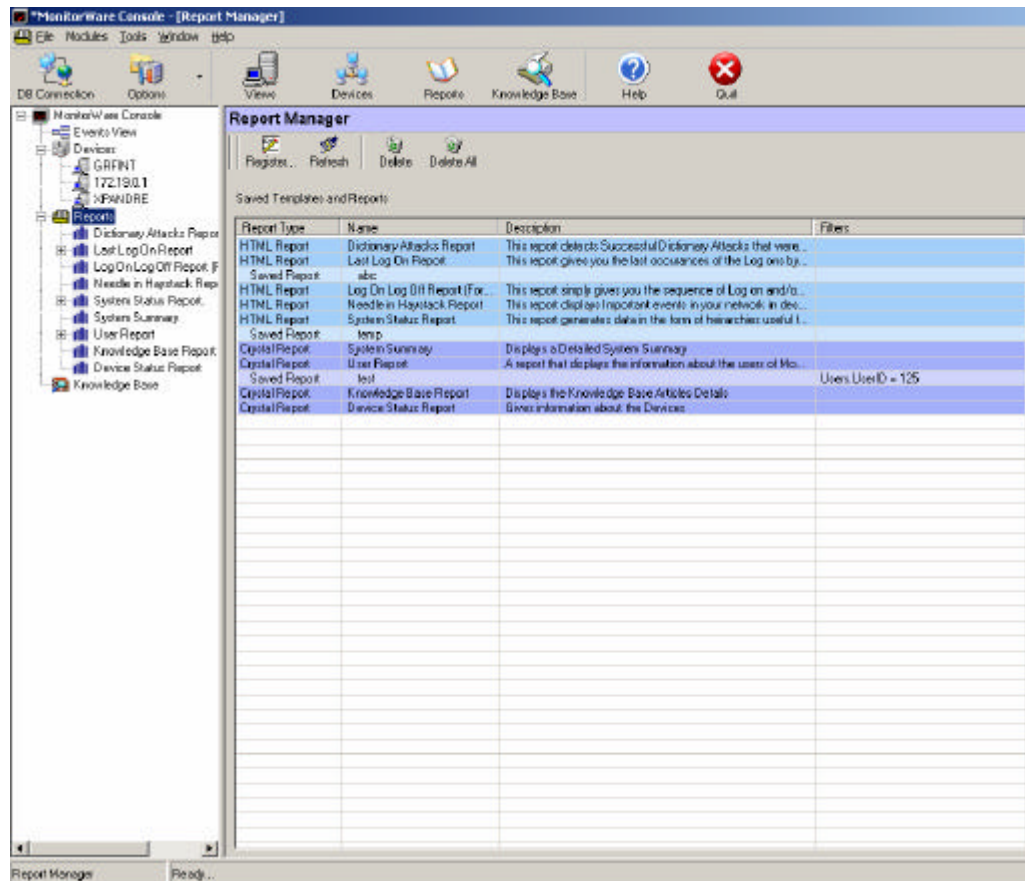
Report Manager

Report Manager (RM) provides a centralized control over all Reporting related functions. In Fig 1., RM is the screen visible on the right hand side – visually it is identified with title in a lilac band on the top of the screen. Report Manager provides following functions:

o   RM displays the list of all registered templates and saved custom reports. In the Report Manager, you will see some reports in Blue color and some in Purple color. The reports in Blue color are latest reports and are generated in HTML format. You can apply different templates to them so as to see the report as you like. The reports in the Purple color are the Crystal Reports. The ones in the lighter shade are Saved Reports that the user has saved after applying some filters on that report

o   RM is synchronized with the Tree control present on the left hand side of the main window. The same registered templates and saved custom reports are shown hierarchically in the tree control as well. Saved custom reports are shown as sub nodes to the corresponding templates. In the above figure, a plus (+) sign with System Summary template in the tree control tells that there are saved custom reports available for this template.

o   Refresh button in the RM toolbar fetches the fresh list of reports from the database.

o   Deleting a template will result in deletion of its corresponding saved reports as well. Note that, templates (being .rpt files and .dll files) are not physically deleted from the folder, they only get un-registered from the application.

o   "Register" toolbar button allows users to register new templates to the application. This is further explained in the Template Registration section. Templates can only be registered once – attempting to register the same templates again will have no affect. However, if templates are un-registered (deleted) first then the users can re-register the same templates again.

o   There are four columns in the RM list view – Report Type, Name, Description and Filters. For templates these data come with xml registration file (except for the Filters) while users can specify title (or name), description and filters for custom saved reports.

Template Registration

Before reports can be used they must be properly registered. However, registration only applies to the templates and not the user custom reports. Saving custom reports is discussed in the Apply Filters section.

Templates are reports designed in Crystal Report designer. Several templates are provided with the application and user may design and add their own templates as well.

Registering templates is a very simple process. Refer to the following figure:

Clicking the "Register" tool bar button in the Report Manager form invokes this dialog. Registration information is provided in an xml file. Select the path of this file and press "Save" – that's it.

Applying Filters

MonitorWare Console provides a powerful feature of letting users define and apply filters on any of the available templates or saved custom reports. Filters provide a way to narrow down to specific set of data that needs to be reported.

Whenever a report is clicked in the Report Manager or in the Tree control the filter form is always displayed (Figure 2):

Figure 2: Filter Form

The filter form automatically picks up all the database fields being used in the current report when the Refresh button is pressed.

In the "Select Lower Value" combo box values corresponding to the selected field are picked from the database for user's convenience. Note that only top 100 values corresponding to each field are picked for this purpose. However, users can enter their own values if required.

Several operators are provided for applying meaningful filters. These operators generally correspond to the most common SQL operators that maybe mentioned in the WHERE clause. In the above example, the currently selected operator is "is one of" – operators are mentioned in the "Select Operator" combo box. The "is one of" operator is used, in this example, to specify that only those devices should be included in the report where DeviceReportedName "is one of" the values added to the list box below the "Select Operator" combo box. For additional information on the use of operators see Operators' Reference

Clicking the "Add Filter" button, after specifying the filter, adds that filter to be applied to the report. All added filters are displayed in the text box on the filter form.

Any number of filters maybe added. However, only one operator maybe applied on one field at time. Trying to add another filter on the same field will simply result in over-writing the previous filter for that field.

All filters, applied to several different fields, are ANDed together to form one complete filter condition. This complete condition is always updated in the text box in the filter form for display.

There is another button called "Advanced Filters" in the above form. In some of the reports, you will find this Advanced Filter Button on the Filter Form. These filters are those filters that are required specifically by the current report and don't have any thing to do with the underlying database. For example for the System Status Report, clicking on "Advanced Filters" button will open up a form similar to the one shown below:

Figure 3: Advanced Filter Form

After defining and adding all the filters, a report can be viewed by clicking the "Generate Report" button.

Optionally, all the defined and added filters can be saved as a custom saved report - clicking the "Save Report" button on the form does this job. This is especially useful if the underlying report is to be viewed later with the same filters. Saving a custom report displays the following form:

Figure 4: Saving Custom Reports (Filters)

Users must enter "Report Title" and optionally, some short description for later reference. This information is later displayed in the Report Manager form for quickly finding the desired report.

Important point to note is that a custom report (that is with applied filters) can only be created against an existing template. However, any number of custom reports maybe saved for each registered template.

If filters are not saved then users will need to define and apply the same filters again if they ever wish to see the same report again.

"Delete Filter" button is only required if the filter on the currently selected field is to be removed. This will update the text box displaying the complete filter condition defined so far.

Some of the controls on the filter form are only enabled under special conditions. For example, the date time picker controls are only enabled when the selected field is of DateTime type. Controls in the section "Select Upper Value" are only enabled if the selected operator requires a range of values rather than a single value. For example, "is between" operator requires a lower and an upper value to be defined for its proper working.

Operators' Reference

As shown in figure 2, "Select Operator" combo box is used to apply an operator on the selected field. "Select Operator" contains the following operators:

1. *is any value:* This filter can be applied when no filter is to be applied on a field

2. *is equal to:* This will bring only those records that match the criteria against "is equal to" e.g. ID is equal to 4 will bring only those records where ID is equal to 4

3. *is not equal to:* This will bring only those records that match the criteria against "is not equal to" e.g. ID is not equal to 4 will bring all those records where ID is not equal to 4

4. *is one of:* When "is one of" is selected, user has to press the add button to add the values to the list. If any of the values matches, the record is brought. e.g. ID is one of 4, 5, 6 will bring all those records where ID is equal to 4 or ID is equal to 5 or ID is equal to 6

5. *is not one of:* Same as above but the difference is that it will not bring those records that have been added in the list

6. *is less than:* This will bring all the records that are less than the specified value. E.g. ID is less than 5 will bring all the records where ID value is less than 5 in the database. Note that it will not bring a record

with ID value equals to 5. In other words, the specified value is exclusive

7. ***is less than equal to:*** Same as above but with the difference that it will bring the specified value as well. E.g. ID is less than or equal to 5 will bring all those records where ID is 5 or less. Note that in this case, the specified value is inclusive.

8. ***is greater than:*** This will bring all the records that are greater than the specified value. E.g. ID is greater than 5 will bring all the records where ID value is greater than 5 in the database. Note that it will not bring a record with ID value equals to 5. In other words, the specified value is exclusive

9. ***is greater than equal to:*** Same as above but with the difference that it will bring the specified value as well. E.g. ID is greater than or equal to 5 will bring all those records where ID is 5 or greater than 5. Note that in this case, the specified value is inclusive.

10. ***is between:*** This will bring the records between the specified limits. E.g. ID is between 5 and 7 will bring records where ID value is between 5 and 7. Note that in this operator, upper and lower values are inclusive. In other words it will bring records for ID equals to 5 and 7 as well if they exist in the database

11. ***is not between:*** Same as above with the difference that it will bring all the values that are not there in the specified range. This operator is inclusive too.

12. ***is like*** & ***is not like:*** These operators are only visible in "Select Operator" combo box if the user selects a column from "Select Column" combo box whose data type in the database is *Text*. These operators work exactly like the SQL operators *Like* and *Not Like,* respectively – note that the SQL version and dialect of the underlying provider affects what syntax may be used for these operators. The operators allow users to use wild cards in filters. Refer to the following table for simple wild card characters that maybe used with Access and SQLServer databases. Consult the SQL documentation for a more detailed list of possible wild card options and their usage:

Operation	*SQLServer*	*Access*
Match any string	%	*
Match any character	_ *(Underscore character)*	?

The Knowledge Base Module

Knowledge Base Manager is a very useful component of MonitorWare Console. It contains a collection of articles that are related either with one or more devices or with one or more event rows. With the passage of time, user can enhance the articles repository by adding articles to it. This repository will help the user during troubleshooting.

Knowledge Base Manager

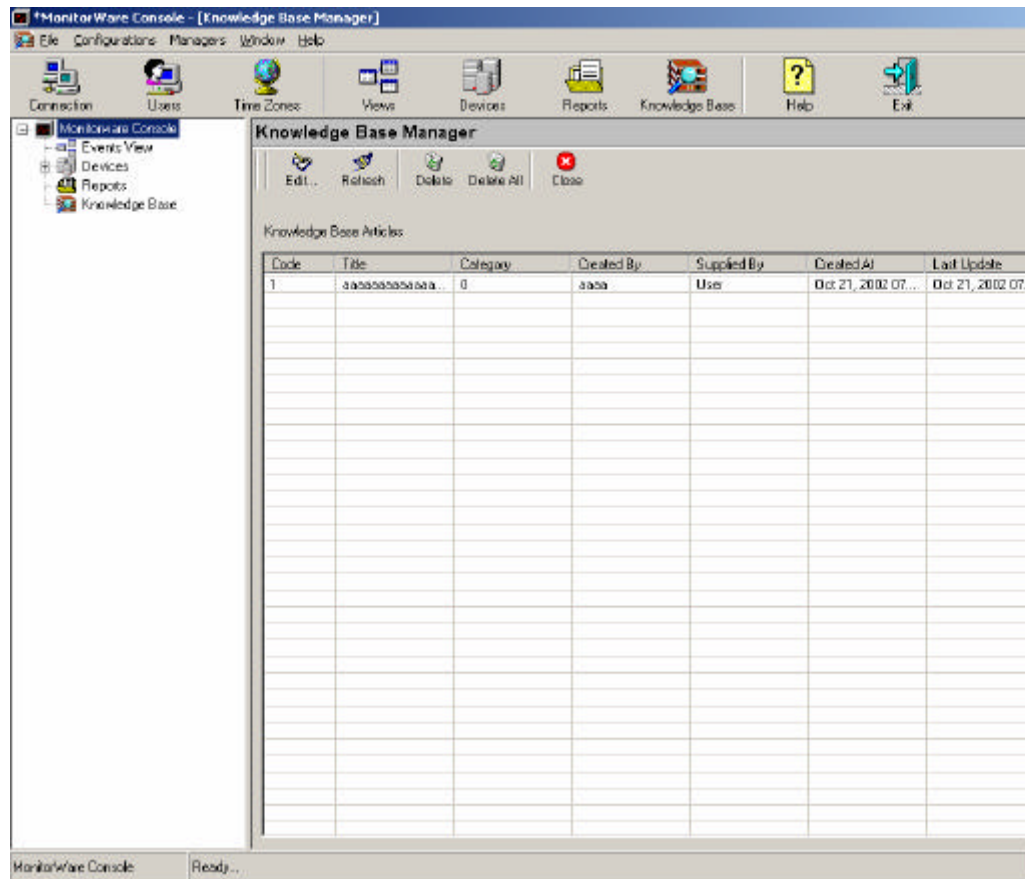When the Knowledge Base Node in the tree view is clicked, Knowledge Base Manager would open up as shown in the figure.

Figure 17 Knowledge Base Manager

Knowledge Base Manager displays the complete repository of Knowledge Base articles that have been added by various users so far. For each article, it displays its code, title, category, created by, supplied by, created at, last update and last updator.

Editing a Knowledge Base Article

To edit a Knowledge Base Article, A Knowledge Base Article can be opened for editing in one of the following four ways:

1. Select at most one article at a time and then press the add button in the tool bar of Knowledge Base Manager.

2. While the focus is on some article, press Enter key.

3. Right click on any article, and click Update

4. Double click on any article.

Once any of the above-mentioned steps has been performed, a form for that Knowledge Base Article would open up as shown in the following figure.
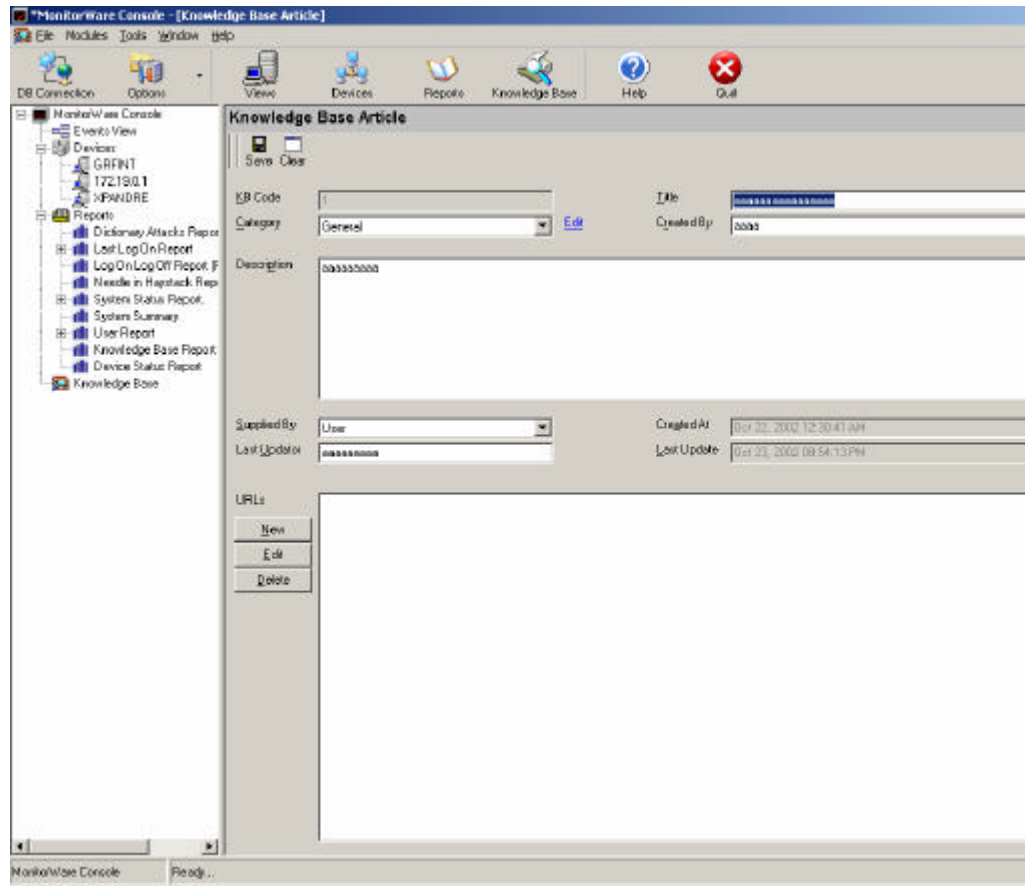
Figure 2 Knowledge Base Article Form

In this form user can make the changes in all the fields except for the KB Code, Created At and Last Update field because all of them are automatically generated.

Following is the functionality of each component on this form

Edit Link

If Category combo box is to be updated, edit link is pressed and it opens up a small form, as shown in figure 3, which can be used to insert, update or delete a category

Figure 18 Knowledge Base Category Form

New Button

When this button is pressed, a small form, as shown in figure 4, is displayed in which the user can enter the URL and its description.
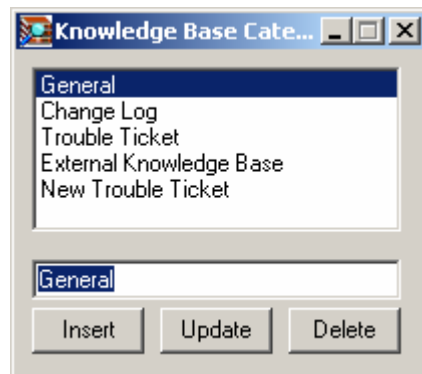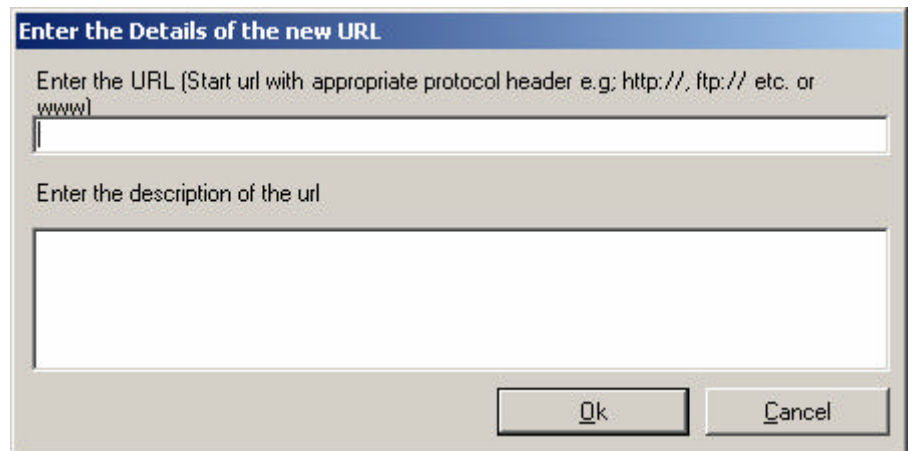

Figure 19 URL Form

Note: Start URL with appropriate protocol header e.g. http://, ftp:// etc or start the URL with www.

Edit Button

Select at most one URL and click the edit button. It will open up the same form as displayed in figure 4. User can modify this URL using this button.

Delete Button

Select the check boxes adjacent to the URLs and press this button. This will delete all selected URLs from this article

Refreshing Knowledge Base

Knowledge Base Manager can be refreshed in one of the following three ways.

1. Click the refresh button in Knowledge Base's tool bar.

2. Press F5 key from the keyboard.

3. Right click on list view and click on refresh

This action will update the Knowledge Base Manager from the database. In other words if another user has added some knowledge base articles, they would also be visible after this action.

Deleting a Knowledge Base Article

An article can be deleted in one of the following three ways.

1. Select an article and press the Delete key on the keyboard.

2. Right click on an article and click delete.

3. Select an article and click on delete button in Knowledge Base Manager's tool bar.

Deleting all Knowledge Base Article

All the Knowledge Base Articles can be deleted by using one of the following options:

1. Click the Delete All button in the tool bar.

2. Right click on the list view in Knowledge Base Manager and click on delete all

Closing Knowledge Base Manager

To close the Knowledge Base Manager, click on the close button in its tool bar

The Devices Module

A Device refers to any piece of hardware or gadget that is hooked up to the network and reports or logs events/messages using some well-defined mechanisms like Syslog or NT Event log etc. MonitorWare Console provides an easy and user-friendly way to track all such reporting devices in the system.

The Devices module allows users to add, update, delete or discover device(s). Apart from these features, user can associate a knowledge base article with a specific device/devices, which can later help in troubleshooting or tracking device specific issues and information.

Device Manager

Device manager can be opened using one of the following ways:

1. Click on the Devices button in the main tool bar

2. Click the Managers Menu in the menu bar and then click on Device Manager

3. Click the Devices node in the tree view

After the user has selected one of the above-mentioned ways, then a form similar to the one shown in the next figure would be displayed
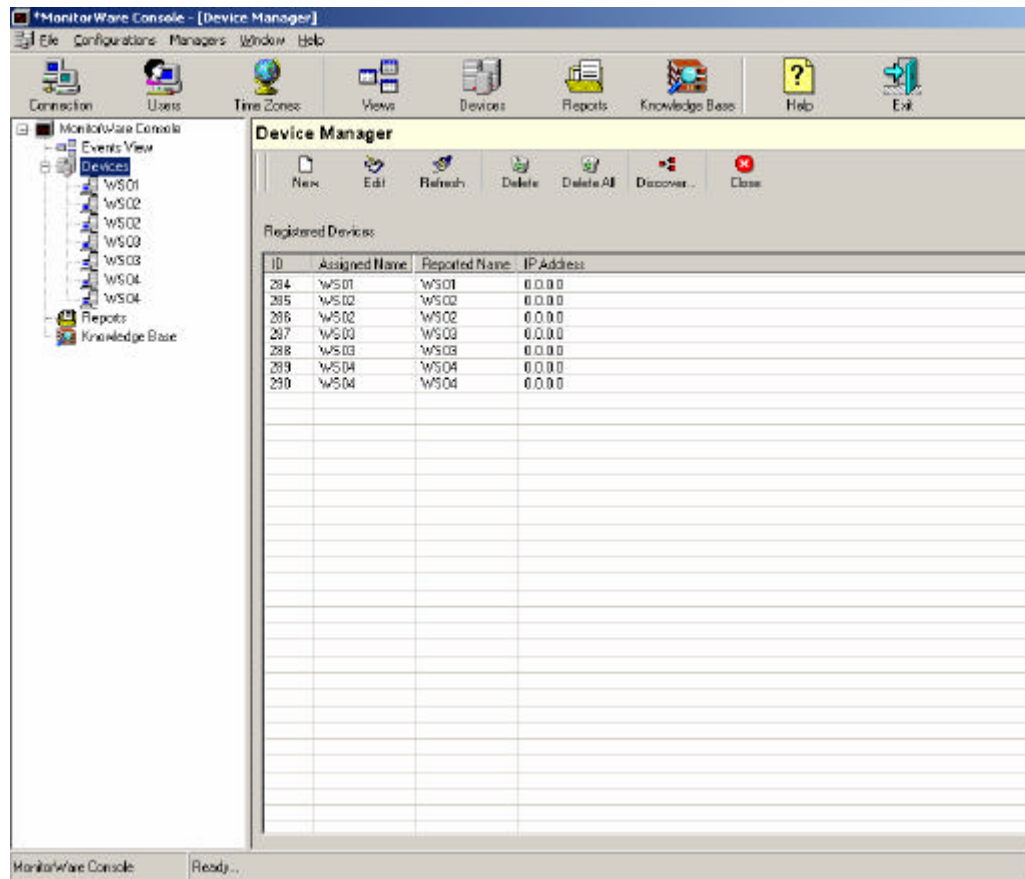
Figure 1 Device Manager

Device Manager displays a list of all the registered devices in the list view. On top of the Device Manager, there is a tool bar having new, edit, refresh, delete, delete all, discover and close button. Details of all of the Device Manager's features are given in the coming sub-sections.

Creating a New Device

Form for creating a new device can be displayed in one of the following ways.

1. Click on the new button in Device Manager's tool bar

2. Right click on the Device Manager's list view and click on New sub menu item

3. Right click on Devices Node in the tree view and click on add

After the user has selected one of the above-mentioned ways, a form similar to the one shown in the next figure is displayed
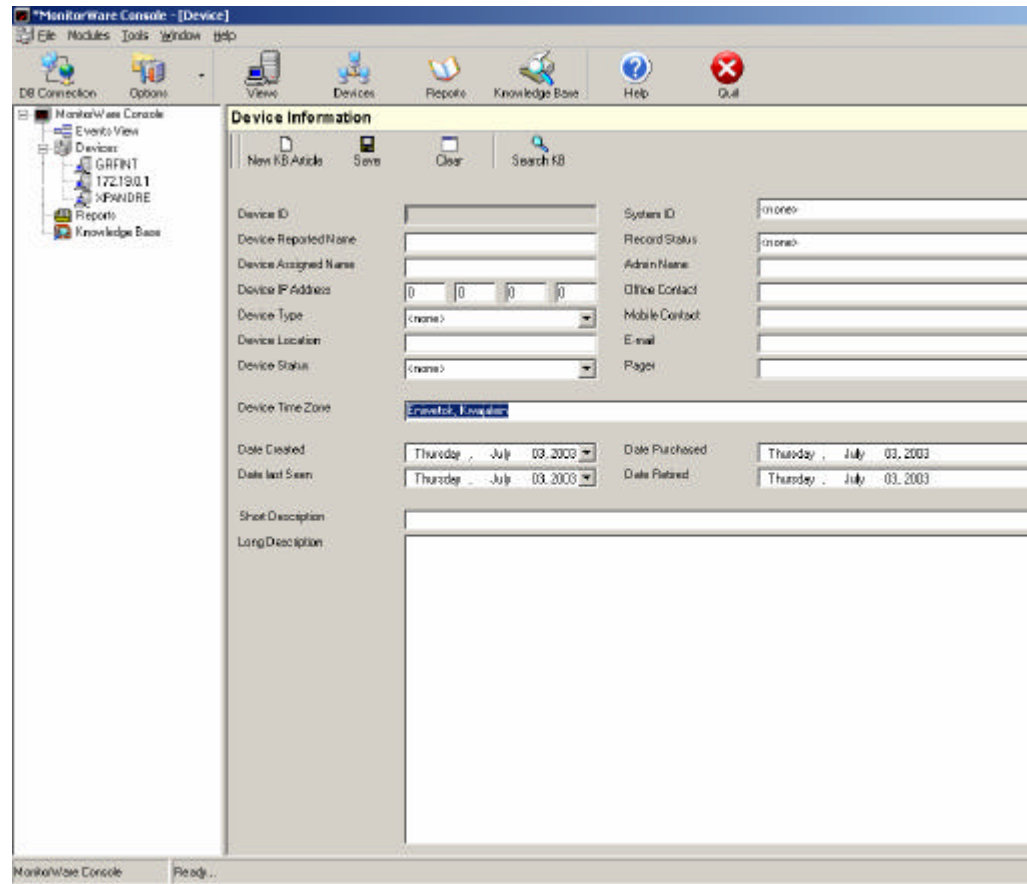
Figure 2 Device Information Form

Device Reported Name is the name of the device and Device Assigned Name is some useful name that can also be associated with this device. Rest of the fields on this form are self-explanatory

The tool bar in this form contains New KB Article, Save, Clear , Search KB and Close button. A brief description of all of them is given below

New KB Article: If the user clicks on this button, a form, as shown in figure 14 is displayed. This form will now be used to create a Knowledge Base (KB) article that is related to this device. Note that the same KB article can also be related with other devices as well
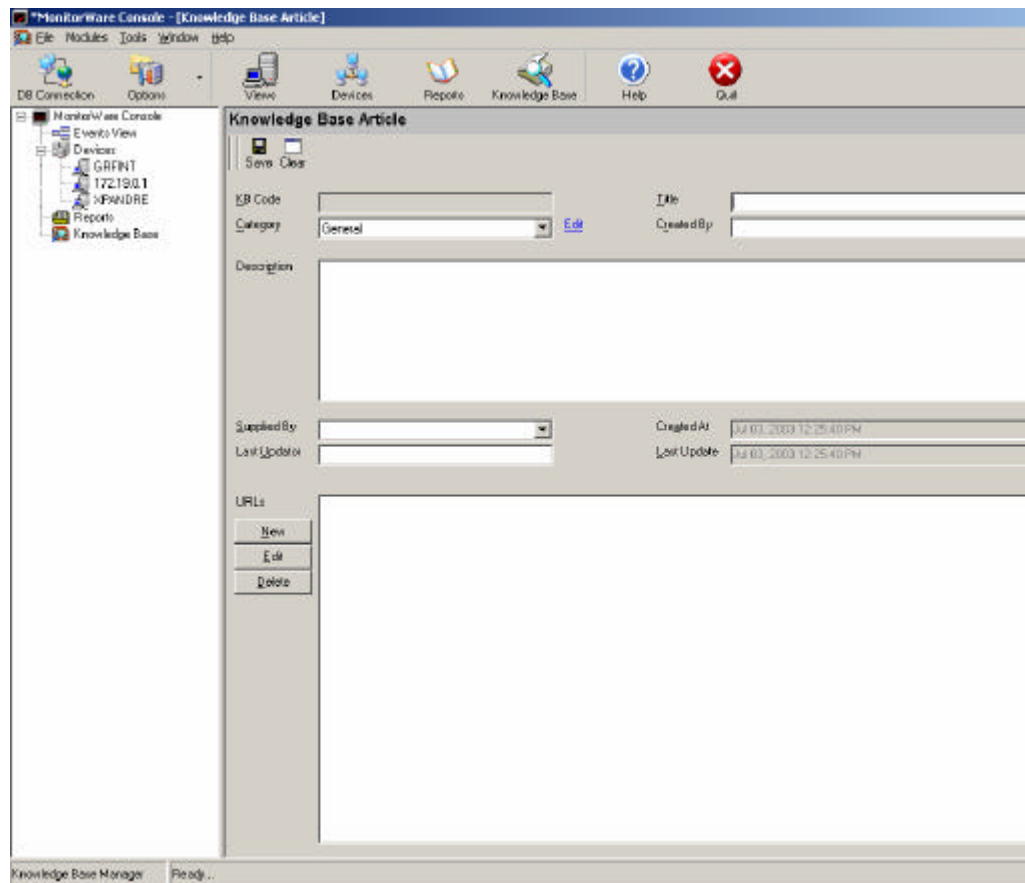
Figure 3 New KB Article

For information about this form, refer to "Editing a Knowledge Base Article" sub section in "Knowledge Base Module"

Save: This button will save the information that the user has entered in the form

Clear: This button is used to clear all the fields that are there on the form

Search KB: This button will open up the Knowledge Base Manager that will display all the articles that are associated with this device

Close: This button will simply close the form

Editing a Device

Form for editing a device can be opened up in one of the following ways:

1. Select the device that you want to edit and press the edit button in Device Manager's tool bar. If more than one devices have been selected, then the last selected device would be opened for editing.

2. Right click on any device in the list view of Device Manager and click on edit.

3. Select a device from the list view and press enter key on the keyboard

After the user has selected one of the above-mentioned ways, a form as shown in figure 13 will open up and all of the fields would have the values that are associated with this opened device. If any of the value is changed and the save button is pressed, the opened device is modified to the fresh entries. Note that a new device would not be created in this way. For creating a new device, refer to "Creating a new device" sub section of this module

Refreshing Device Manager

Device manager can be refreshed in one of the following ways.

1. Press F5 key on the keyboard

2. Press Refresh button on Device Manager's tool bar

3. Right click on the list view and select refresh

4. Right click on the Device Node in the tree view and click on refresh.

Once the user has selected one of the above-mentioned ways, the device manager would be refreshed from the database and will display fresh entries

Deleting a Device or Devices

Device or Devices could be deleted in one of the following ways.

1. Select Device(s) to be deleted and press the DEL key on the keyboard

2. Select Device(s) to be deleted and press the Delete button in Device Manager's tool bar

3. Select Device(s) to be deleted and right click on the selection. Select Delete.

4. Select a specific device from the tree view. Right click on it and press delete

Once the user has selected one of the above-mentioned ways, then the device would be deleted from the device list. Note that you can discover this deleted device once again using the Discover device button that is explained in the coming sub sections.

Deleting all Devices

All of the devices can be deleted in one of the following ways:

1. Press the Delete All button in Device Manager's tool bar

2. Right click on the list view and click Delete All

3. Right click on Devices node in the tree view and click Delete All

After the user has selected one of the above-mentioned ways, all the devices would be deleted but you can discover them later using the Discover Devices button, which is explained below

Discovering Devices

Form for discovering devices can be opened in one of the following ways.

1. Click on the Discover Devices button in Device Manager's tool bar

2. Right click on Device Manager's list view and select Discover.

Once the user has selected one of the above-mentioned ways, a form similar to the one shown below, would be opened
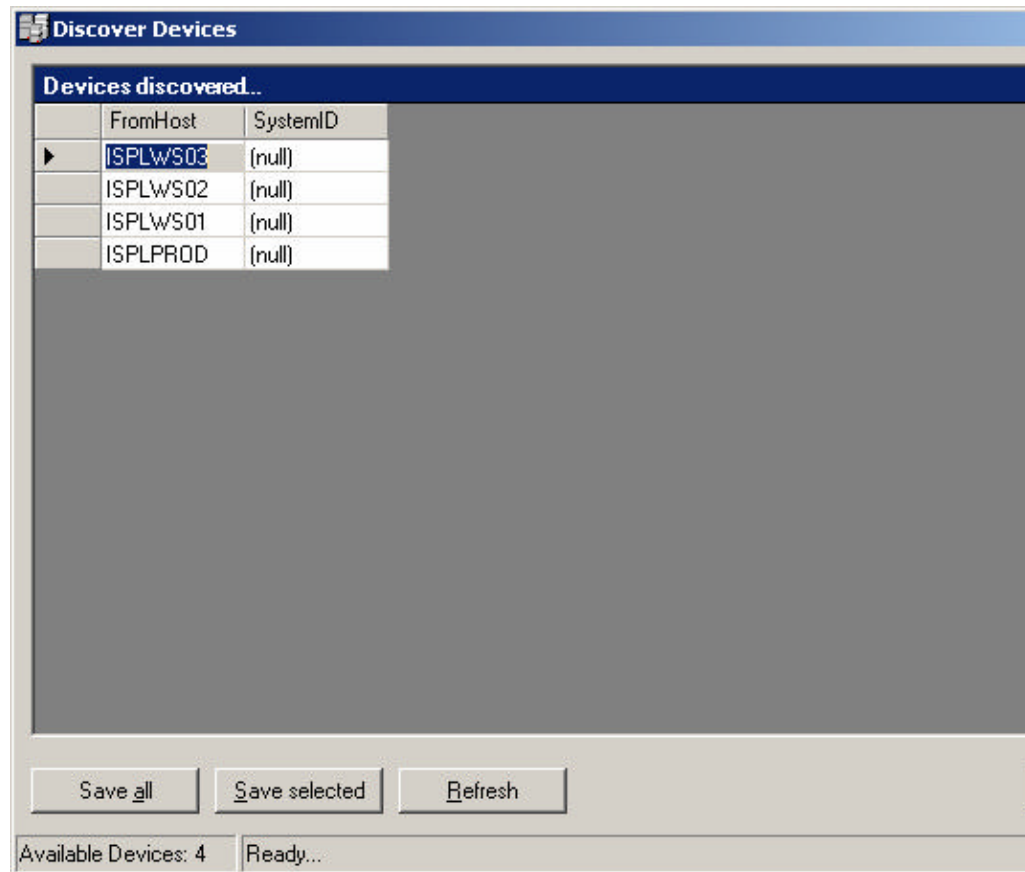
Figure 4 Discover Devices Form

This form displays a list of all of the devices that are yet to be discovered.

Save All: This button will discover all the devices and after this action, all the devices that were initially there in the list view of Discover Devices form will now be shifted to the Device Manager's list view. In other words, they have been discovered

Save Selected: This button will discover only those devices that have been selected from the list view in the Discover Devices form

Refresh: Simply refreshes this list from the database. If a new device has logged some data in the database after this form was opened, then pressing the refresh button would also bring that device in the list view of figure 15

Close: Closes the form shown in figure 15

Closing Device Manager

Device Manager can be closed in one of the following ways:

1. Click on the Close button in the Device Manager's tool bar

2. Click on the cross sign of Device Manager form (at the top right corner of the form)

Running Network Tools on a Selected Device

As mentioned in the section of tools, there are 3 network tools in MonitorWare Console.

a) Ping Tool

b) TraceRoute Tool

c) PortScan Tool

You can right click on any device that is displayed in the tree view and select the network tool that you want to run on that device.

The Views Module

Views module (Raw Log Analysis) is one of the most powerful features of MonitorWare Console. Using this module, you can define your own views according to your needs. This module also supports the concept of "Drill Down". You can define various levels of field hierarchies in view definition. As you proceed towards the lower levels of hierarchies, the data is filtered using the above hierarchy levels. In addition to that, you can also apply some other filters on the data, which include: Time based filters, Device based filters and Info Unit Based filters. The details are given in the coming sections

Defining Global Filter

In this module, there is a concept of a Global Filter. Global Filter is that filter that will be applied to all the newly created views by default, although you have the flexibility to modify it for each view definition individually. To initialize Global Filter or Common View Settings, go to the Options Button in the Main Tool bar and click on "Common View Settings". A dialog box similar to the one shown in the following figure will open up:
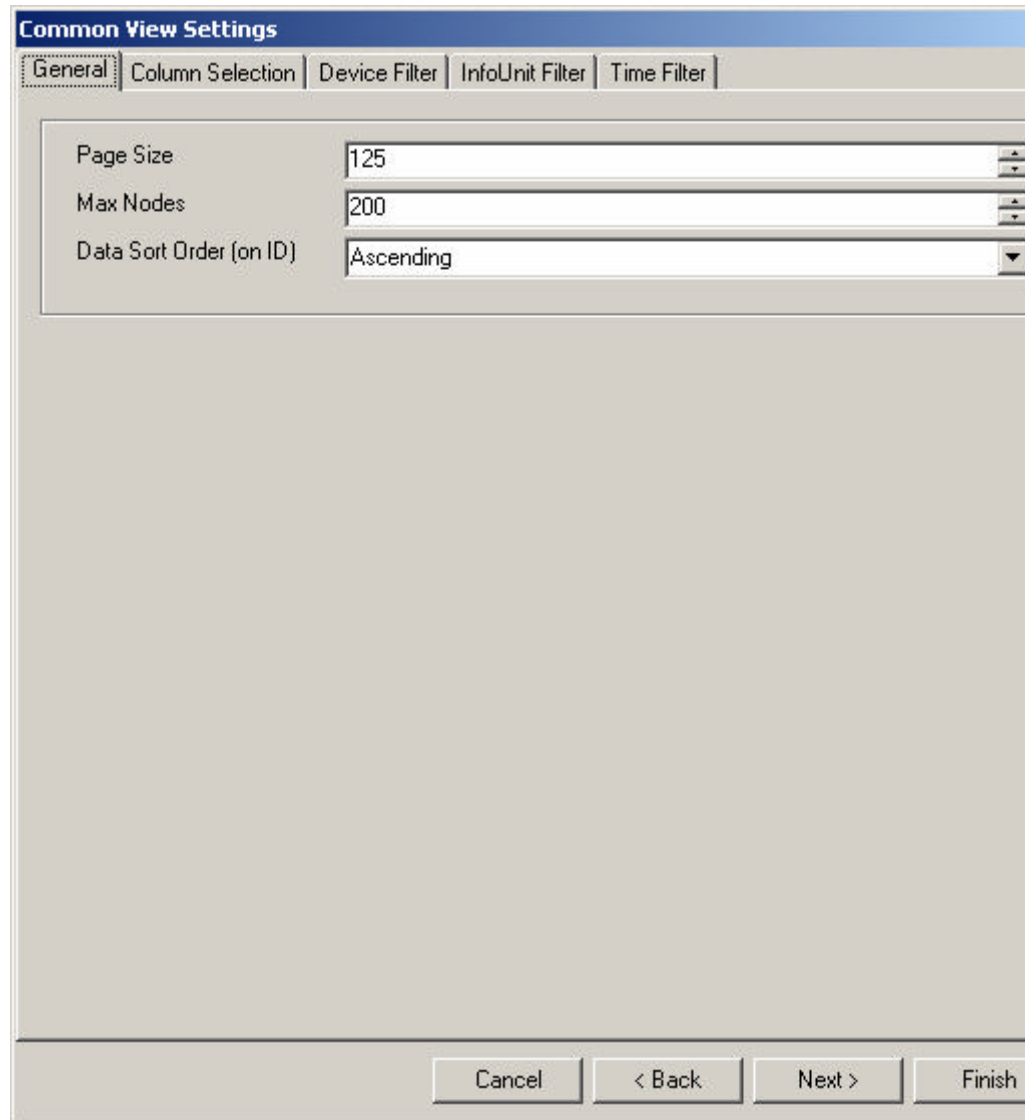
Figure 1: Common View Settings - General Tab

This dialog box has 5 tabs. The following sections will describe each tab in detail

General Tab

On this Tab, you can specify Page size, Max Nodes and Data Sort Order

Page Size: Page size is the maximum number of records that user can see on one page in the data grid. If the number of records brought by the query is greater than the page size for that view, user has the option of pressing the "Next" button (will be explained in the coming sections) to go to the next page. In short, at one time user will not be able to see records greater than "Page Size" specified in this tab.

A paging algorithm has been implemented in MonitorWare Console to improve efficiency. Had there been no paging algorithm, then the data grid had to display ALL the records that are returned from the database (imagine 1 million records being returned) and the user had to wait for a very long interval of time to see the results. The paging algorithm only brings those many records at one time that are specified in the page size. So greater the page size, more will be the time for each page to be displayed because of

more number of records that are to be brought from the database but the total number of pages would be less. On the other hand, if the page size is kept small, then less time will be taken for each page to be displayed because of less number of records are to be brought from the database but this will increase the total number of pages. Depending upon your requirements, you should make some compromise between these two things and set the page size accordingly.

Max Nodes: "Max Nodes" is the max number of nodes that you will see in the tree view on the left side of the application. If the number of nodes brought by the query is more than the number of "Max Nodes", a "See More" node will be added to the tree view and once you press on it, you will see the remaining nodes.

Data Sort Order: This is the sort order according to which the data will be brought in the data grid. Currently this sorting is applied on the ID column

Column Selection Tab

Pressing the "Next" button at the bottom of the dialog box, or pressing the "Column Selection" Tab from the top, will take you to the next page as shown below:
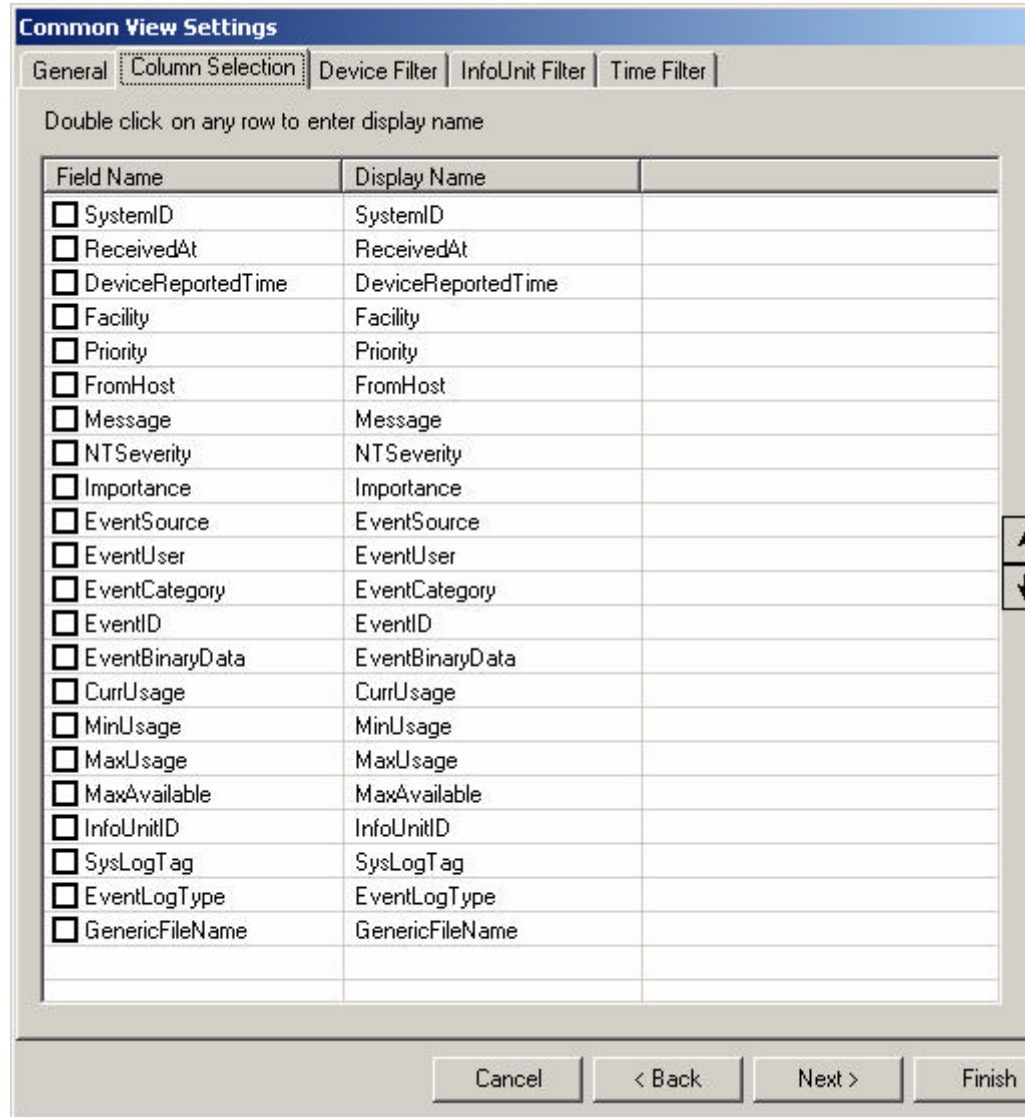

Figure 2: Common View Settings - Column Selection Tab

This tab will allow you to select the columns that you want the application to show in the data grid when a view is executed. Simply check the columns

that you want to see in a view. This tab also gives you the flexibility of changing the names of the columns. Double clicking on any item in the list view will open up another dialog box, in which you can specify the display name for that column. You also have an option of changing the order in which the columns should appear on the grid by pressing the up and down buttons present on the right side of the above form. The top most column displayed in the above form will be the first column that will be displayed in the data grid when the view is displayed and bottom most (Selected column) will be the last column (on extreme right side) on the gird.

Device Filter Tab

Pressing the "Next" button at the bottom of the dialog box, or pressing the "Device Filter" Tab from the top, will take you to the next page as shown below:
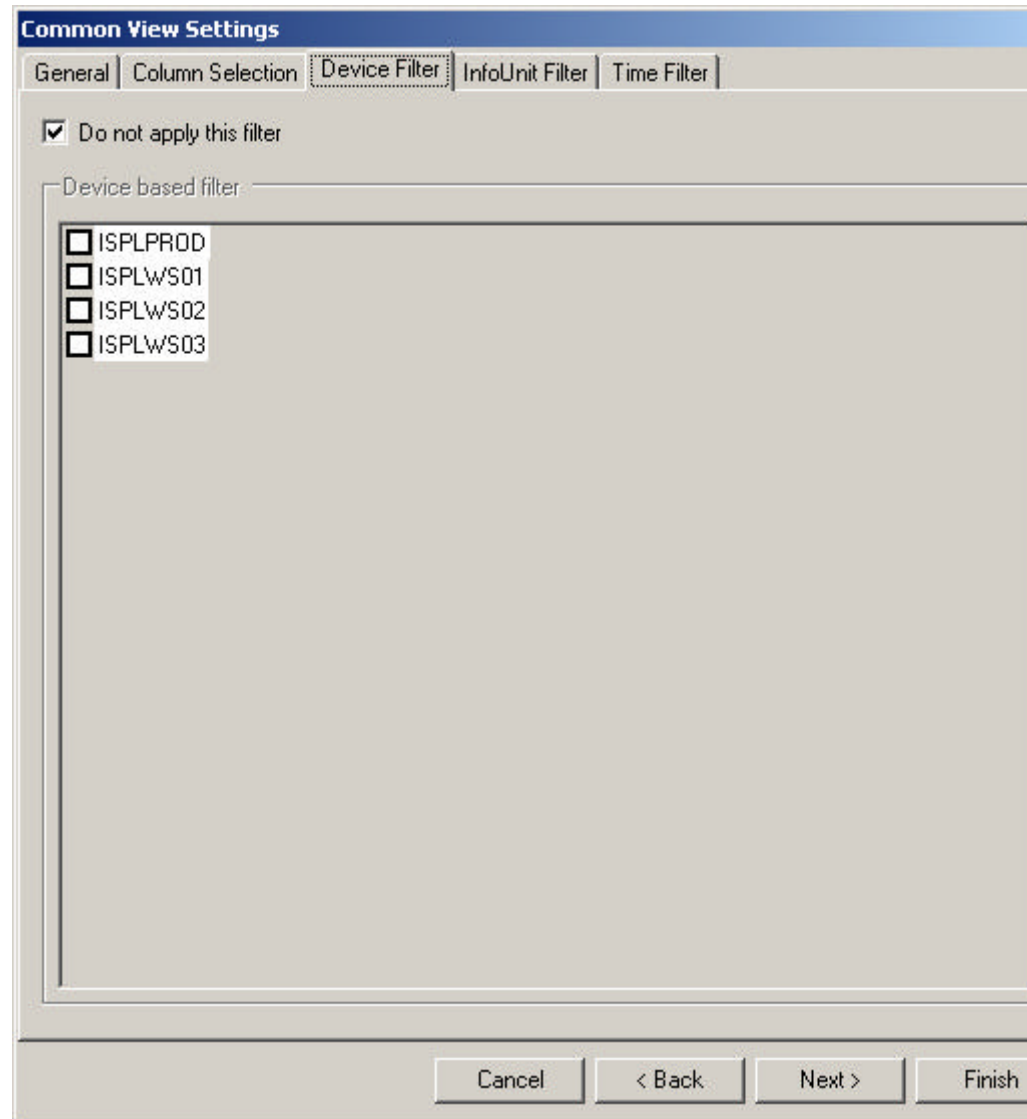

Figure 3: Common View Settings – Device Filter Tab

With this tab, you can specify a filter on the basis of devices. If you don't want to apply this filter, simply check the check box. If you want to apply the filter, you would have to, first of all, uncheck the checkbox because otherwise the list box would remain un-editable.

Select the device on which you want to apply the filters. All the devices that you will select from the list box will be ORed together. E.g. If you have selected WS01 and WS03 from the above list, then it will bring all the records where device name is either WS01 or WS03

Info Unit Filter Tab

Pressing the "Next" button at the bottom of the dialog box, or pressing the "Info Unit Filter" Tab from the top, will take you to the next page as shown below:
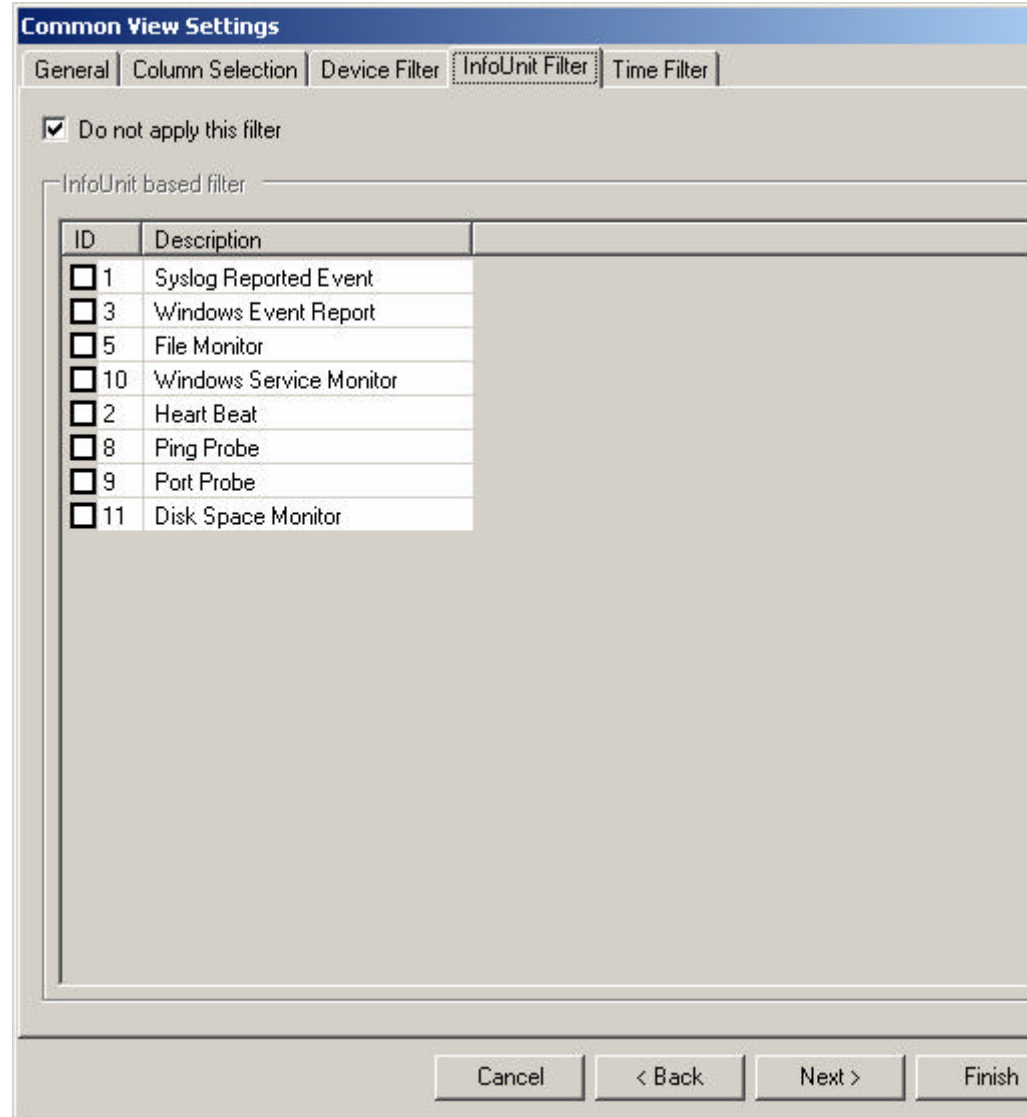

Figure 4: Common View Settings – Info Unit Filter Tab

With this tab you can specify filter on the basis of Info Units. If you want to apply the filter, you would have to uncheck the checkbox so that the list box is enabled. As mentioned above in the Devices Tab, the Info Units that you have selected from the above list will be ORed together.

Time Filter Tab

Pressing the "Next" button at the bottom of the dialog box, or pressing the "Time Filter" Tab from the top, will take you to the next page as shown below:

Figure 5: Common View Settings – Time Filter Tab

Using this tab, you can specify filters on the basis of time. If you want to apply time-based filters, you would have to uncheck the check box at the top to enable the options below. You have two options to apply filters in this case. Note that both of these options are mutually exclusive. If you select the above radio button, then the filter would be applied on the basis of "Records logged during last" option and if the lower radio button is selected then the filter would be applied on the range that you will specify in the from and to date time picker combo boxes. But both of these filters cannot be applied simultaneously.

Important Point

If you have applied filters on each of the three categories, i.e. Device Filter, Info Unit Filter and Time filter, then all of these filters would be ANDed together.

View Manager:

View Manager can be opened in one of the following ways:

1) Click on the "Views" button in the main Tool Bar.

2) Click on "Modules" in the main Menu Bar and click on "Views"

3) Click the "Events View" Node in the tree view.

Once the View Manager is opened, you will see the following screen:
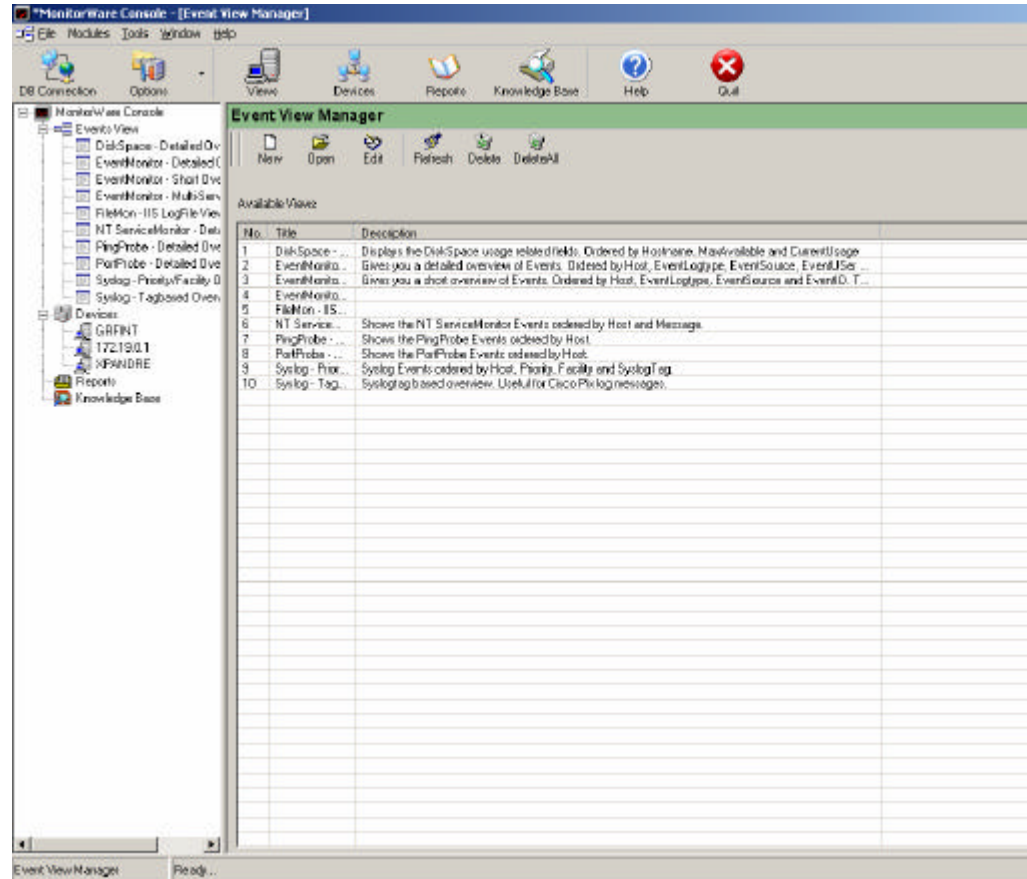
Figure 6: The View Manager

If you already have made some views earlier, the list view on the right side will show you those views. They will also be present in the form of Nodes under the Events View Node. The following options are present in the View Manger

Creating a New View:

A new view can be created in one of the following ways.

1) Click the new button in the View Manager Tool Bar

2) Right click on the list view on the right side of the screen in the above figure and click on new.

3) Right click on Events View node and click on New.

Once you have done this, the same screen as shown in figure 1 will open up but with an additional tab of Field Hierarchy as shown below

Figure 7: New View

As you can see from the above figure that apart from the Field Hierarch tab, all of the other tabs are the same as explained in the Common View Settings except for the General tab which now contains some additional information that you need to enter as shown below:
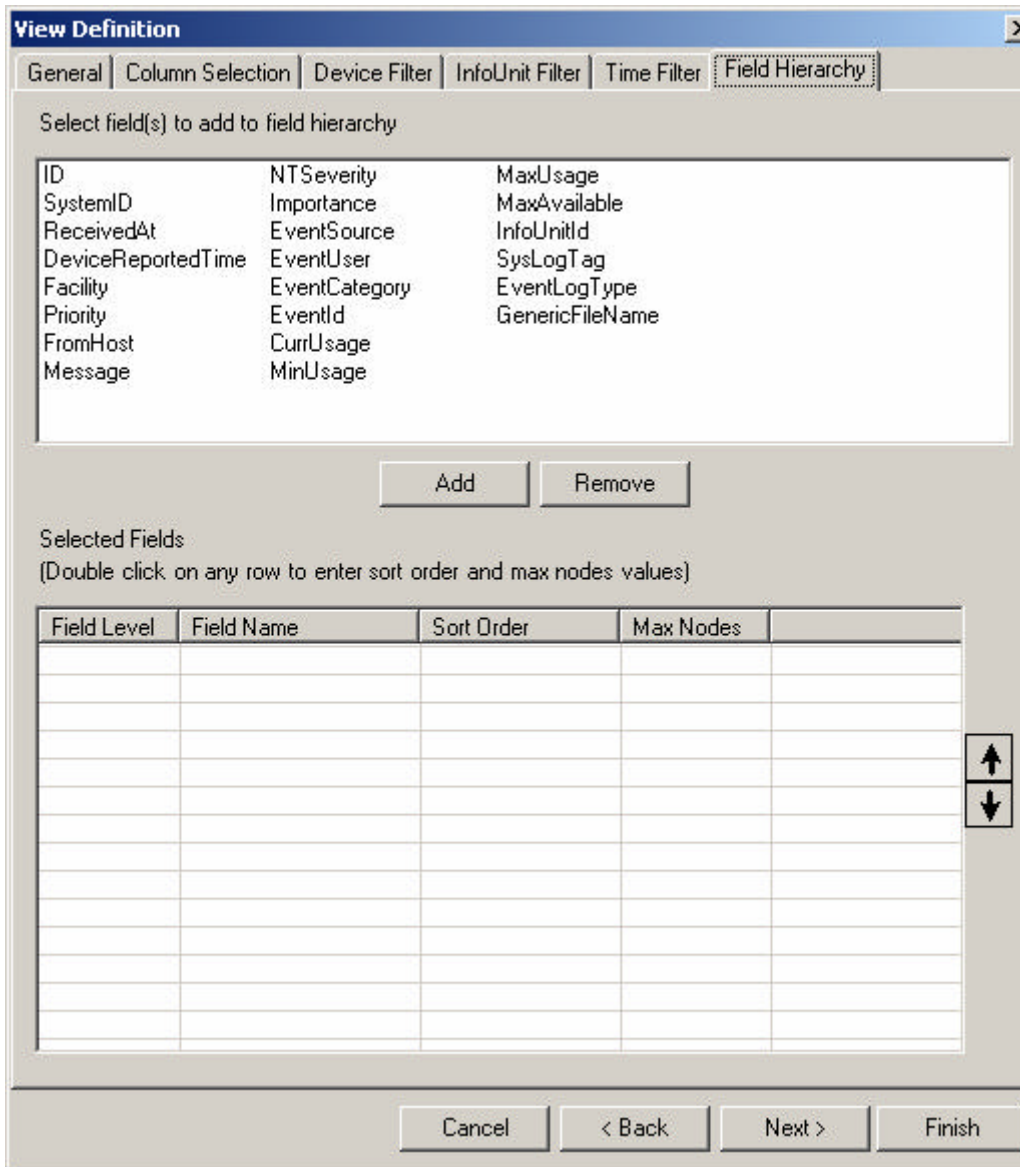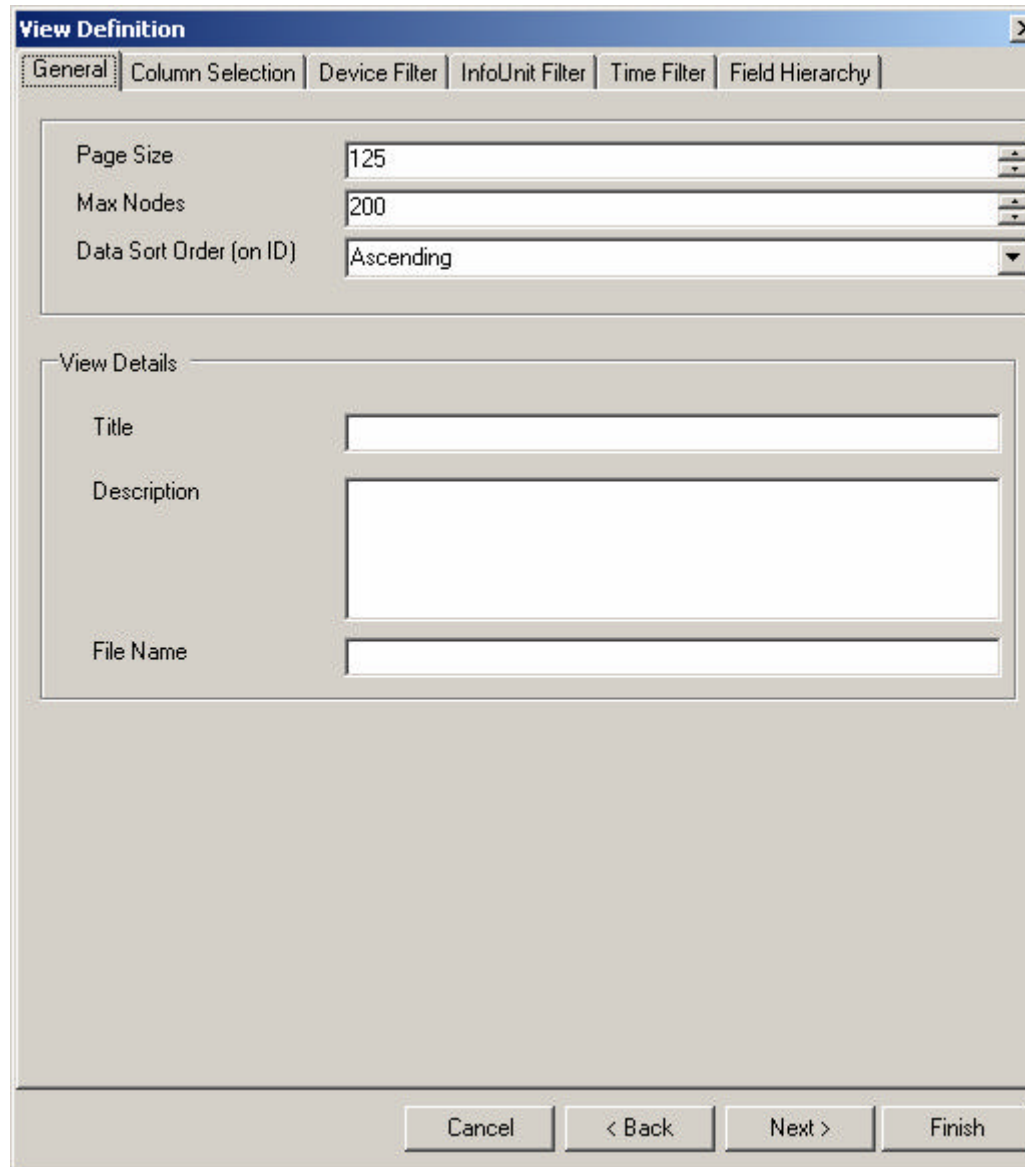
Figure 8: View Definition – General Tab

In this tab, the above group box is the same as that in the common view settings. There is a new group box at the bottom, which is specific for each view. In this group box, you can enter the title, description and file name of the view. Note that File Name is must in this case. If you don't specify a file name, view cannot be saved. Title and Description are optional but it is always a good idea to enter some descriptive sentence so that later on you can identify the functionality of this view.

When a new view is opened for creation, the first five tabs will show the settings that you saved in the Common View Settings (global Filters). You can override these settings by defining new settings for the view that you are currently creating.

The Field Hierarch tab allows you to define Levels of Hierarchies that you want to see in the Tree view. Double clicking on any of the fields from the above list will bring that field in the lower list as the level 1 field. You can also add a field to Selected Fields list by clicking on the "Add" button after selecting that field from the above list. If you add another field to the Selected Fields list box, it will be added as the level 2 field and so on. After adding a field to Selected Fields list box, if you want to change the level of a specific field, simply select that field and use the up or down arrow on the right side to increment or decrement its field level respectively.

In order to change the maximum nodes or the sort order associated with a specific field level, double click that field in the selected fields list view. A dialog box will open up where you can enter this information. You can sort based on four different things

1. Ascending on field values

2. Descending on field values

3. Ascending on volume

4. Descending on volume

The ascending and descending on volume can be used when you are interested to see the events that have occurred very seldom or very frequent respectively.

Editing a View

To edit a view, you can use one of the following ways:

1) Select a view and press the edit button in the View Manager's Tool bar

2) Right click on any view in the View Manager's List view and click on edit.

3) Right click on any view in the tree view and click on edit.

4) While the view is open, you can also edit it by pressing the edit button on that view form. Any changes that you will make while looking at the view will be reflected as soon as you close the edit dialog box.

Once you select any method mentioned above, the same screen as that shown in the new view is opened but this time all the fields will show the settings that were saved with this view when it was created. You can change any of the values and press finish. This will update the view.

Refreshing the list of views

To refresh the list of views, you can use any of the following methods:

1) Press the Refresh button in the View Manager's Tool bar

2) Right click on the list view of View Manager and click on Refresh

3) Right click on the Events View node and click on Refresh

Once any of the above-mentioned ways has been selected, the list of views in the Tree view as well as in the list view would be updated from the views folder.

Deleting a View

A view can be deleted in one of the following way:

1) Select view(s) and press Delete button in View Manager's Tool bar

2) Right click on a view in the list view and press delete

3) Right click on a view in the tree view and press delete.

After pressing delete that view will be permanently deleted and you will not be able to access it again.

Deleting All Views

In order to delete all the views permanently, use one of the following ways:

1) Press the Delete All button in the View Manager's Tool Bar

2) Right click on the Events View node in the Tree View and click on Delete All

Opening a View

A view can be opened in one of the following ways:

1) Select a view and press the Open Button in the View Manager's Tool Bar

2) Double click on any view in the List View of View Manager

3) Click on any view node in the Tree View

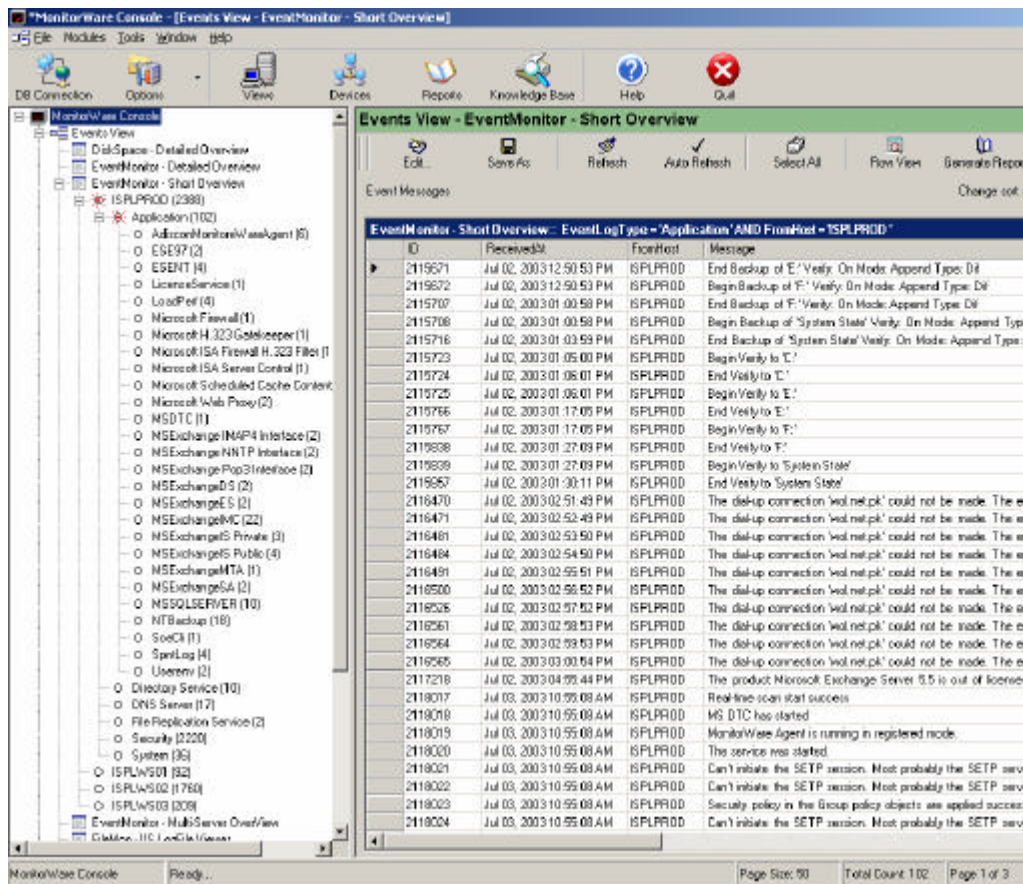Once a view is opened, you will see the following screen

Figure 9: Event View Form (An open view)

The above figure shows you an opened view. The right side of the figure is a data grid, which will display you the records according to the query that was constructed according to the filters that you applied while creating this view. The columns displayed are those that you selected while creating a view. They are also displayed in the order in which you have placed them while creating the view. The header text is that text that you assigned as the display name.

When you open up a view, it will display the columns with default width values. If you want to change the column width, simply drag the column and make the width according to your choice. This width would now be saved permanently for you so that even if you close the application and open it once again on the next day, you will see the new widths of the column so that you don't have to adjust them every time.

When a view is opened, there are two aspects that need to be explained: First is the Event View form and second is the Tree View itself. Lets first discuss the options that are present in the Event View form

Editing the View

When the edit button is pressed, form shown in figure 7 above would pop up. You can make any changes that you want and then pressing the finish button on that form will reflect all the new changes in this currently open view.
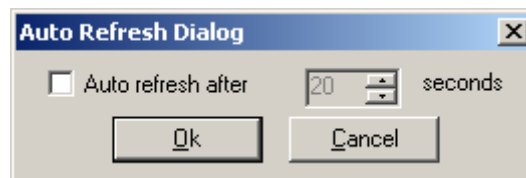
Saving the Records

Select the records that you want to save and click on the "Save As" button in the Event View Form's tool bar.

Refresh

Simply refreshes the records

Auto Refresh

This feature will refresh the view automatically from the database after specified interval of time. When this button is pressed a dialog box similar to the one shown below will open up

Check the check box in the above figure if you want to have the auto refresh feature. When the checkbox is checked, you can also specify the number of seconds after which your view would be refreshed.

One thing that must be kept in mind regarding the Auto Refresh feature is that if you have set a very large value of the page size and a very small time interval after which the page should refresh, then the performance of the Auto Refresh feature might not be good. The reason is that the previous records will not be brought yet from the database when the time for the next refresh comes and then it goes back to the database to fetch the fresh records once again.

We strongly recommend using small page values for the view for which you intend to use Auto Refresh feature so that the above mentioned problem is not encountered.

Select All

Selects all the rows that are present in the data grid

Row View

If you want to see the details of any row, simply select that row and press the Row view button in the Event View's tool bar. The second option is that you double click on that row whose details are required. Another from will open up which will show you the details. The form is shown in the figure below
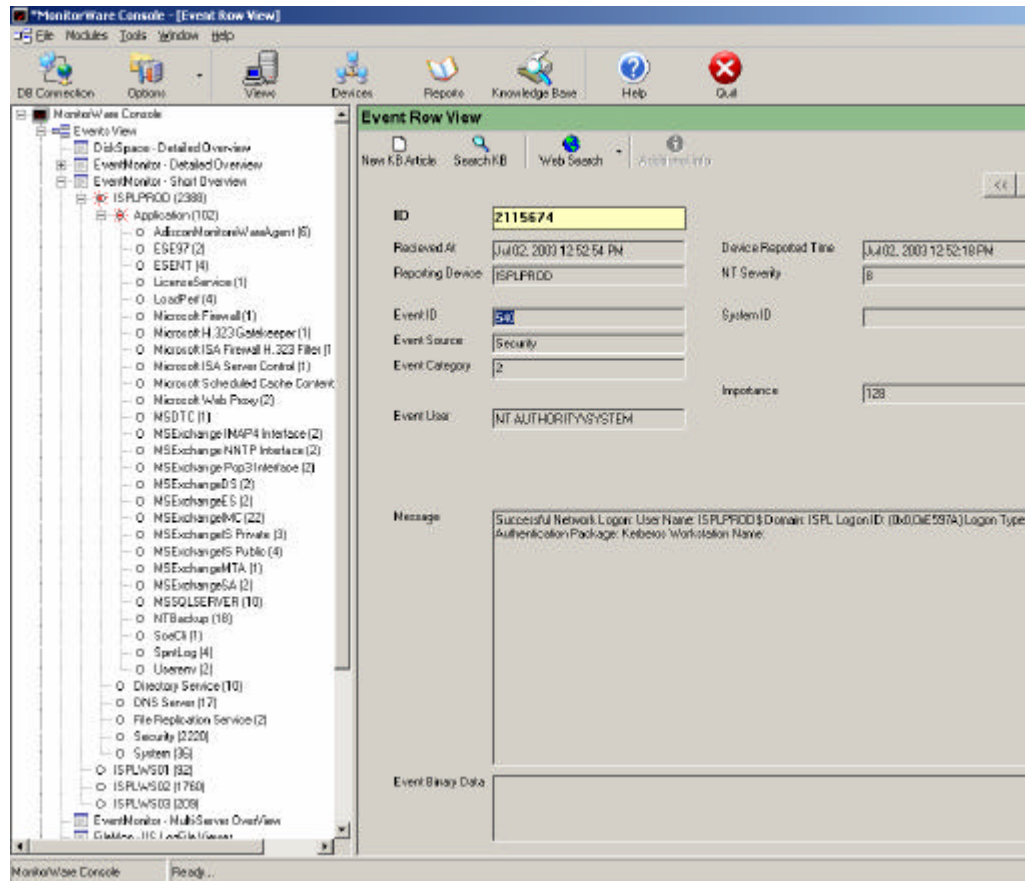
Figure 10: Event Row View Form

New KB Article: You can create a new KB Article associated with this event view row by pressing the "New KB Article Button". Refer to Device module for more details

Search KB Article: You can search the Knowledge base for the articles associated with this Event Row View. Refer to Devices module for more details

Web Search: You can search the net for some articles for this event view row. When you press the down arrow on this button, you would see that there are some searches already defined. Lets say you select "Google search on Event Id", then it will open up a browser and will search for Event ID = x where x is the event id that is currently displayed on the Row View Form. If you would like to define your own query strings, you can click on Web Search Button down arrow and select "Web Search Urls" or alternatively, you can open it up from the Options button of the main tool bar and then selecting "Web Search Urls". After selecting any of the above mentioned ways, you will see the following dialog box:
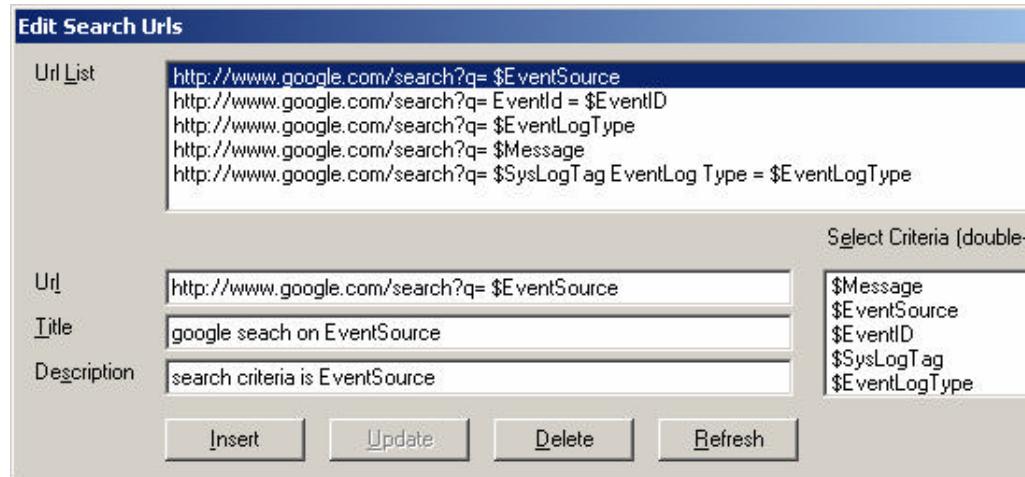
Figure 11: Web Search Urls

The Url is the actual url value that you want to send to the browser. Note that the $ signs will be replaced by the values from the event row view form (the form from where you will initiate this search)

If you want to insert a new url, make sure that the base string (http://www.google.com/search?q=) stays the same. You then have an option of selecting from the list that is displayed on the right side. Simply double click on any value and it will be added to your url string. Once done, press the "Insert" button and it will add a new search url string at the top most list.

Additional Info: This button would normally be disabled, however if the message field contains some information regarding ICMP, then this button would be enabled. Clicking on this button would pop up another dialog box in which some additional details regarding the message can be seen.

Generate Report

Views Module is one of the most powerful modules of MonitorWare Console and you can use it to create very powerful views exactly according to your requirements. If you click on this button "Generate Report", it will generate an HTML based report for the current view. With this approach, you can generate the reports that suit your requirements. This feature gives you a great power in defining your customized reports

Next

If the number of records is more than the Page Size that you specified for this view, then pressing the Next button will take you to the next page.

Previous

Pressing the Previous Button will take you to the previous page of this view

Changing the Sort Order

You can also change the sort order of an open view. Simply use the "Change Sort Order to" combo box to change the sort order of the currently displayed view. As mentioned above, this sort order is based on the Id.

Tree view

Now lets discuss the other part that is associated with opening a view and that is the Tree View.

When you click on any view, it will display you all the distinct level 1 fields values (along with their counts). If the number of nodes brought by the query for this first level is greater than the maximum nodes that you defined for this first level field while creating the view, then a new node "See More" will be created in blue color. Clicking on this node will bring the remaining nodes. Note that it will bring the nodes in chunks of Max Nodes that you defined for this field.

Once you click on any level 1 field, a red light as shown in figure 9 will be displayed along with that node meaning that user has expanded this node. Now if you had defined any level 2 field in the field hierarchy of this view, then all the distinct values of that field would be displayed under the clicked node. Secondly, the Data grid on the right side would also be updated according to new query. E.g., take a closer look at figure 9. When you click on ISPLPROD from the tree view, the data grid will show you all those records where the Machine name is ISPLPROD. Now, as in the figure, if you click on "Application" node in the tree view (under the ISPLPROD node), the grid will display you all those records where Machine name is ISPLPROD and EventLogType is Application. Similarly this where clause keeps on increasing as you move deeper into the field hierarchies.

License Options

At the bottom left corner of start up dialog box of MonitorWare Console, a link says "License Options". If you click on it a license dialog appears where you can view or change your license key and/license name. There is also a link to order the product directly via our online ordering system.
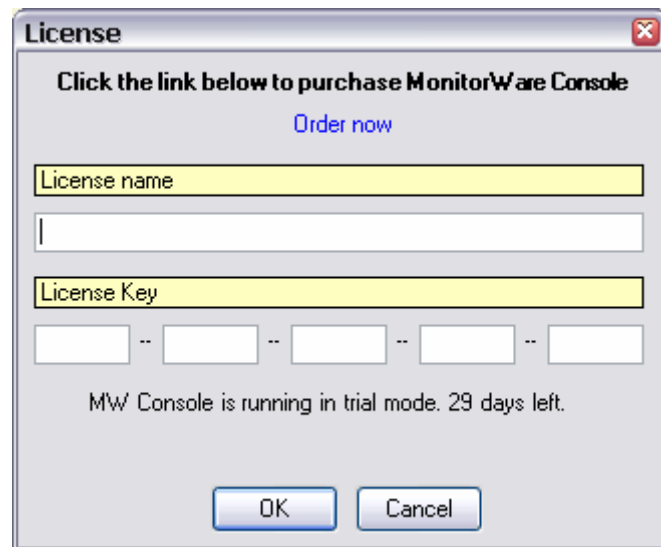

Figure: Licence options Dialogue Box

Getting Help

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

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

Frequently asked Questions

1. How can I generate a particular report more than once in a day with Job Manager?
2. When the Job Manager Service is started, it logs an error about ODBC in the Windows Event Log and no report is generated.
3. How can I pass advanced filters to the reports (the filters that are displayed on the filter form) that are generated by Job Manager Service?
4. When I generated Logon / Log off report and Last Log on report, they don't show any data. What's wrong?
5. Why do I see some empty columns in some reports that are generated by MonitorWare Console?
6. Why do I see so many log off entries in the logon / logoff report?
7. What is page size for a view and what is the importance of it?
8. When I turn on the Auto Refresh feature, it seems that MonitorWare Console has hung up. What's the problem?
9. How can I schedule a saved report that I have saved by applying some filters with the Job Manager Service?
10. I see wrong date and time values in the views and in the reports generated by MonitorWare Console. What is wrong?
11. Can I order new reports according to my requirements?

MonitorWare Console Web Site

You can visit the MonitorWare Console site at:

www.monitorware.com/en/console

If for any reason that URL will ever become invalid, please visit www.adiscon.com for general information.

Support Forums

Share questions and answers with your peers! This forum is also monitored by Adiscon support staff.

You can reach them at:

http://forum.adiscon.com/viewforum.php?f=2

Email

Please address all support requests to

support@adiscon.com

An appropriate subject line is highly appreciated.

Online Seminars

Adiscon offers a selection of online seminars. This selection is continuously being expanded. All available seminars can be found at:

http://www.adiscon.com/Common/SeminarsOnline/

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

Phone

+49-2235-985004 (with "+" being the international dialing prefix, for example 011 in the US).

Phone technical support is limited to UpgradeInsurance customers.

Please note that we are in the Central European Time zone (CET). That is 1 hour east of Greenwich Time. If it is 12pm in New York, it is 9pm at our office location. Our office hours are from 9am to 4pm. Therefore, we generally advise US customers to call in early mornings and Asian customers to call in late afternoon.

For best customer service, we highly recommend limiting phone calls to emergencies. We are checking our other support options regularly. Email support is available also during non-office hours, typically until 10pm CET.

Fax

Please direct your faxes to

+49-9349-928820

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.

To learn more about UpgradeInsurance, please visit

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

Non-Technical Questions

Please address all non-technical questions to

info@adiscon.com

This email alias will answer all non-technical questions like pricing, licensing or volume orders.

Purchasing MonitorWare Console

All MonitorWare Console 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

Please see license.txt for full license information. This file can be found in the ZIP file and is displayed during installation.

Pricing

The license fee is US$ 159 per machine MonitorWare Console is installed on. There are volume discounts for customers who would like to install MonitorWare Console on multiple machines.

For customers in the "Euro Zone" (European countries using the EURO as official currency), the license fee is EURO 189 per server This price includes 16% VAT, which can be waived if a proper VAT ID number is specified (almost all corporations and organizations inside the EURO zone do have a VAT ID. If in doubt, check with your financial department).

All European Community orders will be processed in EURO. US$ payment is available for international customers, only.

Please email Adiscon at sales@adiscon.com if you are interested in a volume order.

How to order

The most convenient way is via our online order processing system found at

https://secure.adiscon.com/MWCon/en/

If you do not like to order online, registration is still as simple as 1-2-3:

1. Print out the registration form on the order web site

2. Please fill it in. Remember to include number of licenses requested and payment information as well as your email id.

3. Mail or fax the registration form to Adiscon.

We accept all major credit cards. If you would like to place a purchase order, please see

http://www.adiscon.com/Common/en/OrderByPO.asp

for details.

If you need any additional payment options, please contact us at Info@Adiscon.com or the below given addresses.

Direct your orders to:

Adiscon GmbH
Franz-Marc-Strasse 144
50374 Erftstadt
Germany

Inside the US:
Toll-Free Fax: 1-888-
Toll-Free Phone 1-888-3183395

All other Countries:
Fax: +49-9349-928820
Phone +49-2235-985004

email: sales@Adiscon.com

All credit card orders need to be processed in Euro. US$ payments will be converted to Euro according to current exchange rate. There might be a slight difference in the converted value due to exchange rate differences.

Order Form

Your order can be placed using the following form. The most current online order form is available at

https://secure.adiscon.com/MWCon/en/

If you would like to order by mail or fax, please print out the order form and sign it.

Version History

2003-07-15

First public final release of the product.

Copyrights

Adiscon GmbH, Germany copyrights this documentation as well as the actual MonitorWare Console product. To learn more about other Adiscon products, please visit www.adiscon.com/en/products/. To obtain information on the complete MonitorWare line of products, please visit www.MonitorWare.com.

Please note that MonitorWare Console is part of the MonitorWare line of products. Please visit the MonitorWare site (www.MonitorWare.com) to receive updates and information on all members of the family. The site also does have information on combining the individual components to build a complex distributed configuration.

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